



PSC News

Issue No. 8-2021
25th December 2021

A bi-weekly e-newsletter of the Public Service Commission

Amb. Anthony Muchiri assumes chairmanship of PSC



Incoming PSC Chairperson Amb. Anthony Muchiri taking oath of office at the Supreme Court, Nairobi on 22nd December 2021 administered by Judiciary Chief Registrar Anne Amadi

Inside this issue:

Editor's Note	2
Statement by Amb Anthony Mwaniki Muchiri - Chairperson, PSC	3
PSC launches leadership program for young public servants	4
MDAs to receive Cohort 4 of interns early next year	5
Training for PSIP mentors and coaches concluded	6
PSC Exhibits at the 7 th Annual Devolution Conference	7
PRSK holds the 2021 Annual Summit, launches the Certified Public Relations & Communications Professional body	8
Qualified Kenyans should have equitable opportunity to public service jobs	9
Draft 2020/2021 Values and Principles Report receives Board approval	10
Lessons on digitization of public services from Estonia	11
Pilot virtual service centres set up in Mombasa, Kisumu and Embu	12
President honours PSC officials with state commendations for exemplary work	13
Reflections for the year 2021	13
My experience as a PSIP intern attached to Aircraft Accident	14
PSC in pictures	16
Pictorial	17

By Tom Muema

Amb. Anthony Mwaniki Muchiri assumed office as the Chairperson of the Public Service Commission on 22nd December 2021.

He took the oath of office at the Supreme Court, administered by the Chief Registrar of the Judiciary, Anne Amadi, and witnessed by the Chief Justice Martha Koome.

Amb. Muchiri will be at the helm of the Commission for a tenure of six-year un renewable term.

In his remarks at the swearing in ceremony, Amb. Muchiri pledged to transform the public service into a dynamic and proactive

workforce that will address the needs of the citizenry.

He promised to forge and strengthen the PSC's networks with all stakeholders, including the three arms of government, private sector, donor agencies, and other critical drivers such as the youth, women, persons living with disability, and the diaspora to help the Commission deliver on its constitutional mandate.

"I intend to transform public service into a dynamic, anticipatory, responsive and influential organization by energizing the commitment of all stakeholders to support the desire and aspirations of the commission's vision, mission

and core values," he said.

Speaking at the event, Public Service Cabinet Secretary Prof. Margaret Kobia called upon the Chairperson to strengthen the commission's working relationship with all government institutions.

She emphasized the need for collaboration among all government institutions to ensure effective and efficient public service.

"The Public Service Commission is an independent institution, but its working consultatively with other realms of government is very important for attaining a

Continued on page 2

Editor's Note

As we come to the end of the year 2021, we have every reason to thank God for the gift of life, the challenges that we have surmounted and the successes we have made.

This year, like 2020 before it, has been an eventful one for the Public Service Commission, and no less for the country, owing to the debilitating effects of the Covid-19 pandemic and the death of our Chairman Mr. Stephen Kirogo after an illness.

Regardless that the pandemic has persisted this year with consequences on the economy and personal well-being, there has equally been a silver lining in it that has awakened the Commission's resilience and adaptation power.

Consequently, service delivery has been seamless, and in some cases outdone the normal, thanks to the able stewardship of the Commission's Vice-chairperson who steadied the ship through an ongoing pandemic and difficult mourning period, with support of a hardworking and committed team behind her.

The transition is finally complete



Mr Browne Kutswa
Deputy Director Public Communication

and we now have a new chairperson on board. After a rigorous selection process that included vetting and approval by Parliament and the formal appointment by His Excellency the President, Ambassador Anthony Mwaniki Muchiri took the oath of office on Wednesday before the Chief Justice Martha Koome, with a clear message that the call to serve will not just be another mantra but a lived experience.

His declared intention to *"transform the public service into a*

dynamic, anticipatory, responsive and influential organization" will no doubt be embraced and supported by all as it dovetails with the foundation that his predecessor laid.

On behalf of the PSC's News editorial team, we welcome the new chairperson of the Commission and look forward to his leadership that will no doubt propel the Commission to greater heights of fulfilling its constitutional mandate.

We are grateful to colleagues who contributed articles to the various editions of the newsletter that we published this year.

We are also grateful to you our esteemed readers for the feedback that you gave us and look forward to continued engagement in the New Year.

We wish the entire PSC family and indeed all our readers and stakeholders a Merry Christmas and Happy New Year, 2022.

Browne Kutswa

Amb. Anthony Muchiri assumes chairmanship of PSC

From page 1

smooth and effective public service.

"Satisfactory and continuous consultation will be vital in ensuring full implementation of the Commission's decisions across the public sector," she said.

In a speech read on his behalf by Prof. Margaret Kobia, the Head Public Service Dr. Joseph Kinyua highlighted the importance of PSC in the ongoing process of entrenching reforms in the public service.

