



Public Service Internship Programme Rolled out



Cabinet Secretary Ministry of Public Service, Youth and Gender Affairs, Prof Margaret Kobia addressing interns and other delegates at the Kasarani Sports Gymnasium

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Commissioning
and Induction of
Interns at the
Kasarani Indoor
Gymnasium from
9th To 11th

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By Browne Kutswa

The inaugural cohort of 3,100 graduates under the Public Service Internship Programme (PSIP) will report to their work stations between 14th and 31st October 2019.

The interns attended a three days induction at the Kasarani Sports Gymnasium from Wednesday 9th to Friday 11th October, to equip them with necessary knowledge that will help them adapt easily in the public service work environment.

Cabinet Secretary Ministry of Public Service,

Youth and Gender Affairs Prof. Margaret Kobia commissioned the interns at the opening of the induction programme on 9th October, while Cabinet Secretary for Information, Communication and Technology Mr. Joe Mucheru officially closed the induction programme on 11th October.

Cabinet Secretary Ministry of Sports, Culture and Heritage Amb. Amina Mohammed and her Foreign Affairs counterpart Amb. Monica Juma also graced the occasion.

Prof Kobia asked the interns to exploit the rare opportunity given by government through the programme to learn and get skills, bring innovation into the service and remove the stigma of “a public service that is not performing.”

Amb. Amina Mohammed urged the interns to join the service with the right attitude of service provision to Kenyans, and to be ready to learn and grow in

Public Service Internship Programme Rolled out



Cabinet Secretary Ministry of Information Communications and Technology Mr. Joseph Mucheru addressing interns and other delegates at the Kasarani Sports Gymnasium during the close of the three days internship programme.

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service with patience.

Amb. Monica Juma urged the interns to put national interests first, adding that the singular duty of the Kenyan government is to protect its territorial integrity and sovereignty.

CS Mucheru called for personal commitment, integrity, honesty and professionalism among the interns as they serve in the public service.

Public Service Commission Chairman, Mr. Stephen Kirogo said the interns are a generation that must transform Kenya by bringing in a fresh mind-set in the service, new values and attitude.

He asserted that the PSIP

will usher into the public service new energy, passion and renewed ability in provision of public service.

Other speakers at the induction included Dr. Kim Ki Sung, Director International Youth Fellowship - Mindset Training, Korea; Dr. Julius Kipng'etich, Managing Director Jubilee Insurance; Dorcas Wainaina, Executive Director IHRM; and Bishop Dr. Oginde, CITAM Ministries.

Raymond Ochieng, Secretary, Youth Affairs MPSY&GA; Cosmas Gatere Relational Thinker; and Hon. MP Edward Oku Kaunya also addressed the participants.

PSIP is one of government's programmes targeting youths for empowerment, and is championed by Public Service Commission.

This is the first group to be rolled out following government's allocation of 1 billion for the programme this financial year.

The interns will be deployed to various Ministries, Departments, Agencies (MDAs) and State Corporations for one year internship.

Public Service Commission will monitor and evaluate the performance of the interns during the 12 months period that they will be rendering their services.

Process to recruit the next Auditor General in high gear



Chairperson for the Selection Panel for appointment of Auditor General Mr. Sammy Onyango addressing panel members and PSC Commissioners during the swearing in ceremony at Commission House.

By Habel Shiloli

The process of recruiting the next Auditor General is in advanced stages with the shortlisting of candidates to be interviewed out of 69 applicants almost complete.

The Chairman and Members of the Selection Panel were sworn in on Tuesday 1st October 2019 at Commission House, through an oath administered by the Deputy Registrar of the Judiciary Mr. Bernard Ochieng’.

The Chairman Public Service Commission (PSC) Mr. Stephen Kirogo who convened the first meeting of the panel said the selection of the team was based on their competence to undertake the enormous task entrusted on them.

“Both the appointing authority and the Kenyans in general will be

looking forward to a choice that will meet their expectation,” he said.

The Chairperson of the Selection Panel Mr. Sammy Onyango urged fellow panelists to commit themselves and ensure they provide Kenyans with the best Auditor General.

The Panel members present were Ms. Loyce Ruhiu, Association of Professional Societies of East Africa; Mr. Bernard Ndungu representing the National treasury; Ms. Rose Mwaura representing the Institute of Public Accountants of Kenya; and Mr. Titus Ndabuki representing Ministry of Public Service, Youth and Gender.

Kennedy N. Ogeto of the Office of the Attorney General and Masinde Joy Brenda of Law Society of Kenya sent their apologies.

The recruitment panel was appointed by His Excellency President Uhuru Kenyatta through Gazette Notice No. 8896 of 20th September 2019.

