



PSC News

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

National ethics and anti-corruption policy launched



EACC Chairperson Arc. Bishop (Rtd) Eliud Wabukala presenting copies of Sessional Paper No. 2 of 2018 (National Ethics and Anti-Corruption Policy) to PSC Chairman Mr. Stephen Kirogo

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By Badi Khamis

The recently launched Anti-Corruption policy will enhance co-ordination and synergy among all stakeholders in the fight against corruption.

The document was developed by the office of the Attorney General (AG), and the Department of Justice, in collaboration with the EACC.

The policy is expected to improve the legal and institutional frameworks for anti-corruption, ethics, and integrity and co-ordinate and integrate approaches to fight corruption involving all stakeholders.

Speaking during the launch of the policy on 7th October, 2020 Public Service Commission (PSC) Chairman Mr. Stephen Kirogo called on public servants to embrace a citizen-centric approach in their service delivery to the public and ensure accountability

and prudent utilization of public resources.

Mr. Kirogo said that PSC is a key stakeholder in the effort, whose objective is to provide a comprehensive, coordinated, and integrated framework for fighting corruption.

"The Commission is working to ensure that the public service reviews its business processes to minimize human contact and thereby reduce the opportunities for mischief which gives rise to corruption," he stated.

The Chairman, Ethics and Anti-Corruption Commission (EACC) Archbishop (Rtd) Eliud Wabukala said this during the unveiling of the policy at the Kenyatta International Convention Centre (KICC) on 7th October 2020.

He urged stakeholders and the citizens at large to cooperate and ensure that the policy is fully executed.

Speaking through video call, the Chairperson, Council of Governors Wycliffe Oparanya said that though there are several legislations to combat corruption, to eliminate the vice, goodwill, and cooperation is paramount from all the stakeholders.

"To this end, the core objectives of various laws have not been fully realized. The vice has remained rampant in the country and this has led to citizens having low confidence in the rule of law," said Oparanya.

Present during the launch were EACC Commissioners; Director Criminal Investigations, Mr. George Kinoti; Secretary, Justice and Constitutional Affairs, Ms. Maryanne Njau; The EACC CEO Mr. Twalib Mbarak; PSC Deputy Commission Secretary, Mr. Remmy Mulati, amongst other dignitaries.

Stakeholders sift through PSC policies during a webinar



PSC Chairman addressing stakeholders during the webinar on 28th September 2020

By Badi Khamis

Over 500 stakeholders participated in a Webinar, which validated the PSC Draft Performance Management Regulations, Draft Policy on Employment on Contract in the Public Service, and the Revised Discipline Manual.

The stakeholders were also taken through the provisions of the PSC Act 2017 and the PSC Regulations 2020, to improve their understanding, for proper implementation.

The two-day sensitization and validation webinar which was conducted in two sessions began on 28th September to 1st October 2020.

While officially opening the webinar, the Chairman Public Service Commission Mr. Stephen Kirogo urged persons and institutions falling under

the Commission's jurisdiction to go through and understand the provisions of PSC Act 2017 and PSC Regulations 2020.

“Whereas the PSC Act 2017 and Regulations 2020 are already in force, we will be sharing and giving clarity on areas which you may be facing challenges in implementing,” said Kirogo in his opening remarks.

He asserted that the draft policy documents and regulations were developed in line with the existing legislation so as to help the Commission deliver on its Mandate and achieve its mission of transforming the public service for effective and efficient public service delivery under a Citizen–centric focus.

Presenters at the Webinar were the PSC Director Legal Service, Jacqueline Manani; Director Performance Management and

Service Delivery Improvement, Dr. Sylvester Obong’o; Director HRMD, Joan Machayo, Assistant; and Director HRMD Fidelis Macharia.

The webinar brought together Principal Secretaries; CEOs of State Corporations; Representatives of Public Universities; Representatives of Professional Bodies; Trade Union representatives; Public Servants; and members of the public. Commission Vice Chairperson Ms. Charity Kisotu officially closed the webinar.