"It is not a question of mere numbers, but rather the careers and professional lives of the hundreds of thousands of Kenyans who have committed to

serving Kenya through the service.

"The decisions you and your colleagues will make will determine not just the quality of service across large swathes of the public sector but also directly affect the lives of every Kenyan," he said.

Chief Justice Martha Koome congratulated the new chairperson and urged him to ensure the Commission is at the forefront in promoting the public service ideals as enshrined in the Constitution.

"I, therefore, urge you to work towards ensuring that

public officers connect with the concerns of the general citizenry and act as the stewards of public resources," she said.

Amb. Muchiri takes over as the chairperson following the death of Stephen Kirogo in May this year after an illness.

He has been serving as the Kenyan Ambassador to Cuba and concurrently as the High Commissioner/Ambassador/Permanent Representative of Kenya to Jamaica, Barbados, St. Kitts & Nevis, Guyana, the Dominican Republic, and the Caribbean Community.

**Statement by Amb Anthony Mwaniki Muchiri
after the oath of affirmation for the position of
Chairperson, Public Service Commission of Kenya on
22nd December, 2021**

It is a great honor for me to stand before you, my fellow citizens as well as all public servants spread across the breadth and width of this great country and address you after the oath of affirmation which confers upon me the position of the Chairperson of the PSCK.

My speech today will be extremely short but my future actions in this role will be loud.

It has indeed been a long journey for me; from entry level job group “H,” thirty seven years ago to the highest position in the service that one can aspire to.

In this journey, I have seen the good in the service; I have seen the bad in the service; I have been part of the low wages, the stagnation and the low morale; but it has been a journey of hard work, patience and self sacrifice.

It is a journey that any public servant or any Kenyan citizen for that matter can make and reach its destination if one has the calling and will to serve the public; a commodity that is increasingly becoming rare in the public service and which I intend to immediately address

Fellow Kenyans, the Constitution of Kenya gives the Public Service Commission a broad mandate to serve the citizens of Kenya. In this regard, together with my team at the Commission and within the framework of the current strategic plan, it is my intention to transform the Public Service into a dynamic, anticipatory, responsive and influential organization. How do I intend to achieve this?

By energizing the commitment of all stakeholders to support the desire and aspirations of the Commission’s vision, mission and core values.

By forging and strengthening networks between the three arms of Government, the private sector, donor agencies and critical drivers such as youth, women, persons with disabilities and the diaspora.



**Amb. Anthony Mwaniki Muchiri
Chairperson, Public Service Commission**

By building consensus across all levels in order to strengthen the Secretariat deliver on the decisions of the Commission.

By eliminating, through decisive administrative decisions, the low morale, stagnation and low wages and in return expecting a return to the “call and will to serve” mantra.

As I get to the close of my short speech, I wish to thank H.E President Uhuru Kenyatta for having the confidence and trust to nominate me as Chairperson of the Public Service Commission; the Committee on Administration and National Security and the National Assembly for according me, through parliamentary approval, the opportunity to serve as Chairperson of the Public Service Commission;

I also thank the Hon Chief Justice and her staff for their role in facilitating the oath of affirmation; and family, friends and colleagues in the public service who have been part of this journey that began thirty seven years ago.

God bless you all and God bless Kenya .

PSC Launches Leadership Program for Young Public Servants



PSC Vice-Chairperson Ms. Charity Kisotu (seated in the middle) Signing a Memorandum of Understanding (MOU) during the Public Service Emerging Leaders Fellowship Program Launch at the KICC

By Tom Muema

Public Service Commission (PSC), in partnership with Emerging Leaders Foundation Kenya (ELF) and Emerging Public Leaders-USA, has launched a capacity building program to mentor and nurture young public servants. The “Public Service Emerging Leaders Fellowship Program” launched on 23rd November 2021 at the Kenyatta International Conference Center (KICC) aims at raising a new generation of ethical and values-driven public service leaders.

The program will see 50 young public servants selected through a competitive process undergo a comprehensive one-year training focusing on public leadership development, ethical cultivation, and citizen-centric service delivery annually. Besides, the trainees will be exposed to career development, public sector mentorship, and Pan-African alumni networking opportunities.

The Public Service Cabinet

Secretary Prof. Margaret Kobi, who was the Chief guest at the launch, commended the PSC, ELF and EPL for developing “A *relevant learning and development program.*”

“This is a timely program and will go a long way in strengthening value-based leadership and supporting institutional building. The youths will be trained to apply their talents to enhance efficiency in the public service,” said Prof. Kobia.

Speaking at the Fellowship launch, PSC Vice-Chairperson underscored the success of the PSIP program and its impact on the public service likening it to the Public Service Emerging Leaders Fellowship program.

