



Government to recruit 3,600 interns countrywide

By Pauline Muriuki

Public Service Commission has scheduled a countrywide programme to interview 8,200 shortlisted candidates for 3,600 internship positions for the financial year 2019/2020, under the Public Service Internship Programme (PSIP).

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

The interviews are scheduled to take place from 3rd to 11th September 2019 in 16 centres, segregated into eight clusters across the country.

The clustering of the centres for interview is intended to ensure that the process flows efficiently. The PSC Vice Chairperson and Commissioners will provide oversight to the various interview panels.

Successful candidates will undergo an induction programme scheduled for early October 2019, followed by deployment to various



Applicants queue outside commission house waiting to register their applications (File photo)

Ministries, Departments, Agencies (MDAs) and State Corporations, based on their skills matching the MDAs' requirements.

The Commission has also put in place a monitoring and evaluation plan for the programme, to be conducted quarterly so as to assess its effectiveness.

While mitigating the effect of unemployment among the youth, the internship programme is expected to enable the interns to gain first-hand experience of working in government.

The programme will also provide opportunity to students

to hone their skills, knowledge and theoretical practice they learnt in colleges and universities.

It is envisaged that the experience they will gain will make them more competitive in the job market.

The recruitment process for the internship programme began in July 2019, when the opportunities were publicized through the PSC website and MyGov newspaper pullout. They attracted over 18,600 applicants.

Requests for interns from MDAs were slightly over 3600.

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Pensioners begin reaping the fruits of pension-processing RRI



Officers at their workstations at the Kenya School of Government. in Rapid Results Initiative (RRI) exercise

By Habel Shiloli

Over 6,000 of pensioners' files and 4,000 files for pensioners' dependents have been processed and paid in the on-going Rapid Results Initiative (RRI) program launched on 25th July 2019.

The activity, which is in its third week at the Kenya School of Government, targets to clear a backlog of 40,000 pension payments, some dating back to 2014, by 3rd November 2019.

The programme is being implemented in a collaborative arrangement between the Public Service Commission, National Treasury and the Pensions Department.

Dr. Sylvester Obong'o, PSC

Director for Performance and Service Delivery Improvement said progress in the first and second weeks of the activity was slow due to ICT related challenges.

"We changed the internet protocol that was posing serious challenges and everything is now stabilizing," said Dr. Obong'o

He said despite the challenges, an impressive number of cases have been paid and the figure is expected to increase after addressing the initial challenges.

The programme is part of Public Service Commission's initiative to improve efficiency and effectiveness in public service delivery, in line with its constitutional mandate.

The directorate headed by Dr.

Obong'o was newly created by the current Commission to actualize its strategic direction of achieving a citizen-centric public service.

The reforms in pensions processing will transition from the current RRI programme into maintaining a seamless transition from salary to pension for retirees.

According to the Chairman of Public Service Commission, Mr. Stephen Kirogo, pension reforms are just a beginning for larger reforms, which the Commission intends to implement in the public service, to ensure efficient and effective service delivery.

Readying for the Annual Congress for Constitutional Commissions and Independent Offices



CEO's of Constitutional Commissions and Independent Offices (CCs&IOs) in a group photo during the meeting at the Hotel Intercontinental Nairobi

By Badi Khamis

Chief Executive Officers of Constitutional Commissions and Independent Offices (CCs&IOs) held a consultative meeting on 20th August to plan the upcoming Constitutional Commissions (CCs) and Independent Offices (IOs) 8th Annual Congress.

The meeting was held at the Hotel Intercontinental Nairobi.

The proposed theme for this year's Congress is **"Safeguarding accountability and citizen access to quality services"**.

The Congress will be held in Kericho County from the 16th to 18th October 2019, and will offer an opportunity for

citizens to share feedback on the work done by CCs and IOs with the ultimate objective to improve service delivery to the citizens.

The CEOs' meeting also evaluated the progress so far made in the preparations, and refined their strategies to spearhead the process.

The Constitutional Commissions and Independent Offices Congress is an annual event where participants converge to share knowledge, experiences and challenges encountered in their course of service delivery to the citizens.

Constitutional Commissions include Kenya National Human Rights

Commission, National Land Commission, Independent Electoral and Boundaries Commission, Parliamentary Service Commission, Judicial Service Commission, Commission on Revenue Allocation, Salaries and Remuneration Commission, Teachers Service Commission, National Police Service Commission and Ethics, and Anti-corruption Commission.

Independent offices are Office of the Auditor General and the Office of the Controller of Budget.

Program for Leadership Communication for effective corporate governance



PSC Chairman addressing delegates during the official inauguration of Strategic Leadership Communication and Corporate Governance program at Sarova Panafric Hotel, Nairobi

By Badi Khamis

Public Service Commission Chairman Mr. Stephen Kirogo on 15th August 2019 presided over the launch of Leadership Communication and Corporate Governance program at Sarova Panafric Hotel Nairobi.

