



Parliament approves PSC Regulations 2020

By Browne Kutswa

The Parliamentary Committee on delegated legislation has approved the new PSC regulations 2020 which were presented to Parliament on 11th February 2020.

The approval which was done during the committee sitting on Tuesday 25th February 2020 paves way for the implementation of the regulations to operationalize the PSC Act 2017.

The committee is chaired by Uasin Gishu women representative Gladys Boss Sholei.

The regulations provide further clarity and give full effect to the mandate of the Commission in line with

Section 92 of the Public Service Commission Act 2017.

They also provide a framework for proper management of the public service through standards and criteria for appointment, promotion, discipline and removal of staff in the public service; form and method of keeping records under the Public Service Act; and criteria for reviewing the qualifications of persons holding offices in the public service.

The regulations will also guide the administration of career progression and professional development programs for public officers;

exercise of disciplinary control in the public service; promotion and reporting of values and principles of public service; and provide guidelines on retirement.

The Draft Regulations went through a lengthy consultative process of public participation and stakeholder validation before being presented to the House for adoption.

Views, comments and recommendations from stakeholders were collected, consolidated and included in the Regulations.

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Deputy Commission Secretary, Mr. Remmy Mulati (second left), KCB, KICC Branch Manager Ms Susan Kisigwa (right) and Assistant Director HRM Ms. Caroline Kiget cutting a cake to mark the 2nd Anniversary since the introduction of the PSC Mortgage Scheme at Commission House. (Full story on page 6)

PSC invites public participation on policy regulation documents

By Habel Shiloli

The Public Service Commission has invited the public to submit memoranda on three draft policy documents by 10th March 2020.

Copies of the documents namely, the *Draft Discipline Manual for the Public Service (Revised 2020)*; *Draft Policy on Contract Employment in the Public Service January 2020*; and *Draft Performance Management Regulations for Public Participation February 2020* are available on the PSC Website.

According to the documents, revision of the *Discipline Manual for the Public Service, 2016* became necessary so that it can conform to the enacted Public Service Commission Act, 2017, and the Fair Administrative Action Act, 2015.

The Manual provides general

guidelines and procedures to be followed in handling and determining discipline cases.

The objective of the manual is among others, to define discipline and understand its meaning in the context of existing public service regulations.

The *Draft Policy on Contract Employment in the Public Service January 2020* was necessitated by the need to address weaknesses exhibited by the current model of employing public servants on permanent and pensionable terms of service, including general apathy and under performance of the public servants, low productivity and inefficient service delivery to the Kenya Citizenry.

Draft Performance Management Regulations for Public Participation February 2020 shall apply to

public bodies and all persons holding or acting in an office in a public body except those exempted under Article 234 (3) (a) of the Constitution.

The objective is to improve the quality of public services by focusing performance results on citizen needs; improve on efficiency and effectiveness in service delivery; and provide means through which public institutions are held accountable for performance results among others.

The Commission has also invited requests for proposals for development of the PSC Communication and Branding Strategy.

The five year communication strategy will support implementation of the strategic plan 2019-2020.

Panel Shortlists eleven for NCIC member

By Badi Khamis

The Selection panel for nominee and subsequent appointment of a member of National Cohesion and Integration Commission (NCIC) have short listed 11 candidates.

The shortlist was made public on 25th February 2020 through the print media and the interviews will be conducted on 2nd March 2020.

The advert was published on 6th February 2020 and a total

225 applicants submitted their application.

The shortlist comprised of, Hon Ibrahim Ahmed, Dr. Rose Mumbua, Mwanahamisi Hamisi, Dr. Emmanuel Lokicha, Amina Rahid, George Ngundo, Hazel Nyamoki, Beverly Cherop, Moza Ally, Issac Kipkemboi and Nimusimu Iddi.

The position fell vacant after the demise of Fatuma Tabwara on 29th December

2019.

The late Fatuma was the Vice Chairperson of the Commission.

The Panel comprised of Kang'ethe Thuku (Ministry of Interior), Simon Rotich (CEO, Public Service Commission), Concepta Wasilwa (AGs office), Abdi Ahmed Mohamud (EACC), Priscilla Nyokabi (NGEC), and Anne Amadi (Registrar, Judiciary).

Colloquia for PSIP interns begins at Commission House



Deputy Director Compliance & Quality Assurance Mr Gabriel Juma speaks to interns during a colloquium at the PSC ICT Training Room, Commission House

By Caroline Kiget and Stephen Chege

Weekly colloquia for interns deployed at the Public Service Commission under the Public Service Internship Programme kicked off at Commission House on 17th February 2020.