“It’s a logical sequence to our ongoing Public Service Internship Program (PSIP), which is now in its third year with over 5,600 young university graduates having successfully completed 12 months of internship since its inception in 2019,” she said.

Ms. Kisotu also noted that the fellowship will support PSC’s public service transformation drive by nurturing value-based public leaders and molding a new generation of public servants with high integrity, ethical and moral standards.

Youth Affairs Permanent Secretary Mr. Charles Sunkuli hailed the program saying it will be vital in nurturing leaders in the public service, through the continuous learning and community service engagement.

“Kenyan youths will be accorded effective experience in the country that will create in-depth awareness of national development laws,” he said.

EPL Global Executive Director Ms. Yawa Hansen - Quao highlighted the impact of the Public Service Emerging Leaders Fellowship program in Ghana and Liberia expressing her confidence that the same

Continued on page 5

PSC Launches Leadership Program for Young Public Servants

From page 4

will be replicated in Kenya. She noted that the program aims at equipping youths with relevant career development and leadership skills to transform Africa's public service.

"A professional, energized and committed public service is a necessary condition for governance and economic development. Our goal is to establish ethical career development pathways for high-achieving young people in the public service to transform

themselves and service delivery in the public sector," Ms. Yawa said.

She also added that the program alumni will collaborate in developing solutions to the challenges facing their specific countries, Africa, and the world.

Public Service Emerging Leaders Fellowship is one of the programs PSC is currently undertaking to reform and transform service delivery in the public sector. Two years ago, the Public Service Commission

launched the Public Service Internship Program (PSIP) that has given opportunities to over 5000 youths; equipping them with relevant skills to enhance their employability.

Also, present at the launch were, Public Service Principal Secretary Mary Kimonye,

PSC Commissioners, Commission Secretary Dr. Simon Rotich, and Emerging Leaders Foundation Executive Director Ms. Caren Wakoli.

MDAs to receive Cohort 4 of interns early next year

Successful applicants for the fourth cohort of interns under the Public Service Internship Program (PSIP) will be deployed to Ministries, State Departments and Agencies (MDAs) in January year.

This follows the conclusion of the interviews for the 8000 candidates shortlisted for the Financial Year 2021/22.

Public Service Commission Conducted the interviews from 17th to 19th November 2021 through telephone.

The advertisement for the internship positions was carried in

MyGov pullout of 3rd August 2021 and also uploaded on the Commission's website.

The successful applicants will work as interns for a period of one year.

So far, the Commission has deployed more than 10,000 interns in MDAs under the PSIP programme since its inception in 2019.

The first cohort of 5,500 interns was deployed in September 2019, followed by the second one of 2,400 interns in January 2020 and the third cohort of 2434 in January 2021. The internship period lasts for 12 months.

Due to the challenges posed by the Covid-19 pandemic and time constraints to the target dates for completion of the exercise, a crash programme for the interviewers was rolled out with panelists drawn from the ranks of PSC Secretariat Staff.

The Commission constituted six interview panels each overseen by a Director as the team leader.

The panels were facilitated by competent support staff in order to accomplish the task within the stipulated period.



Left: Mr Jay Sheerer from Millenium Challenge Corporation, a foreign aid agency of the government of USA, addressing PSC Senior management staff during a courtesy call to PSC to discuss potential areas of collaboration on a threshold programme on Interpreted Transport Planning. The program is under the Nairobi Metropolitan Area Transport Authority (NAMATA). Mr Sheerer was accompanied by Mr. Zachary Chira.

Training for PSIP mentors and coaches concluded

By Horace Ingabo

The training Programme for mentors and coaches under the Public Service Internship Programme (PSIP) that commenced on Tuesday 12th October 2021 at the Kenya School of Government, Embu campus came to an end on Friday, 3rd December 2021 having trained a total of 450 officers.

The fourth and final cohort of officers from various ministries, state departments and agencies (MDAs) were trained beginning 29th November 2021 to 3rd December at Lake Naivasha Resort.

The program aims to instil values, principles, skills and guidelines that will guide the targeted public servants in mentoring and coaching interns.

Some of the topics discussed were Principles of role modelling, Essentials of mentoring and coaching, Values, ethics and policy framework on mentoring and coaching, Skills, knowledge and attitudes for effective coaching and mentoring, Essential counselling skills and Personal branding.

The Vice-Chairperson Ms. Charity Kisotu in her remarks emphasized the need, purpose and importance of the training programme.

“The role of coaches and mentors in the internship programme cannot be overemphasized considering its critical place in handholding and shaping future public servants,”



Director for Performance and Service Delivery Improvement Dr Sylvester Obong'o making a presentation During the PSIP mentors and coaches training in Naivasha

she said.

