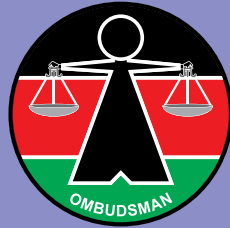


THE COMMISSION ON
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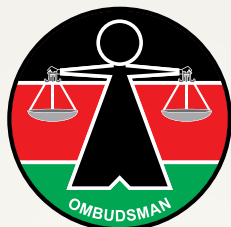
Hata Mnyonge ana Haki

IN HONOUR OF DISTINGUISHED SERVICE

Report of the Huduma Ombudsman Award Third Edition (2017)



**THE COMMISSION ON
ADMINISTRATIVE JUSTICE**
(Office of the Ombudsman)



Hata Mnyonge ana Haki

**IN HONOUR OF
DISTINGUISHED SERVICE**

Report of the Huduma Ombudsman Award Third Edition (2017)

In Honour of Distinguished Service
Report of the Huduma Ombudsman Award Third Edition (2017)

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ACRONYMS

APSEA	Association of Professional Societies in East Africa
CAJ	Commission on Administrative Justice
IPOA	Independent Policing Oversight Authority
KICC	Kenyatta International Convention Centre
NEMA	National Environment Management Authority
SACP	Senior Assistant Commissioner of Prisons

FOREWORD BY THE CHAIRPERSON

I am delighted to present to you the report of the Huduma Ombudsman Award Third Edition (2017). The award ceremony was held on 9th March 2017 at the Kenyatta International Convention Centre (KICC) where the recipients of the Award were recognised and rewarded. In this edition, seven public officers and one institution were awarded.

The Award initiated three years ago has proven to be an effective tool for injecting energy in the public sector and motivating public officers to devote themselves to public service. The officers and institution awarded were identified after a rigorous selection process involving submission of nominations by the public, analysis of the nominations and verification by an inter-agency award advisory panel. It is important to note that officers and institution awarded espoused values and principles of public service including high standards of professional ethics; efficient, effective and economic use of resources; responsive, prompt, effective, impartial and equitable provision of services; and accountability for administrative acts.

It is worth noting that the Award has grown to what it is today because of the support the Commission has received from various actors. I wish to thank our Partners, including the Public Service Commission and the National and County Governments Honours Advisory Committee, for supporting the Award by providing further rewards (job promotions and recommending conferment of medals by the Head of State, respectively) to the recipients of the Huduma Ombudsman Award thereby enhancing its significance.

The Commission will - through the Huduma Ombudsman Award and other initiatives - continue to advance good governance in the public sector in pursuit of a responsive public service characterised by servanthood. It is only then can we as a people and nation realise Vision 2030 and our aspirations as enshrined in the Constitution.



Dr. Regina G. Mwatha, Ph.D, MBS

Ag. CHAIRPERSON OF THE COMMISSION

BACKGROUND AND CONTEXT

The Commission on Administrative Justice (CAJ) also known as The Office of the Ombudsman is established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The mandate of the Commission is to enforce administrative justice in the public sector by addressing maladministration through effective complaints handling and alternative dispute resolution. In addition, the Commission has a constitutional mandate to safeguard public interest by promoting constitutionalism, securing the observance of democratic values and principles, and protecting the sovereignty of the people. Moreover, the Commission has the mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016.

In the course of implementing this function, the Commission found it imperative to have an award scheme that recognises and rewards public officers and institutions that stand out in service delivery, thereby deserving commendation. Huduma Ombudsman Award, which the Commission initiated in 2014, was a response to this need. Since commencement of the initiative, the Commission has hosted two award ceremonies presided over by His Excellency the President of the Republic of Kenya. The Award is given on the basis of exemplary service, demonstrated responsiveness, dedication and sacrifice, integrity, respect for the rule of law, transparency and accountability, and innovation. The award scheme seeks to achieve the following objectives:

- i. Promote accountability, responsiveness and servant-hood in public service,
- ii. Motivate public officers and public institutions to further promote service delivery and good governance,
- iii. Enhance professionalism to transform the image of the public service,
- iv. Enhance trust in government and confidence in public service, and
- v. Identify and share best practices in service delivery for the benefit of the Kenyans.

The scheme employs a participatory approach in the determination of awardees where the public nominates possible candidates for the award. The nominations are thereby determined by the ability of an individual or institution not only to

deliver but also to create the impression it is doing so. The process is steered by an inter-agency Advisory Panel drawn from six institutions.

The table below captures the members of the Advisory Panel and the corresponding institution they represented.

	Advisory Panel Member	Organisation
1	Andrew Atwori	Kenya School of Government
2	Betty Soita	Ministry of Public Service, Gender & Youth Affairs
3	Christine Mathu	Ministry of Devolution & Planning
4	Edward Okello	CAJ
5	Pauline Muriuki	Public Service Commission
6	Phoebe Nadupoi	CAJ
7	Rosemary Njogu	APSEA
8	Vincent Chahale	CAJ

Rationale

The very core mandate of the Office of the Ombudsman is to receive and redress complaints against public officers and entities. This mandate makes the Office of the Ombudsman an important player in public service delivery. Further, Section 8(e) of the Commission on Administrative Act requires the Commission to facilitate the establishment of, and capacity building on complaints handling in the public sector in both National and County Governments. This mandate is also well articulated in the Strategic Framework of the Commission. In realising this goal, the Commission plays a critical role under the performance contracting framework, where it is a lead agency responsible for the indicator, “Resolution of public complaints”.

