



## PSC Launches Strategic Plan 2019-2024

By Habel Shiloli

**P**ublic Service Commission on Tuesday 24 September launched its Strategic Plan 2019-2024, and a new corporate identity logo at the Kenyatta International Convention Centre (KICC).

The Strategic Plan whose strategic goal is to transform the public service for efficient and effective service delivery for national development, has three key result areas that include ensuring efficiency and effectiveness in the public service; good governance practices in the public service; and PSC's organization capacity to deliver on its mandate.

Through implementing the Strategic Plan, the Commission will improve public service performance management and productivity; service delivery; human resource management; and promote good governance, values and ethics.

Acting Cabinet Secretary, the National Treasury and Planning Amb. Ukur Yatani who graced the occasion commended the Commission for developing a strategic plan that is citizen-centric, and aligned to the country's development aspirations espoused in the Kenya Vision 2030 as well as the Big 4 Agenda and the United Nations Sustainable Development Goals.



Chief Guest, Ag. Cabinet Secretary Treasury and Ministry of Planning Amb. Ukur Yatani (Left) presenting a copy of the strategic Plan to PSC chairman Mr. Stephen Kirogo

He asked Public Service Commission to exercise its Constitutional mandate to improve service delivery to the public, and reduce or eradicate corrupt practices and impunity among public servants.

The Chairman, Public Service Commission Mr. Stephen Kirogo expressed optimism that the reform path the Commission has chosen to pursue during the plan period shall result in improved performance that will contribute to "the transformation of our nation into a more prosperous society, guided by our new rallying call *Reform, Perform and Transform.*"

He said the Commission will endeavor to respond to the issues raised by the citizen in consultation with

respective Ministries Departments and Agencies within the shortest time possible.

"We have established a Citizen Contact Centre at the Public Service Commission through which citizens can raise issues of concern to them regarding service delivery across the public service," he said.

The launch was attended by representatives from Constitutional Commissions and Independent Offices, various ministries, departments and state corporations.

From the Commission were PSC Vice Chairperson, Commissioners, CEO and secretariat staff.

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## New logo unveiled for PSC's corporate identity

By Pauline Muriuki

The Public Service Commission has finally acquired a logo that will give it a corporate identity.

The unveiling of the logo took place during a colorful ceremony of the launch of the PSC Strategic Plan 2019 – 2024 that was held at the Kenyatta International Convention Centre (KICC) Amphitheatre on 24<sup>th</sup> September 2019.

The Commission in pursuit of an identity that is unique and recognizable to its stakeholders and the general public, gave young people, students, individuals, groups, institutions and the public in general an opportunity to participate in a logo design competition.

The winning logo was expected to reflect the Commission's mandate and the significance of the citizen in service delivery.

This opportunity came with the promise of a reward for the three best designs.

An advertisement for the logo competition was published in MyGov pullout edition of Tuesday 30<sup>th</sup> July 2019 and the Commission website.

By the end of the two weeks' submission period, the Commission had received 127 entries.

In his remarks during



Chief Guest, Ag. Cabinet Secretary Treasury and Ministry of Planning Amb. Ukur Yatani (second left) pauses for a photo with the logo competition finalists Ms Mildred Atieno (left), Mr Sydney Kithome (third left) and Ms Cynthia Wahito (fourth left). Also in the photo are the PSC Chairman Stephen Kirogo (third right), Vice Chairperson Charity Kisotu (second right) and Commissioner Reuben Chirchir

the unveiling event, Commissioner Andrew Muriuki who oversaw the process of acquiring the logo, described the features of the winning logo.

“The features of this logo comprise an emblem designed with a modern touch of the Kenyan flag. This design gives the sense of authority and achieves the level of integrity required of a public institution. This linkage, emblem design, combined with the touch of the Kenyan colours covers the whole age-group spectrum of the old and new generation, that is, all Kenyans.