She observed that although mentorship and coaching is based on a participatory model of learning, it does not replace but rather, supplements the role of the immediate supervisor to provide on-the-job training and development.

“Mentorship and coaching is considered beneficial to the internship programme insofar as it enables interns to develop professional skills and competences, practices and conduct, values and attitudes through experiential learning,” added Ms. Kisotu.

Commissioner Dr. Mary Mwiandi in her closing remarks noted that the training was a success and commended the participants for their active involvement.

She said the Commission will work closely with various state institutions in ensuring that the internship objectives

are realised.

“I assure you that the Public Service Commission will continue working closely with your institutions to ensure realization of our objectives of the internship programme by improving professional conduct, providing quality services and enhancing learning outcomes to the mentees as well as achievement of their full potential,” she asserted.

At the end of the five days training, the participants were awarded certificates officially certifying them as mentors and coaches.

The event which brought together 123 officers from various MDAs and was also attended by Commissioner Dr. Reuben Chirchir, PSC’s Director for HRM&D; Ms. Joan Machayo, other PSC staff among others.

PSC Exhibits at the 7th Annual Devolution Conference

By Horace Ingabo

The Public Service Commission took part in this year's Annual Devolution Conference held at Makueni Boys' High School in Makueni County.

The Commission showcased its programmes during the exhibition that was held on the sidelines of the main devolution conference from 23rd to 25th November, 2021.

Most of the visitors at the Commission's booth sought to understand the operations of the Commission and also gave their feedback. Douglas Olsara appreciated the Commission's efforts to advertise jobs but also called for a reduction in the time taken to upload the advertised posts on the Commission's jobs portal. Harrison Ngari urged the Commission to formulate procedures to support county governments' processes for promotion and career development.

The Commission's exhibition booth was a beehive of activity. It was well equipped with enough material, including newsletters, brochures and annual reports. Personnel from the Commission were also on standby to respond to any enquiries from citizens and conference delegates.

Visitors commended the Commission mainly on fastracking succession management, the internship



Chairperson Elgeyo Marakwet County Public Service Board chairperson, Dr Selly Jemutai speaking to PSC's Principal ICT Officer Mr. Stephen Okumu during the devolution conference in Makeni.

programme for the youth, and the handling of appeals.

"Impressed by the good work done by the Commission, keep it up," commented Dr. Selly Kimosop, Elgeyo Marakwet County Public Service Board member.

"I am glad to belong here as a Kenyan citizen aspiring to scale heights," remarked Hon. Felistas

Okumu Barasa, a Vihiga County Executive Committee member.

The Commission was represented at the conference by Commissioner Salma Ahmed and Acting Director for Establishment and Management Consultancy Services Mr. Nelson Weru as delegates.

PRSK holds the 2021 Annual Summit, launches the Certified Public Relations & Communications Professional body



Principal Secretary Ministry of Broadcasting and Telecommunications, Esther Koimett, MBS speaking during the PRSK Summit at the Sarova Whitesands Beach Resort and Spa on 1st December, 2021

By Pauline Muriuki

Public Relations (PR) practitioners have been challenged to position themselves as problem solvers in their organisations, to remain relevant.

Principal Secretary, Ministry of Broadcasting and Telecommunications Esther Koimett said the role of PR in an organisation cannot be overstated.

She noted that it was important to have legislation in place that will aid in checking unethical Public Relations practices.

Koimett was speaking at the 2021 Public Relations Society of Kenya Annual Summit held at the Sarova Whitesands Beach Resort & Spa, Mombasa from 30th November to 3rd December 2021.

The Theme for this year's summit was *PRSK@50: Upscaling Excellence*

and *Impact*. PRSK also celebrated its 50th anniversary of advancing PR excellence. The climax of the Summit was the launch of Certified Public Relations & Communication Professionals (CPRCP) body.

The delegates to the Summit attended both physically and online. They were drawn from across the country and globally with the aim of enabling them to keep their knowledge and skills up-to-date while building their capacity to effectively tackle emerging communication challenges in the profession.

The Commission sponsored two PRSK members, Mr Browne Kutswa, Deputy Director Public Communication and Ms Pauline Muriuki, Principal Public Communication Officer to attend the summit.

During one of the workshop sessions on *Reforming Government*

Communication to Deliver Best Practice facilitated by Mr Kutswa as chair, he highlighted the role that communication plays in government operations and the need for citizens to hold government accountable.

"There is need for multipurpose fora where questions are answered, concerns heard, feedback given by citizens on service delivery," he said.

He underscored the need for a legal framework that governs government communication. The Public Service Commission was challenged to advance knowledge building in the industry.

PRSK CEO Sylvia Mwichuli hailed the PRSK support team for the effort they put in to make the Summit successful.