Present during the webinar were, Commissioners Dr. Mary Mwiandi, Dr. Reuben Chirchir, Ms. Joan Otieno, Dr. Joyce Nyabuti, Amb. Patrick Wamoto, Mr. Andrew Muriuki; and CEO Mr. Simon Rotich.

PSC Communication Strategy development at advanced stages



PSC Chairman Stephen Kirogo chairs a briefing session with the Communication Strategy consultants at the Commission House

By Habel Shiloli

The process of developing the Public Service Commission (PSC) Communication and Branding Strategy is in advanced stages.

The strategy is expected to be rolled out within this calendar -quarter.

Once finalized, it will be expected to support the implementation of the PSC Strategic Plan 2019-2024, which was launched in September 2019.

PSC Chairman, Mr. Stephen Kirogo during an interaction with the team developing the strategy on 27th August 2020, said the document would be critical in not only catalyzing improved service delivery by the Commission but also by the entire public service.

“We want to change the larger public service then transform the citizens’ lives,” he said.

Through the current Strategic Plan, PSC’s Mission is to “Transform the Public Service for Efficient and Effective Service Delivery,” while the Vision is to have “A Citizen-Centric Public Service.”

During a stakeholder engagement organized by the Consulting firm, Cause Impact Ltd., through a webinar forum on 24th September 2020, participants from PSC Secretariat, Ministries, Departments, Government Agencies and State Corporations gave their inputs to improve the draft document.

Most participants expressed their satisfaction in the approach used in developing the document and were in agreement that the entire public service stood to benefit from it.

The lead Consultant Ms. Kentice Tikolo, said the strategy will increase the Commission’s

outreach and promote PSC’s values by fostering collaborative partnerships; ensuring a high level of integrity, transparency and accountability among all civil servants; and guaranteeing quality and excellence in service to all stakeholders, among others.

The draft, before being finalized, will receive inputs and endorsement from the Public Service Commission board.

**“We want to
change the larger
public service
then transform
the citizens’ lives,”
- Mr. Stephen Kirogo**

2019/2020 Annual Report tabled in Parliament

By Habel Shiloli

During the financial year 2019/20, the Public Service Commission undertook massive recruitments to address human resource gaps in the public service, the Annual Report 2019/20 has indicated.

The report which was published in the gazette notice Vol. CXXII – No. 184 of 12th October 2020 and uploaded on PSC Website says the Commission worked closely with partners to enhance its achievements.

The Commission partnered with the National Treasury and Ministry of Public Service and Gender to clear pension payments backlog; implemented the 17-tier grading structure for the civil service; and successfully rolled out of the Public Service Internship Programme (PSIP), among other achievements.

As required under Article 254 (I) of the Constitution and Section 90 of the Public Service Commission Act, 2017 on annual reporting, the Commission submitted the report on 30th September 2020 to the President and Parliament.

The theme of this year's report is "Creating a Fit for-Purpose Public Service."

It highlights the overall performance of the Commission through its clarion call to Reform! Perform! and Transform Under the **Reform Agenda**, the report highlights the public service reforms that

the Commission rolled out, the PSC transformation agenda and the Commission's work plan for 2019/20.

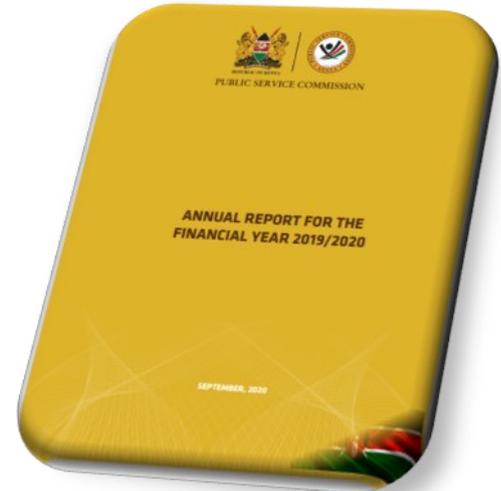
Under the **Perform Agenda**, the report provides details of activities undertaken by PSC to deliver on its mandate so as to ensure efficient public service delivery.

These include actualizing and facilitating internship programmes, among them the Public Service Internship Programme (PSIP); the Ministry of Health Universal Health Coverage Internship Programme (UHCIP); and the Presidential Digital Talent Programme (PDTP).