“The graphic design at the centre of the circle denotes the Commission's commitment to service for all the citizens and

the color on the outer is the color of the Commission.

“The three words: Honor, Commitment and Trust are our value propositions that we are giving to the citizens of this country that we will serve with honor and commitment so that we are able to earn the trust of our citizens,” Commissioner Muriuki said.

The winning logo was by Mr Sydney Kithome while Ms Cynthia Wahito and Ms Mildred Atieno's logos took the second and third positions respectively.

The three were each awarded a certificate of recognition and cash token.

# Reconstituting National Cohesion and Integration Commission (NCIC)

By Browne Kutswa

**P**SC Chairman, Mr. Stephen Kirogo on Tuesday 10<sup>th</sup> September convened an inaugural meeting for the selection panel for nominees for the Chairperson and Commissioners of NCIC.

The meeting marked the beginning of the process to select nominees for chairperson and commissioners of the National Cohesion and Integration Commission (NCIC).

An attempt by the National Assembly to replace the commissioners in 2018 was halted by court after 54 candidates were shortlisted, following a petition by activist Okiya Omtatah, that 'recruitment of persons to be appointed to public office is a preserve of the Public Service Commission and the Executive, not Parliament.'

The Act was amended and gazetted two months ago, paving way for the process to begin afresh.

In the gazette notice No. 8007 of 29<sup>th</sup> August, 2019, the CS Interior Dr. Fred Matiang'i appointed Kang'ethe Thuku - Ministry of Interior; Simon Rotich - CEO, Public Service Commission; Concepta Wasilwa - Attorney General's Office; Abdi Ahmed Mohmud - EACC; Priscilla Nyokabi - National Gender and Equality Commission; and Anne Amadi -



*PSC chairman Mr. Stephen Kirogo addressing panel for selection of National Cohesion and Integration Commission (NCIC) nominees*

Registrar, Judiciary as members of the panel.

Mr. Kirogo challenged the selection panel for nominees for Chairperson and Commissioners of NCIC to exercise due diligence in identifying the next Commissioners.

He said the Constitution bestows power and independence on Commissions, hence the need to be more meticulous in selecting holders of such offices.

The chairman drew the attention of the members of the panel to No. 18 of the National Cohesion and Integration Act Nos.12, 25 and 26 of 2008 as critical in guiding them to come up with suitable holders of the office.

NCIC, which was

established as a statutory body under the National Cohesion and Integration Act No.12 of 2008 has been without commissioners from August 2018 when the term for the previous office holders expired.

Processing, shortlisting, interviewing and submission to the president of at least 15 persons qualified for appointment as Chairperson and Commissioners of NCIC will be done by October 14<sup>th</sup> 2019.

The Public Service Commission is responsible for providing all the logistic support to the panel up to the end of the process.

## Officials from Zimbabwe Public Service benchmark with Kenya



*PSC chairman Mr. Stephen Kirogo addressing Zimbabwean public service officials at the Commission house*

**By Badi Khamis**

**T**he Public service Commission on Monday 23<sup>rd</sup> September 2019 hosted a delegation from the Public Service of Zimbabwe.

The Zimbabwean officials are in the country for five days to benchmark with Kenya on public sector collective bargaining process.

The head of Delegation Mr. Simon Masanga who is also the Permanent Secretary Ministry of Public Service and Social Welfare of Zimbabwe, said that they are in Kenya to benchmark the best practices as they steer the collective bargaining process in their country.

“We are here to see

through what we have started in our country, the process of collective bargaining process which will cover the entire Public Service in Zimbabwe,” he said.

“We re looking at countries that have similar setup so that we can borrow few lessons from them,” he added.

During the brief meeting at Commission House, PSC Chairman Mr. Steven Kirogo stressed the need to build capacity of employees to enhance productivity in the public service and have their reward capped with their performance.

The delegation of eight

will also visit various government departments during their stay in Kenya.

