



# **PUBLIC SERVICE COMMISSION**

## **PRESS RELEASE**

### **PUBLIC SERVICE COMMISSION STRATEGIC PLAN 2019-2024 LAUNCHED**

Public Service Commission on Tuesday 24 September launched its Strategic Plan 2019-2024, and a new corporate identity logo at the Kenyatta International Convention Centre (KICC).

The Strategic Plan whose strategic goal is to transform the public service for efficient and effective service delivery for national development, has three key result areas that include ensuring efficiency and effectiveness in the public service; good governance practices in the public service; and PSC's organization capacity to deliver on its mandate.

Through implementing the Strategic Plan, the Commission will improve public service performance management and productivity; service delivery; human resource management; and promote good governance, values and ethics.

Cabinet Secretary, the National Treasury and Planning Amb. Ukur Yatani who graced the occasion commended the Commission for developing a strategic plan that is citizen-centric, and aligned to the country's development aspirations espoused in the Kenya Vision 2030 as well as the Big 4 Agenda and the United Nations Sustainable Development Goals.

He said Public Service Commission has a critical role in driving the national development agenda by hiring and sustaining suitable human resource to implement national programs and projects.

Yatani noted that the expectation on the Commission to ensure the requisite skills mapping, recruitment and retention of skilled and ethical human resources through research-based interventions in the service is high.

He asked Public Service Commission to exercise its Constitutional mandate to improve service delivery to the public, and reduce or eradicate corrupt practices and impunity among public servants.

The CS urged the Commission to explore public-private partnerships where feasible to bridge the gaps occasioned by inadequate funding, noting that limited resources have always hampered full achievement of planned targets.

He called on the Commission to find practical solutions to the current challenges of bloated public service in the counties, ballooning wage bill and high levels of youth unemployment in the country.

The Chairman, Public Service Commission Mr. Stephen Kirogo expressed optimism that the reform path the Commission has chosen to pursue during the plan period shall result in improved performance that will contribute to “the transformation of our nation into a more prosperous society, guided by our new rallying call *Reform, Perform and Transform.*”

He said the Commission will endeavor to respond to the issues raised by the citizen in consultation with respective Ministries Departments and Agencies within the shortest time possible.

“We have established a Citizen Contact Centre at the Public Service Commission through which citizens can raise issues of concern to them regarding service delivery across the public service,” he said.

Kirogo noted that feedback from the citizens will also help the Commission to identify and document the pain-points in service delivery with a view to effecting corrective action and appropriate interventions.

He said the success of the Citizen Contact Centre will depend on the cooperation from MDAs who will be expected to provide answers to the issues raised by citizens in a timely manner.

The current Commission was fully constituted and sworn into office on 17<sup>th</sup> January 2019. It is the second Commission to be constituted under the current Constitution of Kenya 2010.

The launch was attended by representatives from Constitutional Commissions and Independent Offices, various ministries, departments and state corporations.

From the Commission were PSC Vice Chairperson, Commissioners, CEO and secretariat staff

**Browne Kutswa**  
**D. Director of Public Communications**  
**Public Service Commission**

24<sup>th</sup> September 2019