



Delayed Pensions Processing find Solutions

By Habel Shiloli

The Public Service Commission will monitor the processing of pension claims from MDAs to Pensions Department to address backlog and ensure pensioners carry home their dues as they exit active service.

The resolution was reached in a meeting between the PSC; the Director of Pensions Department; the Director of IFMIS; and Directors of Human Resource Management and Development (HRM&D) in Ministries, Departments and Agencies (MDAs), held at KICC on 17th April 2019.

It was resolved that an accountability framework will be developed for all actors in the process chain, where the HR directors will be responsible for timely processing of pension claims.

They will be required to file to the Commission monthly returns on number of claims forwarded to Pensions Secretary; pending claims in the MDA; and indicate reasons for any delay in processing.



PSC Chairman Mr Stephen Kirogo addressing participants during the Consultative meeting on Management of Pensions at the KICC on 17th April 2019

The Pensions Secretary will give Public Service Commission a monthly report to show the status of files submitted for payment; a report on pending payments; and a report on claims that have been processed and paid in the month.

The Director IFMIS will develop an alert system where a pensioner can, through short message system (SMS), establish the status of his or her pension claim.

Public Service Commission will on its part respond to matters expeditiously and ensure timely flow of information through the systems created.

The Chairman noted that of much concern was the current backlog of pending cases at the Ministries and at the Pensions Department.

He said the overall objective of the initiative was to ensure that pensioners get paid as they exit active service and that there is no break in their earning.

Present at the meeting were PSC Vice Chairperson Ms. Charity Kisotu and Commissioners Andrew Muriuki, Dr. Joyce Nyabuti, Ms. Joan Otieno, Amdb. Salma Ahmed, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Acting CEO Mr. Simon Rotich among others.

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The National Diversity and Inclusion Award



The Director Establishment & Management Consultancy Ms Cindy Songole receives the Certificate of Recognition on behalf of PSC during the DIAR Awards ceremony at the Safari Park Hotel on 12th April 2019

By Pauline Muriuki

The Public Service Commission (PSC) was recognized as one of the 10 most diverse and inclusive Commissions among public service institutions in the past one year.

The National Cohesion and Integration Commission, and Daima Trust made the pronouncement during the National Diversity and Inclusion Award and Recognition (DIAR) 2019 Gala Dinner, on Friday 12th April 2019 at the Safari Park Hotel, Nairobi.

Daima Trust CEO Mr. James Maina said the DIAR Awards are organized to set stage for national conversation about diversity and inclusion; inspire action on inclusion of people living with disability and youth; inspire a sense of

patriotism, respect and appreciation of cultural and ethnic diversity for lasting peace and cohesion among Kenyans.

They also set stage for discussion on the business case for diversity and inclusion and the need for gender equality; create a platform for public-private partnership in driving the diversity and inclusion agenda; and raise the profile of and multiply champions of diversity and inclusion in Kenya.

DIAR recognizes, celebrates and honors Individuals, Corporates, NGOs, and government agencies who champion for the inclusion of persons with disability and the youth, It also recognizes, ethnic

inclusion champions as well as gender equality champions.

The theme for DIAR Awards 2019 was “Making Inclusion an Everyday Reality – Celebrating your Inclusion Successes”.

Public Service Commission was represented by Director Establishment & Management Consultancy, Cindy Songole; Deputy Directors Browne Kutswa and Wesley Kipng’etich, of Public Communication, and Compliance & Quality Assurance respectively; and Ag Deputy Director HRM Mr. Gilbert Nyandiga;

Others were Assistant Directors Paul Maki, Francis Lemarkat, Judy Walubengo and Habel Shiloli, of Legal Services, Recruitment & Selection, Compliance and Quality Assurance, Recruitment & Selection and Public Communication respectively.

“The DIAR Awards are organized to set stage for national conversation about diversity and inclusion; inspire action on inclusion of people living with disability and youth” James Maina.

Nandi County Assembly seeks PSC guidance on HR matters

By Pauline Muriuki

A team from the Nandi County Assembly seeking guidance on HR matters was hosted by PSC last week.

