



## PSC Board confirms Mr. Simon Rotich as CEO



*PSC Chairman Mr. Stephen Kirogo announcing the Board's decision to confirm Mr. Simon Rotich as the new PSC CEO. Standing (L-R) CEO Mr. Simon Rotich, Deputy Commission Secretary (Technical) Ms Jane Chege, Deputy Commission Secretary (Corporate Services) Mr. Remmy Mulati and Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o*

### By Badi Khamis

**T**he Public Service Commission Board has confirmed Mr. Simon Rotich, who has been serving in acting capacity since March this year as the substantive CEO/Secretary of PSC.

Chairman Stephen Kirogo made the pronouncement at the Kenya School of Government during the close of the Pensions Payments RRI launch ceremony on 25<sup>th</sup> July 2019.

Mr. Rotich rose to the office after his predecessor, Dr. Alice Otswala was appointed to the National Police Service as a Commissioner.

Prior to his appointment as acting CEO, Mr. Rotich was the Deputy Commission

joined the service.

He served as acting CEO of the Commission for Implementation of the Constitution (CIC) from 2011 to 2012, pioneering the establishment of structures that enabled implementation of the 2010 Constitution.

Mr. Rotich has also been appointed to numerous panels by the President including the Panel for Appointment of Chairperson and Members of Commission for Administration Justice.

Due to his exemplary performance and unwavering dedication to serve his country and the people of Kenya, Mr. Rotich was bestowed with various Presidential awards including, the Moran of the Order of the Burning Spear (MBS) and the Elder of the Order of the Burning Spear (EBS).

He holds a Master's degree in Public Administration (Moi University), Postgraduate Diploma in Mass Communication (University of Nairobi), and Bachelor of Arts (Kenyatta University).

Speaking in his office after the

Secretary, Corporate Services, Mr. Remmy Mulati took over from him in acting capacity, after rising from Director of Board Management Services.

The Chairman, in the same announcement also confirmed Mr. Remmy Mulati as the substantive Deputy Commission Secretary, Corporate Affairs.

"I'd like to convey the PSC Board decision that we have confirmed Mr. Simon Rotich as the new CEO, and Mr. Remmy Mulati as the Deputy Commission Secretary," said Kirogo.

The CEO has 27 years wealth of experience in the public service, having served in different capacities, and risen through the ranks from District Officer, when he

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## Rapid Results Initiative to clear Pensions Payments backlog launched

By Badi Khamis

**P**ublic Service Commission in conjunction with the National Treasury and Pensions Department launched a 100 days Rapid Results Initiative (RRI) for clearing backlog Pension Payments on 25<sup>th</sup> July at the Kenya School of Government.

The launch, which targets clearing 40,000 pending cases, some dating back to 2014, is a step forward in the government's quest to transform pensions processing into an efficient system that will guarantee a seamless transition from salary to pension.

Over 200 staff from different Ministries, Departments and Agencies have been deployed to the assignment.

Cabinet Secretary, Ministry of Public Service, Youth and Gender, Prof. Margaret Kobia who presided over the launch commended the collaboration between Public Service Commission and the Pensions Department to unlock the barriers that have negatively affected the lives of many pensioners.

The Head of Public Service Dr. Joseph Kinyua in a speech read on his behalf by Prof. Kobia said that the expectation of retired Public Servants after many years of hard work and dutiful discharge of their mandates,



*PSC Chairman Mr. Stephen Kirogo addressing delegates during the official launch of the Rapid Results Initiative (RRI) on clearance of pension backlog at Kenya School of Government Nairobi*

is to be able to access and enjoy their deserved pension with ease.

The Public Service Commission Chairman Mr. Stephen Kirogo noted that the Commission has set a clear roadmap which will be used to achieve an efficient Public Service.

“It is very disheartening that many senior Citizens of this country who have served in various positions in the Public Service for many years continue to suffer the anguish of waiting for their hard-earned pensioned dues,” he said.

Chief Administrative Secretary, National Treasury and Planning, Hon. Nelson Gaichuhie, noted the rising pressure on the exchequer by the huge budgetary

requirement to fund the public service pension.

“The Government has embarked on reforms geared towards shifting policy from a defined benefit scheme to a contributory scheme for the various services,” he said.

