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REPUBLIC OF KENYA

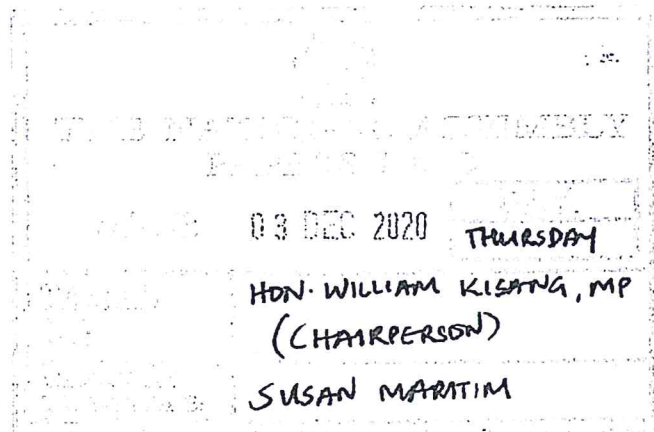


THE NATIONAL ASSEMBLY

TWELFTH PARLIAMENT – FOURTH SESSION (2020)

DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION AND
INNOVATION

REPORT ON THE CONSIDERATION OF THE PUBLIC PETITION REGARDING
PROVISION OF TOLL- FREE NUMBERS IN GOVERNMENT OFFICES



DIRECTORATE OF DEPARTMENTAL COMMITTEES
CLERK'S CHAMBERS
PARLIAMENT BUILDINGS
NAIROBI

DECEMBER, 2020

TABLE OF CONTENTS

ANNEXURES	4
CHAIRPERSON'S FOREWORD	5
1.0 PREFACE	6
1.1 COMMITTEE MANDATE	6
1.2 COMMITTEE SUBJECTS	6
2.0 INTRODUCTION	9
3.0 SUBMISSIONS	10
3.1 SUBMISSION BY THE CABINET SECRETARY, MINISTRY OF ICT, INNOVATION AND YOUTH AFFAIRS	10
3.0 COMMITTEE OBSERVATIONS	12
4.0 COMMITTEE RECOMMENDATION	13

ANNEXURES

- Annex 1 Adoption List
- Annex 2 Minutes
- Annex 3 Submissions from the Ministry of ICT, Innovation and Youth Affairs

CHAIRPERSON'S FOREWORD

This petition regards provision of toll-free numbers in Government and was presented to the House by the Hon. George Theuri, MP on behalf of the people of Embakasi West Constituency.

Consequently, the petition was committed to the Departmental Committee on Communication, Information and Innovation on 6th October, 2020 for consideration in accordance with the provision of Standing Order 227 (2).

In considering the Petition, the Committee held a meeting with the Ministry of ICT, Innovation and Youth Affairs to deliberate on the matters canvassed in the Petition with a view to responding to the prayers sought.

The petitioner submitted that toll-free is a dedicated phone line that allows callers to reach an institution without incurring charges, can be accessed from any network and are typically short codes that are easy to remember. Whereas a few government departments run emergency toll-free numbers, the majority of government institutions still rely on normal mobile or telephone numbers as the point of contact with the public in case of emergency for responding to general citizens inquiries.

Millions of Kenyans are unable to access information from various departments of government primarily because the typical contacts provided by government offices are mobile numbers or landlines for both regular and emergency inquiries.

The Petitioner, therefore prayed that the Departmental Committee on Communication, Information and Innovation pursuant to Standing Order 216 (5)(a):

- i. Enquires into the matter with a view to securing the installation of toll-free numbers in all vital and non-vital government departments that are manned by professional customer service agents around the clock;
- ii. Secures provision of civic education to sensitize the public on how to use toll-free numbers in order to guarantee faster service delivery to the public, improve feedback mechanisms for the government through this system, and facilitate communication during emergency situations; and
- iii. Secures the drafting and publications of a policy guiding and directing the use of essential toll-free numbers under use by the various offices and departments of government.

The Committee observed that the Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre, which will in essence be responding to prayers sought in the petition thus being responsive to the ongoing COVID-19 pandemic.

The Committee therefore, recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

Hon. William Kisang, MP
Chairperson, Departmental Committee on Communication, Information and Innovation

1.0 PREFACE

1.1 Committee Mandate

1. The Departmental Committee on Communication, Information and Innovation under the National Assembly Standing Orders No. 216 (1). The functions and mandate of the Committee are also contained under the National Assembly Standing Orders, No. 216(5) as:
 - a) **Investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned Ministries and departments;**
 - b) Study the program and policy objectives of the Ministries and departments and the effectiveness of the implementation;
 - c) Study and review all legislation referred to it;
 - d) Study, access and analyze the relative success of the Ministries and Departments as measured by the results obtained as compared with its stated objectives;
 - e) Investigate and inquire into all matters relating to the assigned Ministries and departments as they may deem necessary, and as may be referred to them by the House;
 - f) Vet and report on all appointments where the constitution or any law requires the National Assembly to approve, except those under Standing Order 204; and
 - g) Make reports and recommendations to the House as often as possible, including recommendation of proposed legislation.

1.2 Committee Subjects

2. In accordance with Second Schedule of the Standing Orders, the Committee is mandated to oversee Communication, Information, media and broadcasting (except for broadcast of parliamentary proceedings), Information Communications Technology (ICT) development and advancement of technology and modernization of production strategies.
3. In executing its mandate, the Committee oversees the following Departments;
 - a. State Department of Broadcasting and Telecommunications
 - b. State Department of ICT & Innovation

1.3 Committee Membership

4. The Departmental Committee on Communication, Information and Innovation was constituted by the House in December 2017 and comprises of the following Members-

Chairperson

Hon. Kisang William Kipkemoi, M.P
MP for Marakwet West Constituency

Jubilee Party

Vice-Chairperson

Hon. Jane Wanjiku Njiru
MP for Embu County

Jubilee Party

Hon. George Theuri, MP
M.P for Embakasi West Constituency
Jubilee Party

Hon. Gertrude Mbeyu , MP
MP for Kilifi County
Orange Democratic Party

Hon. Alfah O. Miruka, MP
M.P for Bomachoge Chache Constituency
Kenya National Congress

Hon. Anthony Kiai, MP
MP for Mukurweini Constituency
Jubilee Party

Hon. Annie Wanjiku Kibeh, MP
MP for Gatundu North Constituency
Jubilee Party

Hon. (Eng.) Mark Nyamita Ogola, MP
MP for Uriri Constituency
Orange Democratic Party