In the course of its work, the Commission encounters public officers and entities that stand out in the execution of their duties thereby deserving commendation. They represent hundreds of public officers and institutions giving their best in rendering services to our nation.

They need to be recognised and their stories told to nudge others to also pursue excellence. It is on this premise that the concept of Huduma Ombudsman

Awards was conceived.

Although the Commission has programmes set apart for building the capacities of public officers to handle complaints including confidence to deal with the public and address their complaints, the Huduma Ombudsman Award compliments that work. It is an incentive for those who have - in their service to the public – aligned themselves to the values and objectives of the Commission.

The Award is also based on the thinking that rewarding individuals enhances their contribution to organisations as there is a positive correlation between reward and recognition, and performances. Recognising hard work, dedication and innovation in public service will go a long way in motivating public officers and consequently, enhancing service delivery in the public sector.

Scope

The Huduma Ombudsman Award targets public officers and institutions and takes into consideration the following parameters: exemplary service, performance, demonstrated responsiveness, dedication and sacrifice; integrity, respect for the rule of law, transparency and accountability, innovation and effective service delivery. It covers two categories:

- a. **Individual Category** - This category seeks to recognise individuals for their contribution within an organisation or sector. All persons working in the public service in Kenya are eligible for the Award
- b. **Institution Category** - This category of award honours outstanding public institutions.

Nominations

The Third Edition of the Award saw the public submit 801 nominations for consideration for both individual and institution categories. The Advisory Panel scrutinised the nominations and verified information presented before coming up with the final shortlist. Seven individuals were enlisted to receive the award whereas one public entity - out of those nominated - met the threshold.

Benefits to Awardees

Huduma Ombudsman Award is a non-monetary award. Some of the benefits are:

- i. Public acknowledgement of the winners and finalists during the award ceremony.

- ii. Plaques with citations and certificates for the winners, first and second runners-up categories.
- iii. Letters of commendation for nominees in the final shortlist.
- iv. Recommendation (by the Commission) for consideration for the Head of State Commendation by the National Honours and Awards Committee for the finalists in the individual category.

RECIPIENTS OF THE HUDUMA OMBUDSMAN AWARD THIRD EDITION

This section highlights recipients of the Award, and highlights the reasons they were recognised as captured in the citations. One institution and seven officers were awarded in this edition.

a) Winners

i. Winner, Institution Category - Independent Policing Oversight Authority (IPOA)



Attorney General Hon Prof. Githu Muigai hands over a plaque to the Chairperson of IPOA Mr. Macharia Njeru. IPOA was declared winner in the Institution Category.

IPOA was awarded for professionalism, making the police accountable to the public thereby securing the rights of citizens and enhancing trust in the police service.

Citation to IPOA

“For an institution established in mid 2012, IPOA has done well in accelerating justice for victims of police brutality. The Authority has, since establishment, handled 465 investigations. As at 31st December 2016, the Authority had cumulatively made recommendations to ODPP on 67 cases, out of which 53 had been examined and returned to IPOA for subsequent processes that include penal and administrative actions.

IPOA has a robust public engagement structure that has enhanced feedback and access to information. It, for instance, shares policing trends every quarter and provides opportunities for complaints and compliments to the citizens. The Authority has therefore exhibited accountability and transparency in line with the values and principles of governance enshrined in our Constitution.

IPOA has not only ensured rogue officers get penalised but has also vindicated those who have been wrongfully accused thereby promoting fair administrative justice. This will go a long way in making police officers appreciate the need for accountability.

Finally, you have looked into issues that relate to police welfare and this enhances their morale and consequently, improve policing.”

ii Winners, Individual Category

Bomet Police Station (Traffic Department) Corporal David Kipng'eno Chumo



Attorney General Hon. Prof. Githu Muigai hands over a plaque to winner in the individual category, Corporal David Chumo.

Corporal Chumo was awarded for upholding integrity in public service, selflessness and going beyond the call of duty to promote the rule of law.

Citation to Corporal David Chumo

“You have, for years, remained true to your calling and served the people diligently. You have undertaken your duties with honesty and with integrity demonstrating that it is possible to live a life of honour and serve the people as a traffic police officer.

You have gone beyond the call of duty to promote the rule of law. You have arrested poachers who continue to pose a threat to one of our main revenue earners – tourism; and illegal loggers who are a threat to the preservation of our eco-systems. You have courageously confronted these issues despite the dangers involved, for the love of your country. You have put your life at risk so that you may offer your services to the people of Kenya. Indeed, you have been recognised by the Kenya Wildlife Service and the Kenya Forest Service for your efforts.

You have earned yourself a place many can only covet: “the incorruptible, humane officer”. Indeed you are the epitome of what police service is all about.”

