

**SPEECH BY MR. STEPHEN KIROGO, CBS, FPRSK, CHAIRMAN  
PUBLIC SERVICE COMMISSION, DURING THE LAUNCH OF THE  
COMMISSION'S STRATEGIC PLAN 2019-2024 AT KENYATTA  
INTERNATIONAL CONVENTION CENTRE (KICC) ON TUESDAY  
24.09.2019**

**Hon. Amb. Ukur Yattani, Cabinet Secretary, The National  
Treasury and Planning,**

**Principal Secretaries,**

**Chairpersons of Constitutional Commissions and Independent  
Offices,**

**Fellow public servants,**

**Distinguished Guests,**

**Ladies and Gentlemen**

Good morning!

I am pleased to welcome you all to this very important occasion in the calendar of the Public Service Commission. We do not take it for granted that you could find time to witness this special event.

On behalf of the Commission, I wish to take this opportunity to express, in a special way, our appreciation to our Chief Guest for honoring us with your presence.

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. I wish at this point to introduce each one of them to this distinguished gathering .....

**Ladies and Gentlemen,**

Today, the Public Service Commission officially opens a fresh chapter in the pursuit of its constitutional mandate. The launching of the

2019-2024 Strategic Plan and the unveiling of our new corporate logo that symbolizes our identity as an organization are milestones that will thrust the Commission into the next phase of its transformation programme for the entire public service.

This Strategic Plan was one of the priorities for this Commission at the onset of its six-year tenure. The plan anchors the strategy that will guide the execution of our mandate going forward. It defines the Commission's strategy for achieving its vision of a Citizen-centric public service that will be realized through the Commission's mission of transforming the public service for efficient and effective service delivery.

The strategic goal of the Commission for the 2019 -2024 Strategic Plan period is, therefore, a transformation of the public service as the foundation for national development.

The plan is the product of a meticulous process that required commitment and resources. I therefore wish to thank the commissioners and the secretariat led by the CEO Mr Simon Rotich for this achievement.

The Constitution bestows upon the Commission the mandate to ensure that the public service is efficient and effective. In aligning itself to this mandate, the Commission has identified three key result areas to support the implementation of the national development agenda.

These key result areas focus on: Efficient service delivery; Ethical and values based public service; and Enhancing the Commission's capacity to deliver on its mandate. This Strategic Plan is therefore meant to help address the country's present and future challenges by ensuring that citizens access timely, affordable and quality services.

By focusing on the centrality of the citizen in service delivery, the Commission aims at facilitating empowerment of the citizen and

contributing to Kenya's transformation to a middle-income economy by the year 2030.

Guided by this Strategic Plan, our thrust will be on promoting values and ethical conduct, entrenching high performance culture and value for money, preparing the youth for public service through an internship and volunteer programme and engendering an interactive citizen feedback relationship.

The overarching priority will be to scale up the productivity of the public service and eliminate wastage by targeting improved performance with limited resources. Continuous improvement that leads to greater efficiency and effectiveness in the delivery of public services will be the hallmark of our work culture.

The Commission expects that the reform path it has purposed to pursue during this Strategic Plan period will 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.***

Successful implementation of this Strategic Plan will depend on the goodwill of all our partners and stakeholders, as well as the teamwork of Public Service Commission staff.

### **Ladies and Gentlemen,**

As a demonstration of our commitment to ensuring that the citizen is the focal point for quality service delivery, 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.

The Commission will endeavor to respond to the issues raised by the citizen in consultation with respective MDAs within the shortest time possible. The 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.

The Commission will be counting on all MDAs to cooperate with us whenever approached by providing the answers to the issues that the citizens will be raising through the contact centre telephone number in a timely manner. Indeed, in this Strategic Plan period, we all must strive to demonstrate that the citizen is king and deserves better.

I therefore appeal to all of us that as servants of the people of Kenya, we should always put their interests first wherever we are deployed in the public service.

It is now my pleasure to invite Hon. Amb. Uku Yattani, Cabinet Secretary for the National Treasury and Planning, to address this gathering and officially launch the Public Service Commission Strategic Plan 2019-2024 and the Commission's new logo.

Thank you, and may God bless you all.