The Auditor General’s office is created under Article 229 of the Constitution. The office holder serves a non-renewable eight-year term

Present to witness the occasion were PSC Vice Chairperson Ms. Charity Kisotu, Commissioners Dr. Mary Mwiandi, Ms. Joan Otieno, Dr. Reuben Chirchir and Mr. Andrew Muriuki, PSC CEO Mr Simon Rotich, Deputy Commission Secretaries Ms. Jane Chege and Mr. Remmy Mulati and Deputy Director Legal Services Ms. Selina Iseme.

Korea's Director for International Youth Fellowship - Mindset Training, visits PSC



Dr. Kim Ki Sung (Right) and Mr. Kim Yohan making a presentation on Mindset change to the PSC Commissioners

By Badi Khamis

The Public Service Commission (PSC) Vice Chairperson Ms. Charity Kisotu on Monday 7th October 2019 met with the International Youth Fellowship Director in charge of Mindset Training, South Korea Dr. Kim Ki Sung.

During the meeting at Commission House, Dr. Sung said avenues can be explored for his organization to assist PSC inculcate mindset education in the public service as part of its transformative agenda.

He recognized that Kenya is struggling with high corruption cases and noted that mind set change training

will greatly assist in countering the vice.

“People should be challenged to do things differently when they routinely do their activities and certainly the vices will perish” he said.

Ms. Kisotu appreciated the need to have a mindset-changed public service, and the private sector at large to accelerate the country's development goal.

Present at the meeting were, Commissioners Dr. Mary Mwiandi, Dr. Reuben Chirchir, Dr. Joyce Nyabuti and Mr. Andrew Muriuki.

Others were Deputy Commission Secretary Mr. Remy

Mulati, Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o and Director Human Resource Management & Development Ms Joan Machayo.

**“People should be challenged to do things differently; when they routinely do their activities and certainly the vices will perish.” -
Dr Kim Ki Sung**

Chinese Ambassador to Kenya pays courtesy call to PSC



Chinese Ambassador to Kenya Mr. Wu Peng giving his remarks during the courtesy visit to the PSC

By Badi Khamis

The Ambassador of People's Republic of China to Kenya Mr. Wu Peng visited the Public Service Commission (PSC) to deliberate on areas of collaboration with the PSC.

Speaking during the meeting at Commission House on Wednesday 25th September, Mr. Peng promised that the Chinese Embassy will collaborate with PSC to build human resource capacity of the Kenyan Public Service.

He requested the Commission to help in building a good working relation between his Embassy and Ministries, Departments and Agencies (MDAs).

He said this will facilitate smooth discharge of his ambassadorial duties in the country.

He informed the Commission

that every year his government has been sponsoring hundreds of Kenyans for short term courses which were undertaken in his country.

"I hope in future more public service courses or exchange programs can be designed for the benefit of our two countries" he said.

The Chairman PSC Mr. Stephen Kirogo assured the Ambassador of the Commission's full collaboration.

"We will engage your Embassy in areas which we feel you can assist our public service especially in the areas of training and governance", he said.

Mr. Kirogo informed the Ambassador that PSC will engage his Embassy to assist the public service specifically on inculcating Values and Principles of the public service, issues of ethics

and building public service capacity to enhance productivity and performance.

Commissioner Amb. Patrick Wamoto noted that the government of China shares a common vision of transforming Kenya based on its blue print of vision 2030.

He said that the cooperation is conspicuously seen with the current infrastructure development.

"We will be happy to learn from your government and we hope to benefit from this cooperation" he said.

Commissioner Amb. Salma Ahmed said that as the Commission embarks on its transformational agenda, the China public service acts as a role model to emulate.

"As we start our partnership journey, both countries will learn a lot from each other" she said.

Present at the meeting were, PSC commissioners and Senior PSC staff.

"I hope in future more public service courses or exchange programs can be designed for the benefit of our two countries" - Mr. Wu Peng

PSC bids farewell to Zimbabwe delegation

By Pauline Muriuki

The Zimbabwean delegation that was in Kenya for five days from 23rd September 2019 was hosted to a farewell dinner at the Hotel Intercontinental, Nairobi on 27th September 2019.

The team which was headed by the Permanent Secretary Ministry of Public Service and Social Welfare of Zimbabwe Mr Simon Masanga, was in the country to benchmark with best practices as they steer the collective bargaining process in their home country.

During their working tour in Kenya, the delegation visited various government departments and institutions among them Ministry of State for Public Service, State Department of Labour, Salaries and Remuneration Commission, and Kenya School of Government.

