



## PSC bags Best FiRe Award in financial reporting



PSC staff pose for a photo as the FiRe Award is presented to PSC's Director of Finance and Planning Mr Dismas Ogot (fourth left) during the award ceremony at the Carnivore Restaurant

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### By Badi Khamis

The Public Service Commission emerged overall winner in this year's Financial Reporting (FiRe) Award in Constitutional Commissions and Independent Offices category.

Independent Policing Oversight Authority was first runners up and Controller of Budget second runners up.

The award was presented during a gala dinner organised by the Institute of Certified Public Accountants of Kenya (ICPAK) on 8th November 2019 at the Carnivore Restaurant, Nairobi.

The event's theme was *Enhancing Corporate Value through Excellence in Financial Reporting for Cross-Border Trade and Investment Facilitation in East Africa and beyond.*

Over 700 organizations

participated in the 2019 FiRe Award from both the public and private sector.

The Permanent Secretary National Treasury Dr. Julius Muia who was the Chief Guest said despite limited resources Kenyans need to find innovative ways of using the little that is available.

"I want to challenge the accountants who are here and all of us, as we think about accounting, let us also see that the scarce resources we have are prudently utilized," he said.

He noted that the government's priorities under the Big 4 Agenda are key to achievement of better lives for all Kenyans, hence the need for both the public and private sector to support the initiative.

Dr. Muia lauded the participation of the public

sector in FiRe Award saying that it enhances culture of transparency and disclosure in the use of public resources.

The FiRe Award is the most prestigious and coveted Award where entities that have excelled in financial reporting are recognized and awarded.

The Award is a result of a rigorous evaluation process using globally accepted principles and best practice standards. It is presented annually, and its inception was in 2002.

The Award aims at promoting Financial Reporting excellence, fostering of sound corporate governance practices and enhancing corporate social investment and environmental reporting.

## World Bank refers Niger government to Kenya for RRI benchmarking



*Deputy Coordinator of the Unit in Charge of application of RRI in the Republic of Niger Mr. Zodi Abouzeidi making his remarks during a luncheon held in honor of the Niger delegates at KICC*

### Pauline Muriuki and Habel Shiloli

**T**he Rapid Results Approach team from the Office of the Prime Minister, Republic of Niger, visited Kenya early November 2019, to benchmark on RRI approaches.

At the beginning of their working tour to various institutions in Nairobi, the team paid a courtesy call on Public Service Commission (PSC) on Monday 4th November 2019.

The delegation, comprising officials from the Niger Public Analysis and Government Evaluation Unit, was received at Commission House by Commissioner Amb. Salma Ahmed.

During the meeting with the team, which she chaired, Amb. Salma commended them for choosing Kenya as their destination for learning.

She said Public Service Commission is interested in

collaborating and exchanging ideas with as many countries in Africa as possible on issues concerning public service delivery.

She observed that Public Service Commission is currently rolling out programmes that will positively impact on common citizens, through the Rapid Results Approach.

“Part of the Commission’s transformative agenda is to improve public service delivery in order to spur growth in the private sector, and create conducive environment that will address the plight of youth unemployment,” she said.

The head of the Niger delegation Mr. Zodi Abouzeidi, who is the Deputy Coordinator of the Unit in Charge of application of RRI in Niger said their decision to visit Kenya was a result of a recommendation by World Bank, owing to Kenya’s previous record of successful

execution of RRI program.

“Application of RRI concept is a very recent concept in Niger and is implemented by the Unit for Analysis of Public Policies and Evaluation of Government Action, which is a structure under the office of the Prime Minister,” he said.

He revealed that his country’s priority is to implement RRI in the Ministries of Finance, Primary Health, Primary Education, Agriculture and Ministry of Equipment.

“We look forward to learn from you, the pilot stage, the implementation stage and the institutionalization stage of RRI,” he said.

PSC’s Director for Performance and Service Delivery Improvement Dr. Sylvester Obong’o, an expert in RRI approach, noted that RRI was introduced in Kenya in two phases; the pilot phase by World Bank, and the

## World Bank refers Niger government to Kenya for RRI benchmarking



*Commissioner Amb. Salma Ahmed addressing Niger Public Service Officials who paid a courtesy call on PSC while on a tour to benchmarking on RRI approaches*

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Second Phase when government customized the approach and piloted it in six Ministries.

He assured the team that they were in the right place, as they would have a lot to learn from Kenya.

Present during the meeting were PSC Deputy Commission Secretary Mr. Remmy Mulati, Director Corporate Services Mr. Gerald Kuhaka and Deputy Director Performance and Service Delivery improvement Mr. Daniel Oliech and other Commission staff.

