



Accessibility Audit of Public and Private Buildings in Selected Counties of Kenya

Garissa, Kitui, Kilifi, Nakuru, Isiolo, Kisumu and Nairobi City,
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Kitui Regional Office
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VISION

An inclusive society free from gender inequality and all forms of discrimination

MISSION

To promote and protect gender equality and freedom from all forms of discrimination in Kenya, especially for Special Interest Groups through ensuring compliance with policies, laws and practice

CORE VALUES

Dignity
Equality
Teamwork
Integrity
Inclusivity



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List of Acronyms

NGEC	National Gender and Equality Commission
PWDs	Persons with Disabilities
CRPD	Convention on the Rights of Persons with Disabilities
CAP 7K	Chapter 7K, National Gender and Equality Commission Act (Laws of Kenya)
EARC	Educational Assessment and Resource Centre
SHA	Social Health Authority
EACC	Ethics and Anti-Corruption Commission
KCB	Kenya Commercial Bank
KRA	Kenya Revenue Authority
JOOTRH	Jaramogi Oginga Odinga Teaching and Referral Hospital
KNBS	Kenya National Bureau of Statistics
KNCHR	Kenya National Commission on Human Rights
KNH	Kenyatta National Hospital
ISA	International Symbol of Accessibility
CPSB	County Public Service Board
PCK	Postal Corporation of Kenya





Hon. Rehema Jaldesa

Chairperson

National Gender and Equality Commission

Accessibility is not a favour extended to persons with disabilities. It is a constitutional right and a legal obligation that reflects the values of equality, dignity, and inclusion enshrined in the Constitution of Kenya, 2010. Public and private institutions that deliver essential services to citizens carry a duty to ensure that their facilities are open, safe, and usable by all members of society, including those with limited mobility, sensory impairments, and other forms of disability.

The National Gender and Equality Commission (NGEC), as mandated under Article 59 of the Constitution and the NGEC Act, is committed to promoting equality and freedom from discrimination for all, with particular responsibility for special interest groups. This audit was undertaken in direct fulfilment of that mandate.

Between October 2024 and May 2025, the Commission assessed thirty-five facilities across seven counties. The audit went beyond simple compliance checks to provide an intentional, evidence-based evaluation designed to inform statutory action, policy guidance, and administrative measures. The findings highlight widespread gaps in accessibility, from physical barriers in approach routes, lifts, washrooms, and service counters, to systemic neglect in the provision of signage, tactile surfaces, and designated spaces for persons with disabilities.

This report, therefore, serves both as a diagnostic tool and as a call to action. It equips duty bearers in the public and private sectors with concrete evidence to guide corrective measures. It also provides a baseline against which future compliance can be monitored. The Commission expects that the recommendations contained herein will not only be adopted but also enforced, in line with Kenya's legal framework and international commitments.

On behalf of the Commission, I extend appreciation to all stakeholders, including county governments, national government agencies, independent offices, and private institutions, who cooperated during the audit. Their willingness to open their facilities for assessment reflects an important step toward accountability. It is our collective responsibility to remove barriers that exclude persons with disabilities from equal participation in society. This report is submitted in that spirit, with the conviction that equality is best demonstrated through practical, accessible, and inclusive design in the spaces where citizens seek essential services.

Purity Ngina PhD, MBS
CEO/Commission Secretary
National Gender and Equality Commission

The Accessibility Audit of Public and Private Buildings in Selected Counties of Kenya is a significant milestone in the National Gender and Equality Commission's (NGEC) continued commitment to promoting equality, inclusion, accessibility, and the protection of the rights and dignity of all persons, particularly Special Interest Groups, including persons with disabilities, older members of society, women, children, youth, minorities, and marginalised communities.

The Commission sincerely appreciates the dedication, professionalism, and technical expertise demonstrated by officers drawn from the Regional Offices, Disability and Elderly Programmes, and Headquarters who undertook the audit exercise.



Their commitment to advancing a barrier-free and inclusive society greatly enriched the quality, credibility, and relevance of this report.

