



## Minority communities want more government jobs



*PSC Chairman Stephen Kirogo addressing leaders of Minority and Marginalized Communities in Kenya during a meeting held in the Commission boardroom on 11th June 2019*

### By Browne Kutswa

**P**ublic Service Commission Chairman Stephen Kirogo has assured minority communities that there will be no discrimination in recruitment of personnel in the public service.

He said the Commission applies a diversity formula that guarantees all communities and special interests an equal chance to be considered for government jobs.

Mr. Kirogo emphasized that the Commission is guided by principles set out in the Constitution focusing on meritocracy as well as affirmative action that is based on gender, disability and minority considerations.

“We are committed to ensure that the public

service reflects the face of Kenya in which all communities feel that they are represented,” said Mr Kirogo, adding that over 3,200 new jobs that the Commission recently advertised are up for grabs in various government ministries and departments.

He was speaking on Tuesday June 11th during a meeting with leaders of minority communities at Commission House in Nairobi. Among the communities represented were the Ogiek, Sengwer, Yaaku and El-Molo.

Speaking on their behalf, the chairman of the Ogiek community Johnson Takur expressed concern that their communities had been marginalized in various ways for a long time, and called for affirmative action to uplift their lot. He thanked the Commission for its

diversity policy that gives equal opportunity to all Kenyans seeking employment in the public sector.

The leaders noted that county governments were flouting the constitutional requirement on inclusivity in county level jobs by failing to accommodate minority communities.

The Diversity Policy was released by the Public Service Commission in May 2016. The policy provides guidelines on mainstreaming and management of diversity issues in the public service and ensures that the public service is representative and reflective of Kenya’s diverse communities.

During the year 2017/2018, 5,850 new appointments in the public service were taken by marginalized and minority communities while another 1,530 were promoted to higher grades.

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## Process begins for recruiting National Lands Commission Board

By Pauline Muriuki

The process of recruiting the Chairperson and Commissioners for the National Lands Commission has begun.

The positions, which fell vacant on expiry of the term of the former board that was chaired by Prof. Mohamed Swazuri on 19<sup>th</sup> February 2019, were advertised on 4<sup>th</sup> June and 11<sup>th</sup> June 2019.

Suitably qualified persons will compete for the position of Chairperson and eight positions of Commissioners.

In the spirit of promoting the national values and principles of governance of inclusiveness, equality and protection of the marginalized, women and persons with disabilities have been encouraged to apply.

Candidates for both positions of Chairperson and Commissioners are required to be holders of a degree from a university recognized in Kenya, have knowledge and experience of not less than 15 and 10 years respectively in public administration; land management and administration; management of natural resources; land adjudication and settlement; land law, land survey, spatial planning or land economics; or social sciences.

Candidates are also required to meet the re-



*Mr Kennedy Kihara (left) being sworn in as a member of the selection panel by the PSC Chief Commission Counsel Jacqueline Manani in the Commission Boardroom*

quirements of Chapter Six of the Constitution; and have had a distinguished career in their respective field.

A five-member Selection Panel for the Chairman and Commissioners which was inaugurated on 28<sup>th</sup> May 2019 at Public Service Commission will oversee the selection process.

PSC Chairman Stephen Kirogo presided over the inauguration of the panel, which was appointed by President Uhuru Kenyatta through Gazette No. 3758 of 26<sup>th</sup> April, 2019, in exercise of powers conferred to him by Section 7(2) and in accordance with the procedure set out in Paragraph I of the First Schedule to National Land Commission Act (No. 5 of 2012, Revised 2017).

The Panel comprised Kennedy Kihara, nominee of the

Office of the President; Esther Omulele, Ministry of Lands & Physical Planning nominee; Mairura Omwenga, Kenya Private Sector Alliance nominee; Steven Oundo, Association of Professional Societies of East Africa (APSEA) nominee; and Pricilla Nyokabi, National Gender and Equality Commission nominee.

The team met immediately after inauguration and appointed Pricilla Nyokabi as Chair and Steven Oundo as Vice Chair.

The team will, from among the applicants, shortlist qualified candidates for a subsequent interview and forward names of 16 successful candidates to the President for selection and appointment.

On appointment, the Chairperson and Members of the Commission shall serve for a non-renewable term of six years.

## Interviews for Chemists and Gaming Inspectors in progress

By Badi Khamis

Interviews for Chemist and Gaming inspectors commenced at the Public Service Commission on 3<sup>rd</sup> and are scheduled to end on 13<sup>th</sup> June 2019.

A total of 85 candidates were shortlisted to compete for 16 positions of Chemist and 124 candidates for the 25 Gaming Inspector post.