Hon. Joshua Kimilu, Kivinda, MP
MP for Kaiti Constituency
Wiper Democratic Party

Hon. Victor Munyaka, MP
MP for Machakos Town Constituency
Jubilee Party

Hon. Marwa Kitayama Maisori, MP
MP for Kuria East Constituency
Jubilee Party

Hon. Erastus Nzioka Kivasu, M.P.
MP for Mbooni
New Democrats Party

Hon. Mwambu Mabongah, MP
MP for Bumula Constituency
Independent

Hon. Innocent Momanyi Obiri, MP
Bobasi Constituency
People's Democratic Party

Hon. Maritim Sylvanus, MP
MP for Ainamoi Constituency
Jubilee Party

Hon. Godfrey Osotsi Atieno, MP
Nominated
African National Congress

Hon. Mwangaza Kawira, MP
MP for Meru County
Independent

Hon. Anthony, Tom Oluoch, MP
MP for Mathare Constituency
Orange Democratic Party

Hon. Jonah Mburu, MP
MP for Lari Constituency
Jubilee Party

1.4 Secretariat of the Committee

5. The secretariat comprises -

Head of the Secretariat

Ms. Hellen Kina

Clerk Assistant II

Ms. Ella Kendi
Clerk Assistant II

Ms. Marlene Ayiro
Senior Legal Counsel

Mr. Donald Manyala
Research Officer II

Mr. Thomas Ogwel
Fiscal Analyst II

2.0 INTRODUCTION

6. The Petition regarding provision of toll-free numbers in Government offices was presented to the House by Hon. George Theuri, MP on behalf of the people of Embakasi West Constituency on 6th October, 2020.
7. The petitioner pointed out that in the ongoing COVID-19 pandemic period, access to valuable information from government had proved difficult and expensive on account of the calling costs incurred by tax paying citizens. He further submitted that millions of Kenyans were unable to access information from various departments of government primarily because the typical contacts provided by government offices are mobile numbers or landlines for both regular and emergency inquiries
8. The Petitioner therefore, prayed that the Departmental Committee on Communication, Information and Innovation pursuant to Standing Order 216 (5) (a):
 - a) Enquires into the matter with a view to securing the installation of toll- free numbers in all vital and non-vital government departments that are manned by professional customer service agents around the clock;
 - b) Secures provision of civic education to sensitize the public on how to use toll-free numbers in order to guarantee faster service delivery to the public, improve feedback mechanisms for the government through this system, and facilitate communication during emergency situations; and
 - c) Secures the drafting and publications of a policy guiding and directing the use of essential toll-free numbers under use by the various offices and departments of government
9. The Committee consequently seized the matters raised in the petition and processed it through deliberative meetings with the Ministry of ICT, Innovation and Youth Affairs with a view to responding to the prayers sought. The evidence adduced is recorded hereunder:

3.0 SUBMISSIONS

3.1 Submission by the Cabinet Secretary, Ministry of ICT, Innovation and Youth Affairs

10. Mr. Joe Mucheru, the Cabinet Secretary appeared before the Committee on Friday 20th November, 2020 and submitted that; -
11. Toll Free Numbers are a category of numbers used in provision of voice telephony services, where the calling party does not incur any charges while the called party incurs the associated call conveyance charges.
12. In order to improve delivery of public service by the government, the Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media.
13. The aim of the Contact Centre is to enhance transparency in service provision through appropriate response to public enquiries, while promoting collaboration and data sharing among Government Ministries, Departments, Agencies (MDAs).
14. Expected benefits of the Contact Centre are; -
 - a) Enhanced relationship between Government and the public by providing a single point of access for the public to communicate their complaints and have their queries answered by a dedicated and trained Customer Relations Officers.
 - b) Reduction in transaction costs where the majority of simple customer interactions are handled by dedicated, well-trained, Customer Relations Officers.
 - c) Availability of a variety of multiple communication channels ranging from email, portals and Interactive Voice Response.
15. The National Government Contact Centre was designed to use short-code 1588 as a toll-free number, where citizens will have access to information on Government services through Interactive Voice Response and SMSs. The short code 1588 has already been allocated by the Communications Authority of Kenya for Interactive Voice Response (IVR), Short Message Services (SMS) and Unstructured Supplementary Service Data (USSD), where all service providers will mask their telephone numbers to the centre's pilot line number 020 48-00-000.
16. Citizens will be able to communicate with the Government at no cost using the Toll-Free number 1588 or text *1588#, once ongoing consultations with the service providers are completed.
17. The progress to date on the establishment of the National Government Contact Centre was as follows; -
 - a) Installation and activation of Pilot Line 020-48-00-000: Voice Response Pilot Line 020-48-00-000 with 30 channels installed and activated;

- b) Office Space for the NGCC identified at Postbank House, 10th Floor. Equipment for the operationalization of the NGCC procured.
- c) Communications Authority (CA) has allocated a Short Code 1588;
- d) Development of Policy, Standards and Procedures: Policy, standards and procedures has been initiated with the drawing up of the proposed team to undertake the work. A draft Standard Operating procedure prepared;
- e) Training projections for the Customer Relations Officers prepared & presented to the HRM &D in the Ministry. A draft training concept for contact centre agents prepared; and
- f) Identification of Contact Centre Officers; Re-deployment of former Telephone Services Personnel to the Government Contact centre has been initiated.

3.0 COMMITTEE OBSERVATIONS

Having received and analyzed the submissions tabled, the Committee observed that: -

18. The Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media;
19. The National Government Contact Centre is designed to use short-code 1588 as a toll- free number where citizens will have access to information on Government services through Interactive Voice Response and SMSs;
20. Implementation of the National Government Contact Centre would respond to the prayers sought by the petitioner; and
21. The existing Government toll free lines for emergency services often at times are inaccessible and therefore impairs the noble intention of establishing them.

4.0 COMMITTEE RECOMMENDATION

22. Having considered the submissions in response to the petition; the Committee recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

Signed:



Date:

02/12/2020

HON. WILLIAM KISANG, MP
CHAIRPERSON, DEPARTMENTAL COMMITTEE ON COMMUNICATION,
INFORMATION AND INNOVATION

ANNEX 1

ADOPTION LIST

THE NATIONAL ASSEMBLY

12TH PARLIAMENT - FOURTH SESSION (2020)

**DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION
AND INNOVATION**

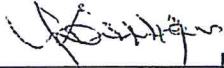

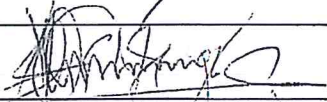


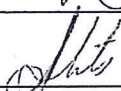

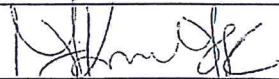

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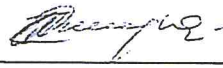

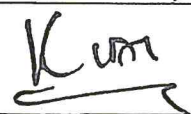
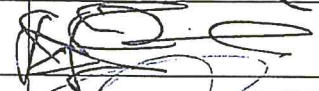
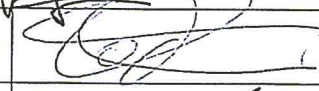

Date : 1st November, 2020 Venue : Legation Hall C.