The Commission also reviewed the Human Resource Management Strategy; the Business Processes in Ministries, Departments and Agencies (MDAs); and the Requirements for Promotion of Senior Officers, among others.

The report also outlines activities that the Commission undertook to achieve an Ethical and Values-Based Public Service; promotion of good governance, ethics and integrity; and ensuring compliance to regulations, guidelines and Commission's decisions.

To enhance the Commission's Capacity, the report provides details on Skills Development, and Staffing Levels, among



others.

Under the **Transformation Agenda**, the report gives details on Human Resource Management, Pension Reforms, Public Service Internship Program, Leveraging on Information Technology, and the Need for Stakeholder Support and Participation

"Our priority during the first year of the plan period was to lay a solid foundation for a "Fit-for-Purpose Public Service, to drive our transformation agenda," said PSC Chairman, Stephen Kirogo.

Other board members include the Vice Chair, Ms. Charity Kisotu; Commissioners Dr. Joyce Nyabuti, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Amb. Patrick Wamoto, Amb. Salma Ahmed, Mr Andrew Muriuki, Ms Joan Otieno; and the CEO Mr. Simon Rotich.

Staff Pension Scheme fund records increase of KSh114million



Board of Trustees Chairperson Sponsor Nominated, Commissioner Joan Otieno (right) and Trustee Secretary Joan Machayo following proceedings of the webinar meeting on 17th September, 2020

By Pauline Muriuki

The Public Service Commission Pension Scheme fund-value increased by Kshs 114million in the period starting 30th June 2018 to 30th June 2019, representing a 35.51% growth.

This was revealed during the Staff Pension Scheme Annual General Meeting (AGM) on 17th September 2020, which was conducted through a zoom webinar.

Board of Trustees Chairperson, Commissioner Joan Otieno said the AGM is an important annual event, and is part of the board's relentless commitment in meeting the statutory requirements and sharing the fund's investment performance and general information to the members annually.

"The Board is continuously assessing various investment options, including infrastructure, to enhance the scheme's annual

returns," she said.

Commissioner Otieno noted that the meeting was convened in line with the requirements of the Retirement Benefits authority (RBA) Regulations. The new features of the fund include: access to mortgage through pension, post-retirement medical cover based on pension; and enhanced governance through good governance policy framework guided by the RBA. The scheme together with the service providers have adopted to this dynamics to better serve you.

Deputy Commission Secretary, Mr. Remmy Mulati who spoke on behalf of the Commission Secretary Mr. Simon Rotich, underlined the importance of the welfare, particularly in the health and wealth of societies.

"The true meaning of a good welfare system is one that meets the social needs of the present without compromising the ability of future generations to meet their

own social needs," he said.

Mr Mulati appreciated the tremendous work done by the Trust Secretary Joan Machayo in laying a firm foundation of the scheme, upon which future leadership of the fund will build. Echoing the words of Commissioner Otieno, Mr Mulati observed that over the last five years, the staff pension scheme has continued to grow. He called upon the members to accord the necessary support to the Board of Trustees so as to steer scheme to greater heights.

The Fund Auditor Dr Samuel K. Odalo Oksam, said the scheme showed an increase in net income asset and number of members who increased from 211 to 221.

Odalo noted that the responsibility for management squarely lies on the trustees, for

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Staff Pension Scheme fund records increase of KSh 114million in one year

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maintenance of records and safeguard of assets.

While closing the meeting, Commissioner Otieno thanked the scheme members, sponsors, and board members for steering the scheme in the right direction.

Board of Trustees members

include Joan Machayo, Collins Mbaluto, Faith Anjili and Nelson Mithamo (Elected by members); and Francis Lemarkat and Christine Baari (nominated by the sponsor).

Present during the meeting were Joshua Ejakait, Investment Manager (Gen Africa Asset

Managers Limited), Cynthia Kuyebi (Enwealth Financial Services Limited, Scheme Administrator), Eden Kaberere (Cooperative Bank - Scheme Custodian), and Dr Samuel K. Odalo Oksam (Oksam Solutions, Fund Auditor).