Present at the meeting were, PSC Commissioners Dr. Joyce Nyabuti and Ms. Joan Otieno, PSC CEO Mr. Simon Rotich, Deputy Commission Secretary (Technical) Mrs. Jane Chege, Director HRM&D Ms. Joan Machayo, Director Performance and Service Delivery Improvement Dr. Sylvester Obong’o, Director Corporate Services, Mr. Gerald Kuhaka, Deputy Director Legal Ms. Selina Iseme and Principal HRM Officer Mr. Jethro Mosoti.

## Recruitment of the Controller of Budget is underway

By Habel Shiloli

**T**he Chairman Public Service Commission, Mr. Stephen Kirogo on Monday 16th September convened the inaugural meeting for the Selection Panel for the Controller of Budget.

Following the meeting, the four-member panel began conducting their business which included electing a chair from amongst themselves and shortlisting candidates for interview, out of 87 applicants.

The office of the Controller of Budget fell vacant last month following the expiry of eight-year term of Agnes Odhiambo, who was the first holder of the office under the 2010 Constitutional dispensation.

Mr. Kirogo urged members of the selection panel to be diligent in their work, noting that it is not an easy task to identify one person out of 87 who believe they are qualified to do the job.

“I want to say that yours is an onerous task of coming up with a single person. You know the expectations of the office. The Controller of Budget is tasked with ensuring that funds that are appropriated by the National Assembly are utilized for the purpose that is earmarked,” he said.

He said Kenyans will have a lot of interest in the work that they are embarking on and will look forward to them selecting a



*Controller of Budget Selection Panel - L-R, Mary Kimonye, Prof Dulacha Barako, Pauline Mcharo, Anthony Gatumbi*

very competent Kenyan suited for the job.

The members were drawn from Office of the President, Attorney General's Office, Ministry of Public Service and Public Service Commission, in accordance with *the Controller of Budget Act No. 26 of 2016*.

Cabinet Secretary for Public Service, Youth and Gender, Prof. Margaret Kobia, through her representative Ms. Mary Kimonye said she expected the selection panel to understand that they were acting under delegated authority from the Head of State and therefore should exercise the highest level of integrity.

Members of the panel

promised to undertake the assignment in accordance with the law, and the procedure outlined for them. They include Anthony Gatumbi, Office of the President; Prof. Dulacha Barako, The National Treasury; Ms. Pauline Mcharo, Attorney General's Office; and Mary Kimonye, Ministry of Public Service, Youth and Gender.

The advertisement for the post of Controller of Budget ran from 27<sup>th</sup> August to 9<sup>th</sup> September 2019 and attracted 87 applicants whose shortlisting commenced on Monday 16<sup>th</sup> September 2019.

After Interviews names will be submitted to the President and Parliament as required by the Act.

# Citizen Charter – The New Zealand Experience

By Juma Gabriel

The New Zealand model of the citizen charter outlines services offered by government agencies and a call line where citizens can call free of charge.

The call centre has a deaf link free-fax line for messages. Besides having a governance handling mechanism, the charter spells out the obligations of service seekers and the rights of citizens.

The charter emphasizes that citizens should: be treated with courtesy and respect; provided with correct information; entitled to lodge a complaint or ask for a view and be given fair services.

In addition, New Zealand is one of the countries that have embraced citizen focused public service delivery evaluation methodologies.

The government conducts an annual citizen count to determine citizen satisfaction with central and local government services, including tertiary institutions, schools and hospitals.

The Kiwis Count is an initiative borrowed from the Canadian Government survey called Citizens First and is an integral part of the New Zealanders' Experience Research Programme (NZE).

The Kiwis Count also asks New Zealanders about their use of and satisfaction with seven (7) types of private sector



*Gabriel Juma*

companies (banks or financial companies, insurance, credit cards and electricity or gas companies). The survey, which was introduced in 2007, is designed to determine how New Zealanders experience public services and develop tools through which services can be improved.

The survey seeks to rate New Zealanders experiences regarding using public services, how they have been treated when seeking those services and the quality of the services provided.

