



**COUNTY GOVERNMENT
OF BUNGOMA**

COUNTY ASSEMBLY OF BUNGOMA

COMMUNICATIONS POLICY

April, 2023

COUNTY ASSEMBLY SERVICE BOARD

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FOREWORD

Communication Policy provides a roadmap for streamlining County Assembly's communication to its internal and external stakeholders. It is aligned to County Assembly of Bungoma Strategic Plan 2022-2031.

This Policy will aid in addressing communication gaps, to allow for strategic communication between the County Assembly and its internal and external stakeholders. It paves way for precision and standardization of correspondences towards improvement of the corporate image of the County Assembly of Bungoma.

It clarifies the County Assembly spokespersons, lays down the channels and procedures involved in internal and external communication to foster efficiency and effectiveness in service delivery.

This policy is addressed to all Members of County Assembly and staff and it should be complied to and its guidelines followed as recommended for better communication in the County Assembly.

A handwritten signature in blue ink, reading "Emmanuel M. Situma". The signature is stylized with a large initial "E" and a long horizontal stroke above the name.

Hon. Emmanuel M. Situma
Chairperson, County Assembly Service Board

PREFACE



The purpose of the Communications Policy is to ensure effective and efficient delivery of information between the internal and external stakeholders in a manner that serves the County Assembly's vision, mission, and mandate and core values.

This policy guideline will ensure professionalism in communication, accuracy, conciseness and timeliness to depict the official position of the County Assembly of Bungoma.

The intention is to establish a framework for achieving an effective communication strategy for the institution. It has laid down processes entailed in communication, advertising, branding, corporate imaging and general use of social media in-order to maintain positive image of the County Assembly.

It strives to ensure smooth flow of information on complains compliments and conflict of interest for both internal and external stakeholders.

This policy applies to all Members of the County Assembly and staff.

A handwritten signature in blue ink, appearing to read 'Charles W. Wafula', with a large, stylized initial 'C'.

Charles W. Wafula
Secretary, County Assembly Service Board

DEFINITION(S) OF TERMS

Media: Local, National or International newspapers, magazines/newsletters, radio, television as well as webzines (news websites);

Employee: Fulltime, part-time and contracted staff of the County Assembly of Bungoma;

Information: Written, photographic, visual and audio-visual material produced by the County Assembly for circulation internally and externally which includes but not limited to: press releases, analyses, reports, contributed articles, presentations at conferences and interviews with any media house;

Communications team: Personnel by the County Assembly of Bungoma for purposes of issuing official information.

Communiqué: An official announcement or statement, sent between people or a media outlet.

Stakeholder: Any person or organization affected directly or indirectly by the actions of the County Assembly e.g. Staff, MCA's, contractor, supplier, NGOs, Civil society, media, government institutions, public etc.

Public Relations Agency: An external organization appointed by the County Assembly for communication and public relations purposes.

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CHAPTER ONE

BACKGROUND AND SCOPE

1.0 Background

County Assembly of Bungoma Communications Policy gives guidelines for managing the relationships of the Assembly with its various stakeholders, using communication as its major tool. Sub tools of communication are many and varied, and include a systematic approach to dealing with the media, one of society's most influential source of information.

For effectiveness, this Communication Policy essentially starts with internal focus with employees as unfettered conduits of information. Such a focus assists the County Assembly to manage links between employees in different sections of operations, allowing for full interaction and a sense of belonging and togetherness. The bases of the internal communication are the Assembly's vision, mission and core values which must be interpreted and applied as inherent organization culture. The communications policy sets the framework for daily operation and information management.

This Policy sets rules that clearly define responsibilities and roles, for purposes of accountability and management. The aim is to ensure clarity and decisiveness in information provided to all stakeholders.

This policy outlines a clear and systematic strategy that is concise and accessible to all and aims at mitigating against disastrous consequences of misinterpretation of facts.

1.1 Scope

The policy covers all Assembly communication activities, both internal and external and through different forms of media channels.