The consultative meeting held on 11th April 2019 discussed among other pertinent issues: challenges in handling promotion of officers seconded to county Assemblies by Transition Authority occasioned by qualification disparities, lack of guidelines on promotion of officers, guide on career progression of officers, best practices on engagement of casual laborers, and on appointment and remuneration of HoDs and Directors.

To address challenges in promotion of officers seconded by Transition Authority to County Assemblies, it was resolved that officers who were erroneously placed at higher grades be considered to be on salary personal to self. It was

agreed that further consultations be done with the Salaries and Remuneration Commission (SRC). On the matter.

The team was also advised that appeals on HR-related matters should be submitted to the Commission within the given timeline.

Regarding employment of casual labourers, Commission advised the County Assembly to strictly adhere to the provisions of the Employment Act, 2007.

In order to tackle the issue of remuneration of Heads of Departments and Directors, the County Assembly was advised to use the SRC circular and also consider reviewing its structure in line with the PSC *Guidelines on Establishment of Offices and Review of Structures*.

The County Assembly Service Boards (CASBs) were encouraged to continue engaging the Commission on related matters.

The exercise was spearheaded by the Directorate of Establishment and Management Consultancy Services (E&MCS) Director Ms. Cindy Songole in a meeting that was also attended by Assistant Directors Ms. Christine Baari and Mr. Jeremiah Kagwe, and Principal Human Resource Management Officer Ms. Janet Kipchoge.

The Nandi County Assembly Service Board was represented by the Director Human Resource Management, Mr. Henry Tarus and Member, County Assembly Board, Dr. Abraham Mulwo.

Schedule 4 of the Constitution gives the Public Service Commission mandate to build capacity and offer technical support in human resource challenges experienced in the County Governments and the entire public service in general.

New Directorate to focus on performance improvement in the Public Service

By Sylvester Obong'o

The Public Service Commission has created a new Directorate of Performance and Service Delivery Improvement that will drive a Results Agenda in the public service.

Based on the Strategy for Public Service Delivery Improvement, the Directorate will ensure a strategic and integrated approach to performance management in order to improve public service delivery or outcomes desired by the citizens.

It will also be expected to ensure alignment of tools and

coordination of performance improvement plans and activities in the public service.

The Directorate has been tasked with the development of a citizen-driven public service delivery strategy by defining strategic public service performance priorities; ensuring alignment and accountability; institutionalizing a performance culture in the public; and making performance improvement sustainable.

Specifically the department will among others develop and create a common understanding and approach to strategic performance management

in the public service; develop strategies for institutionalization of performance management in the public service; and develop and support Implementation of policies and strategies for improving service delivery in the public service.

The Directorate will seek to entrench a Performance Management Culture at all levels of government as a first step and a key pillar in the Commission's wider strategy of improving public service delivery by establishing service-wide momentum for performance, productivity while building sustainability mechanisms of programmes and initiatives.

Values and Principles of Public Service training

By Badi Khamis

A one-day in-house training for PSC secretariat staff, on constitutional obligation as public servants kicked-off on Tuesday 16th at Commission House.

The sessions of between 30 and 40 participants are meant to sensitize PSC staff on the importance of adhering to the Public Service Values and Principles as provided for in Article 234 of the Constitution 2010.

The program was organized by PSC's Compliance and Quality Assurance (C&QA) Directorate, and will run up to 25th April 2019.

In a memo addressed to staff notifying them of the program, Acting CEO Mr. Simon Rotich highlighted the Code of Conduct and Ethics as one of topics to be covered.

"It is critical for staff to identify risk areas and actively manage potential impact posed by them as they carry their day to day duties," read the memo.

Speaking during the opening session, the Acting Deputy Director HRM Mr. Gilbert Nyandiga, informed staff that PSC is the custodian of all regulations, hence the importance of enlightening them before the same is rolled out to the mainstream Public Service.



Deputy Director C&QA Mr. Wesley Kipgetich addressing staff during the Sensitization program on values and principles of Public Service

"It's core for each one of you to uphold the Values and Principles of Public Service" he said.

Deputy Director C&QA Mr. Wesley Kipgetich in his remarks emphasized the importance of the program to the staff in straightening their overall conduct and strengthening their integrity as public servants.

"It's a while since a similar program was conducted for the staff; the sensitization timing is

opportune," said Wesley.