After streamlining the Pensions processing and payments, the Public Service Commission will focus on improving other priority areas of public service delivery.

Present at the launch were representatives from Ministries, Departments and Agencies, including Universities and State Corporations.

## PSC discusses rollout of internship program with stakeholders



Commissioner Amb. Patrick Wamoto addressing stakeholders during the consultative meeting on internship program at Kenya School of Government Nairobi

### By Badi Khamis

The Public Service Commission held a stakeholder consultative meeting on 25<sup>th</sup> July 2019 on the roll out of internship program in the public service beginning September 2019.

The meeting at the Kenya School of Government involved government Ministries, Departments and Agencies, including Universities and State Corporations.

The program is aimed at helping manage skills and career development among the youth, while at

the same time mitigating the challenge of unemployment among them.

It is expected to inculcate values and principles of public service and enhance ethical standards amongst the interns, among whom future public servants will be drawn.

The program targets to enroll 3200 interns in to the public service in five weeks' time, and students who will have graduated from both colleges and the

universities will be eligible for enrollment.

Chairman Stephen Kirogo was optimistic that once the interns complete their internship program, they will be fully prepared to work with the public service if recruited because they will have gained an understanding of how it works.

He reassured Kenyans that the recruitment will cover all the constituencies in the country in realization of the Commission's mandate to have a diversified public service.

"Everyone will be brought in to participate in this program" said the Chairman.

The Institute of Human Resource Management (IHRM) Executive Director Mrs. Dorcas Wainaina applauded the Commission for the initiative and assured that the institute will support the program to enable the realization of its envisioned goals.

She urged the stakeholders to help the interns get maximum skills and experience and teach them how the public service works, while correcting them where they go wrong.

"Let the interns live as proud individuals knowing that they reside in a country that cares about their welfare," she said.

## Simon Rotich confirmed as CEO

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confirmation, Mr. Rotich thanked the Chairman and Commissioners for their confidence in him and for the opportunity they have given him to serve in the capacity.

He said he was cognizant of the enormous responsibility that comes with the appointment and promised to perform his duties diligently to support the achievement of Board's vision.

The CEO thanked the secretariat

staff for the support they accorded him during the short stint he acted in the same capacity, but called on them to re-engineer their way of doing things to conform to the new strategic direction of the Commission.

While urging staff to embrace the reform train that has already left the station, Mr. Rotich noted that strategies and infrastructure have been put in place to achieve the Commission's Vision.

He promised to support Board committees to strengthen their operations as a way of enhancing the

Board's effectiveness.

The CEO stressed upon the Directors to redouble their efforts and ensure they table comprehensive and well researched papers to the Board to save on time and enhance the Board's efficiency and effectiveness.

He reminded all staff to be alive to the new strategic direction of 'reward for work,' reiterating that any future promotions will be based on staff's exemplary performance.

## Public Servants advised to adhere to law, policies and regulations



Officers involved in pensions RRI backlog clearance at their work stations at the Kenya School Government

By Cheryl Otuko

**P**ublic Servants should familiarize themselves with laws, regulations and policies that govern what they do to avoid breaching them in the course of duty.

Principal Administrative Secretary, Office of the President Mr. Kennedy Kihara said this when he represented the Head of Public Service Dr. Joseph Kinyua at the launch of Pensions payments backlog Rapid Results Initiative at the Kenya School of Government on Thursday.

He noted that most charge sheets in court against public servants are about abuse of office, adding that officers fail to follow the laid down procedures due to their lack of familiarity with laws.

Mr. Kihara said all public servants have been appointed to

serve the people, hence exercise delegated authority from them, and must always be citizen-centric, pursuant to Article I of the Constitution which states that power belongs to the people.

He stated that public servants are accountable to the citizens through various entities, including independent offices, auditor general, national assembly among others and should bear scrutiny with fortitude.

“When we are subjected to scrutiny, we must explain ourselves, we must make ourselves available and where we are asked to explain our actions, we must take it seriously,” said Kihara.

In reference to recent cases where civil servants have

been taken to court, Mr. Kihara noted that the government is controlled by the rule of law, and officers should not be anxious if what they are doing the right thing.

“You will not be victimized for doing your work, neither will you be victimized without being heard and neither will you be victimized maliciously,” he said.

He advised public servants to uphold integrity as spelt out in article 10 of the Constitution.