Time Started: 10.00 am Time Ended: 12.25.

AGENDA-

Meeting with the Petitioner on consideration of the Petition regarding
Provision of toll-free numbers and Adoption of the draft report on the Petition

	HON. MEMBER	SIGNATURE
1.	Hon. William Kisang MP (Chairperson)	
2.	Hon. Jane Wanjuki Njiru, MP (Vice Chairperson)	
3.	Hon. George Theuri, M.P.	
4.	Hon. Alfah, O. Miruka, M.P.	
5.	Hon. Annie Wanjiku, M.P.	
6.	Hon. Joshua Kimilu, M.P.	
7.	Hon. Marwa Maisori, M.P.	
8.	Hon. Mwambu Mabongah, M.P.	
9.	Hon. Maritim Sylvanus, M.P.	
10.	Hon. Mwangaza Kawira, M.P.	Present via zoom.
11.	Hon. Jonah Mburu, M.P.	Via zoom.
12.	Hon. Gertrude Mbeyu, M.P.	

	HON. MEMBER	SIGNATURE
13.	Hon. Victor Munyaka , M.P.	
14.	Hon.(Eng).Mark Nyamita,M.P	
15.	Hon. Anthony Githiaka Kiai , M.P.	
16.	Hon. Erastus Nzioka Kivasu, M.P.	
17.	Hon. Godfrey Osotsi, Atieno , M.P.	
18.	Hon. Innocent Momanyi, Obiri, M.P.	
19.	Hon.Anthony, Tom Oluoch, M.P.	Present via zoom.

Submitted by: _____ Signature: _____
 Second Clerk Assistant

Date: _____

Approved by: _____ Signature: _____

Date: _____

ANNEX 2

MINUTES



MINUTES OF THE 42ND SITTING OF THE DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION & INNOVATION HELD IN LENANA HALL, KICC, ON 1ST DECEMBER, 2020 AT 11.00AM

PRESENT

- | | |
|--------------------------------------|--------------------|
| 1. Hon. William Kipkemoi, M.P. | -Chairperson |
| 2. Hon. Jane Wanjiku Njiru, M.P. | -Vice- Chairperson |
| 3. Hon. Erastus Nzioka Kivasu, M.P | |
| 4. Hon. Anthony Oluoch, M.P. | |
| 5. Hon. Jonah Mburu, M.P | |
| 6. Hon. Godfrey Osotsi Atieno, M.P | |
| 7. Hon. Maritim Sylvanus, MP | |
| 8. Hon. Annie Wanjiku Kibeh, M.P | |
| 9. Hon. Mwangaza Kawira, M.P | |
| 10. Hon. Joshua Kimilu Kivinda, M.P | |
| 11. Hon. Marwa Kitayama Maisori, M.P | |
| 12. Hon. Anthony Githiaka Kiai, M.P | |
| 13. Hon. Victor Munyaka, MP | |
| 14. Hon. Alfah O. Miruka, M.P | |

APOLOGIES

1. Hon. Mwambu Mabongah, M.P
2. Hon. (Eng.). Mark Nyamita, M.P
3. Hon. Innocent Momanyi Obiri, M.P
4. Hon. Gertrude Mbeyu Mwanyanje, M.P
5. Hon. George Theuri, M.P

IN ATTENDANCE

THE SECRETARIAT

- | | | |
|---------------------------|---|--------------------|
| 1. Ms. Ella Kendi | - | Clerk Assistant II |
| 2. Mr. Thomas Ogwel | - | Fiscal Analyst II |
| 3. Mr. Abdirahaman Gorod | - | Fiscal Analyst II |
| 4. Mr. Albert Atunga | - | Serjeant At-Arms |
| 5. Ms. Christine Odhiambo | - | Audio Officer |

MIN.NO/NA/CII/2020/175: PRELIMINARIES

The Chairperson called the meeting to order at twenty-two minutes past ten o'clock followed by a word of prayer.

MIN.NO/NA/CII/2020/176: ADOPTION OF THE AGENDA

The agenda of the meeting was adopted having been proposed by Hon. Joshua Kimilu, MP and seconded by Hon. Erastus Kivasu, MP.

MIN.NO/NA/CII/2020/177: CONFIRMATION OF THE MINUTES OF THE PREVIOUS SITTING

The minutes were confirmed having been proposed and seconded as follows; -

1. 26 sitting: proposed by Hon. Erastus Kivasu, MP and seconded by Hon. Annie Kibeh Wanjiku,MP;
2. 27th sitting: proposed by Hon. Erastus Kivasu,MP and seconded by Hon. Godfrey Osotsi,MP;
3. 28th sitting: proposed by Hon. Joshua Kimilu, MP and seconded by Hon. Godfrey Osotsi,MP;
4. 29th sitting: proposed by Hon. Erastus Kivasu, MP and seconded by Hon. Godfrey Osotsi,MP;
5. 30th sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Anthony Kiai,MP
6. 31st sitting: proposed by Hon. Anthony Kiai,MP and seconded by Hon. Joshua Kimilu,MP
7. 32nd sitting: proposed by Hon. Godfrey Osotsi, MP and seconded by Hon. Anthony Kiai,MP;
8. 33rd sitting: proposed by Hon. Anthony Kiai, MP and seconded by Hon. Erastus Kivasu,MP;
9. 34th sitting; proposed by Hon. Alfa Miruka, MP and seconded by Hon. Marwa Maisori,MP;
10. 35th sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Godfrey Osotsi,MP;
11. 36th sitting: proposed by Hon. Annie Kibeh, MP and seconded by Hon. Anthony Kiai,MP
12. 37th sitting: proposed by Hon. Maritim Sylvanus,MP and seconded by Hon. Marwa Maisori,MP;
13. 38th sitting: proposed by Hon. Annie Kibeh,MP and seconded by Hon.Alfah Miruka, MP;
14. 39th sitting: proposed by Hon. Marwa Maisori,MP and seconded by Hon. Maritim Sylvanus,MP;
15. 40th sitting: proposed by Hon. Jane Wanjiru,MP and seconded by Hon. Godfrey Osotsi,MP;
and
16. 41st sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Maritim Sylvanus Maritim,MP

MIN.NO/NA/CII/2020/178:

**MEETING WITH THE PETITIONER TO CONSIDER
THE PETITION REGARDING PROVISION OF
TOLL- FREE NUMBERS IN GOVERNMENT
OFFICES**

The Chairperson informed the Committee that the petitioner, Hon. George Theuri, MP was scheduled to appear before the Committee to brief them on the said petition, however, the Member was unable to attend the meeting to make his oral submission. The Committee noted that the period for considering the petition was to lapse on 4th December, 2020. In this regard, it was therefore resolved to adopt the draft report and table it before the House breaks for the long recess on Thursday 4th December, 2020.