In 2018 the survey was upgraded from a manual to an online process.

The information gathered helps government agencies to improve on service delivery. Annual results are shared with the public and interim (half year) results are given to agencies to help clarify services where issues may be developing, and remedial action taken.

The 2019 report indicated

that over half of the commonly used public services measured in the survey had significantly increased with most commonly used services such as passports, superannuation and car registration and licensing rating as the top three (3) services.

Further, the report revealed a 21% increase of citizen trust with the public sector since its introduction in 2007. This was a clear indication that New Zealanders continued to maintain trust in the services provided by the public sector.

Accordingly, the State Services Commissioner (SSC) Peter Hughs attributes the good ranking of New Zealand in several international indexes such as the International Civil Service Effectiveness Index and Transparency International Corruptions Perception Index to the quality services provided by government institutions. This is a clear indication that there is a correlation between improved service delivery and international global ranking.

The New Zealand Government aspires to include all citizens in a digital future. The focus is to ensure all citizens conveniently and confidently access and use digital devices and the internet given that 89% of New Zealand population had active household internet access in 2018.

The next article will review the citizen charter and citizen first in Canada.

## Training on the 2018/19 Evaluation Cycle on Public Service Compliance With Values and Principles



*Participants pose for a photo during the training on the 2018/19 Evaluation Cycle on Public Service Compliance with Values and Principles held at the Kenya School of Government from 19th to 20th September 2019*

**By Juma Gabriel**

**T**he training for Heads of Human Resource and link persons responsible for Governance on the 2018/19 evaluation cycle on public service compliance with values and principles ended on Friday 20<sup>th</sup> September.

The last cohort of over 250 officers attended the two days training from 19<sup>th</sup> and 20<sup>th</sup> September 2019 at the Kenya School of Government.

The training which started on the 9<sup>th</sup> September saw over 600 Officers from 325 MDAs attend the training. The two day programme for the last group was officially graced by Commissioner Dr. Reuben Chirchir.

In his remarks, Commissioner Chirchir indicated that the Commission was delivering an

important mandate to the Kenyan people.

He informed the participants that the Commission had so far prepared and submitted to the President and Parliament six reports that had generated useful debate and informed policy development.

Commissioner Chirchir urged the participants to provide factual information and to adhere to the reporting timelines when submitting information to the Commission.

He further emphasized on the need for the participants to pay attention to the quality of data and information to be submitted to the Commission.

He reminded he participants that the online

tool will be sent to the email address of the Heads of HR on the 24<sup>th</sup> September 2019 and will close on the 7<sup>th</sup> October 2019.

He therefore called on the Heads of Human Resource in all the public institutions targeted for the survey to take the lead in ensuring quality data is collected and submitted to the Commission.

The survey targets all the ministries and state departments, state corporations and SAGAs, Constitutional Commissions and Independent Offices, public universities and statutory commissions and authorities.

## Cultivating a fitness culture in our children long overdue

By **Kenneth Muchira and  
Griffins Omondi**

**S**cholars describe cultural learning in its most basic meaning, as a way people or animals within a society tend to learn and pass on information.

They say of all creatures, human beings have the most sophisticated and elaborate cultural systems.

Family, school, peers and mass media are the most influential socializing agents.

That they are responsible for how we talk, walk, what we wear, what we eat as well as how we learn about acceptable behavioral norms within the society.

The family is the most important of them all.

Children usually acquire their character traits by imitating the behaviors of their parents, siblings and other close family members.

These behaviors once learnt, are hard to change.

We can save the coming generations from looming health catastrophe by including physical fitness and proper nutrition in the menu of what we teach our children during their early socialization with the society.

Escalating cases of hypertension, diabetes, obesity and numerous types of cancers have long been linked to unhealthy diets and the sedentary lives that most of us are living.

All that we need to do is

eat right and move our bodies around more than we are currently doing.