The CEO Simori Communications Ms Patricia Ndede mentioned the achievements that have so far been made by PRSK such as the launch of the first ever Strategic Plan; having the first ever CEO (Sylvia Mwichuli); anchoring PR profession in law; membership development; revamped professional development programmes; and launch of a PR publication dubbed the PR Digest.

Guest speakers for the summit included Leader of Majority National Assembly Hon. (Dr) Amos Kimunya, President of Public Relations Society of Uganda Stephen Mwangi, Media Council of Kenya CEO David Omwoyo, Group Head of Corporate and Regulatory Ms Judith Odhiambo, Affairs Global Communication Director, Amref Health Africa Ms. Elizabeth Ntonjira, among others.

Qualified Kenyans should have equitable opportunity to public service jobs



PSC Vice-Chairperson Ms Charity Kisotu addressing Commissioners and senior management staff during the end of year get-together on 15th December 2021 at Carnivore Restaurant, Nairobi

By Badi Khamis

Every qualified Kenyan has a right to access public service jobs regardless of which part of the country they originate.

PSC Vice-Chairperson Ms Charity Kisotu said this during an end-of-the-year get together meeting of PSC Commissioners and senior management staff on 15th December 2021 at Carnivore Restaurant in Nairobi.

She noted that the Commission is committed to continuing to give an equal and equitable opportunity to all qualified persons across the country in appointments to jobs in the civil service.

Ms Kisotu disclosed that

during the year, the Commission cleared all appointments backlog, adding that all currently advertised vacancies will be processed expeditiously.

The CEO Dr. Simon Rotich assured the Commission Board of full support from the secretariat staff in ensuring that the board delivers on its targets.

“In facilitating the Commission to do its work we have made a tremendous investment in technology to enhance efficiency in service delivery and surmount the challenges posed by Covid-19 pandemic. The deliberate shift to leverage technology has enabled the Commission to expedite shortlisting of applicants and conducting

interviews,” said Dr. Rotich.

The meeting reflected on achievements garnered by the Commission in the year 2021, the challenges encountered and the way forward for the year 2022.

Present at the meeting were Commissioners, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Amb. Patrick Wamoto, Amb. Salma Ahmed and Mr. Andrew Muriuki.

Also present were the Deputy Commission Secretaries, Mr. Remmy Mulati and Ms. Jane Chege, and other senior management staff.

Draft 2020/2021 Values and Principles Report receives Board approval



The Chairman of the CQA Committee, Commissioner Dr. Reuben Chirchir, (second left) with Commissioner Dr. Mary Mwiandi (left), address the PSC inter-departmental team preparing the Values Report for 2021 (inset). At third left and far right are Deputy Commission Secretary Ms Jane Chege and Director CQA Mr. Simon Wachinga respectively.

By Kihiu Mugo

The 2021 Evaluation Report on the Status of the Public Service Compliance with Values and Principles in Articles 10 and 232 of the Constitution has been finalized.

The report which the Commission Board approved on 17th December 2021 will be presented to the President and Parliament by 31st December 2021 as required by the law. Thereafter, it will be disseminated to the general public.

The Commission prepares the report annually pursuant to Section 16 of the Public Service (Values and Principles) Act, 2015,

and in fulfilment of the constitutional mandate espoused under Article 234 2(c) and (h) of the Constitution.

The Article mandates the Commission to promote the values and principles, evaluate and report to the President and Parliament on the extent to which they are complied with, in the public service.

The report, which is the ninth to be prepared by the Commission after the promulgation of the Constitution 2010, covers the financial year 2020/2021.

An inter-departmental technical team, under the overall leadership of Commissioner Dr. Reuben Chirchir, the Compliance and Quality Assurance Committee

Chairman and Commissioners Dr. Joyce Nyabuti and Dr. Mary Mwiandi, members of the Committee, prepared the report.

The Deputy Commission Secretary (Technical Services) Ms. Jane Chege coordinated the report writing exercise.

To ensure wider readership including reaching out to the visually impaired, the Report will be translated into Kiswahili and transcribed into Braille.

(Kihiu Mugo is an Assistant Director, Governance & Ethics)

Lessons on digitization of public services from Estonia

By Juma Gabriel, PhD, MKIM

Estonia is the only country in the world where 99% of public services are available online 24/7 via a one-time login gateway.

This is at a time when governments globally have realized the importance of transitioning to offer more services on the digital platform. Digitalization improves efficiency and enhances the productivity of the public service. Consequently, over 130 countries are offering online services.

The country estimates the reduced bureaucracy arising from the digitization of government services has saved 800 years of working time. The adoption of ICT has transformed the country's economy.

Over the last two decades, Estonia's leadership implemented an innovative architecture that combines secure digital identity, public key infrastructure (PKIP) and interoperable data exchange to form an accountable and accessible e-service.

According to the 2020 UN e-Government Development Index, Estonia ranks first in the world of e-government and third in the UN's e-participation index.