The general objective of the colloquia is to ensure that interns are exposed to several cross-cutting issues touching on the public service.

The goal is to deepen their understanding of public service in preparation for future career in the public sector.

The first colloquium titled “How the Public Service Works” was facilitated by Dr. Sylvester

Obongo, Director, Performance Management and Service Delivery Improvement.

He highlighted the make-up of the Government, explaining the terms ‘civil service’ and ‘public service,’ and the three arms of government namely the Legislature, Executive and Judiciary; Objectives of Public Service; and how does it works.

During the second colloquium on 24th February, 2020, Deputy Directors, Compliance and Quality Assurance Mr. Wesley Kipng’etich and Mr Gabriel Juma took the interns through the Code of Conduct and Work Ethics in the organization, so that they can blend correctly with the rest of

the employees.

“The Code of Conduct is supposed to reflect the culture that is present in the organization and to make a statement that all employees and other stakeholders hear,” said Wesley.

He encouraged the interns to treat the Code of Conduct with a lot of weight and carry it as an individual affair.

“There is no collectivity in conduct,” he stated, adding that the Code of Conduct informs both the internal and external stakeholders about what the organization values most.

“It is therefore the heart

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Colloquia for PSIP interns begins at Commission House

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and soul of the organization,” he said.

Mr. Juma explained the dressing code expected of interns and the work ethics, such as the reporting and departure hours at work.

“We are the ambassadors of the organization and we should therefore dress in a presentable manner,” he said.

He said the main role of public servants is to deliver services to the citizens and create connection between the government and the citizens.

Juma encouraged the interns to be keen on the organizational culture so that they can integrate quickly with the expected way of doing things.

He urged interns to be patient in their career growth since it is

gradual.

“You require having a lot of passion in execution of your duties in order to make significant contributions to the various departments where you are attached,” he added.

Deputy Director, Public Communication Mr. Browne Kutswa urged interns to have confidence in articulating their ideas.

“You should be proud of your positions because you are here rightfully,” he said.

He expressed optimism that after the 12 months stint, the interns will have made remarkable contributions to the organization as they strive to grow their various skill sets.

The interns have expressed their appreciation to the Commission for organizing the colloquia, which will take place every Monday 8.00 to 10.00a.m.

*“Treat the Code of Conduct with a lot of weight and carry it as an individual affair” -
Mr. Wesley Kipng’etich*

PSC to conduct interviews for medical interns

By Pauline Muriuki

The Public Service Commission is set to conduct interviews for internship positions in different disciplines under the Ministry of Health to support the implementation of the Universal Health Coverage.

Nine hundred and sixty (960) candidates have been shortlisted for a one-day interview programme to be conducted on 27th February, 2020 at the Kasarani Sports gymnasium, Nairobi.

The interviews will run from 7.00 a.m. to 5.00 p.m.

Universal Health Coverage is one of the priority Big Four Agenda of the government, in which the Commission has a mandate to provide qualified healthcare personnel .

The Commission has mobilized teams of secretariat staff to provide logistics support

to the interview panels, that will be led by a Commissioner.



Director Performance Management & Public Service Delivery Dr. Sylvester Obong’o supervising interns as they fill interview forms during an earlier interview

Plans underway to train youth on leadership and values

By Pauline Muriuki and
Habel Shiloli

The Public Service Commission has initiated talks with Emerging Public Leaders Foundation for collaboration on leadership and values in public service.

The team consisting the foundation's Founder and Executive Director, Caren Wakoli; Executive Director, Yawa Hanseen-Quao; and Manager, Leadership Development and Mentorship, Elishiba Msengeti Poriot held a meeting with the Commission at the Commission House, led by the Chairman Mr. Stephen Kirogo on 19th February 2020.

The purpose of the meeting was to discuss pertinent issues touching on the mode of collaboration and agree on a way forward for the Leadership Fellowship Technical Committee that is led by Commissioner Dr. Mary Mwiandi.



From the left, Caren Wakoli, Founder and Executive Director of Emerging Leaders Foundation, Commissioner Dr. Reuben Chirchir, Elishiba Msengeti-Poriot, Manager Leadership Development Program at Emerging Leaders Foundation, PSC Chairman Stephen Kirogo, Yawa Hansen-Quao the Executive Director of Emerging Public Leaders, Commissioner Dr. Mary Mwiandi and Vice Chairperson Charity Kisotu.

The technical committee members include representatives from several government ministries; Ms Wakoli and Ms Poriot of Emerging Leaders Foundation; and the Public Service Commission.

Shortlisting of candidates now automated

By Bernard Wekesa

Public Service Commission is set to fast track clearing of pending recruitment cases following the adoption of automation tools in shortlisting candidates.