The Committee considered the draft report on the petition regarding provision of toll free numbers in government offices and adopted it having been proposed by Hon. Jane Wanjiku,MP and seconded by Hon. Joshua Kimilu,MP. The draft report was adopted with the following observations and recommendations: -

Committee Observations

- a) The Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media;
- b) The National Government Contact Centre is designed to use short-code 1588 as a toll- free number where citizens will have access to information on Government services through Interactive Voice Response and SMSs;
- c) Implementation of the National Government Contact Centre would respond to the prayers sought by the petitioner; and
- d) The existing Government toll free lines for emergency services often at times are inaccessible and therefore impairs the noble intention of establishing them.

Committee Recommendations

Having considered the submissions in response to the petition; the Committee recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

MIN.NO/NA/CII/2020/179: ANY OTHER BUSINESS

- 1. Retreat with the Communications Authority: The Committee was informed that the Communications Authority had proposed to organize a retreat with the Committee to brief them on the implementation status of the report on inquiry into legislative and regulatory gaps affecting the telecommunication sub sector in Kenya. The Committee proposed that the retreat be held in January, 2021.
- 2. Meeting with Communications Authority and the National Cohesion and Integration Commission: The Committee was informed that the meeting was scheduled on Wednesday 9th December, 2020 at 10.30am. The Committee was further informed that the main objective of the meeting was to be briefed on the measures taken to monitor hate speech in the social media platforms.
- 3. ICT Practitioners Bill 2020: The Committee was informed that the said bill had been published and that it was scheduled to be read a first time on Thursday 4th December, 2020.

MIN.NO/NA/CII/2020/180: ADJOURNEMENT

There being no other business, the meeting was adjourned at twenty five minutes past twelve o'clock.

SIGNED.....



DATE.....

03/12/2020

HON. WILLIAM KISANG, MP - CHAIRPERSON

ANNEX 3

**SUBMISSIONS FROM THE MINISTRY OF ICT,
INNOVATION AND YOUTH AFFAIRS**

B: PUBLIC PETITION NO 33 OF 2020 REGARDING PROVISION OF TOLL-FREE NUMBERS IN GOVERNMENT OFFICES

Toll Free Numbers are a category of numbers used in provision of voice telephony services, where the calling party does not incur any charges while the called party incurs the associated call conveyance charges.

The Toll-Free Numbers are 10 digits in length, and have leading prefixes starting with 0800, taking the format of **0800 XXX XXX**, where X is any number between zero (0) and nine (9). These numbers are available from CA to any government or private entity wishing to implement these numbers in their call centres can apply for the said toll-free numbers from the CA to enable their clients or members of the public to call it free of charge. However, the entity providing the free telephony service is expected to meet the call conveyance costs of the calls.

With regards to Short Codes used for voice telephony, they are three (3) and some four (4) digits. The three digits are specifically used for emergency services and are by default free of charge, to both the calling party and the receiving party. All mobile operators are required to have the designated Kenyan Emergency Short codes (999, 112 and 116) active on their networks at all times.

The four (4) digit short codes are designated as helplines, for offering services which though not of Emergency in nature, are offered in the interest of the public. These four digits short codes are offered on toll free basis, where the calling party does not incur any charges, but the receiving party meets the call conveyance costs.

Government entities and NGOs offering services to the public are eligible to apply for these four-digit short codes

from CA for use in their call centres. They will however be required to pay to the mobile network operators the costs of the calls incurred by members of the public calling them.

ESTABLISHMENT OF THE NATIONAL GOVERNMENT CONTACT CENTRE

In order to improve delivery of public service by the government, the Ministry of ICT, Innovation and Youth Affairs is in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media.

The aim of the Contact Centre is to enhance transparency in service provision through appropriate response to public enquiries, while promoting collaboration and data sharing among Government Ministries, Departments, Agencies (MDAs).

Expected benefits of the Contact Centre:

1. Enhance the relationship between Government and the public by providing a single point of access for the public to communicate their complaints and have their queries answered by a dedicated and trained Customer Relations Officers.
2. Reduction in transaction costs where the majority of simple customer interactions are handled by dedicated, well-trained, Customer Relations Officers.
3. Availability of a variety of multiple communication channels ranging from email, portals and Interactive Voice Response.

The National Government Contact Centre is designed to use **short-code 1588 as a toll-free number**, where citizens will have access to information on Government services through Interactive Voice Response and SMSs. The **short code 1588** has already been allocated by the Communications Authority of Kenya for **Interactive Voice Response (IVR), Short Message Services (SMS) and Unstructured Supplementary**

Service Data (USSD), where all service providers will mask their telephone numbers to our **pilot line number 020 48-00-000**.

Citizens will be able to communicate with the Government at no cost using the **Toll-Free number 1588 or text *1588#**, once ongoing consultations with the service providers are completed.

Progress to date on the establishment of the National Government Contact Centre

1. Installation and activation of Pilot Line 020-48-00-000: Voice Response Pilot Line 020-48-00-000 with 30 channels installed and activated;
2. Office Space for the NGCC identified at Postbank House, 10th Floor. Equipment for the operationalization of the NGCC procured.
3. Communications Authority (CA) has allocated a Short Code 1588;
4. Development of Policy, Standards and Procedures: Policy, standards and procedures has been initiated with the drawing up of the proposed team to undertake the work. A draft Standard Operating procedure prepared;
5. Training projections for the Customer Relations Officers prepared & presented to the HRM &D in the Ministry. A draft training concept for contact centre agents prepared;
6. Identification of Contact Centre Officers: Re-deployment of former Telephone Services Personnel to the Government Contact centre has been initiated;
7. The National Government Contact Centre (NGCC) is expected to draw its staff from the former Telephone Services Personnel who have been re-designated by the Public Service Commission as of 20th December,

2018 to the Public Communications cadre. Re-deployment has been initiated.

Approved for tabling.