Some of the National Values and Principles of Governance are, Good Governance, Integrity, Transparency and Accountability.

Other areas covered during the sensitization are Wealth Declaration and Risk Management.

PSC Chairman and staff register for Huduma Namba

The Public Service Commission Chairman Mr. Stephen Kirogo led Commissioners and Secretariat staff in Huduma Namba registration on 16th April 2019 at Commission House.

The Acting CEO, Mr. Simon Rotich who was among those registered had earlier requested the Ministry of Interior and the Department of Registration of Persons to set up a camp at the Commission House to facilitate convenient registration of PSC staff.

PSC staff turned out in

large numbers to register. Many expressed their gratitude to the Ag. CEO for the convenience they enjoyed.

"I took only 10 minutes to register, but it would have taken me almost 30 minutes if I was to go to a designated registration point" said Hellen Sirima, a staff member.

Everyone living in Kenya is required to have Huduma Namba. During registration, one is required to give their physical, biometric, and demographic details. The details will be saved in Integrated Identity Management System (NIIMS).

Huduma Namba will enable the government to provide efficient services.



PSC Chairman Mr. Stephen Kirogo registering for Huduma Namba

Appointments and Re-deployments in the Commission



Mr. Remmy Mulati Nambuchi
Acting Deputy Commission Secretary

Mr. Mulati has been appointed as the acting Deputy Commission Secretary (Corporate Services). He holds a Bachelor of Arts Degree from The University of Nairobi. In addition, he has attended numerous short courses within and outside the country. He has vast experience in management of public officers both in the field of administration and central government. Owing to his nature of duties at PSC, he has established a firm grasp of Human Resource Management issues mustered over time.

He is adept in policy formulation, drafting of memorandum, executive briefs and crafting of circulars.

Before his appointment, he was the Director Board Management Services.

In his career as a Public Servant, he has spearheaded the drafting of the first Service Charter in the Civil Service that set the pace for the rest of the Service to emulate. He was also immensely involved during the revision of Service Regulations. He is one of the longest serving officers in PSC.



Dr. Sylvester Obongo
Director Performance and Service Delivery Improvement

Dr. Obong'o has been appointed as the Director of the newly established directorate of Performance and Service Delivery Improvement. Prior to his appointment, he was the Head of Research and Policy Analysis Unit under the directorate of Board Management Services.



George Njoroge Mukabi
Acting Director Board Management Service

Mr. Mukabi has been appointed as the Acting Director Board Management Service. He holds a Bachelor's Degree in History and Government and an Executive MBA. He is a career administrator having joined the Public Service in 1989 as Assistant Secretary in the Ministry of Water Development. He joined the Commission in 2001 as an Assistant Secretary. His duties entailed,

He is an experienced public sector management specialist. He combines extensive practical experience in government, private sector and international organizations. He has worked as a public servant specifically in state corporation reform for over 10 years (Treasury), Public Sector Reforms (OP- Cabinet Office) for over 13 years, as a Senior Advisor at Pricewaterhouse Coppers-Public Sector Group and on secondment to UNDP- Results for Kenyans Program. He is an accomplished trainer and facilitator in Leadership for Development, Results Based Management and Rapid Results Approach. Besides practical experience, Dr. Obong'o has a solid theoretical knowledge on public policy systems and methods gained from formal educational qualifications and regular professional development. A professional Certified Balanced Scorecard Practitioner, Dr. Obong'o attained his certification at George Washington University Graduate School. He has also been trained on Performance Management at the Witwatersrand Business School, on Leadership for Development by the World Bank Institute and has been a collaborating partner in the Greater than Great Leadership Development (L4R) Training programmes.

Preparation of Agenda for the Commission, Presentation of Agenda, Preparation of Commission Minutes. He rose through the ranks to the position of Deputy Director Board Management Services where he served until his appointment.



Ms. Rose Aduda
Deputy Director Board Management Services

Ms. Rose Aduda has been deployed to the Board Management Services Directorate. She has been serving as the Deputy Director of Human Resource & Administration since early 2018. Mrs. Aduda previously held the position of Deputy Director in the Directorate of Compliance and Quality Assurance. She has also handled the Discipline and Appeals Section and has immense experience and expertise in the field of human resource management.