The vacancies targeting entry-level officers were advertised in September last year.

Prospective Gaming Inspectors are required to have a Bachelor's degree in Hotel Administration (Gaming), Commerce, Economics, Business Administration or Sociology from a university recognized in Kenya.

Their duties will entail, processing of applications for licenses and permits for national lotteries and price competitions; presiding over mini draws for nationwide, public lotteries and prize competition; and checking, monitoring and reporting on on-line betting, lotteries and gaming operations;

They will also be receiving returns and compiling data from betting, lotteries, prize competitions and public gambling; receiving recording and compiling complaints against licenses; and assisting in eradication of illegal gambling.

Prospective Chemists are required to have a Bachelor of Science Degree in Chemistry, Food Science and



Applicants queue as they wait to register their applications at the Commission House, Nairobi

Technology, Forensic Science, Biochemistry or Environmental Science from a university recognized in Kenya.

Their duties and responsibilities shall include, screening and receiving materials for analysis; storing, retrieving and issuing out materials of analysis; sampling at various sites; carrying out field tests; preparing reagents for

analysis; maintaining records; and carrying out relevant laboratory analysis of samples.

**16  
Chemists  
25  
Gaming  
Inspectors**

## Annual General Meeting for PSC Staff Pension

Notice has been issued for an Annual General Meeting for Public Service Commission staff pension.

In a memo addressed to all secretariat staff on 4th June 2019, the PSC representative on the Board of Trustees Ms. Joan Machayo said the meeting is scheduled for 28th June 2019 at a venue that will be communicated later.

The agenda will include, Introduction of the service providers to the members of the

scheme; Presentation of the Audited Accounts for the year ended 30<sup>th</sup> June 2018; Presentation of the Fund Investment Report for the year ended 30<sup>th</sup> June 2018; and Presentation of the Custody Report for the year ended 30<sup>th</sup> June 2018.

Others will include presentation of the Administration report and responding to questions from members of staff.



## Welfare Society Annual General Meeting 2019 scheduled

By Badi Khamis

**T**he Public Service Commission Welfare Annual General Meeting (AGM) is scheduled to take place on 15th June 2019 at the Commission House.

In an e-mail to all secretariat staff, the incumbent chairperson Mr. Daniel Sum notified members of the meeting and urged them to familiarize themselves with the welfare reports, which will be the center of discussion during the event.

According to the Welfare Secretary Ms. Evelyne Adhiambo, the 2019 meeting will among other issues review terms and conditions of issuing welfare loans to members, refunding of member subscriptions, and giving of hospital visit tokens.

Members will also be expected to adopt the investment policy and elect new office holders.

During the previous meeting held on 24th March 2018 at PSC, the patron's representative, Mr. Dismas Ogot assured members of constant support from management, and urged members to brainstorm and find ways of improving the society.

It was at the same meeting that a highlight of the draft investment policy was presented to members and their inputs taken for incorporation before it was



*PSC welfare Society Secretary Ms Evelyn Adhiambo giving tips to Utalii College Welfare society officials during a courtesy visit to Utalii College offices. Sitting next to her is the Welfare Chairperson Mr Daniel Sum*

finalized.

Once approved and adopted by members the draft investment policy will be the basis of structures formulation that will guide any welfare's investment engagements.

In the year 2017 the welfare realized an accumulated net revenue of Kshs.9,895,260.

The growth in revenue was attributed to an increase in members' subscriptions and commitment in loan repayments.

The Public Service Commission Staff Welfare Society (PSCSWS) was established in 1985. Its members are drawn from PSC's Secretariat. Its initial objective was to assist members financially during bereavement.

In the year 1998 the society drafted its first

constitution which outlined the guidelines and structures that govern the society.

Members are required to register by paying a non-refundable fee and a monthly subscription through check-off system.

To-date, over 200 secretariat staff are registered as members. The patron of the welfare society is the PSC Chief Executive Officer.

**Over 200 staff  
are registered  
as members of  
the Welfare**

# Client Service Charter as an Accountability Tool

By Gabriel Juma

Improving public services has become a major theme on public sector reform all over the world.

This is because citizens are comparing the provision of services by private institutions vis-à-vis public institutions.

They are questioning “if private companies can deliver quality services, then why can’t public agencies do the same?”

Most public agencies are focused on how to get started on the quality journey and how to develop existing quality management projects.

A client service charter is a tool that can be used to improve delivery of public services.

From the public service perspective, a client service delivery charter can be defined as a written statement of commitment that a government agency makes towards service delivery.

It is a description of the service provided to customers, how it is delivered and the expected outcomes from a customer’s perspective.