The different issues covered here are:

- a) **Internal Communication:** Communication between the CASB, Members of County Assembly and staff.
- b) **External Communication:** Communication between the County Assembly and its stakeholders.
- c) **Media relations:** The relationship between the County Assembly and the media.
- d) **Crisis communication:** Specialized response to an emerging issue by the media.

- e) **Corporate identity/Branding:** An organizations unique identifier e.g. logo, promotional materials, and corporate colours i.e beige, blue, maroon and grey
- f) **Organizational publications:** Internal publicity and informational materials produced by the organization to aid in communication e.g. Bills, reports, Hansards, magazines, brochures, Newsletters etc.
- g) **Internet and website:** Sharing of information via technology.

CHAPTER TWO

INTERNAL AND EXTERNAL COMMUNICATION

It is important to accurately present the County Assembly of Bungoma in the best possible light. When information is released, every effort must be made to avoid misunderstanding, misinterpretation or confusion. Once misconception takes root, it is always difficult and often impossible to make full correction or gain a full retraction.

2.1 Internal Communication

It explores the role of internal communication as part of the wide public relations environment and how it makes a positive contribution to the County Assembly of Bungoma. It shall be guided as follows:

- a) Departmental Heads may only transmit policy message(s) after the sanction by the Clerk of the Assembly
- b) The Assembly, shall as far as is practically possible, use traditional and modern forms of communication, such as website, notice boards, employee briefings, staff meetings, intra-net, intra-mail, internal memos and social media platforms to transmit corporate announcements.
- c) The Public Communication Section shall produce regular in-house journals to communicate key corporate issues to staff and stakeholders. These are periodic publications by the County Assembly for its employees, Members of the County Assembly, stakeholders and other interested people.
- d) The Clerk of the Assembly may also arrange via employee briefings or ad-hoc internal electronic bulletin for time-sensitive announcements, a hard copy of which must be produced and pinned onto the public bulletin notice boards.
- e) All County Assembly officers are discouraged from disseminating sensitive and confidential matters that may come to their knowledge.
- f) Sports and other recreational activities like corporate bonding and group guidance/counselling sessions may be used to improve internal communication interface.

2.2 External Communication

This comprises of communication with the target audience outside the Assembly.

- a) Statements to the public may only be made by the Speaker of the County, Assembly, Clerk of the County Assembly, Chairpersons of Committees or designated County Assembly personnel.
- b) The Hon Members (MCAs) can communicate on official matters of the County Assembly with the express authority of the Office of the Speaker.
- c) All communications going out to such target groups must be approved by either the Speaker or the Clerk of the County Assembly.
- d) Public communication Section shall coordinate with other departments for publication of all in-house journals. Heads of Department and staff holding important County Assembly information shall provide the same to officers from the section for ease of compiling the publication.

2.2.1 Guidelines for releasing information to the public.

In the interest of orderly and consistent management of the information released to public, the following guidelines shall apply:

- a) Information shall only be provided to the public by authorized officer only.
- b) Information shall be released in a timely, courteous and efficient manner.
- c) When information is unavailable, a prompt and clear explanation shall be provided.
- d) Information in all formats shall be identified as official and from the County Assembly if it contains an official letter head and it's duly signed and stamped by the authorized officer.
- e) All information to be published shall be in the official languages.
- f) A record of any published information shall be maintained.
- g) Information shall be availed as per the department's service charter.
- h) All public information shall be available on the County Assembly official website.

2.3 Editorial Board

The County Assembly Editorial Board shall be responsible for proof reading, editing and reviewing of publications for both internal and external communication.

The Editorial Board shall be chaired by the Clerk and have membership comprising of Heads of Department that will be selected whenever need arises.

There shall be a standardized editorial format for County Assembly documents namely: reports, correspondences, letters, memos and opinions among others.