First Runner-Up, Individual Category

SACP Olivia L. A. Obell, Officer-In-Charge, Lang’ata Women Maximum Security Prison



Vice Chairperson of the Public Service Commission, Ambassador Peter O. Ole Nkuraiya presenting a plaque to SACP Olivia A.L Obell the first runner – up in the individual category.

Ms. Obell was awarded for transformative leadership, innovation and exemplary work in Kenya’s correctional facilities.

Citation to ACP Olivia Obel

“You have infused best practices in the management of Prisons in Kenya, particularly Lang’ata Women Maximum Security Prison, your current posting You have helped inmates develop a better sense of self worth and identity, and improved their talents through initiatives such as “Yoga Behind Bars”, modeling and fashion design gigs and cultural days.

Further, you have introduced child-friendly prison corners thereby reducing trauma for children whose parents are behind bars. The child-friendly prison

corners provide a home setting within the prison premises where the inmates interact with their children. Similarly, you have introduced “remote parenting” a concept that gives inmates opportunities, through open days, to interact and follow the progress of their children. This gives them some latitude to exercise parenting thereby giving them something to look forward to post imprisonment. In the true spirit of “correction”, you came up with an initiative known as the “Samaritan Programme” to allow those who had been in prison longer to mentor and counsel new inmates thereby reducing the shock of incarceration. In the same vein, you introduced a programme at Lang’ata Women Maximum Security Prison that allows the facility to have linkages with released inmates. This has allowed the former inmates to share their experiences with those still serving their terms, reduced stigma and enhanced reintegration of former inmates into society.”

Second Runner-Up, Individual Category

Ms. Jennifer Wangari, a Senior Children Officer with the Ministry of East African Community, Labour and Social Protection



Vice Chairperson of the Public Service Commission, Ambassador Peter O. Ole Nkuraiyia presenting a plaque to Ms. Jennifer Wangari the second runner – up in the individual category.

Ms. Wangari was awarded for transformative and exemplary leadership and promoting transparency in management of public affairs.

Citation to Ms. Jeniffer Wangari

“You transformed the operations of the office by abolishing the payment of cash for recipients of child maintenance to the office. Instead, you introduced a system of direct payment to the recipient through the bank or M-Pesa with the office only receiving confirmation of payment hence eliminating incidences of stealing of recipients’ money.

You enhanced transparency and efficiency by introducing a register and a diary for recording complaints and the office case load respectively for any given day. Further, you ensured supervision of children’s homes through quarterly meetings.

You played a key role in the transformation of the infrastructure of the Children’s office by lobbying for resources for construction of a modern office block, and created a customer friendly environment where clients are treated professionally, and introduced waiting chairs for their comfort.

You have actively promoted the welfare of children and this has seen you undertake rescue operations and reintegration of children. Notably, you rescued 114 children from a mismanaged facility in Githunguri. You further ensured the home was closed and justice served for a girl who had been defiled.”

b) Other Finalists

Fourth Position, Individual Category

Mr. Wilson Lanoki, Head Teacher of Sarmach Primary School in West Pokot County



CAJ Commissioner Saadia Mohammed presenting a letter of commendation to Mr. Wilson Lanoki.

Mr. Lanoki was recognised for transformative leadership, selflessness and promotion of peace through education.

Citation to Mr. Wilson Lanoki

“Through your efforts, Sarmarch Primary School now has boarding facilities and you have gone out of your way to ensure more children from the pastoral community in the semi-arid area are able to get an education.

You have demonstrated leadership by involving warring communities in running of the school and admitting children from all sides, thereby fostering peace and ensuring the children have a safe learning environment in a rather volatile area. This has not only ensured the school is secure but has also enhanced ownership among the various stakeholders.

With only one other teacher posted by the Teachers’ Service Commission, you have worked diligently and gone beyond the call of duty to ensure your pupils perform well despite shortage of personnel.”

Fifth Position - Individual Category

Mr. Joseph N. Ngandu, the Senior Chief of Ngenda Location in Gatundu South



Principal Administrative Secretary in the Ministry of Public Service, Youth and Gender Affairs Mrs. Grace Otieno Presents a Plaque to Senior Chief Ngandu.

Mr. Ngandu was recognised for exemplary leadership, selflessness and courage in performance of your duties.

Citation to Mr. Joseph Ngandu

“You have, for years, served diligently addressing issues that affect citizens in your location. You have, for instance, effectively addressed the problem of illicit brews while inspiring the brewers to pursue alternative legal business ventures. Further, you have ensured those who do not toe the line are brought to book, thus promoting the rule of law.

Your steadfastness to promote the rule of law was not deterred even with attempts by illicit brewers and *Mungiki* to hurt and endanger your life. You have served your community zealously and opened channels of communication so that they may access you with ease for assistance.

Further, you have played a lead role in design and implementation of community

projects thereby bettering the lives of the communities within your jurisdiction.”

Sixth Position, Individual Category

Mr. George Natembeya, the County Commissioner of Isiolo



Principal Administrative Secretary in the Ministry of Public Service, Youth and Gender Affairs Mrs. Grace Otieno Presents a letter of commendation to Mr. George Natembeya.

Mr. Natembeya was recognised for providing leadership, excellent service delivery and promoting participation in management of public affairs.