Broadband is the backbone of both the digital and knowledge economies because of its potential to transform all facets of society.

The inclusive infrastructure lays the foundation for integrating cost-effective technologies to reach the rural and remote areas to advance digital inclusion. An inclusive broadband infrastructure promotes social-economic networking, new access and cloud-based sharing and media interaction equitably.

In Estonia, Broadband is



Dr. Gabriel Juma

considered to be a human rights issue.

Therefore, access to affordable broadband by all citizens was one of the key factors that propelled the country's entrepreneurialism and innovations to global levels. In Estonia, citizens can transact government services online from voting to passport renewal, e-identity and car registration to e-health. The Country aspires to migrate all basic services into a fully digital mode.

For Estonia, the journey to creating digital services began in the late 1990s with the country implementing three foundational projects that spurred the uptake of digital technology.

These were the digitization of registers held by public bodies to provide the necessary information to support e-services; the establishment of an x-road platform that connected the wealth of different systems used in the public and private sector to share information.

The platform brought all government agencies under one digital platform and allowed them to share information. This platform helped to eliminate the silos system that bogged down many government departments, and the issuance of

digital ID cards enabled citizens to securely access online services and allowed the use of digital signatures. All citizens aged 15 and above must be issued with a physical eID.

Like Estonia, the Kenya government should ensure that the internet can be accessed by all citizens at affordable costs. However, according to the Digital Kenya 2020 report, as of January 2020 internet penetration in Kenya was 43% with 22.86 million internet users out of a population of 48 million people.

Therefore, unlike Estonia, internet access and affordability remain the biggest challenges for the country's rural population. This is supported by a report by Sustainable East African Research in Community Health (SEARCH).

Secondly, measures should be put in place to promote the whole-of-government approach to service delivery. This would eliminate the silos approach promoted by most public institutions. For example at birth, an Estonian child receives an immutable national identification code (NIC).

This serves as a primary identifier electronically and physically. At the age of 15, each citizen gets a physical eID card. Similarly, there is a need for the government to link the birth notification, registration of births, deaths and persons, voter registration and issuance of passports by developing systems that can speak to each other.

Presently several services have been migrated to the e-citizen platform. These include land searches, motor vehicle registration, application and

Continued on page 12

Pilot virtual service centres set up in Mombasa, Kisumu and Embu



The CEO, Dr. Simon Rotich at the Commission House (lower right display screen) connects with the virtual service centres in Mombasa, Kisumu and Embu (the other three screens) during the testing of the system.

By Habel Shiloli

Efforts by the Public Service Commission to take services closer to the citizens have been enhanced following the setting up of pilot virtual service centres in Mombasa, Kisumu and Embu.

The centres have been established in collaboration with the Provincial Administration, who have availed premises that will be renovated to accommodate the equipment and full-time staff.

Citizens in the counties, who will be seeking services from PSC will visit the video conferencing end-points and communicate directly with the Commission.

The systems that were installed by three teams from PSC have already been tested.

"The CEO logged in at the Commission House and was able to connect with the three axes in Mombasa, Kisumu and Embu," said PSC Deputy Director for ICT Mr Harry Mwangi.

The first interviews will be conducted through the Centres in January 2022. Once the success of the pilot service centres is guaranteed, more centres will be opened in other regions.

Lessons on digitization of public services from Estonia

From page 1

renewal of driving license and passport, police clearance certificates, registration of marriages, application for birth and death certificates.

Having an e-citizen account saves the rural population the long journey to the nearest Huduma centre. However, the number of institutions that have migrated services to the e-citizen platform remains low at only 3%. There is need for more institutions to migrate their services to the e-citizen platform.

This is according to the 2018/2019 PSC report on the status of the public service compliance with the values and principles in articles 10 and 232. To realize a citizen-centric public service institutions should review their business processes, document them and migrate them to e-citizen or online platforms.

Estonia, therefore, provides

solutions and principles that can be emulated in the adoption of digital services.

Digitization of services improves service delivery, revenue collection for the public entity and offers customers convenience, ease and simplicity.

A good example is Kisumu County Government which in partnership with Safaricom has integrated MPESA to their platform thus allowing for cashless payment for various services such as payment of rates, parking and market fees and hospital bills. This has reduced contact between clients and revenue officers leading to increased revenue collection.

Data from Central Bank of Kenya confirms the mobile phone as the most popular mode of cashless payments in the country.

President honours PSC officials with state commendations for exemplary work



CPA Charity S. Kisotu, CBS,



Dr. Joyce K. Nyabuti,



Amb. Salma A. Ahmed, MBS



Ms. Joan A. Otieno, MBS



Dr. Mary C. Mwiandi, PhD,
MBS

By Habel Shiloli

The Vice-Chairperson for the Public Service Commission, six Commissioners and one director have been conferred with medals of National Honour by His Excellency the President.