Towards the end of the delegation's working tour, the Chairman Public Service Commission Mr. Stephen Kirogo hosted a luncheon in their honour on 7th November.

He called on the public service of Niger to embrace Rapid Results Initiative Approach within a long-term perspective.

He said it is through the approach that Kenya, which is a pioneer African country in implementing RRI, has been able to demonstrate

results in public service delivery.

"I encourage you to do RRI from a long term perspective; have properly laid down structures; put institutions in place; be focused; work as a team and be champions in respective institutions," he said.

He advised that for the approach to succeed, Niger will need support from the highest office, revealing that in Kenya, the President was the results champion and leader.

He also underscored the need for a good Communication Strategy in driving the process.

"If this is not done, you may miss the results target. The results way is the only option to deliver, with fewer resources," said Kirogo.

The head of delegation Mr. Zodi Abouzedi said the team had learnt good lessons that they will apply in their country.

"We came to Kenya to learn. The objective of our visit was to meet main institutions applying RRI and other leaders. All our objectives have been met," he said.

He thanked Kenyans for their hospitality.

During the visit, the ten-member delegation interacted with various Rapid Results Approach experts, including Daniel Masetu of Nairobi County Government, John Orindi of University of Nairobi, Gemma Mbayo of Kenya School of Government, and Sylvester Obong'o of Public Service Commission.

The visiting delegation included representatives from Niger's Ministries of Finance, Primary Health, Primary Education, Agriculture and Ministry of Equipment Niger.

Present at the event were PSC's vice Chair, Ms. Charity Kisotu, Commissioners Dr. Joyce Nyabuti, Dr. Mary Mwiandi, Dr. Reuben Chirchir, and Amb. Salma Ahmed.

Others were Deputy Commission Secretary Remmy Mulati and PSC directors.

## Interns deployed to PSC under PSIP undergo sensitization



Commissioner Dr. Mary Mwiandi addressing interns during the sensitization program held in the Commission's ICT Centre

**By Badi Khamis**

**O**ver 30 interns deployed to the Public Service Commission under the Public Service Internship Program (PSIP) underwent a one-day sensitization on the workings of PSC and government in general.

Public Service Commission CEO Mr. Simon Rotich who officially opened the session at Commission House on Thursday 31.10.2019 urged the interns to give their best in the assigned duties as the same will determine their future employability.

He urged them to take time and understand PSC mandate to enable them to discharge their assigned duties without hitches.

“You have to be dedicated

to your duties and serve the country diligently,” he said.

PSC Commissioner Dr. Mary Mwiandi urged the interns to learn and seek clarification whenever they are faced with challenges.

“Make it impossible, after the end of your 12 months program, for us to let you go,” she said.

She urged them to work without fear and grow into the public service system and shun any form of corrupt ventures.

Deputy Director Public Communication Mr. Browne Kutswa in one of the sessions advised the interns to build public trust and project the Commission and the government at large positively.

He impressed upon them the need to handle their clients with decorum in the course of discharging their duties, and have passion for public service.

“Be reliable, responsive, and trustworthy, and don't make false pledges to your customers,” he advised.

The interns were educated on Mandate and functions of the Commission; PSC Code of Conduct and Ethics and Records Management; PSC Vision, Mission, Core Values, Strategy and Organizational Structure and Communication skills, Customer care and office etiquette

They also declared their wealth, as a requirement for every public servant at the entry into the public service.

The interns are among the first cohort of 3100 recruited to the public service for the financial year 2019/2020.

## Senate Standing Committee meets PSC team



*PSC Vice Chairperson Ms. Charity Kisotu responds to a question posed by Senators during a meeting with the Senate Standing Committee on Labor and Social welfare at the KICC*

**By Habel Shiloli and Badi Khamis**

**P**ublic Service Commission (PSC) met the Senate Standing Committee on Labor and Social welfare to address concerns over Government's plan to hire public servants on contract, and pension plans for staff seconded to counties from National Government.

The meeting was held at the Kenyatta International Convention Center on 5<sup>th</sup> November 2019.

PSC Vice Chairperson Ms. Charity Kisotu informed the Senator Johnson Sakaja's led Committee that the public service needs to find new ways of attracting and retaining right skills in the service.

"The process of developing a comprehensive policy which will govern the employment on contract is ongoing and we will involve all the stakeholders in the process," she said.

Senator Sakaja said that the committee will wait for the final policy so that they can

constructively give their input.

In a report submitted to the Committee, PSC noted that the rationale of contract employment will be to attract and retain the right skills-set required by an evolving service.

The anticipated policy will have the potential for ensuring that public service retains its best performers while continually maintaining performance accountability of the personnel.