Special recognition goes to the following teams and officers:

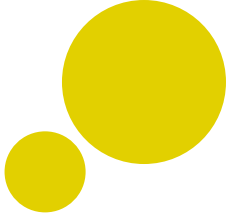
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The Commission further acknowledges the team's invaluable contribution in data collection, analysis, interpretation, and report writing under the leadership of Mr. Paul Kuria, Director of Programmes and Research, NGEC.

This report stands as a testament to the Commission's unwavering resolve to foster an inclusive and equitable society where all persons can access public and private spaces safely, independently, and with dignity, in line with the Constitution of Kenya, the Persons with Disabilities Act, and national and international human rights obligations.

The Commission remains committed to advocating for responsive policies, accessible infrastructure, and strengthened accountability mechanisms that advance equality and non-discrimination for all.





1.0 INTRODUCTION

The National Gender and Equality Commission (NGEC) is a Constitutional Commission established under Article 59 (4) and (5) of the Constitution of Kenya, 2010 and operationalized through the NGEC Act, CAP 7K. The Commission is mandated to promote gender equality and freedom from discrimination, with particular responsibility for special interest groups. These include women, children, youth, persons with disabilities (PWDs), older members of society, minorities, and marginalized groups.

The right of persons with disabilities to access public spaces is firmly anchored in international and national law. The Convention on the Rights of Persons with Disabilities (CRPD), the Constitution of Kenya, and the Persons with Disabilities Act (2025) all affirm this entitlement. Article 54 of the Constitution guarantees PWDs access to public spaces, transport, and information. Despite these provisions, infrastructure in Kenya remains largely barrier-filled. PWDs are often denied equitable access to services and opportunities due to physical barriers, such as the lack of ramps, lifts, accessible washrooms, and inclusive information and communication technologies.

Inaccessible buildings perpetuate marginalization and exclude PWDs and persons with limited mobility from full participation in social and economic life. Addressing these barriers is not only a legal imperative but also central to the principles of equality, dignity, and inclusion. NGEC's audit of public service buildings is therefore an intentional accountability measure designed to inform statutory action, guide corrective interventions, and ensure compliance with both national law and international obligations.

Under Section 8(e) of the NGEC Act, the Commission is mandated to monitor, facilitate, and advise on the development of affirmative action policies. Section 8(m) further empowers the NGEC to conduct audits targeting special-interest groups. In line with this mandate, the Commission undertook a structured audit of 35 public service buildings across seven counties between October 2024 and May 2025, focusing on their accessibility to PWDs and persons with limited mobility.

2.0 OBJECTIVES OF THE AUDIT

The overall objective of the audit was to establish the extent to which public and private buildings offering essential services comply with accessibility standards. Specifically, the audit sought to:

- a)** Assess the levels of accessibility for PWDs and persons with limited mobility in selected buildings across Garissa, Isiolo, Kilifi, Kisumu, Kitui, Nairobi, and Nakuru counties.
- b)** Document barriers to accessing the built environment that continue to exclude PWDs from full participation.
- c)** Enhance awareness among duty bearers of their obligations to provide accessible buildings.

The audit was preceded by a petition submitted by a Civil Society Organization (CSO) representing Persons with Disabilities (PWDs) in Mombasa. The petition raised concerns regarding the barriers that PWDs face in accessing public and private facilities, which severely limit their ability to fully participate in social and economic life. The Commission issued an advisory to the Mombasa County Government so as to seek compliance with accessibility of their buildings by persons with disabilities.

3.0 METHODOLOGY

The audit was anchored on the principles of universal design and reasonable accommodation, as provided in the CRPD, the African Charter on Human and Peoples' Rights on the Rights of Persons with Disabilities (2018), the Constitution of Kenya (2010), the Persons with Disabilities Act (2025), the National Building Code (2004), and the National Policy for Persons with Disabilities (2024).

The assessment covered 35 facilities that were audited, including 21 public and 14 private buildings housing government services or offering services to the public. These included health, education, administration, coordination, governance, land and environment, communication, finance, and hospitality facilities (refer to the Annexes-table 1)

Key accessibility parameters assessed were:

- a) Approach routes,
- b) Alternative entrances,
- c) Tactile walking surfaces,
- d) Space for wheelchair and white cane users,
- e) Accessible washrooms,
- f) Service counters,
- g) Accessible parking,
- h) Signage.