The decision, reached by the board, is a major step towards removing the time-consuming exercise of manually shortlisting candidates.

In effecting this, the ICT team is applying the “big data treatment” to candidate information provided during application.

The first online shortlisting exercise for over 4,500 applicant's cadre of Human Resource Assistance III (Ministry of Public Service Youth, and Gender affairs) was done in about 2 hours.

In the normal manual shortlisting process which requires perusing each and every page of bulky papers, this could have taken more than three days.

The new system is not only efficient and effective, but also saves resources like time used in preparing long lists of applicants.

It is cost-effective as unnecessary paper is not used, thus reducing wastage and minimizing maintenance costs for printers.

The automation will assure accuracy in shortlisting and record management.

Mortgage Scheme a boon to PSC staff



The PSC CEO Mr Simon Rotich (third left) receiving mortgage documents from a KCB official in the CEO's office Commission House

By Badi Khamis

Over 20 staff have benefited from the Public Service Commission Mortgage and Car Loan Schemes introduced in the year 2018.

This was announced by the PSC's Deputy Commission Secretary Mr. Remmy Mulati on 18th February 2020 during a brief ceremony organized by the scheme administrators, the Kenya Commercial Bank (KCB).

The event, which was held at the Commission House, was aimed at fostering and appreciating the good relations PSC and KCB have fostered since the inception of the Scheme.

Mr. Mulati said that staff welfare is paramount if an organization wants to achieve optimum production levels.

He noted that the collaboration between the two entities have been fruitful, and thanked the KCB bank officials for the commitment to fast track all applications for the purpose of minimizing mortgage processing time.

KCB, KICC Branch Manager Ms. Susan Kisigwa promised to look into all queries raised by staff while accessing the facility.

She requested PSC management to arrange for a sensitization workshop with the staff where clarifications to queries on Mortgage and car loan scheme will be made.

During the scheme inauguration, PSC and KCB signed an MoU stipulating legal clauses, terms and conditions, exit conditions and the amount one can access.

Applicants for mortgage loans

and car loans can repay their loans over a maximum period of 25 years and 5 years respectively at a 5% interest rate per year.

The scheme also facilitates construction or purchase of a house where one is 100% funded.

Present during the event were, PSC's Mortgage and Car Loan committee members, Ms. Sally Tanui and William Migwi; Deputy Director Public Communication Mr. Browne Kutswa; Deputy Director HRM Mr. Gilbert Nyandiga; and Assistant Director HRM Ms. Caroline Kiget;

Others were KCB officials Ms. Mary Ninah (Assistant Manager Mortgage, KICC Branch), Immaculate Reena, Wangui Waweru and Florence Cheptirgei (Mortgage Schemes), and Joshua Kirui (Relationship Manager).

Plans underway to transcribe PSC documents into braille

By Juma Gabriel

Plans are underway to translate the Public Service Commission policy documents and reports into Kiswahili and Kenyan sign language, including braille.

This follows the board's decision, as a step towards concretizing Government effort to promote social justice, inclusivity and non-discrimination as espoused in the Constitution 2010.

In making the decision, the Commission noted that citizens who are not well versed with the English language, as well as the visually impaired persons will not only be empowered to participate in policy engagements but also benefit from timely and up-to-date information on the status and emerging trends in the public service.

It is envisaged that translation into Kiswahili, as well as transcription into Braille of all the critical Commission's policies and publications will enhance the provision of effective and efficient services and dissemination of appropriate documents to all persons including the visually impaired.

The translation and the transcription processes will ensure wider accessibility of Commission's documents by members of the public and also promote inclusivity and diversity across the public service regarding the needs of the visually impaired.

This initiative will ensure that visually impaired persons



Gabriel Juma

fruitfully participate in development and validation of key documents, and in the long run contribute effectively to national development among others.

Studies have established that Kiswahili is one of the most influential trans-ethnic languages in East Africa.

It is now one of the optional languages of the East African community and has been declared the lingua franca of the region.

It is a symbol of identity and heritage to most East Africans, as it does not only provide an avenue for this integration, but it also sustains the integration while providing identity, common thought and vision.

On the other hand, braille has been the major medium of communication for the visually challenged persons for more than a century and is recognized as a valuable and a crucial tool to facilitate access to information for the visually impaired citizens.

The Constitution provides that Kenya's official languages are Kiswahili and English. In addition,

it fulfills the Constitution's requirement that formidable and sustainable structures be established to ensure the well-being of persons living with disabilities, and specifically that the visually impaired are adequately catered for.