In the gazette notice number 13598 of 17th December 2021 on “Awards of Orders, Decorations and Medals: Jamhuri Day 12th December 2021.” President Uhuru Kenyatta conferred PSC Vice-Chairperson, Ms. Charity Kisotu was conferred with Chief of the Order of the Burning Spear (CBS). Formerly



Dr. Reuben K. Chirchir, PhD,
MBS



Mr. Andrew M. Muriuki, MBS



Mr. Peter Maina, MBS

she carried the decoration of EBS.

Commissioners Dr. Joyce Nyabuti, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Amb. Salma Ahmed, Mr. Andrew Muriuki and Ms. Joan Otieno and Director for Recruitment and Selection, Mr. Peter Maina were conferred

with the Moran of the Order of the Burning Spear (M.B.S.). The awards are conferred upon citizens and public officials who have made outstanding contributions in their areas of jurisdiction and impacted others remarkably.

Reflections for the year 2021

By Juma Gabriel, PhD, MKIM

This is the 8th Newsletter for the year 2021. The first newsletter for the year was released on 2th February, 2021.

Kenyans closed the year 2020 and opened the year with the Covi-19 pandemic still ravaging the various parts of the world.

This necessitated the continued travel restrictions and lockdowns in some parts of the country. The Commission was not able to issue the newsletter

on a monthly basis as earlier on envisaged.

Key events for the Commission include the Promotion of 119 Secretarial Staff was a big morale booster to those who had stagnated; Commissioning of the 3rd Cohort of Interns; and the approval of the communication strategy for implementation on 17th February, 2021;

Further, there was promotion of over twenty thousand (20,000) Civil Servants who had stagnated in one grade. This improved staff morale and service delivery; MPs

endorsed the draft PSC Performance Management Regulations 2021 which have since been published in the Kenya Gazette; and Members of the Commission and majority of secretariat staff were vaccinated against the corona virus. This ensured a safe work environment.

Unfortunately, in the course of the year we lost Hon. Paul Koinange who passed-on on 31st March 2021. He was the Chairman of the

Continued on page 14

My experience as a PSIP intern attached to Aircraft Accident Investigation

By Pauline Mueni

My internship under the Public Service Internship Programme (PSIP) started on the 11th March 2021.

I was deployed to the Ministry of Transport, Infrastructure, Housing, Urban Development & Public Works, State Department for Transport, Aircraft Accident Investigation Department.

The deployment was very relevant to me because I graduated from the University of Nairobi with a BSc. Mechanical Engineering on 14th September 2018.

The Aircraft Accident Investigation Department (AAID) is responsible for carrying out investigations on aircraft accidents and incidents as mandated in the Kenya Civil Aviation (Aircraft Accident and Incident Investigation) Regulations, 2018 and Annex 13 of the Convention on International Civil Aviation (ICAO).



Commissioner Dr Mary Mwiandi receiving an internship report from Ms Pauline Mueni

From the investigation, a report is submitted deducing the probable cause of the aircraft accident or incident and giving safety recommendation in accordance to the aforementioned regulations.

The aim of the report is to prevent aircraft accident and incidents and not to apportion blame.

The safety recommendations are then given to the necessary

bodies for implementation. This plays a key role in keeping the Kenyan airways safe for both passengers and the general population.

My internship at the Aircraft Accident Investigation Department (AAID) has been designed as an apprenticeship, whereby I take an active role through the whole aircraft accident and incident investigation

Continued on page 15

Reflections for the year 2021

From page 13

National Assembly Departmental Committee on Administration and National Security.

The Committee was instrumental in the introduction of the Public Service Internship Programme in 2019 and has continuously supported the implementation of the programme that is now in its 4th cohort;

On 14th May the Chairperson of the Commission Mr. Stephen Kinyanjui Kirogo passed on and was laid to rest on 21st May, 2021. The Commission paid great tribute to the Late Kirogo. This was a great period of mourning. This was the lowest moment for the Commission fraternity and the public service at large; and a number of staff also lost close

relatives and as family, we condoled with them.

As we approach the December holidays, we have a reason to thank and give God all the glory for what He has enabled us to achieve both at institutional and individual level. We look forward to a more engaging 2022.

Merry Christmas to all our readers and blessed 2022.

My experience as a PSIP intern

From page 14

I have actively been able to interact with every stage of investigation so far. In addition to the technical aspect of Aircraft investigations, I have also had the privilege of getting to join the team during the review of their Civil Aviation (Aircraft Accident and Incident Investigation) Regulations, Accident and Incident Investigation Policies and Procedures Manual and drafting of a Memorandum of Understanding between AAID and KCAA.

During my internship I have learned a lot. First is how to format and structure technical reports for Air Accident Investigation.