Data was collected through physical observation of purposively sampled facilities and buildings, supported by a standard monitoring tool developed by the Commission. This was complemented with stakeholder consultations, which informed policy recommendations.



4.0 KEY FINDINGS

The findings are organized by accessibility parameter and stratified by county and facility type.

4.1 Approach Routes

Across most counties, approach routes were either inaccessible or partially accessible. Examples include the inaccessible main entrances at Garissa County Headquarters and Kitui County Survey Office, absence of ramps at Malindi Social Health Authority offices, steep staircases at Nakuru Kenya Revenue Authority offices, and uneven surfaces at Kenyatta National Hospital. Positive examples included accessible routes at Huduma Centres in Kitui and Nakuru towns, and ramps with handrails at Isiolo Governor's Office.

4.2 Alternative Entrances

Most facilities lacked accessible alternative entrances, raising safety and inclusion concerns. For example, Nzambani Park and Kitui Municipality Block had single entry points, while Malindi Social Health Authority had one inaccessible entrance. Kisumu's Jaramogi Oginga Odinga Teaching and Referral Hospital (JOOTRH) and Huduma Centre provided positive exceptions with accessible alternatives.

4.3 Tactile Walking Surfaces

Tactile surfaces were almost absent in many buildings observed/audited. Isolated examples were observed at Isiolo Governor's Office, Isiolo Referral Hospital, Kisumu's JOOTRH, Reinsurance Plaza, and Kenyatta National Hospital (KNH) where some walking surfaces were fitted with tactile.

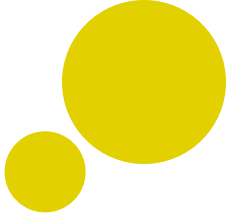
4.4 Space for Wheelchair and White Cane Users

Facilities such as Kitui Huduma Centre, Isiolo Referral Hospital, and Kenyatta National Hospital offered adequate space for wheel chair and white cane users, while Garissa County Headquarters, Malindi Ethics and Anti-Corruption Commission, and Isiolo Public Service Board had narrow or obstructed corridors.

4.5 Signage

Braille/tactile signage was inadequate across nearly all counties. Where present, signage lacked braille or tactile indicators. KNH and Mercure Hotel had visible signage, but without braille features. The assessment limited itself to 2 signages; if a facility has one or two signages, it was considered to have complied.





4.6 Service Counters

The height of serving counters is crucial for ensuring accessibility and comfort for people with short stature and those for wheelchair users. The recommended accessible height is (between 740mm - 800mm, from the floor with clear knee space underneath). In this case, most counters were inaccessible, set too high for wheelchair users. Positive examples were found at Kitui Huduma Centre, Isiolo Referral Hospital casualty area, and Kisumu Law Courts.

4.7 Washrooms

Accessible washrooms to persons with disabilities and those with limited mobility were rare. Facilities such as Huduma Centre Kitui, Isiolo Referral Hospital, and KNH offered partial compliance. In contrast, Garissa County Government offices, Malindi offices, and Nakuru Law Courts lacked accessible washrooms.

4.8 Parking for PWDs

Reserved or marked parking was largely absent. Exceptions included Kisumu Reinsurance Plaza, Isiolo Referral Hospital, KNH, and Mercure Hotel. However, even in these cases, marking and proximity to entrances required improvement.

4.9 Reserved Spaces

Reserved spaces for PWDs within waiting areas and service halls were generally absent. Limited examples included the Kitui Civil Registration Building and the Isiolo Referral Hospital casualty area.

4.10 International Symbol of Accessibility (ISA)

International Symbol of Accessibility markings were inconsistently applied. Consistent use was only observed at Kisumu Reinsurance Plaza, Nairobi Mercure Hotel, and KNH.