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SNA
3/12/2020

REPUBLIC OF KENYA

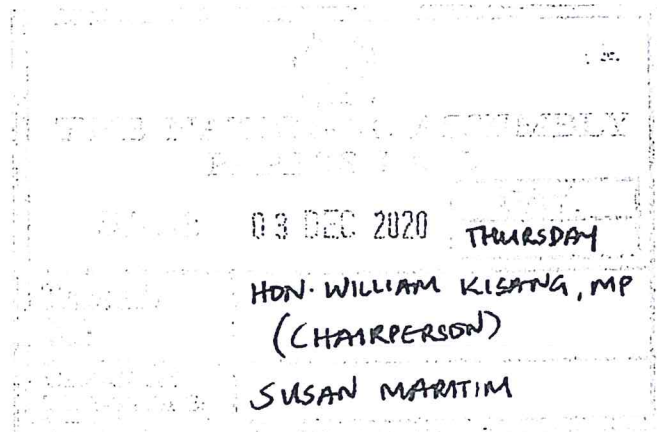


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TWELFTH PARLIAMENT – FOURTH SESSION (2020)

DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION AND
INNOVATION

REPORT ON THE CONSIDERATION OF THE PUBLIC PETITION REGARDING
PROVISION OF TOLL- FREE NUMBERS IN GOVERNMENT OFFICES



DIRECTORATE OF DEPARTMENTAL COMMITTEES
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NAIROBI

DECEMBER, 2020

TABLE OF CONTENTS

ANNEXURES	4
CHAIRPERSON'S FOREWORD.....	5
1.0 PREFACE.....	6
1.1 COMMITTEE MANDATE	6
1.2 COMMITTEE SUBJECTS	6
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4.0 COMMITTEE RECOMMENDATION	13

ANNEXURES

Annex 1 Adoption List

Annex 2 Minutes

Annex 3 Submissions from the Ministry of ICT, Innovation and Youth Affairs

CHAIRPERSON'S FOREWORD

This petition regards provision of toll-free numbers in Government and was presented to the House by the Hon. George Theuri, MP on behalf of the people of Embakasi West Constituency.

Consequently, the petition was committed to the Departmental Committee on Communication, Information and Innovation on 6th October, 2020 for consideration in accordance with the provision of Standing Order 227 (2).

In considering the Petition, the Committee held a meeting with the Ministry of ICT, Innovation and Youth Affairs to deliberate on the matters canvassed in the Petition with a view to responding to the prayers sought.

The petitioner submitted that toll-free is a dedicated phone line that allows callers to reach an institution without incurring charges, can be accessed from any network and are typically short codes that are easy to remember. Whereas a few government departments run emergency toll-free numbers, the majority of government institutions still rely on normal mobile or telephone numbers as the point of contact with the public in case of emergency for responding to general citizens inquiries.

Millions of Kenyans are unable to access information from various departments of government primarily because the typical contacts provided by government offices are mobile numbers or landlines for both regular and emergency inquiries.

The Petitioner, therefore prayed that the Departmental Committee on Communication, Information and Innovation pursuant to Standing Order 216 (5)(a):

- i. Enquires into the matter with a view to securing the installation of toll-free numbers in all vital and non-vital government departments that are manned by professional customer service agents around the clock;
- ii. Secures provision of civic education to sensitize the public on how to use toll-free numbers in order to guarantee faster service delivery to the public, improve feedback mechanisms for the government through this system, and facilitate communication during emergency situations; and
- iii. Secures the drafting and publications of a policy guiding and directing the use of essential toll-free numbers under use by the various offices and departments of government.

The Committee observed that the Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre, which will in essence be responding to prayers sought in the petition thus being responsive to the ongoing COVID-19 pandemic.

The Committee therefore, recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

Hon. William Kisang, MP
Chairperson, Departmental Committee on Communication, Information and Innovation

1.0 PREFACE

1.1 Committee Mandate

1. The Departmental Committee on Communication, Information and Innovation under the National Assembly Standing Orders No. 216 (1). The functions and mandate of the Committee are also contained under the National Assembly Standing Orders, No. 216(5) as:
 - a) **Investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned Ministries and departments;**
 - b) Study the program and policy objectives of the Ministries and departments and the effectiveness of the implementation;
 - c) Study and review all legislation referred to it;
 - d) Study, access and analyze the relative success of the Ministries and Departments as measured by the results obtained as compared with its stated objectives;
 - e) Investigate and inquire into all matters relating to the assigned Ministries and departments as they may deem necessary, and as may be referred to them by the House;
 - f) Vet and report on all appointments where the constitution or any law requires the National Assembly to approve, except those under Standing Order 204; and
 - g) Make reports and recommendations to the House as often as possible, including recommendation of proposed legislation.

1.2 Committee Subjects

2. In accordance with Second Schedule of the Standing Orders, the Committee is mandated to oversee Communication, Information, media and broadcasting (except for broadcast of parliamentary proceedings), Information Communications Technology (ICT) development and advancement of technology and modernization of production strategies.
3. In executing its mandate, the Committee oversees the following Departments;
 - a. State Department of Broadcasting and Telecommunications
 - b. State Department of ICT & Innovation

1.3 Committee Membership

4. The Departmental Committee on Communication, Information and Innovation was constituted by the House in December 2017 and comprises of the following Members-

Chairperson

Hon. Kisang William Kipkemoi, M.P
MP for Marakwet West Constituency

Jubilee Party

Vice-Chairperson

Hon. Jane Wanjiku Njiru
MP for Embu County

Jubilee Party

Hon. George Theuri, MP
M.P for Embakasi West Constituency
Jubilee Party

Hon. Gertrude Mbeyu , MP
MP for Kilifi County
Orange Democratic Party

Hon. Alfah O. Miruka, MP
M.P for Bomachoge Chache Constituency
Kenya National Congress

Hon. Anthony Kiai, MP
MP for Mukurweini Constituency
Jubilee Party

Hon. Annie Wanjiku Kibeh, MP
MP for Gatundu North Constituency
Jubilee Party

Hon. (Eng.) Mark Nyamita Ogola, MP
MP for Uriri Constituency
Orange Democratic Party