2.3.1 Editorial format for County Assembly documents

- a) Font type of all documents to be Georgia and standard font size 12
- b) Spacing to be 1.5
- c) The margins to be 40 mm on the left side, 25 mm on the right side, 25 mm at the top and 25 mm at the bottom
- d) The pagination to be in Arabic numerals for the main text from the introduction to the appendix and placed at the bottom centre.
- e) Pagination of preliminary pages should be expressed in Roman Numbers and placed at the bottom centre.

2.4 Media

There shall be a Media Accreditation Committee, whose role will be to check, authenticate and certify members of the press who meet the requirements to cover events of the County Assembly on an annual basis. The Committee shall also vet the conduct of members of press within the County Assembly premise and apply sanctions whenever there are cases of misconduct.

This Committee shall consist of Heads of Department drawn from various departments.

For members of the external media to access the County Assembly, they must be accredited by the Media Accreditation Committee of the County Assembly and follow the rules and regulations set by the Committee.

All media enquiries should be directed to the Public Communications and Media Relations Section in the first instance. This will enable the office to cooperate and provide media support where required.

2.4.1 Guidelines for dealing with the media

When dealing with the media, the following should be observed:

- a) Public Communication and Media Relations Section of the County Assembly of Bungoma is the one mandated to interact with the media but they may release official information to the media only by express authority of the Speaker or the Clerk of the Assembly.
- b) Media visits or tours to the County Assembly shall be with permission from the Speaker or the Clerk of the Assembly.
- c) County Assembly of Bungoma is an independent arm of the County Government of Bungoma therefore the County Assembly Management and employees shall remain apolitical.

- d) Comments that may prejudice any negotiations still taking place are to be avoided until they are successfully concluded.
- e) Current or planned activities that have been internally sanctioned will be announced to the public in an agreed form that stays within realistic timescales that allow for contingencies.
- f) The Public Communication Office is empowered to identify areas for possible publicity, which can be exploited after full consultation with the Clerk of the Assembly and/or with the Office of the Speaker.
- g) Consultants and other mutually engaged external advisors may only make public statements on behalf of the Assembly after clearance from the Office of the Clerk. In such an event, the consultant or external advisor may only confine the public statements to the agreed parameters and form.
- h) Internal and external communication in emergency situations shall be done in line with the requirements of any laws, standards or codes of practice at the time operational or prevailing within the Republic of Kenya.

2.5 Modes of Communication

The following are modes of communication used for internal and external communication in the County Assembly of Bungoma:

2.5.1. Letters

All letters from the County Assembly shall be on the official letterhead of the County Assembly of Bungoma bearing reference number and signed by the Clerk or any other Officer(s) authorized by the Clerk.

The outgoing mails shall be recorded in the outgoing mail register before dispatch from the Mail Registry by the In-charge Registry.

Incoming letters shall be received, stamped and recorded in the incoming mail register and dispatched from the mail registry by the officers in the Records Section of the County Assembly.

All internal letters shall bear the name of the originator and addressee and recorded in the delivery book.

2.5.2. Electronic Mail

- a) Always use the e-mail template which contains the appropriate disclaimer notice from [ASSEMBLY] and do not amend this notice in any way.
- b) All official County Assembly communication should be sent from the County Assembly email info@bungomaassembly.go.ke.
- c) Group emails e.g. HR services, info@bungomaassembly.go.ke should only be accessed by authorized persons and honestly relay the message to intended officers.
- d) Do not amend any messages received and, except where specifically authorized by the other person, do not access any other person's in-box or other e-mail folders nor send any e-mail purporting to come from another person.
- e) It is good practice to re-read and check an e-mail before sending. If an e-mail is copied to others, it may breach the Data Protection Act if it reveals all the recipients' e-mail addresses to the other recipients (e.g. in the case of marketing and mailing lists). It can also breach duties of confidentiality (e.g. in the case of internal e-mails to members of staff benefit scheme or a medical condition). Accordingly, it may be appropriate to use the 'bcc' (blind carbon copy) field instead of the 'cc' (carbon copy) field when addressing an e-mail to more than one recipient. If in doubt, seek advice from the ICT Officer.