5.0 CONCLUSION AND RECOMMENDATIONS

5.1 CONCLUSION

As per the observations, the information was further analyzed into severity of access per the buildings and specific recommendations provided (refer to Annex Table 1&2). The audit confirmed widespread non-compliance of public and private buildings with accessibility standards across counties. Key barriers and gaps observed include:

- a)** Inaccessible approach routes, entrances, and circulation spaces.
- b)** Minimal provision of tactile surfaces and braille signage.
- c)** Service counters, washrooms, and lifts that fail to meet accessibility requirements.
- d)** Absence of reserved spaces, accessible parking, and inconsistent use of the International Symbol of Accessibility.

Accessibility is not a matter of discretion but a statutory obligation and a test of Kenya's commitment to equality, dignity, and inclusion. It's also in line with International commitments that Kenya has ratified such as International Convention on the Rights of Persons with Disabilities (ICRPD).

5.2 GENERAL RECOMMENDATIONS

The Commission therefore recommends the following to various duty bearers managing or owning public and private facilities to:

- a) Install compliant ramps, lifts, and tactile surfaces.
- b) Adjust service counters and washrooms to meet accessibility standards.
- c) Provide marked and proximate parking and reserved spaces for PWDs.
- d) Standardize signage with braille and tactile indicators.
- e) Adopt consistent use of ISA symbols across all buildings, facilities and service stations.

5.3 SPECIFIC RECOMMENDATIONS

The Commission will continue to monitor compliance and advise on enforcement actions to secure the rights of PWDs as envisaged by the Constitution to the following;

1. The National Council of Persons with Disability

- a) Develop and Disseminate accessibility audit guidelines- ensure standardized audit tools aligned with international best practices and Kenya's legal frameworks.
- b) Maintain a National Accessibility Registry -Track and publish data on compliant and non-compliant buildings to promote transparency.
- c) Empower disability inclusion officers-Train and deploy officers to conduct audits and support institutions in implementing accessibility improvements.

2. National Construction Authority

- a) Integrate accessibility into building approval processes-Require accessibility compliance as a mandatory criterion for construction permits.
- b) Conduct routine compliance Inspections-Include accessibility checks in regular site inspections and issue penalties for violations.
- c) Collaborate with the National Council and Persons with Disabilities for technical oversight-Ensure audits are guided by disability-specific expertise and feedback.

3. County Government

- a) Establish County accessibility taskforces-Coordinate local audits, enforcement, and public awareness campaigns.
- b) Audit public facilities and infrastructure-Prioritize schools, hospitals, markets, and transport hubs for accessibility reviews.
- c) Allocate budget for accessibility upgrades-Dedicate funds in county development plans to retrofit existing buildings.



4. Ministry of Public Works

- a) Embed accessibility in National building codes-Update and enforce codes to reflect universal design standards and disability rights.
- b) Lead by example in Government Buildings-Ensure all ministries and parastatals meet accessibility benchmarks.
- c) Develop a National accessibility audit framework-Guide all public infrastructure projects with a standardized audit protocol.
- d) Monitor and report progress annually-Publish accessibility audit outcomes and improvement plans in public reports.

5. Civil Society Organization (CSOs)

The role of CSOs, particularly through petitions such as those from the Mombasa-based PWDs CSO, has been instrumental in pushing for change. As the legal landscape continues to evolve, the involvement of PWDs and their advocacy groups remains crucial to ensuring that the built environment becomes truly accessible to all.



Table 1: Audited Buildings by County—Type, Principal Occupant/Service, and Accessibility Summary

County	S/No	Principal Occupant/Service	Multiple level/storey Building		state if main approach/main entrance/ground floor to service area has portable/fixed ramp	If multiple - state if the building has a ramp to access floors or lift.	Existence of Alternative entrance (where main entrance has no lift or ramp)	Space for wheel chair and white cane users	Accessible service counters	Remarks
Garissa			Yes	No						somewhat accessible
	1	County Executive, Devolved County Offices	Yes		Yes	No ramps to main offices like offices of the Governor.Ramp is in the back-fire exit only	yes	no	no	
	2	Regional Commissioner, National Administration	yes		has steep ramp	No ramps to floors	no	not labeled	no	Inaccessible
	3	Level 5 Referral Hospital, Public Health Services		no	yes		yes	yes	yes	Accessible
	4	Conference Facilities	yes		yes it has ramps	ground floor has ramps but main conference hall in first floor has no ramps	yes	no	no	Somewhat Accessible
	5	Private Hospital, Health Services	yes		yes it has ramps	yes ground floor has ramps	yes	yes	yes	Accessible

