



Othaya Teaching & Referral Hospital to get staff soon

By Badi Khamis

The Principal Secretary for Health, Ms. Susan Mochache's request for 213 technical staff for Othaya National Teaching and Referral-Hospital has received due attention from PSC.

The Chairman Mr. Stephen Kirogo, on 4th July 2019 gave the Health Ministry the green light to start the recruitment process for staff that fall under its purview.

While addressing Ministry of health officials and Board members of Othaya National Teaching and Referral-Hospital who called on him at Commission House, Mr. Kirogo assured them that Public Service Commission will advertise the positions as soon as the Ministry initiates the process as per the prescribed guidelines.

He promised that staff recruitment process for the yet-to-be operationalized Referral-Hospital will be fast-tracked to ensure that the facility starts serving citizens as soon as possible.

"We are giving you our commitment that the Public Service Commission will be at hand to make sure that whatever needs to be



PSC Chairman Mr. Stephen Kirogo addressing Commissioners, Ministry of Health Officials and Othaya National Referral-Hospital Board members during a meeting at the Commission House on 4th July 2019

done to operationalize the Hospital is done as quickly as possible" said Mr. Kirogo.

The staff who will be sourced using the short term employment framework as a stop gap measure will be required to undergo a rigorous induction program before deployment.

The Director HRM, Ministry of Health Ms. Catherine Nganga, appreciated the Commission's dedication to ensure staff are availed soonest possible.

"The Hospital is almost opening its doors. We are not looking for the entire requested list but if we can get the few critical personal we can start with them," she said.

Once the Hospital starts functioning, it will serve the people of Nyeri and those from the neighboring counties.

The Health team also included Dr. Kepha Ombacho, Director Public Health, and Dr. John Murima, Medical Superintendent Othaya Referral Hospital.

PSC Vice Chair Charity Kisotu, Commissioners, Ag. CEO Mr. Simon Rotich, Ag. Deputy Commission Secretary (Corporate services) Mr. Remy Mulati, Deputy Commission Secretary (technical) Ms. Jane Chege, Director HRMD Ms. Joan Machayo and Director Recruitment and Selection Mr. Peter Maina were present.

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Relief for pensioners as Claims-backlog to be cleared in 100 days

By Pauline Muriuki

Delays in processing pension payments to retirees will soon be a thing of the past.

The Public Service Commission has taken initiative in conjunction with the Pensions Department and the Teachers Service Commission to clear the backlog of close to 40,000 pension claims that have been lying at the Pensions Department in a record 100 days.

About 200 HRMD officers have been selected to do the work to its completion. The officers, mainly drawn from Clerical and Human Resource management cadres will undergo a training programme before embarking on the exercise to clear backlog on pension payments.

While speaking during a sensitization forum at the Kenya School of Government, PSC Chairman's representative Commissioner Amb. Salma Ahmed pointed out that there were a total of 35,680 pending pension cases, including 19,000 from Teachers Service Commission, dating back to 2014. The purpose of this meeting, therefore, was to initiate the process of the clearance of those pension claims.

Amb Salma mentioned that the Public Service Commission has the mandate in Article 234 to oversee the discharge of the HR function in the public service. This mandate obligates the Commission to ensure that the public service is efficient and effective.

Amb Sala said, "We are here to affirm that the journey to reform, perform and transform the public service for effective and efficient delivery of service to the Kenyan citizen has begun; to appreciate



Commissioner Amb. Salma Ahmed addressing participants during the briefing meeting at the Kenya School of Government on 5th July 2019

progress made in addressing the challenges that cause long delays in pension payments; and to commit to delivering the successful Rapid Results Initiative for clearing pension payment backlogs within 100 days."

Dr. Sylvester Obong'o, the PSC Director for Performance and Service Delivery Improvement told the participants that part of the solution lies in computerizing the pension process in order to address efficiency issues.

It is envisaged that after this exercise, there will be no backlog, but instead retirees will be paid their retirement dues in the first month of retirement.

Treasury Representative Eng. Stanley Kamau assured the forum that money was available to undertake the exercise. He highlighted the need to build capacity in the Pensions Department, address governance issues and also for the officers to advise on areas to improve. He appealed to the participants to be passionate about carrying out the assignment.

In her remarks, the KSG representative, Dr. Josephine

Mwanzia said, "Our desire at the Kenya School of Government is to ensure that even at the induction level, public servants are prepared for retirement, so that they begin saving for retirement with their first paycheck"

"The reason is because we want public servants to lead just the same kind of lives that they have led when they were working," added Dr. Mwanzia.