Citation to Mr. George Natembeya

“You have successfully managed to contain runaway cattle rustling by sensitising communities on its demerits thereby cultivating public support for the cause. Through your community engagement efforts, tension that characterise the relationship between Samburu and Turkana communities in Isiolo County has dissipated. In a similar vein, you have ably led initiatives geared towards improving the security of people in various stations you have worked. Further, you have opened lines of communication making it easier for the public to access your office with ease thus promoting the rule of law and enhancing public trust.

You have embraced a collegial approach – bringing together religious leaders, security apparatus and stakeholders in the education sector - to resolving

problems including illicit brews and conflict; and advancing development.

In line with this, you have supported construction of classrooms in Samburu Complex, Mlanda Nur in Merti, and Lengwenyi Primary School.”

Seventh Position, Individual Category

Mr. Erick Ngondi, Environment Officer, National Environment Management Authority



Principal Administrative Secretary in the Ministry of Public Service, Youth and Gender Affairs Mrs. Grace Otieno Presents a letter of commendation to Mr. Erick Ngondi.

Mr. Ngondi was recognised for excellent service delivery, mentorship for persons with disabilities and demonstrating that disability is not inability.

Citation to Mr. Erick Ngondi

“As an Officer responsible for complaints handling, you have handled the public professionally and courteously, and excelled in your work. You have, therefore, demonstrated that disability is not inability and in so doing you stand out as a true inspiration to public officers with disability.

You were able to overcome the challenge occasioned by sudden visual impairment and today you encourage many young people like you to nurture and pursue their dreams.

It is particularly noteworthy that you have taken time to mentor young people who are visually impaired on various platforms and trained them on adaptive computers.”

Awardees' Feedback

"It is not lost to me either, ladies and gentlemen, that this historic achievement is only possible through the efforts of all other officers whom I have worked with, particularly those currently at the Langata Women Prison. They will forever remain a great inspiration and a vital element in my future professional engagements. Our station is fondly referred to us 'the palace of corrections' because of its exclusivity.

My journey up to where we are today (being one of the winners of Huduma Ombudsman Award) has been quite challenging and is a confirmation of the collective effort we have put in to ensure there is sustained rehabilitation and social reintegration of our clients.

I therefore wish to challenge those in leadership to approach their responsibility with humility, fairness, impartiality and professionalism and be cognizant of the needs of the people we serve."

SACP Olivia L. A. Obell,

Officer- In- Charge, Lang'ata Women Maximum Prison

"What is most inspiring is that the process involves direct feedback from our primary customers... direct recipients of our service...

I urge my fellow public servants to serve Kenyans with all they are and have because we have been granted an opportunity to fulfill a purpose... This Award clearly motivates me to continue serving more diligently towards higher standards in delivering quality service while upholding professionalism, commitment, and customer dignity."

Jennifer Wangari

Senior Children Officer - Ministry of East African Community, Labour and Social Protection

“When police (especially Traffic Police officers) are mentioned, what comes to mind is corruption. As I stand before you, I have served in the police service by doing the unimaginable: declining bribes. I have on several occasions turned down bribes offered to me by motorists ferrying illegal forest and wildlife products, and those who flout traffic rules.

As a result of my stand against corruption, poachers and charcoal dealers have threatened me with death for standing on the way of their illegal activities.

What I have learnt is that being firm in your work and doing the right thing attracts both hate and appreciation from the public. I have sought to entrench patriotism among my colleagues in the Police Service and hope that many can emulate me.”

Corporal David Kipng’etich Chumo,

Traffic Police Officer, Bomet

“I am thrilled to be here today! I am truly excited for the recognition by the Commission on Administrative Justice and by the opportunity given by the National Environment Management Authority to serve the public.

This award has touched, moved and inspired me to work even harder and achieve more. It has influenced my fellow colleagues at NEMA and they have realised that through me, their work is making an impact to Kenyans. By receiving this award, persons living with disabilities note that when one works hard, his/ her effort can and will be recognised.”

Erick Ngondi

Environment Officer, NEMA

AWARD CEREMONY

The Award Ceremony was held at the Kenyatta International Convention Centre, Nairobi on 9th March 2017. The ceremony was attended by key stakeholders in the public sector with representatives drawn from the national and county levels of government. Hereunder are speeches delivered during the event.

REMARKS BY DR. REGINA MWATHA, ACTING CHAIRPERSON OF THE COMMISSION ON ADMINISTRATIVE JUSTICE DURING THE CEREMONY OF THE THIRD EDITION OF THE HUDUMA OMBUDSMAN AWARD HELD AT THE KENYATTA INTERNATIONAL CONVENTION CENTRE ON 9TH MARCH 2017

The Attorney General, Hon. Prof. Githu Muigai

The Cabinet Secretary, Ministry of Public Service, Youth and Gender Affairs, Mrs. Sicily Kariuki

The Chairperson, Public Service Commission, Prof. Margaret Kobia

Cabinet Secretaries & Principal Secretaries Present

Heads of Institutions

Distinguished Guests

All Protocols observed

Ladies and Gentlemen:

On behalf of the Commission on Administrative Justice, I am delighted to welcome you to this ceremony of the Huduma Ombudsman Award. This is the Third Edition of the Award whose primary objective is to promote the rule of law and service delivery through recognition of outstanding public offices and officers. I wish to thank all the distinguished guests and the collaborating institutions that have offered invaluable support throughout the entire process. In particular, I thank the Ministry of Public Service, Youth and Gender Affairs, the Ministry of Devolution and Planning, the Kenya School of Government, the Public Service Commission, Association of Professional Societies in East Africa, the Public Service Commission for their support. You have indeed been great partners in this Programme.