Similarly, Loffler Elke, Salvador Parrado and Tomas Zmeskal in their book titled “Improving Customer Orientation through Service Charters”, define a service charter as a public document that sets out basic information on the services provided, the standards of service that



Gabriel Juma

customers can expect from an organization, whether private or public, and how to make complaints or suggestions for service improvements.

They say charters provide a good framework for bringing about a cultural change towards better customer orientation.

This change can encompass client-focus, changed business practices, outcomes rather than processes, better and more responsive communications and improved relationship with clients.

Salome Korir, Jacob Rotich and Joseph Bengat in an article titled “Performance Management and Public Service Delivery in Kenya”, argue that customers expect commitments laid out in the charter to be complied with.

They further argue that a good charter should provide the type of service the organization is providing and the feedback mechanism in the

event the client is aggrieved.

It explains different areas customers can expect service and should be accessed by all clients and other stakeholders either through online, posted on the organization’s website, by providing hard/physical copies in strategic places for all to access or posting on notice boards.

Service Charters should therefore be well displayed in strategic points in an organization including the main entrance and reception areas. It should be noted that customer service goes beyond listening and helping.

Once developed, the Charter should be shared with all employees to guide them in providing the best customer service possible.

**“A good charter should provide the type of service the organization is providing and the feedback mechanism in the event the client is aggrieved.”**

## Your gym starter pack

By **Kenneth Muchira & Griffins Omondi**

**A**s far as fitness matters are concerned, nothing can be as challenging as deciding what to carry with you to the gym and what to leave behind.

It is such a challenging task that to some people it is the sole reason why they are yet to start going to the gym.

They just can't figure out what they need to carry with them to the gym or where to get them.

In a perfect world, we would all have enough time for the gym. There would always be time for a full body workout and a refreshing shower thereafter.

Unfortunately, life does not work like that.

More often than not, reality has it that we are forced to squeeze gym time in between busy schedules at work and classes at school.

However, with a little preparation, you can have everything you need to keep your day running smoothly before and after your workouts.

Our biggest problem is that we overthink situations, setting up non-existent bends and roadblocks on our otherwise very smooth and straight paths.

It is easier for people who have gyms close to their



**Kenneth Muchira**

homes because they can just change from their house, go do their workouts and get back to their houses to freshen up.

But what happens when the nearest gym to you is closer to your office than your home?

Well, logistics seem to get a bit complicated here, but not unmanageable.

Start by investing in a nice gym bag. This is where you will be carrying the rest of your items starting with a clean towel and washcloth.

Any professional gym today will have shower rooms meaning you do not have to go back home to take a bath. Have your bathing soap, and makeup in the bag.

Also, carry with you a change of clothes and shoes as well as gym gloves. With these, you can do your workouts, refresh, and be ready for office or school straight from the gym.

In your bag always have an extra pair of socks and underwear. Working out



**Griffins Omondi**

without socks is a free ticket to smelly shoes just as finding yourself with no clean underwear after taking a bath is a guarantee for uncomfortable moments ahead.

Another essential thing to have in your bag is a water bottle. This is to always keep you hydrated before, during and after your exercise. You cannot always be sure to find drinking water in the gym.

With these items, you are ready to hit the gym at any time during the day whenever an opportunity shows its face.

***Kenneth Muchira & Griffins Omondi are fitness consultants at the PSC gymnasium***

**Start by  
investing in  
a nice  
gym bag**



## PSC IN PICTURES



**Left:** (L-R) Commissioners Mary Mwiandi, Amb Patrick Wamoto and Andrew Muriuki during the swearing in of National Land Commission selection panel

**Right:** PSC commissioners in a group photo with the National Land Commission Selection Panel immediately after their inauguration



**Left:** The Ag CEO Mr. Simon Rotich (centre) chatting with representatives of Minorities and Marginalized Communities of Kenya after a meeting with the PSC Chairman in the Commission Boardroom

**Right:** Ag CEO Mr. Simon Rotich (right) handing over a token of staff contributions to the Principal ICT Officer Mr. Bernard Wekesa following the demise of Father. Looking on is the Director Administration Mr. Gerald Kuhaka and Assistant Director ICT Mr. Hidavu Maro



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### Vision

To be the lead service commission in the provision, management and development of competent human resource in the Public Service.

### Mission

To transform the public service to become professional, efficient and effective for the realization of national development goals.

### Core Values

- Integrity
- Professionalism
- Equity and Diversity
- Team Spirit
- Transparency and Accountability
- Creativity and Continual Improvement

### 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

### 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

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Simon K. Rotich, EBS