Article 21(b) of the Convention on the Rights of Persons with Disabilities requires all state parties to accept and facilitate the use of sign language, Braille, augmentative and alternative communication, and all other accessible means, modes and formats of communication of their choice by persons with disabilities in official interactions.

The translation into Kiswahili of government documents as well as the transcription of the same into Braille will be instrumental in empowering all citizens when seeking government information/services and to effectively participate in Kenya's development agenda.

***This initiative
will ensure that
visually
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development.***

PSIP interns relive their experience at the workplace

It is five months since the Public Service Internship Programme was rolled out and pioneer interns under the programme have mixed feelings about their first experience at the workplace.

About 5,600 interns have been deployed in Ministries, State Departments and Agencies (MDAs) under the programme.

Stephanie Ndiku was deployed to the Ministry of Information, Communications and Technology, under the Ajira Digital Program.

She notes that it has been a tremendous learning journey for her.

"I've been equipped with knowledge and skills on how to work online, and to train and empower other youths to find alternative means of working, to make income," she says.

She regrets not having known about the Ajira Digital Program, which she discovered is designed to help the youth find and do jobs online in order to overcome the harsh economic times.

"Of course, I have experienced some setbacks like meeting unresponsive youths who do not appreciate the concept of Ajira program, and also some operational challenges," she says.

But she is quick to add that the challenges cannot overshadow the benefits of the opportunity the government has given her to serve other youths and be part of the solution to unemployment amongst them.

"My advice to my fellow youths is... Be deliberate about seeking opportunities that are

available out here because they are many. Do not make the same mistake I made of not being aware of online jobs.

"My advice to the government, through Public Service Commission is... 'Continue engaging the youth in the graduate trainee program and have a plan to absorbing them even after the one year contract expires,'" she says.

For **Victor Munene**, after undergoing a one-week induction program on the Ajira Digital Programme at the University of Nairobi, he was deployed to the office of the Government Spokesperson at Telposta.

"The first assignment under our supervisor, Madam Bernadette Khaduli, who is based at Nyayo House was writing a news story about an event that was graced by the Chief Justice David Maraga and the Director of Public Prosecution Noordin Haji. This was a totally exciting experience for me," he says.

He adds, "Officers, Alice Gworo and Wangari Ndirangu have been helpful in guiding us on how to write good stories and we keep looking forward to the next opportunity to undertake the assignment."

He reveals that currently, he is conducting a survey under the Ajira Digital Programme, which is progressing well except for a few challenges.

"Some respondents in the survey are unwilling to answer some questions, claiming that they are too personal, while

others seem to be subjective in rating their institutions," he laments.

"I can say that I have learned a lot from our supervisor and other officers for the one month I have worked. As interns, we are also learning a great deal from one another," he concludes.

Abigael Cherotich who was among the first cohort of interns to be deployed was excited when she spotted PSC Vice Chairperson, Charity Kisotu at an event hosted by Commission for Revenue Allocation (CRA) where she is deployed.

"I wanted to run towards you to greet you as I welcome you for the meeting but I did not know how you were going to take it. I decided to be patient till you reach the registration desk," she said in an email she wrote to the Vice-chair.

Abigael then decided to take the Vice Chair's e-mail address from the registration form to enable her communicate her gratitude.

"Thank you for coming up with PSIP program," she wrote "It is indeed a great platform for the youth which has enabled me learn much on the practical part of my course BSc Economics and Statistics as well as network.

"PSC to me is like a family, it has provided the conducive environment to gain experience while working towards achievement of PSC motto of reforming, performing and transforming Kenya. I am extremely grateful for the opportunity," she wrote.

My encounter as an intern on a wheelchair

By Julius Mwaura

I have been to many job interviews myself and so when this particular one for PSIP internship came, I didn't think much of it.

It has become sort of a norm for us, Persons With Disability (PWDs) to be denied opportunities because of our perceived "inabilities," although regulars or able bodied people (as they are referred to in comparison to us) will say it's not always the case. But based on experience, we are able to see it coming miles away.

I took my papers and showed both myself and my work as best as I could, and was successfully recruited. Like clockwork, the obvious drama came the very day I reported for deployment.

I remember feeling anxious as I entered that HR office because I knew something was bound to go wrong somewhere... and, it did!

I was tossed around from one office to the next for about a week or so and just when I thought it could not get any worse, it did.

There were departments that did not want to take me in, not because there was no space, but because apparently, they did not take guys on wheelchairs!

Let me backtrack a bit to the first day I came in. The HR person did all she could but there seemed to be no headway. In one last attempt, she called up one of the departments in the Ministry.

Before the person on the other end picked the call, she asked me to leave the room (I think it was because she didn't want me to be offended as she explained my "situation" to the other person).