2.5.2.1 Guidelines of using E-Mail

- a) A County Assembly Member of staff should expressly agree with the client that the use of e-mail is an acceptable form of communication bearing in mind that if the material is confidential, privileged or sensitive then un-encrypted e-mail is not secure. If encryption software is not available, one should request assistance from the ICT Officer if encryption would be appropriate according to one's judgment.
- b) Each business e-mail should include the appropriate Assembly business reference.
- c) If the e-mail message or attachment contains information which is time-critical, bear in mind that an email is not necessarily an instant communication and consider whether it is the most appropriate means of communication.
- d) If you have sent an important document, always telephone to confirm that the e-mail was received and read. In every instance, file a hard copy of any e-mail (including any attachments) sent or received internally or to external party before filing or deleting the electronic copy.
- e) In light of the security risks inherent in some web-based e-mail accounts, staff must not e-mail official documents to personal web-based accounts. You may send

documents to a client's web-based account if you have the client's express written permission to do so. However, under no circumstances should you send price sensitive or highly confidential documents to a client's personal web-based e-mail account, even if the client asks you to do so.

- f) When you need to work on documents remotely they can be saved to a disk or on special circumstances retrieved over the internet [via County Assembly website].

2.5.3 Telephone

All incoming and outgoing official calls shall be recorded in the calls register by the Office Administrator/receptionist.

For intercom, the callers shall follow up the call with any of the other written forms of communication where applicable.

2.5.4 Website

Communication through the County Assembly website shall be up to date with regularly updated information about County Assembly matters.

The Content of the County Assembly website shall be generated and authorized by the Head of Departments in the institution. The content shall then be submitted to the Website Content Editorial Team for approval in consultation with the Clerk before being uploaded on the website.

Update of the website shall be undertaken by only authorized officers appointed by the Clerk.

2.5.5 Suggestion boxes

There shall be suggestion boxes at accessible points for visitors and other stakeholders who visit the County Assembly to drop in their comments, complaints, compliments and suggestions.

The suggestion boxes shall be opened weekly to retrieve the information.

2.5.6 Memos

All memos shall bear:-

- a) Official letter head of the County Assembly of Bungoma
- b) Name of the originator, addressee and the subject.
- c) Reference number with updated folio number.

All memos shall be written and signed by the authorized officers. The originator shall maintain a copy of the memo as proof of communication.

All Memos shall follow the approved County Assembly of Bungoma Memo format in communicating via memos and the Officers shall observe protocol.

- (i) Internal Memo shall only use the title 'County Assembly of Bungoma' on the letter head and the institution's address as shown in **Annex 1**.
- (ii) External Memo, letters and other communications shall bear official letterhead with the title 'County Assembly of Bungoma' and state the originator of the communication 'Office of the Clerk' or 'Office of the Speaker' as shown in **Annex 2**.

In instances which require the communication to be sent to a main recipient and copied to other person/persons, then it shall be copied in order of protocol from senior officer to junior officer as shown in **Annex 1**.

In the absence of the Clerk of the County Assembly, an officer delegated to perform the functions of that office can be authorized to write a memo/letter on behalf of the Clerk. The content of the memo shall be as shown in **Annex 3**.

2.5.7 Social Media pages

The official social media platforms namely Facebook, instagram and Twitter of the County Assembly of Bungoma shall be used to communicate official information of the County Assembly of Bungoma. Only the authorized Public Communication officers shall be allowed to post information on the platforms. On matters that touch on sensitive information about the County Assembly, the authorized officers will get express approval of the Clerk or the Speaker before posting the information.

Though they are interactive sites, they will not be used for responding/answering back at every public opinion but only where it will deem necessary and with approval of the Clerk of the Assembly. The pages will be safeguarded/protected from hacking and other cyber-crimes to protect the reputation of the County Assembly.

2.5.8 Use of County Symbols

The official symbols such as seals, coat of arms, flags and emblems of the County Assembly shall be used in accordance with Bungoma County Flags, Emblems and Names Protection Act of 2015.