6	Kitui Municipality Block	Public	Sub-County Administration, Municipal Services	Yes			Main approach is wide an non-slippery; ground floor to service area does not have a ramp	No ramp nor lift	No alternative entrance	No space for wheel chairs	Service counters accessible	Inaccessible
7	County Survey Office	Public	Survey/Mapping Services		No		Main approach is not sloping; there exists a narrow ramp without hand rails	N/A	No alternative entrance	Space for wheel chairs and white cane users is narrow	Accessible service counters	Somewhat accessible
8	Office of the County Land Registrar	Public	Land Registration Services		No			N/A	No alternative entrance	Wide hence there is space for wheel chair and white cane users	Accessible service counters	Accessible
9	Huduma Centre Kitui	Public	Multi-agency Gov. Services (One Stop)		No		Main approach is accessible but the walk-through metal detector at entrance is too narrow for wheel chair users	N/A	Alternative entrance exists	Wide hence there is space for wheel chair and white cane users	Accessible service counters	Accessible
10	Posta Kenya (Kitui)	Public	Postal Services		No			N/A		Wide hence there is space for wheel chair and white cane users	Service counters not accessible	Somewhat Accessible
11	Civil Registration Building	Public	Birth/Death Registration, Vital Records		No		Main approach is accessible.	N/A	Alternative entrance exists but not accessible	Wide corridors hence there is space for wheel chair and white cane users. There is a room dedicated for PWDs	Accessible service counters	Accessible
12	Nzambani Park (housing public offices)	Private	IEBC, TSC, NGAFF, NGEIC, ODPP, NDMA, Senator's Office	Yes			Main approach is wide an non-slippery; ground floor to service areas do not have ramps	No ramp nor lift	No alternative entrance	Accessible corridors are wide for wheel chair and white cane users	Accessible service counters	Inaccessible

Inaccessible	Inaccessible	Inaccessible	Somewhat accessible	Somewhat accessible
The counters are not adjusted	The service counters are suitable	Non-suitable counters	High counters especially at the reception area	High counters at the tellers
Wheelchair users and white cane cannot access	Wide corridors which are adequate for wheelchair users	Space is adequate	Space is adequate	Space is adequate
There is an alternative entrance with no ramps	None	There is no alternative route	Alternative route available with a ramp	There is no alternative route
There are no lifts nor ramps	There are no lifts nor ramps to access the floor	There are no lifts nor ramps to access the floor	Yes, there is a ramp to access the lifts and the floors however, the office is on the ground floor	A ramp is available
There is no ramp available	There is no ramp available	There is no ramp available	There is a ramp to the main entrance with no parking for PWDs on the ground floor	Ramp available with handrails
Yes	Yes	Yes	Yes	Yes
Attorney General, Legal Aid, Registration, Marriages	Labour & OHS Services	Social Health Insurance/Protection	EACC Regional Office	Banking, Financial Services
Private	Private	Private	Private	Private
Office of the Attorney General (Malindi Complex Building)	State Dept. for Labour, Occ. Health & Safety (Malindi Complex)	Social Health Authority (SHA) Barani Plaza	Ethics & Anti-Corruption Commission (EACC), Pine Court Building	Kenya Commercial Bank (KCB), Malindi Branch
13	14	15	16	17
Kilifi				

									Accessible
									Accessible
									Inaccessible
									Inaccessible
									Somewhat accessible
									Somewhat accessible
18	Huduma Centre Nakuru (General Post Office)	Public	Multi-agency Gov. Services (One Stop)				NO	YES	YES
19	Kenya Revenue Authority (KRA) South Rift Valley Regional HQ	Private	Revenue Collection, Tax Services	YES				YES	YES
20	Rift Valley Regional Commissioner 's Complex	Public	Regional & County Government Services	YES				NO	NO
21	Nakuru County Commissioner 's Complex	Public	County Admin, Gender, Youth, Treasury	YES				NO	NO
22	Nakuru Law Courts (Old & New Buildings)	Public	Judiciary: High, Children, Small Claims, Magistrates' Courts	YES				YES	NO
23	NGEC Nakuru Regional Office, Tamoh Plaza	Private	NGEC Regional Operations	YES				Has both ramp and lift	YES
Nakuru									