Ladies & Gentlemen,

The Constitution of Kenya 2010 lays emphasis on service delivery. Public institutions and officers are expected to provide efficient, timely and accountable services to the public. To this end, public officers are called upon to be selfless servants, and to be efficient, impartial, accountable and responsive in the performance of their duties. Further, they are required to maintain high standards of professional ethics and ensure prudent use of resources. In relation to public institutions, they are expected set up infrastructure for efficient service delivery, including addressing complaints from the public.

As you may be aware, the Commission plays an important role in service delivery in Kenya. Our role flows from our mandate under the Constitution and the Commission on Administrative Justice Act of addressing maladministration in the public sector. Accordingly, we undertake administrative review in the event of maladministration such as delay, inefficiency, abuse of power, unfair treatment, discourtesy, ineptitude or unresponsiveness, and provide redress. These usually take different forms such as complaints handling, issuance of advisory opinions, complaints capacity building for public institutions, public interest litigation, public education and training as well as promotion of alternative dispute resolution methods in the resolution of public complaints. The expanded mandate under the Access to Information Act, 2016 has bolstered our role in the promotion of good governance in the country. Flowing from the foregoing, the Commission will be central to the attainment of efficient public services in line with the goal of the Kenya Vision 2030, and restoration of public confidence in the government.

Ladies and Gentlemen,

As I have stated earlier, the Huduma Ombudsman Award is an initiative by the Commission to recognise and reward outstanding and excellent public institutions and officers in service delivery. Through this, it seeks to enhance respect for the rule of law and excellence in service delivery.

To this end, the Commission ensured broad participation in the exercise by inviting nominations from the public countrywide through the media, county governments, Huduma Centres, postal offices, independent oversight institutions and the national government offices. In addition, the Commission constituted an Awards Advisory Panel comprising six collaborating institutions to analyse, verify and recommend the deserving awardees. Through this exercise, the Commission received 801 nominations for the entries which were

reviewed, shortlisted and the final nominees ranked after thorough verification by the Panel.

Ladies and Gentlemen,

I wish to congratulate all the awardees for this remarkable achievement. You have indeed demonstrated an exceptional character of servant-hood and selflessness. As you celebrate this Award, I wish to remind you of the need to be steadfast to the very values and principles that have enabled you to win the award. May you be role models in your respective places of work even as you mentor and share best practices with your colleagues.

Finally, I call upon all public officers to be faithful to the values and principles enshrined in the Constitution and the Public Service (Values and Principles) Act, 2015 among others. As a people, we have a golden opportunity to realise the transformative purpose of the Constitution and the goal of the Kenya Vision 2030 as well as our commitment to achieving the Sustainable Development Goals. This requires a change of attitude; from a mindset of master to that of a servant, a mindset of considering public resources entrusted to us as our own instead of the cliché “*mali ya umma*”.

Let us remember that it is our individual and collective efforts that will transform public administration in Kenya. May the Award inspire all public institutions and officers to deliver quality, responsive and accountable services to the public. As the Office of the Ombudsman, we will remain faithful to our mandate and commit to support and complement the efforts of government in ensuring better service delivery, and the path of realising the Kenya Vision 2030. In this regard, I call upon all public institutions and officers and the public to partner with us in this journey.

With these remarks, it is now my singular pleasure to invite the Chairperson of the Public Service Commission to make her remarks.

I thank you all.

DR. REGINA G. MWATHA, Ph.D, MBS

Ag. CHAIRPERSON

REMARKS BY THE CHAIRPERSON OF THE PUBLIC SERVICE COMMISSION DURING THE THIRD EDITION OF THE HUDUMA OMBUDSMAN AWARDS HELD AT THE KENYATTA INTERNATIONAL CONVENTION CENTRE ON 9th MARCH 2017 (READ BY AMB. PETER O. OLE NKURAIYIA CBS, VICE CHAIRMAN)

Your Excellency Hon. Uhuru Kenyatta the President of the Republic of Kenya.

The Cabinet Secretaries present

The Honourable Attorney General

Vice Chairperson, CAJ, Dr. Regina Mwatha, PhD, MBS

Speaker of the Senate

Chairpersons of Constitutional Commissions and Holders of Independent Offices

Heads of Public Institutions

Development Partners

Distinguished Guests Ladies and Gentlemen

Your Excellency, may I take this opportunity to thank you most sincerely for finding time to grace this important occasion the 3rd Edition of the Huduma Ombudsman public service awards. I do note your Excellency that you have always found time to come and attend this occasion, which aptly demonstrates the importance you attach to public service delivery.