The policy will seek to explore innovative ways of employment approaches including tenure models that can enhance youth participation and inclusion in the government.

On the issue of pension plans for staff seconded to counties from National Government, the report highlighted that for the staff absorbed from the defunct Local governments, retained their pension schemes under the existing Local Authorities pension Trust (LAPTRUST) and Local Authorities Provident

Fund (LAPFUND)

For officers initially working with the Central Government and performing devolved functions, their pension was retained in the existing National Government Pension Scheme.

The Commissioners reaffirmed their commitment to have an inclusive and transformed public service for effective and efficient service delivery. They noted that in their first eight months in office, they had already charted a formidable transformation path to improve public service delivery.

Accompanying the Vice Chair were, Commissioners Dr. Mary Mwiandi, Dr. Joyce Nyabuti, Dr. Reuben Chirchir, and Amb. Salma Muhmed.

Others were Deputy Commission Secretary (Corporate) Mr. Remmy Mulati, Chief Commission Counsel Ms. Jaqueline Manani and Director HRM&D Ms. Joan Machayo.

## Attributes of citizen-centric public service

By Juma Gabriel

According to a 2018 World Bank Group Publication titled “*Indicators of citizen-centric public service*”, citizen-centric public service simply means public agencies putting the needs of the citizens at the centre of their service delivery mechanisms.

This approach considers citizens to be agents in their own right, who are entitled to participate directly or indirectly in decisions affecting them, by co-creating policies and co-producing service design and service delivery.

This is further amplified by Carson Richard in his book titled “*Citizen-Centric Service: Changing the way government does business*”: published in 2011.

According to him, ‘putting the citizen at the centre’ means having a clear understanding of citizen segments, preferences and life events to enhance citizens’ experience in their interaction with public agencies.

This includes providing user-friendly service delivery channels such as through one-stop shops or e-government options.

Similarly, a 1996 UNDP report on “Engagement in service delivery-The critical role of public officials” published by Global Centre for Public Service Excellence define citizen-centric public service as a model where the government and citizens jointly own the



*Gabriel Juma*

outcomes.

That is, governments move from governing for citizens to governing with citizens. This implies a shift in terms of citizens moving closer to the centre of governance and an evolving public sector.

The report advocates for public agencies to prioritize key drivers of improved customer satisfaction. These include timelines, knowledge and competence, courtesy (extra smile, extra mile), fairness and outcome.

Further, it means that the organizing principle of public service delivery must be the needs of the users (citizens) as reflected in the Sustainable Development Goal 16.6 which aims to develop effective, accountable and transparent institutions at all levels.

Consequently, in a citizen-centric service delivery system the main imperative is not to fit operational structure and processes to the requirements of government departments but

to serve citizens who are considered the main stakeholders.

Putting citizens at the heart of public institutions makes public administration more efficient and increases citizen satisfaction and trust in government.

In order to deliver high quality public services government agencies should understand the citizens expectations, experiences and key drivers of satisfaction including the policy framework that places citizens at the centre of decision-making processes rather than at the periphery.

A good example is the Canadian government model that first sought to understand the expectations and experiences of its citizens through the Citizen First surveys. In conclusion, citizen-centricity is about public agencies looking at the service delivery through the eyes of the citizens (so that the needs of the citizens come first).

To realize a citizen centric public service, it is imperative that every public institution develops a service charter, officers are sensitized about the commitments on the charter and public administrators and individual officers strictly upholds the commitments on the service charter.

## PSC IN PICTURES

**Right:** PSC staff celebrate with a dance during the Financial Reporting Award at Carnivore



**Left:** PSC CEO Mr Simon Rotich (seated centre) and other staff pose for a group photo with interns deployed to the Commission under PSIP



Interns deployed to PSC listening to a presentation during the sensitization program



Ag. Deputy Director Corporate Services Mr John Opondo giving a presentation to the interns during the sensitization program

## PICTORIAL: Niger RRI benchmarking visit to Kenya



*Commissioner Amb Salma Ahmed makes a presentation during the luncheon in honor of Niger delegates*



*PSC Chairman Mr Stephen Kirogo chats with the Deputy Coordinator of the Unit in Charge of application of RRI in Niger Mr. Zodi Abouzeidi*



*PSC Commissioners and senior staff members pose for a photo with the Niger delegates*



*Commissioner Reuben Chirchir shakes hands with one of the delegates after presenting a gift during the luncheon*



*Deputy Commission Secretary Remy Mulati (left) presents a gift pack to one of the delegates at the luncheon*



*Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o (left) chats with one of the delegates after the luncheon*

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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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