First Cohort of PSIP completes one-year internship term

By Pauline Muriuki

The internship period for the inaugural cohort of interns under the Public Service Internship Programme (PSIP) ended on 15th October, 2020.

The 3,100 interns who were deployed to various Ministries, Departments, Agencies (MDAs) and State Corporations reported to their workstations between 14th and 31st October 2019, and have been serving under the PSIP programme for the past one year.

The PSIP programme, which is one of the PSC's flagships in the current Strategic Plan 2019-2024, supports government initiative in offering the youth work experience and skills.

During the internship period, the interns were expected to gain first-hand experience of working in government, which would also make them more competitive in the job market.

34 interns were deployed in various departments in the Public Service Commission.

As their term came to a close, the Commission organized a debriefing session on 13th October 2020 for the interns serving at the Commission.

The Director Performance Management & Service Delivery Improvement Dr. Sylvester Obong'o advised the interns to concentrate on career development which is more important than career growth.

"Take the internship program as the



Director Performance Management and Service Delivery Improvement, Dr Sylvester Obong'o addresses interns during the debriefing session in the Commission's ICT Training Centre

starting point of the long journey of your careers," said Dr. Obong'o.

"Always focus on long-term advancement of your careers and be strategic as you enter the job market," he advised.

The Ag. Deputy Director HRM, Mr. Gilbert Nyandiga, asked the interns to put together the ideas and guidance received from their supervisors during the program and use the same as 'weapons' while they venture into the new journey of their careers.

Speaking on behalf of the interns, Ms Sharon Chepkurui said it has been a great opportunity serving in the Commission, and learning

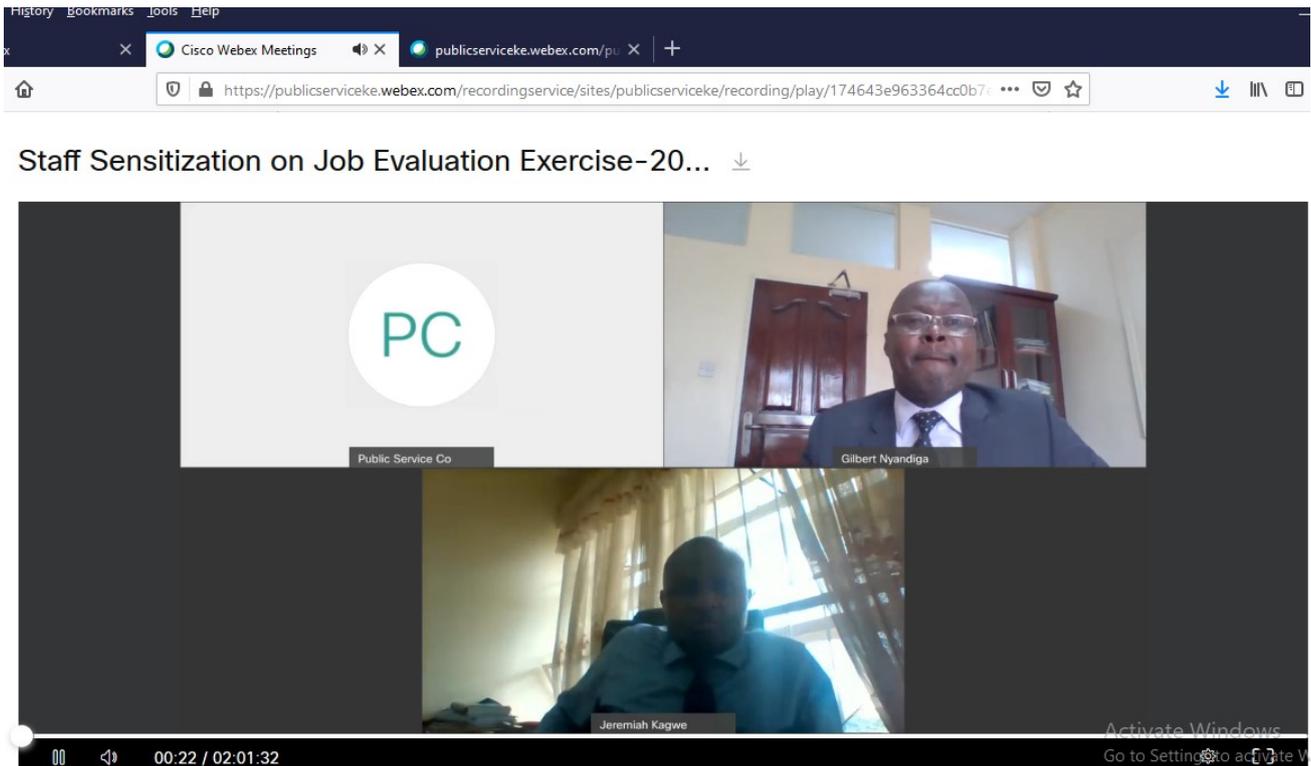
how the Commission interacts with various stakeholders.