Hon. Joshua Kimilu, Kivinda, MP
MP for Kaiti Constituency
Wiper Democratic Party

Hon. Victor Munyaka, MP
MP for Machakos Town Constituency
Jubilee Party

Hon. Marwa Kitayama Maisori, MP
MP for Kuria East Constituency
Jubilee Party

Hon. Erastus Nzioka Kivasu, M.P.
MP for Mbooni
New Democrats Party

Hon. Mwambu Mabongah, MP
MP for Bumula Constituency
Independent

Hon. Innocent Momanyi Obiri, MP
Bobasi Constituency
People's Democratic Party

Hon. Maritim Sylvanus, MP
MP for Ainamoi Constituency
Jubilee Party

Hon. Godfrey Osotsi Atieno, MP
Nominated
African National Congress

Hon. Mwangaza Kawira, MP
MP for Meru County
Independent

Hon. Anthony, Tom Oluoch, MP
MP for Mathare Constituency
Orange Democratic Party

Hon. Jonah Mburu, MP
MP for Lari Constituency
Jubilee Party

1.4 Secretariat of the Committee

5. The secretariat comprises -

Head of the Secretariat

Ms. Hellen Kina

Clerk Assistant II

Ms. Ella Kendi
Clerk Assistant II

Ms. Marlene Ayiro
Senior Legal Counsel

Mr. Donald Manyala
Research Officer II

Mr. Thomas Ogwel
Fiscal Analyst II

2.0 INTRODUCTION

6. The Petition regarding provision of toll-free numbers in Government offices was presented to the House by Hon. George Theuri, MP on behalf of the people of Embakasi West Constituency on 6th October, 2020.
7. The petitioner pointed out that in the ongoing COVID-19 pandemic period, access to valuable information from government had proved difficult and expensive on account of the calling costs incurred by tax paying citizens. He further submitted that millions of Kenyans were unable to access information from various departments of government primarily because the typical contacts provided by government offices are mobile numbers or landlines for both regular and emergency inquiries
8. The Petitioner therefore, prayed that the Departmental Committee on Communication, Information and Innovation pursuant to Standing Order 216 (5) (a):
 - a) Enquires into the matter with a view to securing the installation of toll- free numbers in all vital and non-vital government departments that are manned by professional customer service agents around the clock;
 - b) Secures provision of civic education to sensitize the public on how to use toll-free numbers in order to guarantee faster service delivery to the public, improve feedback mechanisms for the government through this system, and facilitate communication during emergency situations; and
 - c) Secures the drafting and publications of a policy guiding and directing the use of essential toll-free numbers under use by the various offices and departments of government
9. The Committee consequently seized the matters raised in the petition and processed it through deliberative meetings with the Ministry of ICT, Innovation and Youth Affairs with a view to responding to the prayers sought. The evidence adduced is recorded hereunder:

3.0 SUBMISSIONS

3.1 Submission by the Cabinet Secretary, Ministry of ICT, Innovation and Youth Affairs

10. Mr. Joe Mucheru, the Cabinet Secretary appeared before the Committee on Friday 20th November, 2020 and submitted that; -
11. Toll Free Numbers are a category of numbers used in provision of voice telephony services, where the calling party does not incur any charges while the called party incurs the associated call conveyance charges.
12. In order to improve delivery of public service by the government, the Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media.
13. The aim of the Contact Centre is to enhance transparency in service provision through appropriate response to public enquiries, while promoting collaboration and data sharing among Government Ministries, Departments, Agencies (MDAs).
14. Expected benefits of the Contact Centre are; -
 - a) Enhanced relationship between Government and the public by providing a single point of access for the public to communicate their complaints and have their queries answered by a dedicated and trained Customer Relations Officers.
 - b) Reduction in transaction costs where the majority of simple customer interactions are handled by dedicated, well-trained, Customer Relations Officers.
 - c) Availability of a variety of multiple communication channels ranging from email, portals and Interactive Voice Response.
15. The National Government Contact Centre was designed to use short-code 1588 as a toll-free number, where citizens will have access to information on Government services through Interactive Voice Response and SMSs. The short code 1588 has already been allocated by the Communications Authority of Kenya for Interactive Voice Response (IVR), Short Message Services (SMS) and Unstructured Supplementary Service Data (USSD), where all service providers will mask their telephone numbers to the centre's pilot line number 020 48-00-000.
16. Citizens will be able to communicate with the Government at no cost using the Toll-Free number 1588 or text *1588#, once ongoing consultations with the service providers are completed.
17. The progress to date on the establishment of the National Government Contact Centre was as follows; -
 - a) Installation and activation of Pilot Line 020-48-00-000: Voice Response Pilot Line 020-48-00-000 with 30 channels installed and activated;

- b) Office Space for the NGCC identified at Postbank House, 10th Floor. Equipment for the operationalization of the NGCC procured.
- c) Communications Authority (CA) has allocated a Short Code 1588;
- d) Development of Policy, Standards and Procedures: Policy, standards and procedures has been initiated with the drawing up of the proposed team to undertake the work. A draft Standard Operating procedure prepared;
- e) Training projections for the Customer Relations Officers prepared & presented to the HRM &D in the Ministry. A draft training concept for contact centre agents prepared; and
- f) Identification of Contact Centre Officers; Re-deployment of former Telephone Services Personnel to the Government Contact centre has been initiated.

3.0 COMMITTEE OBSERVATIONS

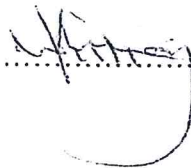
Having received and analyzed the submissions tabled, the Committee observed that: -

18. The Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media;
19. The National Government Contact Centre is designed to use short-code 1588 as a toll- free number where citizens will have access to information on Government services through Interactive Voice Response and SMSs;
20. Implementation of the National Government Contact Centre would respond to the prayers sought by the petitioner; and
21. The existing Government toll free lines for emergency services often at times are inaccessible and therefore impairs the noble intention of establishing them.

4.0 COMMITTEE RECOMMENDATION

22. Having considered the submissions in response to the petition; the Committee recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

Signed:



Date:

02/12/2020

HON. WILLIAM KISANG, MP
CHAIRPERSON, DEPARTMENTAL COMMITTEE ON COMMUNICATION,
INFORMATION AND INNOVATION

ANNEX 1

ADOPTION LIST

THE NATIONAL ASSEMBLY

12TH PARLIAMENT - FOURTH SESSION (2020)

**DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION
AND INNOVATION**

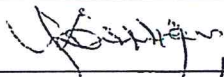

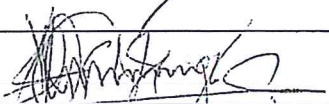
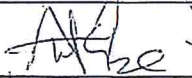

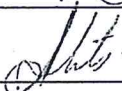
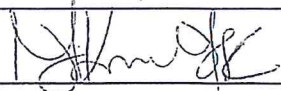
ATTENDANCE REGISTER

Date : 1st November, 2020 Venue : Legation Hall C.

Time Started: 10.00 am Time Ended: 12.25

AGENDA-

Meeting with the Petitioner on consideration of the Petition regarding
provision of toll-free numbers and Adoption of the draft report on the Petition

	HON. MEMBER	SIGNATURE
1.	Hon. William Kisang MP (Chairperson)	
2.	Hon. Jane Wanjuki Njiru, MP (Vice Chairperson)	
3.	Hon. George Theuri, M.P.	
4.	Hon. Alfah, O. Miruka, M.P.	
5.	Hon. Annie Wanjiku, M.P.	
6.	Hon. Joshua Kimilu, M.P.	
7.	Hon. Marwa Maisori, M.P.	
8.	Hon. Mwambu Mabongah, M.P.	
9.	Hon. Maritim Sylvanus, M.P.	
10.	Hon. Mwangaza Kawira, M.P.	<u>Present via zoom.</u>
11.	Hon. Jonah Mburu, M.P.	<u>Via zoom.</u>
12.	Hon. Gertrude Mbeyu, M.P.	