2.5.9 Feedback Handling Mechanism

The County Assembly shall maintain a Complaints, Compliments and Conflict of interests register for efficient internal and external feedback handling mechanism.

This shall be as per the procedure on handling complaints, compliments and conflicts of interests set out by the Committee on Administrative Justice (Ombudsman) of the County Assembly. A customized email address for complaints/compliments shall be communicated for stakeholders to send their views and be responded to.

CHAPTER THREE

CRISIS COMMUNICATION

The County Assembly shall continue to proactively prevent events that are likely to lead to loss of stakeholder confidence and to take care of events stemming from rumours, speculation and insider lack of confidence that give the County Assembly negative publicity. In these cases, appropriate crisis communication should enable the County Assembly to respond rapidly and effectively to potentially negative situations.

Given the importance of crisis communication:

- a) Media inquiries or requests should be responded to only by authorized persons in the County Assembly of Bungoma.
- b) The Public Communication Office shall maintain regular contact with stakeholders and give advice where issues or developments appear to cause problems.
- c) The Public Communication Office shall monitor local and international news and events and advise the Clerk on issues or events relevant to the County Assembly.

3.1 Crisis response

In case of a crisis, the Office of the Speaker will give guidance as to the course of action but where possible, Clerk of the Assembly will be available on site during the crisis/emergency throughout normal business hours and by telephone during non-business hours.

Furthermore, the Clerk shall develop and advise on appropriate strategies to deal with the situation and communicate appropriate information to relevant stakeholders.

3.2 Crisis Communication Management Team

Whenever there is a crisis, the Clerk will convene County Assembly Management Committee meeting that will co-opt the Head of Public Communication and Media Relations section.

The committee shall come up with a crisis management plan to address the situation. They shall constantly monitor, interpret and manage issues with potential to escalate into crises and shall gather details about crises and approve strategies for internal and external communication.

3.2.1 Guidelines of Dealing with Negative Publicity

The scope of the negative publicity will dictate the nature of response. A single negative review/comment requires a different response than a full-blown issue/matter of concern.

Managing negative reviews is a key part of managing County Assembly's reputation. Addressing the negative reviews quickly and professionally helps neutralize the sting and shows the County Assembly is responsive to customer/client complaints. The bigger the issue, the more complex and comprehensive the response will be.

When dealing with negative publicity or situations and managing public perception during a crisis the Public Communication and Media Relations section will apply the guidelines below:

1. Identify negative publicity quickly.
2. Gather facts and correct any false information in consultation with the designated crisis management team.
3. Be quick and have an initial response within the first hour.
4. Act before the problem escalates.
5. Own up to institution's mistakes.
6. Pre-draft select crisis management messages and templates for crisis statements. Have the legal department review and pre-approve these messages.
7. Be consistent by keeping the spokesperson informed. Give key points.
8. Use all available communication channels
9. If the situation is complex, form a commission of inquiry
10. Manage the expectations of the public (undermining the hostile story, threats, complaints etc.)
11. Explain in detail how the problem will be fixed.
12. Share positive information about the County Assembly.

If the perpetrators of the negative information are accredited journalists with the County Assembly of Bungoma, then their media accreditation is withdrawn and they are barred from accessing the County Assembly premises for a period set by the Media Accreditation Committee and approved by the Clerk.

3.3 Releasing information to the media

The Clerk will release relevant, appropriate and verifiable information to the media regarding any crisis. The Clerk shall institute mechanisms to continually monitor media coverage and respond to accordingly.

During an incident contact must be maintained between the relevant party involved, the Office of the Clerk and the Public Communications Officer. This will allow the Public

Communications Officer to prepare statements or briefings and to respond to any follow up calls.

CHAPTER FOUR

CORPORATE IMAGING

County Assembly of Bungoma values its public image and the way in which the public perceives it in general. For that matter, it applies varied techniques in achieving a positive corporate image.