"One year has been so great in terms of professionalism and work ethics. We were taught in class, but getting into the Commission and practicing the professional ethics was something different," said Sharon.

Sharon thanked all staff, especially the HR who played a role in allocating duties to ensure they were utilized in their specific areas of specialization."

In her parting shot, Sharon said, "It's a big thank you. If there's a chance to retain interns, we will be grateful."

SRC Commences Job Evaluation exercise



Acting Deputy Director Human Resource Management and Administration Mr. Gilbert Nyandiga (top) and Assistant Director Human Resource Management and Development Mr. Jeremiah Kagwe during a webinar for staff sensitization on job evaluation exercise

By Badi Khamis

Salaries and Remuneration Commission (SRC) has commenced Jobs Evaluation exercise, targeting Ministries Departments, Government Agencies (MDAs), Constitutional Commissions and Independent Offices .

The Public Service Commission held a sensitization webinar on 14th October 2020 to prepare all cadres of the secretariat staff for the exercise.

A team nominated from the secretariat staff to the Job Description Analysis Committee (JDAC) spearheaded the sensitization exercise.

The team underwent a 5-day preparatory training on development of Job Descriptions

at the Kenya School of Government.

In a presentation he gave, an Assistant Director Human Resource Management Mr. Jeremiah Kagwe who is part of the JDAC team outlined the objectives of the exercise.

He said the exercise seeks to determine the relative worth of jobs; determine rate of pay; provide objective criteria for management of remuneration; promote harmony between employees and employers; and to provide a basis for addressing disparities on remuneration and benefits.

The exercise will also eliminate wage inequalities in the public

service; provide basis for fixing incentives and bonus plans; ensure similar remuneration for similar work and provide equitable job structure.

“SRC is *inter alia* mandated to advise on remuneration and benefits for Public Officers,” he said.

SRC has set four years remuneration review cycle. The current one is the third cycle which will cover 2021/22 -24/25.

Staff were guided on how they will fill the Job Description template which was circulated to them.

The filled templates will be consolidated and submitted to SRC.

South Africa holds State of the Public Service Address

Dr. Sylvester Obong'o and
Dr. Juma Gabriel

Kenya participated in this year's South African Public Service Commission

(SAPSC) Annual State of the Public Service Address on 1st October 2020, through Webinar.

The Public Service Commission's (PSC's) Director for Performance Management and Service Delivery Improvement, Dr. Sylvester Obong'o and Deputy Director Compliance and Quality Assurance, Dr. Gabriel Juma represented the Commission and the country.

During the conference, the SAPSC launched a Guide on Constitutional Values and Principles and used the occasion to deliberate on the lessons learnt by the public service in managing the COVID-19 pandemic.

Dr. Obong'o and Dr. Juma shared the Kenyan experience in managing the COVID-19 pandemic and key lessons learned in ensuring business continuity and service delivery.

The Annual State of the Public Service Address is aimed at providing citizens with information on how public services are performing.

An important feature of this year's State of the Public Service Address was the launch of the Guidelines on Constitutional Values and Principles.

The Guidelines aspire to promote the internalization of



values and principles in the daily activities of public officers with the intention of changing behaviour and attitudes.