While giving remarks during the farewell dinner, PSC Chairman Mr. Steven Kirogo said that PSC appreciated the opportunity to exchange ideas with the Zimbabwean team, and thanked them for honoring the Commission's invitation to the dinner.

He told the team that there was an urge to do more as African public services and also work in a way that we can overcome the challenges that we face.

"To our colleagues from the union, let us work as one team. If we succeed, everyone



Mr Simon Masanga, Permanent Secretary Ministry of Public Service and Social Welfare of Zimbabwe giving his remarks during the farewell party at the Hotel Intercontinental, Nairobi

is happy. If we fail, we all fail," said Mr Kirogo.

"The citizens entrust us with creating a better life for them, creating better conditions for them and how can we do this and ensure that our citizens at the end of the day are happier citizens," added Mr Kirogo.

Mr Kirogo also mentioned that the work of the government everywhere in the world is that of creating happiness for its citizens.

In his remarks Mr Simon Masanga said, "Gone are the days when civil servants were regarded as bosses.

The masses that we try to provide goods and services for are our true bosses, and they are the paymasters; our salaries are derived from the common person who pays taxes every day and deserves better from

the services that we deliver."

The delegation was presented with gift tokens in appreciation of their visit.

Present during the event were, PSC Commissioners Dr. Joyce Nyabuti, Ms. Joan Otieno, CEO Mr. Simon Rotich, Deputy Commission Secretary (Corporate Services) Mr Remmy Mulati, Deputy Commission Secretary (Technical) Mrs. Jane Chege, Director Corporate Services, Mr. Gerald Kuhaka among other officers.

"Gone are the days when civil servants were regarded as bosses."

- Mr Simon Masanga

Nyandarua County Public Service Board Benchmarks with PSC



PSC Vice Chairperson Ms. Charity Kisotu addressing Nyandarua County Public Service Board officials

By Pauline Muriuki

Newly appointed Nyandarua County Public Service Board (CPSB) officials, visited the Public Service Commission (PSC) on 7th October 2019 to benchmark with the Commission's Human Resource Management function.

PSC's Vice Chairperson Ms. Charity Kisotu, while chairing the meeting at Commission House, informed the visiting team that the Commission will be ready to offer advice on HR Management when called upon.

"Do not shy away to consult PSC when you encounter any challenge in the course of discharging your mandate" she said.

She said that PSC is in the process of broadening areas of collaboration with the County Public Service Boards in the country to enhance effective service delivery to the citizens.

The Chairperson Nyandarua (CPSB) Mr. William Gatehi appreciated PSC for the support it has promised to offer to the board.

"We chose to benchmark with you because the experience you have is important and will add value to the Board Members," he said.

Present at the meeting were, Commissioners Dr. Mary Mwiandi and Dr. Reuben Chirchir, Deputy Commission Secretaries Mr.

Remy Mulati and Mrs. Jane Chege, Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o and Director Human Resource Management & Development Ms Joan Machayo.

"Do not shy away to consult PSC when you encounter any challenge in the course of discharging your mandate"

- PSC Vice Chairperson
Charity Kisotu

Citizen Charter – The Canadian Experience

By Juma Gabriel

David Clark, a Professor of Winchester Business School in an article on Public Service Charter noted that charters should be prepared by taking into consideration how citizens want to be served.

He said the main reason for introducing service charters was to improve the responsiveness and transparency of public services by setting out in a principled way the standards of delivery that service users should legitimately expect.

According to a 2018 publication by Inter-American Development Bank on Innovations in Public Service Delivery, Canada strengthened the institutional framework for delivery of public services by separating policy making processes and the management of service delivery.

Under this Conceptual Framework, Service Canada was established in 2007 to specialize in providing a broad set of public services across a range of delivery channels.

The model places citizens at the centre of service delivery, provides Canadians with one-stop easy-to-access personalized services, integrates citizen information and leverages the whole of government potential to best serve the citizen.

Service Canada brings government of Canada programmes and services together in a single service delivery network. It helps Canadians



Gabriel Juma

access full range of government programmes and services either by phone, internet, mail or in person.

The call 1-800 O-Canada is a toll-free number that offers Canadians quick and easy access to all government services. It is manned by bilingual agents who provide timely and accurate information.

The call centre also offers TTY or teletypewriter service - a telecommunications device for hearing and speech impaired persons.

Through the web based servicecanada.gc.ca Canadians can, access information on various topics, apply for programs and benefits electronically or find a list of Service Canada centre locations.

Clients can also visit the 325 Service Canada centres spread throughout the country for personalized services (walk in centres). Services are also offered through outreach and mobile services.