Inaccessible	Inaccessible	Inaccessible	Accessible	Accessible
Has got accessible Counters	Accessible Counters	Not accessible	Accessible Counters	Accessible Counters
Available only on ground floor	Available	Adequate space	Available	Available
Has no alternative routes	Has no alternative routes	Yes	Has no alternative routes	Has alternative routes
Has No Lifts	Has No Lifts	Has No Lifts	Has No Lifts	Has No Lifts
No ramps no handrails	Entrance has got ramps	Entrance has got ramps	Entrance has got ramps	Entrance has ramps on all floors
			No	
Yes	Yes	Yes		Yes
NGEC, CAJ, LAPPSET, and KNCHR Regional Offices	County Executive, Deputy Governor, Special Programmes	County Assembly, Speaker, MCAs, Service Board	Public Service Board: Employment, HR, Complaints	Level 5 Referral Hospital, Public Health Services
Private	Public	Public	Private	Public
Shune Apartment (housing NGEC, CAJ, LAPPSET, KNCHR)	Office of the Governor, Isiolo County	Isiolo County Assembly	Isiolo County Public Service Board	Isiolo County Teaching and Referral Hospital
24	25	26	27	28
Isiolo				

Kisumu	29	Jaramogi Oginga Odinga Teaching and Referral Hospital (JOOTRH)	Public	Level 6 Referral Hospital	Yes			Fixed ramps	Ramps and lifts	Alternative entrances	Space for wheel chair and white cane	No adjustable service counters	Accessible
	30	Huduma Centre	Public	Government Ministries, Departments, and Agencies (MDAs)	Yes			Fixed ramps in the main entrance	lifts available though not always functional	Lack accessible alternative routes	Space for wheel chair and white cane	No adjustable service counters	Somewhat Accessible
	31	Reinsurance Plaza (SHA)	Private	Government Ministries, Departments, and Agencies (MDAs) and Insurance Agencies	Yes			Fixed ramps in the main entrance	Accessissble lifts	Alternative routes	Space for wheel chair and white cane	Adjustable service counters	Accessible
	32	Kisumu Law Courts	Public	Judiciary	Yes			Fixed ramps in the main entrance	No ramp no lift on other floors	Lack accessible alternative routes	Space for wheel chair and white cane	service counters not adjustable	Accessible
	33	Governor's Office -City Hall Building	Public	Governor's Office and other county Government Departments	Yes			Fixed ramps in the main entrance	No ramp no lift on other floors	Lack accessible alternative routes	Space for wheel chair and white cane	No adjustable service counters	Somewhat accessible
	34	Kenyatta National Hospital	Public	Level 6 Referral Hospital Public Health Services	Yes			Ramp available but some access routes had uneven bumps	Has lifts and ramps but the lifts lack braille and voice features	Has alternative routes	Available	Accessible counters	Accessible
Nairobi City	35	Mercure Hotel Nairobi	Private	Hospitality, Accommodation, Conference Facilities, Wellness	Yes			Yes, it is accessible - has fixed ramps	ramps and lifts available and accessible	All accessible	accessible but may need to be marked	Not accessible to persons of short stature and wheel chair users	Accessible