The SAPSC also expects the guide to facilitate building of a cohort of public servants who understand the purpose and existence of government and the implementing agencies and promote good governance in the public sector and public administration.

In addition, the guide provides information to citizens on what to expect when interacting with the government. Through the guide the Commission hopes that public officers will go beyond compliance to providing caring services.

The speakers who made presentations during the Webinar emphasized the need for citizens to be treated with dignity. Public officers were also reminded that the service was driven by a set of values and a duty to serve fellow citizens.

With regard to the impact of COVID-19 pandemic, the delegates were in agreement that no matter the situation, provision of government services cannot be suspended.

Other lessons for the public

service included the need for government to work as a system and that the silos approach should be a thing of the past; government to develop systems and processes to enable public service to adapt to the new normal; public service to leverage and invest in ICT infrastructure to promote remote working.

Similarly, there is need to migrate service delivery to the digital platform, and that there is no turning back in ensuring a digital public service; there is need to retool and reskill public officers; realign policies to the new normal; and for the public service to be agile, flexible and adaptive in its modus operandi.

The State of the Public Service Address provided a good platform to learn good practices from other countries.

In spite of the restrictions imposed by the COVID-19 pandemic, the Webinar delivered a platform for sharing high-level strategic overview information that can contribute to the long-term process of creating an ethical and citizen-centric public service.

Public Service Values and Principles Compliance Evaluation Report

By PSC Governance Unit

The Commission will ensure that the 2019/2020 Values and Principles Compliance Evaluation Report is simplified enough for the ordinary citizen to understand.

Commissioner, Dr. Reuben Chirchir, who is the Chairperson for the Compliance and Quality Assurance Committee said this on 9th October 2020 when he joined the

PSC Inter-Departmental Technical team preparing the report during the data cleaning exercise in Naivasha.

“Last year, the report was good, but this year it will improve. We will not report on the mechanics as Kenyans are interested in the values,” said Dr. Chirchir.

He noted that as a departure from the past, the nomenclature has to change to focus on the citizen, as “it is not an academic report.”

He urged the team to hinge the report on the Commission’s Strategic Plan.

Dr. Joyce Nyabuti who is also a member of the Compliance and Quality Assurance Committee underscored the importance of documented evidence from MDAs in report writing, taking cognizance that there were over 10,000 tables and PDF uploads to be cleaned and analyzed.

She added that the reforms done so far by the Commission



Commissioners Dr. Reuben Chirchir and Dr. Joyce Nyabuti (far right) interacting with the PSC Inter-Departmental Technical team during the data cleaning exercise in Naivasha

should be reflected in the report.

Despite the Covid-19 pandemic, Public Service Commission (PSC) commenced and continued with the preparation of the Report.

The report is prepared in fulfillment of Article 234 (2)(h) of the Constitution and Section 63 of the PSC Act 2017.

A PSC Inter-Departmental Technical team was constituted in June 2020 to spearhead the preparation of the report. From 12th to 14th August 2020, PSC hosted a three-day webinar sensitization for heads of HR and technical officers handling governance and ethics issues in MDAs. The sensitization brought together over 600 participants drawn from various sectors in public service.

The sectors included Constitutional Commissions and Independent Offices, Ministries and State Departments, State Corporations and Semi-Autonomous Government Agencies (SAGAs), Statutory Commissions and Authorities and Public Universities.

Participants from the Teachers Service Commission (TSC) and National Police Service Commission (NPSC) also attended the webinars, despite not being under the jurisdiction of PSC, following their request to be allowed to participate and learn.

PSC thereafter released a cross-cutting online tool on 18th August, 2020 to the Heads of HR in all the institutions under the Commission’s jurisdiction for filling and submission. In total, 291 organizations responded to the tool.

In order to complement and triangulate the data that was obtained from MDAs through the cross-cutting tool, a second online tool was sent to 19 institutions to be filled between 18th and 6th October, 2020.

These included the Public Service Commission; Assets Recovery Agency; Commission for Administrative Justice; Ethics and

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Public Service Values and Principles Compliance Evaluation Report

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Anti-Corruption Commission; Huduma Secretariat; ICT Authority; Ministry of Health; National Council for Persons with Disabilities; National Employment Authority; National Hospital Insurance Fund; and The National Treasury.