I also take this opportunity to congratulate the CAJ for initiating such a worthy innovation aimed at improving service delivery to the people of this county. This is in tandem with the Public Service Commission's initiative of Public Servant of the Year Award which recognizes best performers in the Civil Service every year.

The PSC is committed to promoting the principles and values of public service enshrined in our constitution and compliance thereto within the public sector. This will certainly have an effect on service delivery which is the cornerstone of our national development.

We are here today, to recognize and honour officers who have demonstrated these principles and values in the service. This is not the first time we have participated in these awards. Since the inaugural ceremony the Public Service Commission has always rendered its support to the Commission on Administrative Justice in organizing these outstanding officers.

Your Excellency, such initiatives go a long way to motivate officers to perform even better. It is important to recognise the efforts of public servants who excel in their work.

The public service is a focal point in the development of any country. There has been criticism of shortcomings such as inefficiency, corruption in the public service, yet in the midst of all that, there are public officers who give their all to serve their nation. We should always endeavour therefore to recognise such officers since they are a reflection of the reforms that we have undertaken over the years.

Your Excellency, I would also like to take this opportunity to remind public officers of the importance of effectively handling public complaints. Public complaints have a bearing on the systemic issues that may be affecting institutions. If public complaints are handled well then it is easy to decipher the root causes which when checked directly improve public services. This is the reason why public complaints is included in performance contracting as an indicator to measure the performance of public institutions.

I want to take this opportunity therefore to congratulate those who will be awarded here today. Considering the past Huduma Editions, we have been presented with public officers who have gone out of their way to innovate ingenious ways of delivering services.

The past awardees have been men and women of great stature who despite challenges faced, gave their all to serve Kenyans. I have no reason to believe that today's awardees will be any different. They deserve our praise.

I do note from the awards that have been held before, the awardees are those whom have despite the many challenges they face, have overcome them due to their resolve on what they do. They are workers who will not complain but find innovative ways of overcoming the challenges.

This is truly what public service is all about; Giving the best even with very minimal means.

Lastly but more importantly, as we have done before, the awardees who are within the ambit of the Public Service Commission will be considered for promotion by the Public Service Commission.

Once more congratulations and may God bless our country.

PROFESSOR MARGARET KOBIA, Ph.D, CBS
CHAIRPERSON OF THE PUBLIC SERVICE COMMISSION

REMARKS BY THE PRINCIPAL SECRETARY, STATE DEPARTMENT OF PUBLIC SERVICE AND YOUTH, MRS. LILLIAN MBOGO-OMOLLO DURING THE CEREMONY OF THE THIRD EDITION OF THE HUDUMA OMBUDSMAN AWARD HELD AT THE KENYATTA INTERNATIONAL CONVENTION CENTRE ON 9TH MARCH 2017 (READ BY PRINCIPAL ADMINISTRATIVE SECRETARY MRS. GRACE OTIENO)

Your Excellency the President

The Attorney-General of the Republic of Kenya, Hon. Prof. Githu Muigai

Chairperson, Public Service Commission, Prof. Margaret Kobia

Acting Chairperson, Commission on Administrative Justice

Cabinet Secretaries Present

Principal Secretaries Present

Chairpersons of Constitutional Commissions and Holders of Independent Offices

Heads of Institutions

Distinguished Guests

All Protocols observed

Ladies and Gentlemen,

I am delighted to join you today at this ceremony to celebrate the achievements of the public institutions and officers that we are rewarding today. I am honoured to be part of this truly auspicious event of celebrating outstanding Kenyans for excellent service. This ceremony is a milestone in our journey towards a responsive, accountable and efficient public service for which my Ministry has been spearheading. I take this opportunity to commend the Commission on Administrative Justice for this initiative that seeks to positively transform public administration in Kenya. As the Ministry in charge of public service in Kenya, we are pleased to partner with the Commission in this regard.

As you are aware, the Constitution of Kenya 2010 transformed delivery of public services in the country. Notably, it institutionalizes the right to good administration. Specifically, the public are entitled to quality, expeditious and accessible public services as well as servant leadership. This is evident from the national values and principles of governance under Article 10, the Bill of Rights, the principles of leadership and integrity and the values and principles of public service under Article 232 and the Public Service (Values and Principles) Act, 2015. Public institutions and officers are expected to adhere to these values and principles in the discharge of their duties and responsibilities.

Ladies and Gentlemen,

I am pleased with the approach of the Commission of recognizing and rewarding excellent and outstanding public institutions and offices. This is a departure from the past whereby the focus was on retribution through investigations and redress after the occurrence of malpractices. Whereas this approach is still necessary, it has been found to be inadequate in improving delivery of public services. Put differently, it does not create a holistic redress mechanism for poor service delivery. It is for this reason that the reward system comes in to complement it through the recognition (and reward) of good performance. This is a proactive and motivating thereby enhancing service delivery. It is, therefore, not surprising that the Government enacted the Public Service (Values and Principles) Act, 2015 whose Section 15(2)(b) requires every public institution to develop guidelines for recognising, commending and rewarding public officers who offer exemplary, outstanding or innovative services. My Ministry will work with relevant State organs to fully implement this requirement in the public sector.