Table 2 : Specific Recommendations for Audited Buildings

County	Building / Institution	Type	Specific Recommendations
Garissa	Garissa County Government Headquarters	Public	1. Install a compliant ramp at the main entrance and retrofit handrails for all existing ramps. 2. Ensure all entryways are step-free and doors are wide enough for wheelchair users. 3. Provide reserved, clearly marked PWD parking close to the entrance. 4. Upgrade signage with visual and tactile indicators, including ISA. 5. Designate at least one accessible washroom and adapt one service counter for wheelchair users and persons of short stature.
Garissa	Office of the North-Eastern Regional Commissioner	Public	1. Retrofit the main ramp to reduce steepness and add handrails. 2. Install a lift or vertical platform for access to upper floors. 3. Mark reserved PWD parking and introduced directional signage. 4. Provide at least one accessible toilet.
Garissa	Garissa Level 5 Teaching and Referral Hospital	Public	1. Install accessible washrooms with grab bars in every main block. 2. Expand clear signage and introduce tactile floor markers. 3. Designate PWD parking and ensure access routes remain unobstructed.
Garissa	Palm Oasis Resort	Private	1. Retrofit at least one ramp to the main hall and public spaces, and add handrails. 2. Provide accessible signage and mark reserved parking for PWDs. 3. Ensure at least one accessible guest toilet is available.
Garissa	Madina Hospital	Private	1. Install ramps at all main entrances and adjust existing ones to acceptable gradients. 2. Retrofit at least one accessible toilet and adjust service counters. 3. Improve wayfinding signage and designate reserved PWD parking.
Kitui	Kitui Municipality Block	Public	1. Add a ramp at the main entrance and ensure corridors are step-free. 2. Designate a reserved, accessible toilet and improve signage with tactile markers. 3. Mark PWD parking and adapt at least one service counter.
Kitui	County Survey Office	Public	1. Redesign steep and narrow ramps with proper gradient and width, and add handrails. 2. Install tactile floor indicators and upgrade signage. 3. Reserve a parking spot and adapt a toilet for accessibility.
Kitui	Office of the County Land Registrar	Public	1. Retrofit the entrance ramp with proper gradient and handrails. 2. Provide an accessible toilet and service counter. 3. Install ISA signage and mark at least one PWD parking space.

County	Building / Institution	Type	Specific Recommendations
Kitui	Huduma Centre Kitui	Public	1. Add handrails to the existing ramp and improve signage with tactile features. 2. Mark and reserve parking for PWDs. 3. Conduct regular maintenance of accessible toilets.
Kitui	Postal Corporation Kenya - Kitui	Public	1. Adjust service counters for wheelchair users and persons of short stature. 2. Improve tactile and braille signage. 3. Reserve and mark at least one accessible parking spot.
Kitui	Civil Registration Building	Public	1. Pave the final murram stretch to the entrance and install a ramp at the alternative entry. 2. Upgrade signage and add tactile indicators. 3. Regularly maintain the dedicated PWD service room.
Kitui	Nzambani Park (hosting public offices)	Private	1. Install an acceptable ramp at the entrance and ensure at least one accessible toilet. 2. Mark reserved PWD parking and added ISA signage. 3. Upgrade service counters to accessible standards.
Kilifi	Office of the Attorney General, Malindi Complex	Private	1. Install a lift or accessible ramp to the first floor. 2. Adjust counters and provide at least one accessible toilet. 3. Add tactile and ISA signage and reserve a parking spot.
Kilifi	State Dept. for Labour, Occupational Health and Safety (Malindi Complex)	Private	1. Install a lift or ramp to the office. 2. Improve signage with tactile features and add at least one accessible washroom. 3. Reserve and mark parking for PWDs.
Kilifi	Social Health Authority (SHA) Barani Plaza	Private	1. Retrofit the main entrance with a ramp and handrails. 2. Provide accessible toilets and tactile indicators. 3. Add ISA signage and reserve parking for PWDs.
Kilifi	EACC, Pine Court Building	Private	1. Improve accessibility of reserved parking, and relocate if needed from the basement. 2. Ensure the alternative entrance is unobstructed and accessible. 3. Adjust service counters, improve signage, and retrofit accessible toilets.
Kilifi	KCB Malindi Branch	Private	1. Complete accessible parking renovation near the entrance. 2. Adjust service counters for height and knee space. 3. Install tactile signage and designate at least one accessible toilet.
Nakuru	Huduma Centre Nakuru	Public	1. Mark reserved parking near the entrance. 2. Retrofit at least one accessible toilet. 3. Add tactile indicators at the entrance and within the building.

