



Date: 1/12/2025

## The Regional Coordinator

National Registration Bureau – Mombasa Region  
BIMA Tower, Mombasa

## RE: CONCERNS ON ACCESSIBILITY AND INCLUSION FOR PERSONS WITH DISABILITIES (PWDs)

Dear Sir,

Following a recent engagement with Persons with Disabilities (PWDs) in Mombasa County on 25th November 2025, several concerns were raised regarding the accessibility and inclusivity of services at the National Registration Bureau premises located at BIMA Tower. We respectfully submit the following issues for your consideration and action:

### Inaccessibility of the Offices Due to a Non-Functional Lift

PWDs highlighted significant challenges accessing your offices because the building's lift has been non-functional for an extended period. This poses a major barrier, especially for individuals using wheelchairs or crutches or with mobility challenges. As a result, many are unable to reach the designated service floors, forcing them to abandon essential services such as ID processing, replacement, and follow-ups. We kindly request that this matter be prioritized through engagement with the building management to ensure immediate repair and consistent maintenance of the lift.

### Lack of Sign Language Interpreters

They shared difficulties in accessing services due to the unavailability of sign language interpreters on-site. This gap limits effective communication for deaf applicants seeking assistance with registration processes. We kindly request that the bureau explore the possibility of assigning or scheduling interpreters or creating a structured system where interpreters are available on designated days.

We appreciate your commitment to improving service delivery and respectfully request feedback on the steps that can be taken to make the services at the National Registration Bureau more accessible and disability-inclusive.

Thank you for your attention to these concerns. We remain available for any further clarification or collaboration that may support inclusive service delivery.

Sincerely,  
Otieno Obiero

Executive Director -Ajenda Kenya  
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