Present at the event were Directors of HRMD from MDAs, Representatives from Universities, Commissioner of Prisons, CEOs from State Corporations, CEOs from various Commissions, PASs, Representative of Comptroller of Budget, Deputy Head of Public Service, representative of the head of public serve, Representative Comptroller of state house.

Others were Public Service Commission Chairman, Mr. Stephen Kirogo, Vice Chairperson Ms. Charity Kisotu, Commissioners Amb. Salma Ahmed, Ms. Joan Otieno, Dr. Joyce Nyabuti, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Amb. Patrick Wamoto, Mr. Andrew Muriuki, CEO Mr. y Simon Rotich and members of the secretariat.

## Huduma law will boost human resource information system



*Cabinet Secretary Ministry of Interior and Coordination of National Government Dr Fred Matiang'i addressing media. On the left is the Ministry of ICT Cabinet Secretary Joe Mucheru and Ministry of Health Cabinet Secretary Cecily Kariuki*

**By Harold Avis**

**T**he Cabinet Secretary for Interior and Coordination of National Government Dr. Fred Matiang'i has called for views and proposals from the public on the draft, proposed Huduma Bill, 2019.

An open public forum for public participation has also been slated for Wednesday, 31<sup>st</sup> July, 2019 at the Kenya School of Government, Lower Kabete Campus.

The Bill, if enacted by Parliament, will ease the roles of Human Resource Management and Development (HRM&D) practitioners' drastic reliance on numerous sources of individuals' information, which takes long to authenticate.

Section 6 of the Bill proposes establishment of

NIIMS database which will contain personal data of an individual's identity, and data created in response to an individual's demand of a particular service.

Individuals' particulars in the NIIMS database will include names, nationality, date of birth, place of birth, phone number, email address, Huduma Namba, birth entry number, Kenyan Passport number, tax payer PIN, driving license number, NHIF number, NSSF number, NEMIS number, among others.

These have been elaborated in the First Schedule of the Bill.

Section 17 of the Bill proposes that every government agency delivering a public service shall be linked to the NIIMS database to enable authentication of personal data, and transmission, access or retrieval of information

necessary for the proper discharge of agency's functions.

Every resident individual will have mandatory obligation to present the Huduma Namba in order access services listed in Section 8 of the Bill.

The Bill identifies Public Service Commission as a key stakeholder in the seamless functioning of NIIMS by recruitment and recommendation of a person to be appointed as a Data Protection Officer as elaborated in section 45.

The Bill can be accessed on four MDAs website as per the following links [www.interior.go.ke](http://www.interior.go.ke), [www.ict.go.ke](http://www.ict.go.ke), [www.hudumanamba.go.ke](http://www.hudumanamba.go.ke) and [www.immigration.go.ke](http://www.immigration.go.ke).

## Reinventing government and reaffirming total quality service to the public

By Simon Wachinga

**W**ith the public no longer ready to withstand poor service delivery, it means that the perception of quality of the service delivered has also shifted.

This therefore demands for reinvention of governments' service infrastructures in order to reaffirm total quality service to the public.

Reinvention entails banishing bureaucratic structures and engendering entrepreneurial spirit in order to successfully transform infrastructure in a manner that will improve perception of services offered.

This could be achieved by reinforcing appropriate customer behavior to get their trust about the quality of service driven by the employees' behavior, and the relationship between the system type and its structure.

In short, it does not call for



*Mr. Simon Wachinga*

doing away with the established structures per se, rather it hinges on the functional orientation embraced by the people working in these structures.

In fact, it will greatly depend on the employees' self-reinvention and which in turn is reflected in the way the structure achieves its strategy and goal, in particular the management practices (behavior).

That is, turning from chaos to commitment and recognizing that the work now being performed by the public servants is more managerial-

oriented than administrative.

Reinvention helps the government in designing a program, or an infrastructure that meets and exceeds the public wants, reinforcing positive perception on the service delivered.

Reinvention starts with the leaders who provide for the definition of the context, that is, demonstrating mission and possibilities of an infrastructural transformation despite the environmental competition, and providing intangible assets such as competence to employees for them to achieve strategies.

There is need embrace focused reforms where we do not stop at the service process but also stride towards service outcomes or benefits.