County	Building / Institution	Type	Specific Recommendations
Nakuru	KRA South Rift Valley Regional HQ	Private	1. Mark and make the reserved parking accessible. 2. Retrofit steep ramps and improve lift features with braille/voice. 3. Adjust service counters and ensure accessible toilets are equipped.
Nakuru	Rift Valley Regional Commissioner's Complex	Public	1. Retrofit approach with non-slip, gently sloping ramps. 2. Reserve and mark PWD parking. 3. Adapt the accessible toilet and service counter.
Nakuru	County Commissioner's Complex	Public	1. Install a compliant ramp at the main entrance, retrofit handrails. 2. Designate and equip an accessible toilet and reserved parking. 3. Upgrade signage with tactile and braille features.
Nakuru	Nakuru Law Courts (Old & New)	Public	1. Install or retrofit lifts and/or compliant ramps. 2. Complete and maintain an accessible toilet with a fitted door. 3. Mark reserved parking and improved signage.
Nakuru	NGEC Nakuru Regional Office, Tamoh Plaza	Private	1. Retrofit the entrance with a compliant ramp. 2. Widen the passage to the accessible toilet and ensure maintenance. 3. Reserve and mark parking.
Kisumu	Jaramogi Oginga Odinga Teaching and Referral Hospital	Public	1. Provide braille signage and audio cues for SIGs. 2. Mark drop-off zones for PWDs. 3. Install tactile paths, braille signage, and audio navigation aids. 4. Ensure all new infrastructure complies with the PWD Act and Building Code.
Kisumu	Huduma Centre - Mugoya Building	Public	1. Install tactile paving, braille signage, and audio navigation aids. 2. Introduce priority service lanes and digital appointment systems for PWDs and SIGs.
Kisumu	Social Health Authority (SHA) - Reinsurance Plaza	Private	1. Install tactile paths, braille signage, and audio navigation aids. 2. Introduce priority lanes and digital appointment systems for PWDs and older persons. 3. Train tenant staff on rights-based inclusive service delivery.
Kisumu	Kisumu Law Courts	Public	1. Retrofit ramps, elevators, and accessible toilets in compliance with the PWD Act. 2. Introduce priority service desks and digital filing systems for PWDs and older persons.
Kisumu	Kisumu Governor's Office	Public	1. Retrofit ramps, elevators, and accessible toilets in compliance with the PWD Act. 2. Introduce digital service kiosks and outreach desks for SIGs. 3. Integrate accessibility in the Smart City and Urban Renewal agenda.

County	Building / Institution	Type	Specific Recommendations
Isiolo	Shune Apartment (housing public offices)	Private	1. Install a ramp at the main entrance, and ensure alternative entry is accessible. 2. Retrofit at least one accessible toilet. 3. Mark and reserve PWD parking, adjust the service counter.
Isiolo	Office of the Governor	Public	1. Retrofit the main entrance with a ramp. 2. Adjust service counters. 3. Maintain accessible washrooms and reserved parking.
Isiolo	Isiolo County Assembly	Public	1. Install a ramp at the main entrance, improve the side ramp. 2. Provide an accessible counter and maintain toilets. 3. Mark reserved parking and ISA signage.
Isiolo	Isiolo County Public Service Board	Private	1. Retrofit the entrance with a compliant ramp. 2. Reserve and mark parking. 3. Improve accessible toilets and adjust counters.
Isiolo	Isiolo County Teaching and Referral Hospital	Public	1. Fit accessible toilets with grab bars and maintain them. 2. Improve tactile surfaces and signage. 3. Expand marked reserved parking and ISA signage.
Nairobi	Kenyatta National Hospital	Public	1. Even walkway areas for ease of movement. 2. Retrofit accessible toilets to improve fixture placement. 3. Fit lifts with auditory announcements and braille. 4. Improve tactile surfaces and signage.
Nairobi	Mercure Hotel Nairobi	Private	1. Retrofit the entrance ramp with handrails. 2. Install tactile floor indicators in public areas and the lobby. 3. Adjust at least one reception/service counter for wheelchair height. 4. Mark and optimise PWD parking near the entrance. 5. Retrofit accessible toilets to improve usability. 6. Fit lifts with auditory announcements and braille. 7. Mark accessible features (lifts, toilets, counters) with ISA and provide accessibility information in guest materials.



REPUBLIC OF KENYA



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