The program is an initiative of the Peterson Communication Ltd. and the Centre for Corporate Governance (CCG), and aims at providing skills to senior corporate leaders, to help them build trust, inspire loyalty and enhance ethical governance.

A three-days training is scheduled for 4th to 6th September 2019, and another one from 11th to

13th November 2019, in Mombasa.

Mr. Kirogo commended the two organizations for choosing to work together to deliver the program, which will provide an opportunity for government officials among other leaders, to improve their communication skills, especially while articulating issues to citizens who consume their services.

Peterson Integrated Communications (PIC) Ltd CEO Mr. Peter Mutie said that the program will be very intensive and practical.

“We will deliver through a mix of presentation but the most important aspect of this

training is the practical part. We will simulate crisis scenarios and see how participants will respond” he said.

CEO Centre for Corporate Governance Dr. Joshua Okumbe revealed that the participants will be taken through the basic principles and concepts of Corporate Governance and their linkages.

“We will also have an overview of how we can entrench issues of ethics in our governance systems,” he added.

PSC's Christine Baari recommended for Employment and Labour Relations Court as Judge

By Pauline Muriuki

Ms Christine Noontatua Baari, Assistant Director Legal Services at the Public Service Commission was recently recommended for appointment as Judge of the Employment and Labour Relations Court.

This came following a rigorous vetting and subsequent interview process that was conducted by the Judicial Service Commission (JSC) from 9th July to 8th August, 2019 in an exercise that was open to the public, including the media.

The recommendation was made pursuant to Article 172(a) which mandates the JSC to “recommend to the President persons for appointment as judges,” JSC on February 2, 2019 vide the Kenya Gazette declared 20 vacancies in the Office of the Judge of The Environment and Land Court (ELC) and 10 vacancies in The Employment and Labour Relations Court (ELRC).

This was done through Gazette Notices No. 1421 and 1422 respectively.

JSC recommended 20 candidates for appointment as Judges of the Environment and Land Court, and 10 others for the Employment and Labour Relations Courts.

The names of the candidates were forwarded to His Excellency the President on



Assistant Director Legal Services Ms Christine Baari

13th August, 2019, for appointment.

Following advertisements of the vacancies placed in the Daily Nation and The Standard on February 22, 2019 a total of 229 applications were received for the Environment and Land Court and 160 Applications for the Employment and Labour Relations Court out of which 63 and 29 candidates respectively were shortlisted.

The full list of applicants as well as shortlisted candidates was published in the daily newspapers.

Christine Baari joined the Public Service Commission in February 2014 as Principal Legal Officer and was promoted to the position of Assistant Director Legal Services in October 2017.

Previously she worked as Chief Legal Officer with the Kenya Urban Roads Authority,

Senior Legal Officer with the National Environment Management Authority (NEMA).

She has also engaged in private practice.

Baari is the latest among officers from the Public Service Commission to be appointed to senior positions in various organizations.

She is currently serves as a member of the Devolutions Matters and County Appeals Committee.

If appointed Ms. Baari will leave the Public Service Commission after making huge contribution including offering legal advice, handling of cases, advising the Commission's Committees, participating in the development of a policy on Public Participation, Guidelines on Alternative Dispute Resolution, development of Public Service Commission Act, 2017 and the Public Service Regulations 2019.

“I am excited and look forward to the appointment. I am grateful to the Commission as this is where I gained the experience that distinguished me for the position of judge of the Employment Court,” said Baari.

Citizen Charter – The Indian Experience

By Juma Gabriel

The citizen charter initiative is a response to the quest for solving the problems which citizens encounter daily as they seek for services from public institutions.

This initiative places the citizen at the heart of service delivery. A major similarity between the charter and Total Quality Management is that both focus on meeting the customer/citizen requirements.

Author Roderick Arthur William Rhodes in his book “The New Governance: Governing without Government” published in 1996 argues that citizen charters, as a tool of New Public Management, endeavours to improve the quality of public service delivery.

In India, in order to improve service delivery, the government introduced and developed the citizen charter in 1997 along the UK model.

All the central and state governments were expected to formulate citizen charters beginning with sectors that had a large interface with the public.

The charters were to include standards of service delivery and time lines for delivering certain services, avenues of grievance redress and a provision for independent scrutiny with involvement of citizens and



Gabriel Juma

consumer groups.

In May 2002, the Indian government developed a comprehensive website on citizen charters (www.goicharters.nic.in). The website contained citizen charters issued by various central government ministries, departments and organizations.

It provided useful information, data and links. One year later (May 2003) the government further developed a compendium of abridged version of all charters in the government of India in a book and CD format.

As at March 2005, 107 charters had been formulated by the central government ministries, departments and organizations and 629 charters by various state agencies of state governments and administration of union territories. Most of the charters are posted on the government’s website and are open to public scrutiny.