I have also learnt how to collect useful data from an aircraft accident and incident sites; assessment of accident or incident sites to ascertain information and collect samples necessary for investigation; and review of documents and certifications relevant to aircraft accident or incident.

Further, I now know how to draft internal memos; the importance of filing and book keeping of reports; and time management. Due to the sensitive nature of accident and incident sites and set time frames for working, investigators are required to visit the sites in a prompt fashion. This has enabled me to understand and adhere to strict timelines set for working.

I now have good interpersonal relations. The nature of investigation requires

one to be a team player. It requires brainstorming, conceptualization and analysis of data found which has enabled me to be more interactive.

I have acquired important virtues like confidentiality and high integrity. As an investigator one is expected to be highly confidential and able to solve accidents or incidences without asserting blame.

I am able to work under pressure. One has to adhere to strictly set time frames for investigation.

Finally, I can boast of good communication skills. Due to the nature of investigation, communication is key while interviewing witnesses, victims and all other people involved so as to come up with a comprehensive report.

My attachment at the Aircraft Accident Investigation Department (AAID) as a graduate of BSc. Mechanical Engineering has enabled me to interact with the Aviation industry both technical and operational which has proved relevant to my field.

This has helped me to refresh my knowledge on rotor engines, blades and turbines; Increase my competency in working under strict timelines; Increase my working experience; gain a career direction as an aspiring engineer; put knowledge gained in school to practical use; gain confidence and responsibility; and be a critical thinker and adaptable to different environments.

From my experience as an

intern at Aircraft Accident Investigation Department, I can confidently say that my understanding of the job environment has greatly increased. My skills have improved in terms of the technical aspect of my field of study. It has also enabled me to be proficient in report writing, time management and critical thinker. Data collection being a major part of investigation, has allowed me to have a keen eye and an analytical mindset that is relevant to this field. Aircraft Accident Investigation has given me a wider scope of both the technical and operational aspects of Aircrafts. All this has proved relevant to my field of study.

Therefore, this internship has improved my skill set in the field of Aviation and Aircrafts, it being part and parcel of Mechanical Engineering. This has broadened my knowledge in the different specialized facets of Mechanical Engineering thus making me more adaptable.

***I have acquired important virtues like confidentiality and high integrity. As an investigator one is expected to be highly confidential and able to solve accidents or incidences without asserting blame—
Pauline Mueni***

PSC IN PICTURES



PSC Vice Chairperson presenting a gift to the Chairperson of the National Assembly Departmental Committee on Administration and National Security Hon. Peter Mwathi during the end of the 3rd cohort training of PSIP mentors and coaches in Naivasha



PSC Commissioner Dr. Mary Mwiandi assisting Ms. Dora Ngoya from Kenya National Bureau of statistics access the podium for certificate presentation during the training of PSIP mentors and coaches in Naivasha



Ag. Deputy Director Performance Monitoring and Evaluation Mr Daniel Oliech making a presentation during the training of the 3rd cohort of PSIP mentors and coaches in Naivasha



PSC Commissioner Dr. Reuben Chirchir addressing participants during the 3rd cohort training of PSIP mentors and coaches in Naivasha



PSC CEO Dr. Simon Rotich (right) dancing to the tunes of PSC choir during the launch of Public Service Emerging Leaders Fellowship Program at the KICC



PSC choir performing during the launch of Public Service Emerging Leaders Fellowship Program at KICC

PICTORIAL: Amb. Anthony Mwaniki Muchiri swearing-in ceremony (22nd December 2021)



Amb Anthony Muchiri signing the oath of affirmation. Looking on is the Chief Registrar of Judiciary Ms. Anne Amadi



CS Public Service Prof Margaret Kobia addressing dignitaries



Chief Justice Martha Koome addressing dignitaries



PSC Chairperson (6th from left) with other dignitaries in a group photo



CS Public Service Prof Margaret Kobia chats with Amb. Muchiri



PSC Chairperson addressing PSC Directors and Commissioners at Commission House boardroom

PUBLIC SERVICE COMMISSION

Commission House
Harambee Avenue
P. O. Box 30095—00100
Nairobi

Tel. 254 20 2223901
254 20 2227471
Fax No 254 20 214791
Call Centre: 020 4865 000

Website:
www.publicservice.go.ke
psck@publicservice.go.ke

Facebook page:
Public Service Commission of
Kenya

Twitter:
[@PSCKenya](https://twitter.com/PSCKenya)

EDITORIAL TEAM:

Editor:
Browne Kutswa

Editorial Assistants:
Habel Shiloli
Pauline Muriuki
Badi Khamis

Design & Layout:
Pauline Muriuki
Badi Khamis

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 Directorates

- 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

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

Secretary/Chief Executive

Dr Simon K. Rotich, CBS