Gilbert Oluoch Nyandiga
Acting Deputy Director HRM & Administration

Mr. Gilbert Nyandiga has been appointed in acting capacity as the Deputy Director HRM & Administration. He holds a Bachelor of Arts Degree (Human Resource Management) and a Master of Business Administration, Human Resource Management option. Mr. Nyandiga is a seasoned Human Management practitioner with hands-on experience spanning over 15 years.

Farewell Dinner for former CEO

By Pauline Muriuki and Badi Khamis

The Commission gave former Secretary/CEO Dr. Alice Otwala a warm sendoff by hosting a farewell dinner in her honour at the Hotel Intercontinental, Nairobi on 3rd April 2019.

The event was graced by the presence of Dr. Otwala's immediate family members and friends, the PSC Chairman, Vice Chairperson, Commissioners and senior members of the Secretariat staff among others.

The Chairman, Mr. Stephen Kirogo expressed gratitude and appreciated Dr. Otwala's good demeanor and warm humanity, saying that she had been a remarkable work colleague especially in her role as Secretary/CEO of Public Service Commission.

"Alice has made great impact; she has scratched a lot of ground and everybody can see that she fought hard for them," said Mr. Kirogo. "I can confidently say that the Public Service Commission was blessed to benefit from your talent and experience for all these years," he added.

The Chairman commended Dr. Otwala for her competent six-year stewardship as Secretary of the Board that straddled across two successive boards, and successfully facilitating 269 board meetings.

"On behalf of Public Service Commission I congratulate you; I can only attribute this achievement to your determination, focus and commitment to work," he said.



Outgoing PSC CEO Dr. Alice Otwala speaks during a farewell dinner hosted in her honour at the Hotel Intercontinental, Nairobi on 3rd April 2019

He appreciated Dr. Otwala for the years she served at the Public Service Commission and wished her good health and God's blessings in her new assignment.

The Commissioners, one after the other showered the former CEO with a lot of praise, describing her as a very cheerful person but very focused on delivering on the mandate of the Commission.

Dr. Otwala thanked all, including colleagues in the commission secretariat for supporting her for the 10 years she served at the Commission.

She remembered how she was mentored by her predecessor Ms. Bernadette Nzioki, who believed in her ability to handle the responsibilities of a CEO.

"Through team effort, I leave the Commission knowing that I have done the best that I was able to do," she said. "My wish for everyone is that you continue to

experience success and feel happy in whatever you do. Always remember to follow your dreams and make those dreams be part of the larger dream of the Public Service Commission," she added.

In her parting shot, Dr. Otwala said that even as she moves to the National Police Service Commission, the two Commissions remain partners "because we have one client, that is, the Kenyan people. We all serve towards achieving the goals of the mwananchi so that they feel served."

Dr. Otwala exited PSC on her appointment as Commissioner of National Police Service Commission (NPSC) in March 2019.

During the event, it emerged that Dr. Otwala had recently been appointed as Vice Chair of NPSC.

What Commissioners said of Dr Otwala

Vice Chair Charity Kisotu

You are really a distinguished civil servant and that (the new) team will really depend on you – it is not surprising that you are even the Vice Chair.

We are also happy because you did not leave a vacuum. You mentored and you have a very experienced secretariat. Our work is made easy as Commissioners. You are a good leader; a good leader does not leave a vacuum. We thank you because you waited for us, settled us before you left...

We pray that you continue with the same good work you did at the (Public Service) Commission. You left a good legacy. I know NPSC is waiting, and that you will leave a very big impact (there).

Commissioner Joan Otieno

As a commission we are very proud of you because you are an exceptional leader, a mentor. The team you left behind is a commendable team. I assure you that all is well back at the Commission. It gives me great satisfaction that you recognize, respect and value your skills and knowledge, (which are) positive attributes that you instilled in the Commission. This is very evident in the way they all discharge their duties. You did a commendable job, worked well and delivered results. The NPSC is lucky to have you. I believe you are going to turn around the place...

May God be with you even as you serve on the other side. We all belong to that big picture.