Others were the Office of the Auditor General; Public Procurement Administration Review Board; Public Procurement Regulatory Authority; State Department for ICT and Innovation; State Department for Social Protection; State

Department for Youth Affairs; Women Enterprise Development Fund; and Youth Enterprise Development Fund.

The data will be verified, analyzed and a draft report written and submitted to the Public Service Commission Board for approval. It will then be finalized and thereafter submitted to the President and Parliament as obligated by the Constitution.

The findings of the report will be useful in generating policy recommendations that will not

only guide MDAs in implementing proposed intervention measures, but will also inform the 2020/21 evaluation cycle.

Once completed, the Report will be translated into Kiswahili and further transcribed into Braille.

This is meant to ensure that the contents of the Report reach a wide scope of citizens including those with disabilities as provided for in the Constitution 2010 and the Public Service (Values and Principles) Act 2015.



A section of first cohort of PSIP interns deployed at PSC following proceeding during the debriefing session at the ICT Training Centre, Commission House, as their internship period ends. Inset: Ms Sharon Chepkurui speaking on behalf of the interns. **See full story on page 6**

The Public Service can borrow from Amazon's approach

By Dr. Gabriel Juma

At Amazon, an online retail platform, there is a strong belief that the customer always wants something better and it's the company's desire to delight the customer. This drives employees to invent on behalf of the customer.

Jeff Bezos, who founded the online platform in 1995 attributes the success of Amazon.com to Customer Obsession.

According to him, "Obsessive, compulsive focus on the customer as opposed to obsession over competitor" is the number one factor that has contributed to Amazon's success.

Being obsessed with customer implies knowing customer needs and wants; collecting data on what the customer wants and needs, sincerely pursuing customer feedback and reviewing processes to remove steps that don't add value.

Customer obsession is a different approach to success for any customer-serving organization and is much more than customer focus. Gibson Biddle, former Vice President of Netflix argues that though customer focus is great, customer obsession is even better.

In customer obsession we are concerned with the value we are providing our clients. This drives us to understand what our customers value, how we can provide more of what they value and less of what they don't, and aspire to solve more of their problems and complaints.

If serving in public positions is viewed as a privilege, then obsessing with citizens (our



Gabriel Juma, PhD, MKIM

customers) is the right thing to do because ultimately they are the ones who pay our salaries through taxes.

Public institutions need to build a holistic view of the citizen experience so that they can put themselves in their client's shoes, understand their journeys as they access services and figure out what really delights or displeases the citizens. Understanding precisely what matters to the citizen is essential in improving their experience.

Citizens want to be served promptly, conveniently, seamlessly and with dignity. This is ably addressed by the Public Service Commission Regulations 2020, which recognize the right of every person to be accorded ethical, responsive, prompt, effective, efficient, impartial and equitable public service.

Public officers should therefore endeavour to empathize with citizens, treat them with dignity and respond to their needs.

However, findings on the status of public service compliance with values and principles in Articles 10 and 232 of the Constitution for the year 2018/2019 revealed the leading causes of public complaints on service delivery were

maladministration, delay in service delivery and unresponsive public officials.

This is an indication of non-compliance by public officials on the commitments set in the service charters. As a public service we can delight the citizens by resolving the concern of delay in service delivery.

This can be realized in several ways. First, is ensuring the existence of institutional service charters that prescribe the timelines and cost for accessing any government service. This has been legislated in the Public Service (Values and Principles Act, 2015).

Secondly, ensuring the commitments on the service charter are understood and implemented to the letter by all staff.

Thirdly, migrating of services to digital platforms and M-platforms to enable citizens conveniently access services at the comfort of their homes.

In other jurisdictions like Singapore citizens access most government services through digital platforms in the comfort of their homes. This really is the beginning of delighting the citizens.

Additionally, public institutions should continually innovate with the citizen in mind and leverage technology in order to continually provide efficient services.

Finally, like Amazon, public institutions should also conduct regular citizen satisfaction surveys and use feedback to improve on service delivery.