ANNEX 2

MINUTES

**MINUTES OF THE 42ND SITTING OF THE DEPARTMENTAL COMMITTEE ON
COMMUNICATION, INFORMATION & INNOVATION HELD IN LENANA HALL,
KICC, ON 1ST DECEMBER, 2020 AT 11.00AM**

PRESENT

- | | |
|--------------------------------------|--------------------|
| 1. Hon. William Kipkemoi, M.P. | -Chairperson |
| 2. Hon. Jane Wanjiku Njiru, M.P. | -Vice- Chairperson |
| 3. Hon. Erastus Nzioka Kivasu, M.P | |
| 4. Hon. Anthony Oluoch, M.P. | |
| 5. Hon. Jonah Mburu, M.P | |
| 6. Hon. Godfrey Osotsi Atieno, M.P | |
| 7. Hon. Maritim Sylvanus, MP | |
| 8. Hon. Annie Wanjiku Kibeh, M.P | |
| 9. Hon. Mwangaza Kawira, M.P | |
| 10. Hon. Joshua Kimilu Kivinda, M.P | |
| 11. Hon. Marwa Kitayama Maisori, M.P | |
| 12. Hon. Anthony Githiaka Kiai, M.P | |
| 13. Hon. Victor Munyaka, MP | |
| 14. Hon. Alfah O. Miruka, M.P | |

APOLOGIES

1. Hon. Mwambu Mabongah, M.P
2. Hon. (Eng.). Mark Nyamita, M.P
3. Hon. Innocent Momanyi Obiri, M.P
4. Hon. Gertrude Mbeyu Mwanyanje, M.P
5. Hon. George Theuri, M.P

IN ATTENDANCE

THE SECRETARIAT

- | | | |
|---------------------------|---|--------------------|
| 1. Ms. Ella Kendi | - | Clerk Assistant II |
| 2. Mr. Thomas Ogwel | - | Fiscal Analyst II |
| 3. Mr. Abdirahaman Gorod | - | Fiscal Analyst II |
| 4. Mr. Albert Atunga | - | Serjeant At-Arms |
| 5. Ms. Christine Odhiambo | - | Audio Officer |

MIN.NO/NA/CII/2020/175: PRELIMINARIES

The Chairperson called the meeting to order at twenty-two minutes past ten o'clock followed by a word of prayer.

MIN.NO/NA/CII/2020/176: ADOPTION OF THE AGENDA

The agenda of the meeting was adopted having been proposed by Hon. Joshua Kimilu, MP and seconded by Hon. Erastus Kivasu, MP.

**MIN.NO/NA/CII/2020/177: CONFIRMATION OF THE MINUTES OF THE PREVIOUS
SITTING**

The minutes were confirmed having been proposed and seconded as follows; -

1. 26 sitting: proposed by Hon. Erastus Kivasu, MP and seconded by Hon. Annie Kibeh Wanjiku,MP;
2. 27th sitting: proposed by Hon. Erastus Kivasu,MP and seconded by Hon. Godfrey Osotsi,MP;
3. 28th sitting: proposed by Hon. Joshua Kimilu, MP and seconded by Hon. Godfrey Osotsi,MP;
4. 29th sitting: proposed by Hon. Erastus Kivasu, MP and seconded by Hon. Godfrey Osotsi,MP;
5. 30th sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Anthony Kiai,MP
6. 31st sitting: proposed by Hon. Anthony Kiai,MP and seconded by Hon. Joshua Kimilu,MP
7. 32nd sitting: proposed by Hon. Godfrey Osotsi, MP and seconded by Hon. Anthony Kiai,MP;
8. 33rd sitting: proposed by Hon. Anthony Kiai, MP and seconded by Hon. Erastus Kivasu,MP;
9. 34th sitting; proposed by Hon. Alfa Miruka, MP and seconded by Hon. Marwa Maisori,MP;
10. 35th sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Godfrey Osotsi,MP;
11. 36th sitting: proposed by Hon. Annie Kibeh, MP and seconded by Hon. Anthony Kiai,MP
12. 37th sitting: proposed by Hon. Maritim Sylvanus,MP and seconded by Hon. Marwa Maisori,MP;
13. 38th sitting: proposed by Hon. Annie Kibeh,MP and seconded by Hon.Alfah Miruka, MP;
14. 39th sitting: proposed by Hon. Marwa Maisori,MP and seconded by Hon. Maritim Sylvanus,MP;
15. 40th sitting: proposed by Hon. Jane Wanjiru,MP and seconded by Hon. Godfrey Osotsi,MP;
and
16. 41st sitting: proposed by Hon. Joshua Kimilu,MP and seconded by Hon. Maritim Sylvanus Maritim,MP

MIN:NO/NA/CII/2020/178:

**MEETING WITH THE PETITIONER TO CONSIDER
THE PETITION REGARDING PROVISION OF
TOLL- FREE NUMBERS IN GOVERNMENT
OFFICES**

The Chairperson informed the Committee that the petitioner, Hon. George Theuri, MP was scheduled to appear before the Committee to brief them on the said petition, however, the Member was unable to attend the meeting to make his oral submission. The Committee noted that the period for considering the petition was to lapse on 4th December, 2020. In this regard, it was therefore resolved to adopt the draft report and table it before the House breaks for the long recess on Thursday 4th December, 2020.

The Committee considered the draft report on the petition regarding provision of toll free numbers in government offices and adopted it having been proposed by Hon. Jane Wanjiku,MP and seconded by Hon. Joshua Kimilu,MP. The draft report was adopted with the following observations and recommendations: -

Committee Observations

- a) The Ministry of ICT, Innovation and Youth Affairs was in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media;
- b) The National Government Contact Centre is designed to use short-code 1588 as a toll- free number where citizens will have access to information on Government services through Interactive Voice Response and SMSs;
- c) Implementation of the National Government Contact Centre would respond to the prayers sought by the petitioner; and
- d) The existing Government toll free lines for emergency services often at times are inaccessible and therefore impairs the noble intention of establishing them.

Committee Recommendations

Having considered the submissions in response to the petition; the Committee recommends that the Ministry of ICT, Innovation and Youth Affairs to fast track and operationalize the National Government Contact Centre within ninety (90) days from the date of adoption of this report.

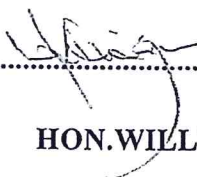
MIN.NO/NA/CII/2020/179: ANY OTHER BUSINESS

1. Retreat with the Communications Authority: The Committee was informed that the Communications Authority had proposed to organize a retreat with the Committee to brief them on the implementation status of the report on inquiry into legislative and regulatory gaps affecting the telecommunication sub sector in Kenya. The Committee proposed that the retreat be held in January, 2021.
2. Meeting with Communications Authority and the National Cohesion and Integration Commission: The Committee was informed that the meeting was scheduled on Wednesday 9th December, 2020 at 10.30am. The Committee was further informed that the main objective of the meeting was to be briefed on the measures taken to monitor hate speech in the social media platforms.
3. ICT Practitioners Bill 2020: The Committee was informed that the said bill had been published and that it was scheduled to be read a first time on Thursday 4th December, 2020.