Commissioner Andrew Muriuki

I join fellow Commissioners in congratulating you Dr. Otwala for a well-deserved promotion that you qualified for very well. For the two months I was with you, I discovered that you knew so much that I wished to download.

You should influence the NPSC and affect them with your smile, warmth and goodness. You were always busy but whenever I asked a question, you left whatever you were doing to respond to the question and give solutions. I wish you all the best and expect that you are going to perform.

Commissioner Joyce Nyabuti

I congratulate (you) Dr. Otwala for your appointment.

I briefly worked with you before I left the Commission in 2007. I am really thankful for the warm welcome you extended to us from the time we arrived at the Commission. I also take this opportunity to congratulate you on your appointment as the Vice Chairperson of NPSC. As you shine in the other Commission the same is reflected to the PSC.

I am Optimistic that you will exceptionally perform in your new assignments.

Commissioner Reuben Chirchir

I am proud of the outgoing CEO. I did not know her well. The first time I saw her was on the internet while searching for information on the PSC website. The second time I met her was during the swearing in and what I can say, Dr. Otwala received us well and generally made us comfortable,

My words for you as you take up your new position... we know you are very professional and very experienced. Teach them how to render services to the citizens the way you did in the Public Service Commission. Introduce some aspect of professionalism in the NPSC. I want to assure you that we will work together, and we will support you.

Commissioner Salma Ahmed

Madam CEO, Madam Vice Chairperson (of NPSC), we celebrate today. We are very honored to have you here today. The very first impression when I met Dr. Otwala is that she was a very Godly woman...

Another thing that struck me about you was the professionalism that we were met with when we joined PSC. I was also struck by the way the secretariat helped us during the induction. Thank you very much.

Rationale for Public Service Accountability

By Juma Gabriel

Akpan Ntieyong in his book “Public Administration in Nigeria” says *Public Accountability* is a public institution’s recognition and acceptance of the fact that all public officials owe and hold their positions in trust for the people.

Accountability is the basis for enforcing responsibility as it ensures responsible and transparent exercise of public powers.

This implies that those who render public service should be accountable to the people they serve. Thus, public organizations should conduct public matters, manage public funds and generate the realization of human reports in a way free from abuse and corruption, as well as upholding the rule of law.

The public sector is intricately linked to the management of state or government affairs. Management means the effective utilization of resources such as human and financial. Public service therefore exists to implement the strategic direction of the government of the day and deliver services to citizens.

Public service should be answerable to the citizens because, government activities are funded by tax payers. Public officials manage the public sector on behalf of the people. They are liable to account to the people for their

stewardship. Hence, serving in the public service becomes a great privilege.

Thus, the misuse of public power by public officers is tantamount to a betrayal of public trust. The principles & concepts key to public sector accountability include Transparency, Fairness, Integrity and Trust.

Additionally, Dr. Idah Pswarayi-Riddihough, the World Bank Country Director for Sri Lanka and the Maldives opines that good governance requires credible and trustworthy institutions built on principles of transparency and accountability.

She notes that accountability goes beyond the mere responsibility of delivery of a task or service. It also means answerability, if a service is not delivered in a timely and efficient manner, such that it becomes a burden.

Consequently, accountability and transparency are generally considered the two main pillars of good corporate governance; and necessary adjuncts to the power that officials exercise on behalf of the citizenry.

A study on “*Governance, Regimes, Corruption and Growth*” by Aidt et al. (2007) of 70 countries revealed that countries with higher quality institutions experience higher growth and lower corruption. The study concludes that lack of accountability in the public

sector is the single most important factor for failures in service delivery.

Ejere Emmanuel in his article on “*promoting accountability in public sector management in today’s democratic Nigeria*”, avers that lack of accountability in the public sector creates opportunities for corruption with its attendant negative consequences.

The focus of reforming and transforming the public sector to become more efficient and effective in delivering the services remain robust. This is because an effective public service is a pre-requisite to socio-economic development of the country as envisaged in the Kenya Vision 2030.

Having in place good governance principles improves citizens trust.

The next article will review the tools for accountability that every public institution must maintain for effective and efficient service delivery.

“lack of accountability in the public sector creates opportunities for corruption with its attendant negative consequences”

The Unwritten Laws of the Gym

By Kenneth Muchira and
Griffins Omondi

No one wants to be that hazardous disrespectful gym 'rat' that annoys so many at the gym.