This is where and how to reduce the service expectations and enhance perceptions and ultimately address the perceived service quality gap.

***Mr Simon Wachinga is the Director Compliance and Quality Assurance***

## New Land Administration Officers undergo interview

By Badi Khamis

**R**ecruitment of 58 Land Administration Officers to fill posts in the Ministry of Lands and Physical planning that were advertised in October 2018 is in progress.

Over 200 candidates were shortlisted to appear for the interviews, which are scheduled to end on 8<sup>th</sup> August 2019.

Candidates who qualified for shortlisting were required to have, bachelor's degree in Land Economics, Land Administration, Geography, Economics, Agricultural Economics, Environmental Science

or any other related field from a university recognized in Kenya.

Candidates would be considered if they possessed a general degree plus a diploma in Land Administration, Survey, Cartography, Real Estate Agency, Environmental Science or any other relevant diploma certificate from a recognized institution.

Successful candidates will undergo on job training for the first two years under the supervision of a Senior Land Administration Officer.

Their duties and

responsibilities will entail processing applications for development control, including subdivisions, change/extension of user and lease extensions; making requisition for approved development applications as well as preparation of advertisement notices.

They will also carry out investigations on Land Rent Defaulters in consultation with the officer in-charge of land rent section and undertake site inspections alongside Senior Officers.

## Charter for the Public Service in Africa

By Gabriel Juma

The Charter for the Public Service in Africa which prescribes the criteria to be followed by public service practitioners in provision of services was adopted in February 2001.

This was during the third Pan African Conference of Ministers from member states that was held in Namibia.

The charter defines the principles and general rules governing Africa Public Service with respect to transparency, professionalism and ethical standards.

It provides concrete expression to the Commitment of African states to promote values in the public service and serves as a policy framework for the public service administrations of all African Countries and a source of inspiration for the development, strengthening or updating national codes of Conduct.

The criteria prescribed by the Charter to be followed by public service practitioners in provision of services include, Proximity and accessibility of services; Establish mechanisms for participation, consultation and mediation; and Ensuring that the highest quality and the most effective and efficient services are provided by making optimal use of the resources at its disposal.

Others include establishing mechanisms to ensure periodic evaluation of services offered to the public; taking administrative decisions in accordance with transparent,



Gabriel Juma

simple and understandable procedures, while ensuring accountability to the citizens; and the public service determining and respecting deadlines in the delivery of its services.

All African countries that are signatories to the Charter are expected to mainstream service delivery charters as tools for accountability. Kenya adopted the model of service charter in 2005. However, most

**Transforming service delivery begins with understanding citizens' needs and priorities, identifying which services citizens find most problematic and measuring the extent of the dissatisfaction.**

of the charters were prepared without the active participation of service seekers.

Emma Dudley, [Diaan-Yi Lin](#), [Matteo Mancini](#), and Jonathan Ng in their article titled "Implementing a citizen-centric approach to delivering government services" observe that many governments continue to design and deliver services based on their own requirements and processes instead of the needs of the people they serve.

They argue that the only way governments can increase public satisfaction and reduce costs is when they deliver services based on the needs of the people they serve.

Transforming service delivery begins with understanding citizens' needs and priorities, identifying which services citizens find most problematic and measuring the extent of the dissatisfaction. This enables governments to prioritize areas for improvement.

In some countries, governments have introduced a service-wide Citizen Service Delivery Charter that prescribes the minimum service delivery standards for common services across the government departments.

This ensures standardization of services across the public sector. The next article will review the jurisdictions that have adopted this approach towards service delivery.

# PICTORIAL: Rapid Results Initiative and Internship Programme



CEO Simon Rotich chats with Secretary, HRM, Ministry of Public Service Mary Maungu outside the Convention Centre, KSG after the consultative meeting on internship programme



Commissioners Joan Otieno (left) and Amb Salma Ahmed chat moments before the RRI launch at the KSG Convention Centre



Prof Margaret Kobia is shown the workflow in pension processing by Director Pensions Mr Shem Nyakutu as Mr Rotich looks on



Delegates follow the proceedings during the launch of RRI at the Convention Centre, KSG



Mr. Stephen Kirogo shaking a leg to the tunes of KSG choir



PSC choir performing during the RRI launch

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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
- Internal Audit

### Commissioners

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

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Simon K. Rotich, EBS