In concluding remarks, Commissioner Joyce Nyabuti told participants that there is need to be part of the solution, and ensure sustainability of this exercise.

"The Commission has initiated this exercise and will support the Pension Department to ensure its success. We will be with you for the period you are training, and we're looking forward to the solutions after the 100 days; and this will go down in history because the pensioners on the ground will say they were remembered in the year 2019," she said.

Kenya Commemorates the 3rd African Anti-Corruption Day



Ethics and Anti-Corruption Commission, Chairperson, Arch. Bishop (rtd) Eliud Wabukala gives official opening remarks during this year's 3rd African Anti-Corruption Day 2019 themed: "Towards a common African Position on Asset Recovery", Thursday, 11th July 2019 at Hilton Hotel , Nairobi. EACC in the last 4 months has recovered Assets worth ksh. 2.7 billion through Alternative Dispute Resolution (ADR) compared ksh. 1.5bn recovered in the last five years (Jared Nyabuti)

By Gabriel Juma

Kenya marked the 3rd African Anti-Corruption Day on 11th July, 2019 at the Hilton Hotel, Nairobi.

The theme for this year's event was *"Towards a Common African Position on Asset Recovery"*.

The workshop was opened by the Chairperson of EACC Rev. Eliud Wabukhala who observed that Africa loses over 148 Billion Dollars every year on corruption.

He stressed that the poor suffered the most in a corrupt environment and called for blacklisting of corrupt companies. He urged citizens to take a decisive role in fighting corruption.

The delegates agreed that inefficiency in delivery of good services caused corruption, and that improvement in service delivery was key to reducing corruption in the public sector.

The forum urged citizens to step up and contend for improved service delivery.

The key resolutions from the forum included, the need to automate the Declaration of Income Assets and Liabilities (DIALs) for transparency and ease of access by law enforcement agencies; operationalize Asset Recovery Fund to manage all proceeds of crime and recovered assets; and establish a value-based assessment for public funded projects to ensure value for money.

Others were to restructure the legal framework on lifestyle audit to make it a mandatory requirement in the public and private sectors; Improve public sector service delivery by embracing automation; and organize more public citizen foras to inculcate culture change for a robust value system.

The workshop was organized a Multi-Sectoral Agency led by Ethics and Anti-Corruption Commission

(EACC). Stakeholders included Transparency International, The Association of Professionals Societies in East Africa (APSEA), Office of the Auditor General, Kenya Revenue Authority (KRA), Kenya law Reform Commission (KLRC), and Media Council of Kenya.

Others were Kenya Association of Manufacturers, Office of the Director of Public Prosecutions, Asset Recovery Authority (ARA), Kenya National Chambers of Commerce and Industry (KNCCI), Inter Religious Council of Kenya, the Judiciary, the National Police Service and the Public Service Commission, among others.

The workshop which was attended by over 300 delegates was officially closed by the Attorney General Justice Retired Paul Kihara Kariuki.

Contact Centre to help monitor quality of public service delivery

By Badi Khamis

The process of establishing a Contact Centre to enable citizens query and/ or compliment government service delivery across MDAs through Public Service Commission has begun.

Through the Contact Centre hosted at PSC, citizens will engage the Commission on matters related to service delivery by all government agencies in real time.

The establishment of a Contact Centre will leverage on an already existing Government Unified Communication (GUC) infrastructure that was installed between 2012 to 2017.

GUC was initiated and implemented by ICTA and MOITC to integrate voice and data services in government into one network.

Some government ministries have already been embraced the GUC connectivity, which targets all Ministries, Departments and Agencies (MDAs).

It is expected that the remaining MDAs will soon be connected to enable the envisaged



Officers from Ministry of ICT and Dimension Data upgrading telecommunication infrastructure at the Commission house

Contact Centre at PSC to succeed.

The connectivity will enable Public Servants to directly interact across MDAs without being connected through telephone exchange as it is currently the norm.

In a memo to PSC secretariat staff on 24th June 2019, the Ag. CEO Mr. Simon Rotich said that a team from the ICT Ministry is connecting the Commission to the network aimed at enhancing and modernize government Communications

infrastructure.

“Citizens who will be calling the Commission will be directly linked to relevant MDAs where their specific issues will be handled,” read the memo.

Installation of a Call Centre is an initiative by the Commission as part of its new strategic direction towards a citizen centric service delivery.



Ag CEO Mr. Simon Rotich (left) handing over a monetary token to Principal Administrative Officer, Transport Mr. John Kariuki (centre), following the demise of his beloved father. Also present is the Director Administration Mr. Gerald Kuhaka

Introduction of citizen service delivery charter in the public service

By Gabriel Juma

Citizen service delivery charter was introduced in the public service by the government in 2005 as part of the reforms under the Result Based Management. This was one year after the roll out of performance contracting throughout the public service.