Being in the first cohort of the PSIP interns

By Maclevis Echwa

When the Government, through the Public Service Commission (PSC) came up with the Public Service Internship Programme (PSIP) in 2019, I was among the Kenyan youth who were delighted for the opportunity.

We hungrily grabbed the chance with both hands.

After the competitive recruitment and selection processes, I was lucky to be among the first cohort of the PSIP interns, and was deployed at the PSC – Commission House.

As I settled to work, I took a mental flight back to the village or estate, where we grew up as kids and attended school.

It was almost every child's dream to grow and become like their parents or some successful people we admired in our locality.

We did not know the hassles we were supposed to go through in life to attain those dreams because our lives were cared for by our parents or guardians.

Growing up was a learning experience in every step we took, up to where we are now.

We are now training ourselves not only on how to be self-reliant but also on how to take care of others who look up to us.

I am from Turkana, and was brought up to embrace our diversity, which is promoted by our *National Values and Principles of Governance*.

Throughout my academic progression, I was very optimistic of my potential and of the direction that our country was leading us towards building a

world class Nation that all Kenyans dream of.

It turned out that job life is an immediate expectation of every college/university graduate, given the dire need to establish their own lives.

However, the reality is always at variance with our dreams because we meet unexpected rude shocks.

After my graduation, I realized that there were so many graduates who have *tarmacked* for far too long, despite having very impressive certificates.

I joined the pool, believing that everyone's luck is not dependent on another.

In the village where I come from, all *matatu* conductors are my former school-mates. Others are drunkards and drug addicts who have refused to face the reality of our time, while the rest have either turned to thuggery and banditry, or still pushing on to make ends meet.

The experience out there is hard-hitting. Determination and hope is the only fuel that keeps youths' lives rolling.

For the very first time while at work at PSC, I got a taste of how it feels to be a civil servant.

So far, it has been an interesting journey of working, learning and socializing here.

As the institution that employs on behalf of government, PSC has an enormous constitutional mandate.

I feel privileged to be part of this institution that is tasked with the responsibility of setting standards for the face of the public service in Kenya.

I will use what I have



Maclevis Echwa

gained at the PSC as an intern to grow even better in service to my country.

As we draw to the end of our internship period to give room for our fellow brothers and sisters seeking for the same opportunity, I am so much grateful to the Government through the PSC for availing us this worthy opportunity.

I look forward to applying the experience I gained through this programme onto the future jobs that I will get.

My stipend saving that I accumulated here over time will also help me have a fresh start.

May the Government continue to expand this programme, seek ways to absorb all successful interns and continue making its services *citizen-centric* while promoting the PSC mission of "*Reform and Transform the Public Service for Efficient and Effective Service Delivery*," and upholding the core values of *Citizen Focus, Professionalism, Innovation and Teamwork*.

Mr. Echwa is an intern in the Finance Division, Public Service Commission

PICTORIAL



Board of Trustees Chairperson Commissioner Joan Otieno (in red jacket), Trustee Secretary Joan Machayo (to her right) and other senior PSC officers following proceedings of the AGM webinar meeting on 17th September, 2020



PSC Commissioners and CEO following proceedings during the stakeholder sensitization webinar for PSC policy documents



Mr. Collins Mbaluto, PSC Pension Scheme Trustee following the proceedings of the AGM webinar at Commission House



Ms. Emily Njue, one of the rapporteurs making her contribution during the policy documents sensitization webinar report writing.



Deputy Director HRM Mr. Gilbert Nyandiga addresses interns during the final briefing session in the Commission's ICT Training Centre



Mr. Nelson Mithamo PSC Pension Scheme Trustee following the proceedings of the AGM webinar at Commission House

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Vision

A Citizen-centric public service

Mission

To reform and transform the public service for efficient service delivery

Core Values

- Citizen Focus
- Professionalism
- Innovation
- Team-work

Public Service Commission Directorate

- Recruitment and Selection
- Human Resource Management & Development
- Establishment and Management Consultancy Services
- Performance and Service Delivery Improvement
- Board Management Services
- Compliance and Quality Assurance
- Finance and Planning
- Corporate Services
- Legal Services
- Internal Audit

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