After a while she called me in and asked, "Are you confined to your wheelchair?"

"Yes," I said.



Mr Julius Mwaura
PSIP Intern, Communication Unit, PSC

"I called Department of... (Name withheld) but when I told them about your disability they said they don't take people on wheelchairs. If you were using crutches, it would have been better," she said.

"Is that what they said?" I asked.

"Yes," she answered.

I wanted to be offended but I couldn't because I was expecting it. I anticipated it.

She just looked at me, thinking for a while, and then asked me to head home as she consults the director.

As I headed home, I kept wondering why government institutions say that it's okay for PWDs to apply for job opportunities but when we do, little to nothing happens.

It was a bad experience for me through and through but to cut the long story, I ended up at the Public Service Commission's Communication Unit.

The experience here was quite the opposite of the very initial experience when I first received a call from PSC before being deployed to the Ministry that I mentioned earlier. The lady at PSC spoke rudely to me yet there was no reason for her to do so.

Here at the Communication

Unit, I found people who sat and actually listened. I found Pauline Muriuki whose smile and welcoming personality inclines me to think well of the rest of these chaps. I found Habel Shiloli, my supervisor who showed me around on day one and took me to the office to work.

I found Badi Khamis who shows me how things are done in the office and goes out of his way to get me food in the office so that I don't struggle going up and down. I found Browne Kutswa, my boss, who in a way mentors me without even knowing it. He sits me down to give me direction whenever I veer off course and gives wise counsel and caution when I have misconceptions of my own. He has allowed me to write this piece, so let's hope he likes it.

Above all, I found a mother here too, Commissioner Dr. Mary Mwiandi. She just looks out for my best interest; calls me son and is not afraid to correct me even on my looks.

"How are you son?" She asked me as we rode the elevator to our separate offices.

"I am well mum," I answered.

She then looked at me and said, "You look good but hiyo ndevu tutanyoa tu pia." (You look good but that beard needs shaving too).

Let's just try to be a little bit nicer to each other by putting ourselves in the others' shoe. Don't make us feel less of ourselves when we speak and fear to speak because we might be fired. We (PWDs) are part of the community, hence not going anywhere. Let us allow space for everyone.

My Journey into internship and the initial experience

By Samuel Njuguna

My first engagement with the government through the Public Service Internship program (PSIP) has been a pleasant experience.

It started like a slow, dreary dream, with a text message from the Public Service Commission, in response to an earlier online internship application.

My first reaction was like...So the government can be serious in these seemingly small things and people, after all?

Then came the huge Kasarani response and interviews, and it started dawning on my poor pessimistic mind that it is possible, after all, to join the civil service, to become a government worker, a thing that would have seemed impossible a few months ago.

The surprise of success during the interview, communicated through a text message was as inspiring as the induction into the civil service that followed.

That induction at the Kasarani gymnasium was an eye opener as to the conduct and workings of the government.

The stoic and seemingly stern faced men and women from the public service commission were welcoming but reserved.

The long experience of facilitators at the induction came in handy as they counseled and inspired the gathered and expectant interns.

They went to great lengths to



Mr Samuel Njuguna

communicate patriotism, to instill passion for service to fellow countrymen, and to inspire hope.

It was not lost on all that the old guard earnestly desired to impact the attentive interns, expect they would in turn use the golden opportunity to positively impact and transform their country.

My short experience as an intern has been inspired much by the words of one Dr. Julius Kipng'etich.

He delivered a moving and informed narrative on how nations develop through human resource even when there are no resources, as is the case with South Korea and Singapore, nations that have moved from zero to first world in some few decades.

Along the same theme, it has been pleasant interacting and learning opportunity from the seniors in the work place.

This learning has been

influencing my work philosophy as i interact and gather news, to tell the story of development.

I have been fortunate to be deployed under the Nairobi County Information officer, Bernadette Khaduli, who takes time to listen and offer necessary guidance to those like me who are new, but naive in finding our way as we seek to serve for national development.

In the workplace, I have been fortunate to encounter equally passionate men and women, who are nonchalantly fulfilling their tasks.

There are those who seem withdrawn, maybe, lost in their world of work.

They too have their story, in their service to God and mankind. They could be telling it differently but I am a writer whose exciting story is best told this way.

It is part of the story on development, and how ordinary people are interacting with government officers, and other workers to bring about change, for the good of all.

This is the story that I have always wanted to tell ever since my primary English teacher stood before the whole school, during the school parade, to read my winning English composition story!

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To reform and transform the public service for efficient service delivery

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- Professionalism
- Innovation
- Team-work

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