Public institutions are also expected to publicize their charters through print and electronic media.

By 2011 131 charters had been formulated by the central government ministries, departments and organizations and 729 charters by 24 state governments and Union Territories. In India the citizen charter initiative is a major step in trying to meet and exceed the citizen’s expectation to service delivery.

Renowned scholars agree that the citizen charter model is a paradigm shift in thinking about how public services should be delivered to citizens by protecting the interest and perspectives of service recipients by giving greater attention to the needs of service seekers. On the other hand, service providers (government) need to satisfy their customers by improving the quality of administrative performance at the point of contact where public administrators and the public meet.

Drewry in an article titled “*Citizen Charters: Service Quality Chameleons*” published in 2005 concluded that Citizen Charters if properly implemented fosters responsiveness, promptness, transparency, accountability, accessibility and openness there by ensuring quality and standards of public service delivery.

New appointments at the Commission

The newly created Directorate for Performance and Service Delivery Improvement at Public Service Commission has received human resource reinforcement to enable it deliver on its critical mandate. Three officers, Harry Rihui, Phoebe Gor and Joshua Njagi are the new entrants.



Mr. Harry Rihui
Deputy Director Service Delivery Transformation
Technology and Innovation

Mr. Rihui joined the PSC on 1st August 2019 from the National Treasury where he held the position of Director of Government Digital Payments, responsible for establishing and managing the day to day operations of www.ecitizen.go.ke; the Government service delivery and payments e-platform. He has also worked at the Cabinet Office, ICT Authority, Telkom Kenya and NACC as well as in Europe and the US. He has extensive experience in the online service delivery, technology and innovation. He holds a B.Sc. Information Systems from the University of Hertfordshire and an MSc Decision Sciences from the same institution.



Ms. Phoebe Gor
Principal Economist, Performance, Monitoring &
Evaluation

Ms. Gor joined the Commission on 1st August 2019 from the Public Financial Management Reforms Secretariat at the National Treasury where she worked as an assistant specialist Monitoring and Evaluation. She has also worked at the Directorate of Public Service Management and the Office of the Deputy President as an Economist in the Central Project Planning and Monitoring Unit. She has also worked as a researcher with Global Languages Foundation. She holds a Bachelor of Arts Degree from the University of Nairobi and is a member of the Economist Society of Kenya.



Mr Joshua Mwiranga Njagi
Deputy Director Performance Contracting

Mr Njagi joined the Commission on 1st August 2019 from Public Service Performance Management Unit, Executive Office of the President where he worked as Deputy Director – Performance Management and Coordination. He holds Master of Arts (Economics) degree, Master of Science (T&M Economics) and Bachelor of Arts (Economics). He has trained on performance contracting, results-based management and result-based monitoring and evaluation. He has extensive experience in mainstreaming performance management in MDAs. He is a member of Africa Community of Practice on Managing for Development Results.

To prevent or to cure?

By **Kenneth Muchira and
Griffins Omondi**

A lot has been said about how exercise can be used to prevent or reverse medical conditions.

Physical inactivity, on the other hand, plays a direct role in the development and progression of chronic health conditions.

Many campaigns and sensitization programs have been carried out with the aim of improving the uptake of physical activity.

Recently, the government launched the **National Action Plan on Physical Activity 2018-2023** whose mission is “to improve health and well-being and reduce health inequalities in Kenya through a diverse and inclusive provision of physical activity opportunities to enable more people to be more active, more often.”

Despite all these efforts, physical activity levels are decreasing.

So what could be going wrong? Are we not afraid of diseases anymore? And if not for us, what about the lives our children?

Obesity among children is now an emerging public health problem in Kenya. Today, more than any other time in our history, we are reporting more cases of children with non-communicable diseases.

We all know that prevention is better than cure,



L-R: Fitness consultants Griffins Omondi and Kenneth Muchira

but still, we find ourselves doing more of the curing than preventing.

The reason is that prevention is optional while we have no alternative when it comes to the cure. When people get sick, they must find healthcare regardless of their age, gender, whether they have money or not.

When you reflect on this, it is much better, cheaper and easier engaging in physical activity and avoiding lifestyle diseases, than it is to lead a sedentary life and contract these ailments.

Think about the cost of medical care. Think about the mental and psychological pain that your loved ones will have to endure seeing you fight unwinnable health battles that you could have avoided.

It is even worse when

our young ones become the victims because we failed or ignored to nurture them like we should have.

Let us encourage those children to go out and play, swim, cycle, jog and hike together. Let us make it a family thing.

Since we are privileged to have this information, let us use it. You know the importance of physical training, don't sit on that information.

Take advantage of it because if you don't, it is just as useless to you as it is to someone who has no idea about it.

**Kenneth Muchira and
Griffins Omondi are Fitness
Consultants at the Public
Service Commission
gymnasium**

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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

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