Employees of the County Assembly are encouraged to take an active role in promoting the Assembly's public image through consistent use of County Assembly name tags, corporate shirts and branded publicity materials.

4.1 Advertising

Utilizing print, electronic and support media for corporate advertising, the County Assembly shall use corporate advertising to continually promote a positive image and ensure observance of the best advertising principles and practices in the County Assembly.

The use of the County Assembly of Bungoma name and logo in advertising without authority from the Clerk is prohibited and shall be subject to legal action.

The production of promotional County Assembly items or material shall at all times reflect the correct institutional name and logo. Where there are uncertainties, the concerned parties shall consult with the Clerk.

4.2 Branding

Branding is one of the ways in which the County Assembly of Bungoma makes itself visible to the public. The following regulations shall apply in the execution of branding:

- a) Only approved LOGO accompanied with the words County Assembly of Bungoma shall be used on all corporate materials, stationery, banners or livery (uniform, attire, costume, giveaway's etc.).
- b) Personal branding of official attire is prohibited. Staff shall be required to wear/display only authorized County Assembly staff name tags/badges and uniforms provided by the Human Resource Department and not any other.
- c) Variations of the corporate LOGO are expressly forbidden.
- d) Variations of the corporate colors (beige, blue, maroon and grey) are strictly forbidden.

- e) The corporate logo can only be used in conjunction with another – a partnership announcement scenario that has specific Assembly approval; otherwise, the corporate logo must stand on its own.
- f) Vending of the corporate brand or use for purpose other than what is meant for corporate material is strictly forbidden.
- g) Management and employees are strictly forbidden from the usage of the County Assembly’s official social media handles and website for any purpose other than County Assembly of Bungoma dealings.
- h) All Assembly’s property shall be clearly identified with the Assembly’s logo, whose standard must be adhered to. These may include but are not limited to:
 - i) The paintwork on vehicles
 - ii) All stationery including letterheads, business cards etc.
 - iii) All publications
 - iv) Advertisements in all media
 - v) Publicity materials such as banners, fliers, brochures, diaries and calendars
 - vi) Clothing items like the Assembly’s shirts/cafeteria uniforms etc.

4.3 Publications

These are documents that have County Assembly information that can be presented in external seminars open to public attendance, general presentations to governments or partners and publication of papers or articles in journals or other media and communications which include advertisements, marketing-oriented communications, pamphlets, brochures, internet information, speeches or audio-visual presentations produced by or on behalf of the County Assembly.

All publications shall bear coat of arms and official corporate colors of the County Assembly of Bungoma. The top page of publications shall be as shown in **Annex 4** and the back page of publications shall be as shown in **Annex 5**.

4.3.1. Pre-Clearance Review and approval

- a) The office of the Clerk shall review and approve communications to ensure corporate consistency.
- b) The Office of Clerk shall maintain general information on Assembly and its performance which shall be available upon request through the correct channels and to be used for disclosed purposes.

CHAPTER FIVE

MISUSE OF COMMUNICATION FACILITIES AND SYSTEMS

Misuse of Assembly facilities and systems including, abuse of the telephone, e-mail, or the internet in breach of the County Assembly regulations or any other related policy will be treated seriously as gross misconduct and dealt with in accordance with Assembly disciplinary procedures. In particular, viewing, accessing, transmitting, posting, downloading or uploading any of the following listed materials in the following ways, or using any of Assembly facilities, will amount to gross misconduct that could result in disciplinary action being taken.

Material which is sexist, racist, xenophobic, pornographic, terrorist, or also discriminatory and/or offensive; obscene, derogatory or criminal material or material which is likely to cause embarrassment to the Assembly and any of its staff or its stakeholders or bring Assembly and or any of its staff or its stakeholders into disrepute; or any defamatory material about any person or Assembly or material which includes statements which are untrue or of a deceptive nature; or any material which, by intent or otherwise, harasses the recipient; or any other statement which is designed to cause annoyance, inconvenience or anxiety to anyone; or any material which violates the privacy of others or unfairly criticizes or misrepresents others; or confidential information about Assembly and any of its staff or stakeholders; any other statement which is likely to create any liability (whether criminal or civil, whether to the author or Assembly; or material in breach of copyright and/or other intellectual property rights; or online gambling; or unsolicited commercial or advertising material, chain letters or other junk mail of any kind.