All we need do is follow simple courtesy rules for proper gym etiquette. Most of these are actually unwritten but conventional guidelines on how best to carry ourselves around the gym to avoid being a nuisance to others.

Having worked in the gym environment as an instructor for more than a few years, here are some of things I have been able to observe on issues concerning gym etiquette.

Most people go to the gym expecting to find an instructor to get them through their training. Given the repetitive nature of exercise, after just a few weeks some individuals feel comfortable doing their routines on their own, which is fine.

The problem comes in when new members join the gym and an older member tries to show them what to do. It is the instructor's job to assist every client in the gym. He knows best the kind of exercise that fits every person.

Some people may misinterpret good intentioned spirit of older members helping as showing off. The best one can do therefore is to show to the new members who the instructor is.

It is good to always carry a towel to the gym. Although it



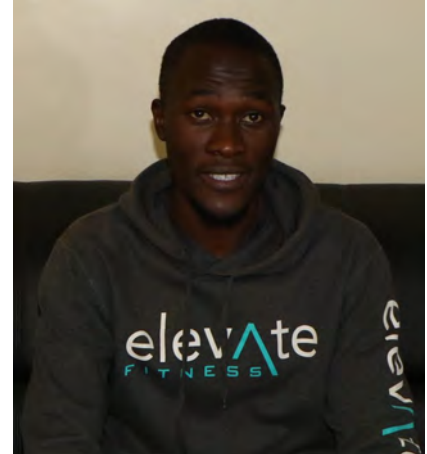
Mr Kenneth Muchira

feels good to sweat it out, it doesn't feel exactly the same for the next client coming to use the machine after you only to find it all wet with your sweat. Be keen to wipe every machine after using for the convenience of the next person.

Human beings are social animals. Unfortunately, the gym does not provide the most conducive environment for socialization. With the heavy lifting of machines and people panting it out at high speeds on the treadmill, the least you can do is minimize conversations until the workout session is over.

Not only is it uncomfortable trying to talk while doing your exercises, but many people find it very annoying. If you must talk to someone, it is good to wait until they are though with what they are doing, then you can approach them while they are resting.

Finally, nothing sinks in well to someone trying to



Mr. Griffins Omondi

accomplish a difficult task like a word of encouragement. Let whatever that comes out of you while in the gym be full of positivity.

Avoid complaining and preaching about how futile exercising or dieting is. Instead, talk of how hopeful you are to hit your targets this year.

Avoid telling the other person how badly off they are. Instead, fill their hearts with words of how hard you think they are trying. This will encourage them to set goals with the possibility of achieving their goals .

Kenneth Muchira & Griffins Omondi are fitness consultants at the Public Service Commission gymnasium.

PICTORIAL: DR. OTWALA'S FAREWELL PARTY AT THE HOTEL INTERCONTINENTAL ON 3RD APRIL 2019



PSC Commissioners and staff dancing to Kayamba Africa tunes



PSC Chairman Mr. Stephen Kirogo presenting a gift to the former PSC CEO Dr. Alice Otwala



PSC Vice Chairperson Ms. Charity Kisotu (Left) presenting a gift to the former CEO



Dr. Otwala talking to the Ag Deputy Commission Secretary Mr. Remmy Mulati



Dr. Otwala poses for a group photo with her immediate family members



Dr. Otwala poses for a group photo with senior PSC staff and her immediate family members

PSC IN PICTURES



Left- Participants following the proceedings during the Consultative meeting on Management of Pensions at the KICC on 17th April, 2019

Right- Ag CEO Mr. Simon Rotich registering for Huduma Namba during the launch of Huduma Namba registration at PSC



Left- Director EMCS Ms. Cindy Songole and Deputy Director C&QA Mr. Wesley Kipng'etich discuss during the DIAR Awards at the Safari Park Hotel, Nairobi



Right- Director Legal Services Ms. Jaqueline Manani (left) talking to Commissioner Salma Ahmed during a break at the Consultative meeting on Management of Pensions at KICC. Looking on is Assistant Director Legal Services Ms. Cristine Baari



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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

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

Secretary/Chief Executive (Ag)

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