A quick check will reveal that lack of information or sheer ignorance is the reason most of us never thought twice of the repercussions that often ensue uncontrolled ingestion of processed foods, lack of adequate physical activity and depletion of the environment.

All is not lost though. We can decide to change our lifestyles now.

Although those who have been forced into strict diet plans and exercise routines by doctors will attest to just how difficult changing one's lifestyle can be. Difficult, but possible.

Leading a healthy life does not need to be as difficult to our children.

Let us cultivate a culture of healthy eating and consistent physical activity in them.

Let us cultivate a culture of environmental conservation in them.

They will probably manage to restore this environment that we have mercilessly depleted.

Most importantly, let us cultivate in our children a culture of love, care and respect to fellow humans.

Just like some of us have maintained the habit of going to places of worship long after moving out of our parents' care, our children can maintain

these healthy habits long after departing from under our wings.

We may not have been lucky enough to have lived in a clean environment, eaten the right natural foods or enjoyed peaceful and healthy coexistence with fellow people, but we hold the keys that could enable our offspring to tell a better story than ours.

Like Edward Taylor once posited, 'culture is learned.' Our children can pass on this new culture of healthy eating, physical activeness, environmental conservation and respect for fellow human beings to their children and so on.

Our actions, combined with a little luck and help from the Deity, will go a long way in combating these self-inflicted lifestyle conditions that have become so deeply entrenched in our lives.

**Kenneth Muchira and  
Griffins Omondi are Fitness  
Consultants at the Public  
Service Commission  
gymnasium**

Most importantly, let us cultivate in our children a culture of love, care and respect to fellow humans.

# PICTORIAL: LAUNCH OF PSC STRATEGIC PLAN 2019—2024 AT THE KICC AMPHITHEATRE ON 24TH SEPTEMBER 2014



*The Chief Guest cutting the ribbon*



*Chief Guest presenting a copy of the Strategic Plan to the SRC Vice Chairperson Dalmas Otieno*



*Chairman, Mr Stephen Kirogo giving his remarks*



*CEO, Mr Simon Rotich giving his remarks*



*PSC Commissioners and other guests pose with copies of the Strategic Plan*



*Participants following the proceedings*

# PSC IN PICTURES



**Above:** Commissioner Joan Otieno charts with Mr Michael Sunday of the Zambian Public service after the meeting with the Commission

**Left:** Chief Guest, Ag. Cabinet Secretary Treasury and Ministry of Planning Amb. Ukur Yatani presenting a certificate to the logo competition winner Mr. Sydney Kithome



Director Performance and Service Delivery Improvement Dr. Silvester Obong'o making his remarks during the meeting with Zimbabwean Public Service officials



PSC Commissioners following proceedings during the launch of strategic plan at KICC



PSC choir singing during the launch of the Strategic Plan



PSC staff following proceedings during the launch of strategic plan at KICC

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### Vision

A Citizen-centric public service

### Mission

To reform and transform the public service for efficient service delivery

### Core Values

- Integrity
- Diversity
- Professionalism
- Innovation
- Team-work
- Citizen focus

### Public Service Commission departments

- Recruitment and Selection
- Human Resource Management & Development
- Establishment and Management Consultancy Services
- Performance and Service Delivery Improvement
- Board Management Services
- Compliance and Quality Assurance
- Finance and Planning
- Corporate Services
- Legal Services
- Internal Audit

### Commissioners

Stephen Kirogo, CBS	-	Chairperson
Ms Charity Kisotu	-	Vice Chairperson
Ms Joan Otieno	-	Commissioner
Dr Mary Mwiandi	-	Commissioner
Dr Reuben Chirchir	-	Commissioner
Amb. Patrick Wamoto, EBS	-	Commissioner
Amb. Salma Ahmed	-	Commissioner
Dr Joyce Nyabuti	-	Commissioner
Mr Andrew Muriuki	-	Commissioner

### Secretary/Chief Executive

Simon K. Rotich, EBS