If the County Assembly has evidence of the examples of misuse set out above it reserves the right to undertake a detailed investigation in accordance with its disciplinary procedures.

CHAPTER SIX

COMPLIANCE AND REVIEW OF THIS POLICY

Failure to comply with this policy may result in disciplinary action being taken against offending party under Assembly disciplinary procedures. If there is anything in this policy that is unclear to the user, they are encouraged to discuss it with their Departmental Heads or the Public Communication Officer.

Staff members are encouraged to seek guidance from their Departmental Heads in relation to the interpretation of all or any part of this policy.

Review of the Policy

County Assembly of Bungoma reserves the right to review this policy from time to time.

Conclusion

The Public Communication and Media Relations section is keen on ensuring that the County Assembly, Honourable members and the staff are portrayed fairly in the media, internally and externally. It is vital that any statements given to the media are consistent, accurate and objective and in line with the vision and mission statement of the County Assembly.

This policy has been enacted in the interest of ensuring that, to the best of its ability, the County Assembly and its employees will facilitate the accurate and prompt exchange of information with the media, internal and external stakeholders.

Annex 1: LETTER HEAD FOR INTERNAL MEMO



COUNTY ASSEMBLY OF BUNGOMA

Telephone: 0202651905/0208000663

E-mail: info@bungomaassembly.go.ke/bungomacountyassembly@gmail.com

Web: www.bungomaassembly.go.ke

P.O.BOX 1886-50200

BUNGOMA, Kenya

REF: *BCA/ADM/2 VOL.VII (updated folio number)*

Date

INTERNAL MEMO

TO : *(Title of the receiver)*

FROM : *(Title of the author)*

RE :

(Sign)

AUTHOR'S NAME

Cc: *(in order of protocol)*

Annex 2: **LETTER HEAD FOR OUTGOING CORRESPONDENCES**



**COUNTY ASSEMBLY OF BUNGOMA
OFFICE OF THE CLERK**

Telephone: 0202651905/0208000663

Email: info@bungomaassembly.go.ke or bungomacountyassembly.go.ke

Web: www.bungomaassembly.go.ke

P.O. BOX 1886-50200
BUNGOMA, Kenya

REF:

Date

Address of the recipient

.....
.....

Dear sir/ madam,

RE:.....

(Signature)

CLERK OF THE COUNTY ASSEMBLY

Annex 3: INTERNAL MEMO FOR DELEGATED DUTIES



COUNTY ASSEMBLY OF BUNGOMA

Telephone: 0202651905/0208000663

E-mail: info@bungomaassembly.go.ke/bungomacountyassembly@gmail.com

Web: www.bungomaassembly.go.ke

P.O.BOX 1886-50200

BUNGOMA, Kenya

REF: *BCA/ADM/2 VOL.VII (updated folio number)*

Date

INTERNAL MEMO

TO :

FROM :

RE : _____.

(Sign)

NAME OF THE OFFICER

FOR CLERK OF THE COUNTY ASSEMBLY



**COUNTY GOVERNMENT
OF BUNGOMA**

COUNTY ASSEMBLY OF BUNGOMA

TITLE

YEAR

County Assembly Service Board



**COUNTY ASSEMBLY
OF BUNGOMA**

CONTACTS

P.O BOX 1886-50200

 **info@bungomaassembly.go.ke**

 **0208000663/0208000293**

 **www.bungomaassembly.go.ke**

 **Bungoma County Assembly**

 **@AssemblyBungoma**



**COUNTY GOVERNMENT OF
BUNGOMA**

CONTACTS

P.O. BOX 1886 – 50200 Bungoma



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