Before the roll out performance contracting in the entire public service in 2004, the Government trained a critical mass of public officers in 2004.

Some officers were trained in Boston in the United States while majority were trained at the Grand Regency Hotel, currently known as Laico Regency Hotel by Professor Prajapati Trivedi, the PC guru who recently visited the Country during the African Public Service Week.

The purpose of introducing service charters was to hold public institutions accountable for the delivery of the highest possible quality of service to the public. It is therefore a contractual obligation between the service provider and the service seeker.

Service charters were included as a key performance indicator in the performance contract of public institutions with the expectation that public institutions would continuously review their service delivery standards.

Through the service charters, citizens are able to demand for quality service which



Gabriel Juma

a public institution commits to deliver within certain time frames. This is according to the Evaluation Report of the performance of public agencies for FY 2005/2006.

Even though service charters were adopted by public service institutions that signed performance contracts, there was little involvement of service seekers in determining the quality of services they expected to be given.

This negated the principle that performance contract should be improved from the citizen perspective as advanced by Black, Briggs and Keogh in their Article titled “Service Quality Performance measurement in public/private sector” that was published in Managerial Auditing Journal in 2001.

This is supported by Korir S.J., Rotich J. & Bengat J. In their article on “Performance Management and Public Service Delivery in Kenya”, published in 2015, argue that a good charter

should be developed in cooperation between the public institution and the clients.

Service Charters if well implemented are useful tools for shaping and institutionalizing a service delivery culture in the public service.

Leong in another article published in 2002 opined that if public services are to be customer-driven, they must be judged based on the public expectations and best practice principle.

The service charter model strengthens transparency, accountability and public involvement in the delivery of public services.

A good service charter should indicate the key services provided by the public institution, timeliness for delivery of services, anticipated cost and mechanisms for complaints and redress.

The next article will look at implementation of service charters in other jurisdictions.

Through the Service Charters, citizens are able to demand for quality service which a public institution commits to deliver within certain time frames.

When is the best time for exercise?



PSC fitness instructors Griffins Omondi (left) and Kenneth Muchira taking a client through weight training in the gymnasium

By Kenneth Muchira & Griffins Omondi

Early morning workout sessions are arguably the most popular. The reasons behind why several people prefer sweating it out in the morning vary from person to person, as a matter of personal preference.

Jumping from bed and heading straight to the gym could prove challenging to many.

First, there is the issue of getting off the comforts of your bed sheets just to go 'torture' yourself in the gym.

If sleep tops the list of things you hold dear in your life, it would be good to consider daytime or evening sessions.

Sleep is a very important constituent of an effective

exercise routine. In fact, lack of sleep directly affects weight loss programs adversely.

Overcoming sleep hangover that lingers on several minutes after waking up is another challenge that 'morning people' face.

Despite the challenges, morning exercise is very convenient. Once you do it in the morning, you practically get it over with and can move on to tackle other tasks of the day.

Then, there are endorphins (feel-good hormones) that will ensure your days always start in great moods! There is no better way to kick-start your usually very long days.

You are also likely to remain active throughout your day after working out in the morning. Working out in the morning leads to deeper, longer, and higher-

quality sleep when you finally hit the pillow 15 or so hours later.

By the time you get back home in the evening, your body is naturally yearning for a well-deserved rest.

Although most of our audience and clients are individuals out to lose weight, there is good news for the few looking to pump up some muscles.

According to the National Institute for Fitness and Sport (NIFS, USA), your testosterone levels are at their peak in the morning when you wake up.

This makes it ideal to hit the gym in the morning as your body is in prime muscle-building mode.

As you ponder whether to start or continue exercising in the morning, we cannot emphasize enough the importance of enough sleep (at least 8 hours) as part of an effective and healthy fitness lifestyle.

*Kenneth Muchira &
Griffins Omondi
are
fitness consultants, at
the Public Service Commission*

**Despite the
challenges,
morning exercise
is very
convenient**

PSC IN PICTURES: Briefing meeting for Directors/Heads of HRM&D units and staff task teams from Ministries, State Departments and Agencies on the Rapid Results Initiative (RRI) for clearing backlog of pension payments at the Kenya School of Government on 5th July 2019



Participants pose for a photo after the opening session of the meeting



Director of Pensions Mr. Shem Nyakutu giving his remarks



Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o giving his remarks



PSC Commissioner (Dr.) Joyce Nyabuti giving her remarks



Participants register for the meeting



Participants follow proceedings of the meeting

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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

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