I take this opportunity to applaud and identify ourselves with this initiative which we believe will go a long way in complementing our work. As you are aware, one of the main responsibilities of the Ministry is the management of public services. This not only includes the development of policies on public services, but also empowerment of public officers to render services. It is worth of noting that the Ministry was part of the multi-stakeholders Awards Advisory Panel that reviewed, shortlisted and selected the awardees following a thorough verification process.

Ladies and Gentlemen,

We all know that the success of our country largely depends on those who get their pictures taken and leave positive indelible marks in societal transformation. It depends on the teachers in schools, nurses in hospitals, uniformed officers who risk their lives every day to protect our country and keep law and order, and civil servants who perform various duties diligently and exceptionally. In all, it is our individual and collective efforts and attitude that will determine the destiny of Kenya, whether we achieve the aspirations of the Kenya Vision 2030 or not.

In conclusion, I congratulate the winners of these Awards today for their remarkable achievements. It is no mean feat. We celebrate you for this achievement. I urge you to remain steadfast to the very values and principles that have seen you win the Award. I also urge you to mentor and share the best

practices with your colleagues. To the other public officers, I urge each one of you to be selfless, efficient and accountable in the delivery of public services. We collectively have a historic opportunity to transform service delivery in Kenya. Let us capture this moment and work for the betterment of this great nation. May the Award inspire all of us to reach greater heights.

With these remarks, it is now my singular pleasure to invite the Hon. Attorney General of the Republic of Kenya to make his remarks and subsequently invite His Excellency, the President, Hon. Uhuru Kenyatta to make the Keynote Address and present the Awards.

I thank you all.

MRS. LILLIAN MBOGO-OMOLLO,
PRINCIPAL SECRETARY,
MINISTRY OF PUBLIC SERVICE, YOUTH AND GENDER AFFAIRS.

KEY NOTE ADDRESS BY H.E HON. UHURU KENYATTA, C.G.H., PRESIDENT AND COMMANDER IN CHIEF OF DEFENCE FORCES OF THE REPUBLIC OF KENYA DURING THE THIRD EDITION OF THE HUDUMA OMBUDSMAN AWARDS CEREMONY, 9th MARCH 2017, AT KICC NAIROBI KENYA (READ BY PROF. GITHU MUIGAI, THE ATTORNEY GENERAL OF THE REPUBLIC OF KENYA)

Distinguished Guests, Ladies and Gentlemen,

It gives me great pleasure to be here once again on yet another occasion that we are honouring outstanding Kenyans. These are not just Kenyans but public servants who have, in their own small yet impactful way offered public services with diligence. Indeed, the greatest thing a person can do for his country, is to selflessly offer his service in an excellent manner as those who will be honoured here today, have done. These are Kenyans who have put country before self. I salute them.

I would also like to appreciate the efforts made by the Commission on Administrative Justice in organizing this event now for the third time. As you may know, I was the Chief Guest in the inaugural Ombudsman awards held in 2014. I was of the persuasion then, and I still am now, that it is good to appreciate the efforts that public servants make in delivering public services. Most of the time we are quick to point out the ills and malaise in government and fail to recognise that while we may have some challenges, there are outstanding Public Officers who deserve recognition. The Commission therefore in organizing these event gives us this opportunity to pat the backs of such public officers.

Efficient service delivery is at the heart of realising the dreams and aspirations of a nation. We cannot therefore realise the dreams of vision 2030, if we do not provide a sound environment through efficient service delivery. Our economic political and social goals can only be realized if we as public servant are exemplary in our work. We must root out ineptitude, incompetence, inefficiency and generally maladministration from how we handle public affairs. This is the only route to creating a vibrant and progressive nation both for us and our future generations.

I congratulate each one of you for having been recognized by the Commission on Administrative Justice (Office of the Ombudsman) for your hard work. The fact that you are being recognised by the very office that provides oversight on maladministration speaks volumes of your service. I am sure that you are representative of many other civil servants who we may not recognise today but are out there serving their country with dedication.

I have in mind the traffic officer who on a daily basis braves the scorching midday sun to bring order to our roads. The nurse who sacrifices her

own private time to attend to patients in a remote rural dispensary. The prison officer who goes beyond the call of duty to rehabilitate inmates who upon discharge become useful members of the society and the teacher in a remote village who with chalk and board shapes the future of many young Kenyans. These are virtuous Kenyans who deserve reward.

At the same time there are those public officers who constantly bring the name of government into disrepute. They defile the public trust that has been bestowed upon them and thus demeaning the office they hold. I am talking about officers who through their conduct whether in public or private compromise public interest in favour of personal interest. Such public officers should be identified and rooted out of service. I call upon the Public Service Commission to enhance its oversight role so that we can reform our Public Service and remain only with those willing to maintain public trust.

This call also goes out to other oversight institutions such as the Ombudsman and the Ethics and Anti-Corruption Commission. Public officers who are found to have engaged in corruption or other vices of gross maladministration are enemies of progress and should therefore be barred from holding Public Offices. Our oversight institutions which have been granted independence by the Constitution should lead the way in by discharging their mandates without fear of any external interferences. With a robust Public Service Commission that will recruit public officers meritoriously and an effective system of checks and balances from the oversight institutions we will truly be on the right path to realising a public workforce that would usher this country into prosperity.