Service Canada works in collaboration with other federal

departments and other levels of government to explore innovative and efficient ways to serve Canadians better. Service Canada provides: Easy access to government programmes and services; Choice in access to government services; and Respectful and individual service.

The service charter for service Canada and other publications are available in large print, braille, audio cassette and on computer diskette by calling 1-800-O Canada. is available in large print, braille.

Canada has introduced three mechanisms to measure client satisfaction. These include service charters that outline the commitment to citizens; the Office for Client Satisfaction (OCS) is established as a neutral organization that receives reviews and acts on suggestions, compliments and complaints regarding the delivery of service offered by Service Canada; and the Citizen First Survey and the Common Measurement Tool (CMT) that measures the effectiveness of the services offered.

Service Canada uses focus groups and satisfaction surveys to improve service delivery to Canadians.

The next article will review the use of the Citizen Satisfaction Survey as a tool for improving service delivery from the Canadian perspective.

Public Service Commission Fraternity Mourns a Colleague



Deputy Commission Secretary Mr. Remmy Mulati addressing mourners during the burial of the late Daniel Muia

By Badi Khamis

The Public Service Commission lost one of its officers Mr. Daniel Muia, a Senior Clerical Officer.

The late Muia met his untimely death in a tragic road accident along Kangundo road on 1st October 2019.

He was laid to rest on 12th October 2019 in Tala, Machakos County.

Deputy Commission Secretary Mr. Remmy Mulati led the Public Service Commission staff that attended the burial of Late Muia, and delivered the condolence message to his family on behalf of PSC CEO Mr. Simon Rotich.

Mr. Rotich described Muia as selfless, professional, cooperative and was committed to his duties.

Late Muia was appointed at PSC on 8th October 2004 as a Clerical Officer and rose through the ranks to the position of Senior Clerical Officer.

He was among the founders of PSC Welfare Society where he served as the Chairman for a consecutive five years.

The Public Service Commission fraternity will miss his company and dedicated service.

May his soul rest in peace.

Fare thee well



The Late Daniel Muia

PICTORIAL: COMMISSIONING AND INDUCTION OF INTERNS AT THE KASARANI INDOOR GYMNASIUM FROM 9TH TO 11TH OCTOBER 2019



Cabinet Secretary, Ministry of Information and Communications Mr. Joe Mucheru presenting an appointment letter to one of the interns. Looking on is the Deputy Commission Secretary Ms. Jane Chege



(L-R) Deputy Commission secretary Mr. Remy Mulati, Commissioner Salma Ahmed, Vice Chairperson Ms. Charity Kisotu, PSC Chairman Mr. Stephen Kirogo, Commissioner Dr. Mary Mwiandi, CS Ministry of ICT Mr. Joe Mucheru, Commissioners Ms. Joan Otieno, Dr. Reuben Chirchir and Deputy Commission Secretary Ms. Jane Chege



A section of interns following proceedings



CS Amb Monica Juma addressing interns and other guests



(L-R) PSC Vice Chairperson Ms Charity Kisotu, PSC Chairman Mr. Stephen Kirogo, Cabinet Secretary Ministry of Public Service, Youth and Gender Affairs, Prof. Margaret Kobia and Cabinet secretary Ministry of Sports, Culture and Heritage Amb. Amina Mohamed



PSC Chairman Mr. Stephen Kirogo and Cabinet Secretary, Ministry of Information and Communications Mr. Joe Mucheru

PSC IN PICTURES



Commissioner Joyce Nyabuti presenting a report on terms and condition of service for parastatals chiefs to the PSC Chairman Mr. Stephen Kirogo. Looking on are, Commissioner Joan Otieno (center) and Deputy Commission Secretary Ms Jane Chege



PSC Commissioner Patrick Wamoto taking oath of office as the East African Community AD- HOC Commissioner in Arush, Tanzania on 9th October 2019



PSC Vice Chairperson Ms. Charity Kisotu talking with Dr. Kim Ki sung (Left) and Mr. Kim Yohan, looking on is Commissioner Reuben Chirchir



The Chairperson of the Selection Panel for appointment of Auditor General Mr. Sammy Onyango taking the oath of office. Looking on is the Deputy Registrar of the Judiciary Mr. Bernard Ochieng and Ms. Selina Iseme of PSC



PSC Commissioners and CEO in a group photo with the Selection Panel for appointment of Auditor General



PSC staff during the burial of the Late Daniel Muia

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Vision

A Citizen-centric public service

Mission

To reform and transform the public service for efficient service delivery

Core Values

- Citizen Focus
- Professionalism
- Innovation
- Team-work

Public Service Commission Directorate

- 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
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

Simon K. Rotich, EBS