MIN.NO/NA/CII/2020/180: ADJOURNEMENT

There being no other business, the meeting was adjourned at twenty five minutes past twelve o'clock.

SIGNED.....



DATE.....

03/12/2020

HON. WILLIAM KISANG, MP

- CHAIRPERSON

ANNEX 3

**SUBMISSIONS FROM THE MINISTRY OF ICT,
INNOVATION AND YOUTH AFFAIRS**

B: PUBLIC PETITION NO 33 OF 2020 REGARDING PROVISION OF TOLL-FREE NUMBERS IN GOVERNMENT OFFICES

Toll Free Numbers are a category of numbers used in provision of voice telephony services, where the calling party does not incur any charges while the called party incurs the associated call conveyance charges.

The Toll-Free Numbers are 10 digits in length, and have leading prefixes starting with 0800, taking the format of **0800 XXX XXX**, where X is any number between zero (0) and nine (9). These numbers are available from CA to any government or private entity wishing to implement these numbers in their call centres can apply for the said toll-free numbers from the CA to enable their clients or members of the public to call it free of charge. However, the entity providing the free telephony service is expected to meet the call conveyance costs of the calls.

With regards to Short Codes used for voice telephony, they are three (3) and some four (4) digits. The three digits are specifically used for emergency services and are by default free of charge, to both the calling party and the receiving party. All mobile operators are required to have the designated Kenyan Emergency Short codes (999, 112 and 116) active on their networks at all times.

The four (4) digit short codes are designated as helplines, for offering services which though not of Emergency in nature, are offered in the interest of the public. These four digits short codes are offered on toll free basis, where the calling party does not incur any charges, but the receiving party meets the call conveyance costs.

Government entities and NGOs offering services to the public are eligible to apply for these four-digit short codes

from CA for use in their call centres. They will however be required to pay to the mobile network operators the costs of the calls incurred by members of the public calling them.

ESTABLISHMENT OF THE NATIONAL GOVERNMENT CONTACT CENTRE

In order to improve delivery of public service by the government, the Ministry of ICT, Innovation and Youth Affairs is in the process of implementing the National Government Contact Centre as a one-stop shop where citizens will have access to information on Government services through Interactive Voice Response, Email, SMSs and Social Media.

The aim of the Contact Centre is to enhance transparency in service provision through appropriate response to public enquiries, while promoting collaboration and data sharing among Government Ministries, Departments, Agencies (MDAs).

Expected benefits of the Contact Centre:

1. Enhance the relationship between Government and the public by providing a single point of access for the public to communicate their complaints and have their queries answered by a dedicated and trained Customer Relations Officers.
2. Reduction in transaction costs where the majority of simple customer interactions are handled by dedicated, well-trained, Customer Relations Officers.
3. Availability of a variety of multiple communication channels ranging from email, portals and Interactive Voice Response.

The National Government Contact Centre is designed to use **short-code 1588 as a toll-free number**, where citizens will have access to information on Government services through Interactive Voice Response and SMSs. The **short code 1588** has already been allocated by the Communications Authority of Kenya for **Interactive Voice Response (IVR), Short Message Services (SMS) and Unstructured Supplementary**

Service Data (USSD), where all service providers will mask their telephone numbers to our **pilot line number 020 48-00-000**.

Citizens will be able to communicate with the Government at no cost using the **Toll-Free number 1588** or **text *1588#**, once ongoing consultations with the service providers are completed.

Progress to date on the establishment of the National Government Contact Centre

1. Installation and activation of Pilot Line 020-48-00-000: Voice Response Pilot Line 020-48-00-000 with 30 channels installed and activated;
2. Office Space for the NGCC identified at Postbank House, 10th Floor. Equipment for the operationalization of the NGCC procured.
3. Communications Authority (CA) has allocated a Short Code 1588;
4. Development of Policy, Standards and Procedures: Policy, standards and procedures has been initiated with the drawing up of the proposed team to undertake the work. A draft Standard Operating procedure prepared;
5. Training projections for the Customer Relations Officers prepared & presented to the HRM &D in the Ministry. A draft training concept for contact centre agents prepared;
6. Identification of Contact Centre Officers: Re-deployment of former Telephone Services Personnel to the Government Contact centre has been initiated;
7. The National Government Contact Centre (NGCC) is expected to draw its staff from the former Telephone Services Personnel who have been re-designated by the Public Service Commission as of 20th December,

2018 to the Public Communications cadre. Re-deployment has been initiated.

Approved for tabling.

But
SNA
3/12/2020

REPUBLIC OF KENYA

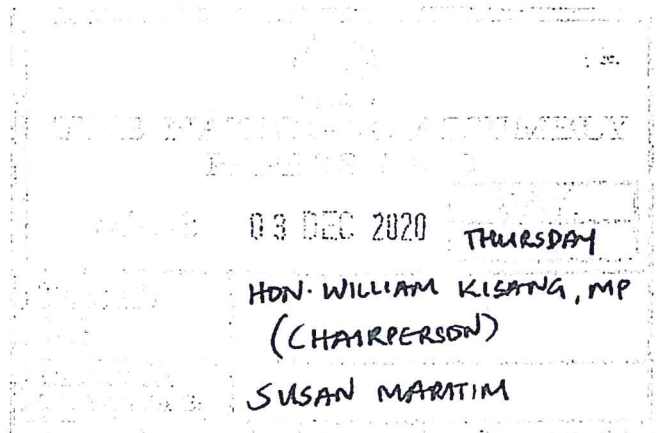


THE NATIONAL ASSEMBLY

TWELFTH PARLIAMENT – FOURTH SESSION (2020)

DEPARTMENTAL COMMITTEE ON COMMUNICATION, INFORMATION AND
INNOVATION

REPORT ON THE CONSIDERATION OF THE PUBLIC PETITION REGARDING
PROVISION OF TOLL- FREE NUMBERS IN GOVERNMENT OFFICES



DIRECTORATE OF DEPARTMENTAL COMMITTEES
CLERK'S CHAMBERS
PARLIAMENT BUILDINGS
NAIROBI

DECEMBER, 2020

TABLE OF CONTENTS

ANNEXURES	4
CHAIRPERSON'S FOREWORD.....	5
1.0 PREFACE.....	6
1.1 COMMITTEE MANDATE	6
1.2 COMMITTEE SUBJECTS	6
2.0 INTRODUCTION	9
3.0 SUBMISSIONS	10
3.1 SUBMISSION BY THE CABINET SECRETARY, MINISTRY OF ICT, INNOVATION AND YOUTH AFFAIRS	10
3.0 COMMITTEE OBSERVATIONS	12
4.0 COMMITTEE RECOMMENDATION	13

ANNEXURES

Annex 1 Adoption List

Annex 2 Minutes

Annex 3 Submissions from the Ministry of ICT, Innovation and Youth Affairs