Ladies and Gentlemen, inconsideration of the service that those who will be honoured here today give to our nation, I announce that from today henceforth those who are recognised in these Huduma Ombudsman Awards will receive State Commendations for they are truly, Kenyan heroes. I also urge as I have before that the relevant authorities concerned with promotions consider promoting those who will be recognised. This will encourage not only the awardees to continue serving with commitment but also others within the public service.

I do not want to tire you with a long speech. I am sure we are all eager to know those who the Ombudsman has found fit to be awarded. I am aware that the Commission received many nominations and the awardees that will be announced today truly deserve the recognition.

I want nonetheless, to encourage all public servants to remember the rallying call espoused in our constitution. Our constitution devotes a whole chapter to define

the values and principles of public service. These values apply to both levels of Government and all State Organs. Whether it is in National Government, County Governments, Constitutional Commissions, or any other sphere of governance, we the Kenyan people expressed through our constitution the need to observe these values. These values include professionalism, efficiency, involvement of the people in the process of policy making, accountability for administrative acts and affording adequate and equal opportunity for appointments. I call upon all of us in all spheres of government to observe and uphold these values for the betterment of our nation. These values should not only be applicable in the public sector but I encourage the private sector as well, to also embrace them since whether in public or private our efforts are geared towards nation building.

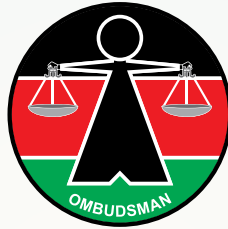
I once again commend the public servants and public institutions which will be honoured here today and wish them and the entire public service at large success in their work so that we can build our country and realise the dreams of our founding fathers, take care of the interests of the present generation whilst protecting the future of generations.

I thank you all.

ANNEXURES

ANNEX I: PROGRAMME

THE COMMISSION ON ADMINISTRATIVE JUSTICE (Office of the Ombudsman)



Hata Mnyonge ana Haki

HUDUMA OMBUDSMAN AWARD THIRD EDITION

DATE: 9TH MARCH 2017

VENUE: KENYATTA INTERNATIONAL CONVENTION CENTRE - AMPHITHEATRE

PROGRAMME

TIME	SESSION	RESPONSIBLE
8.30 – 9.15 am	Entertainment/Arrival of guests/ Entertainment	<i>Band</i>
9.15 – 9.20 am	National Anthem and Prayer	<i>Band</i>
9.20–9.25 am	Introduction to the Award Ceremony by the Commission Secretary/CEO	<i>Mr. Leonard Ngaluma, MBS</i>
9.25 – 9.35 am	Opening Remarks by Ag. Chairperson, Commission on Administrative Justice	<i>Dr. Regina G. Mwatha, Ph.D, MBS</i>
9.35 – 9.45 am	Message of Support by the Chairperson, Public Service Commission	<i>Prof. Margaret Kobia, Ph.D, CBS</i>
9.45– 9.55 am	Remarks by Principal Secretary, State Department of Public Service and Youth	<i>Mrs. Lillian Mbogo - Omollo</i>

TIME	SESSION	RESPONSIBLE
9.55 – 10.05 am	Address by the Attorney General	Hon. Prof. Githu Muigai, EGH, SC
10.05 – 10.25 am	Keynote Speech by His Excellency the President of the Republic of Kenya	H.E. the President, Hon. Uhuru Muigai Kenyatta, CGH
Awards Ceremony		
10.25 – 11.35 am	Recipients of Letters of Commendation:	<i>Reading of Citations by Cmmr. Saadia Mohammed, MBS, OGW</i>
	Individual Category: Position 7 Position 6 Position 5 Position 4	<i>Presentation of Letters of Commendation</i>
	Runners –Up Individual Category 2 nd Runner-up 1 st Runner-up	<i>Reading of Citations by Cmmr. Saadia Mohammed, MBS, OGW</i> <i>Presentation of Awards</i>
	Winners	
	Individual Category Institution Category	<i>Reading of Citations by Cmmr. Saadia Mohammed, MBS, OGW</i> <i>Presentation of Awards</i>
11.35 – 11.40 am	National Anthem	
11.40 am	Entertainment <i>Guests leave at their pleasure</i>	

ANNEX II: CONCEPT NOTE

1.0 Background

The Commission on Administrative Justice (CAJ) also known as the Office of the Ombudsman is a Constitutional Commission established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The mandate of the Commission is to enforce administrative justice in the public sector in Kenya by addressing maladministration through effective complaints handling and alternative dispute resolution. In addition, the Commission has a constitutional mandate to safeguard public interest by promoting constitutionalism, securing the observance of democratic values and principles, and protecting the sovereignty of the people of Kenya.

Huduma Ombudsman Award is one approach the Commission has adopted to enhance accountability and responsiveness in public service as well as promote compliance with administrative justice standards. The Award, given on an annual basis, is aimed at recognising and rewarding excellence in public service delivery. The broad objective of the Award is to reward contributions of a public officer or institution that lead to a more effective, accountable and responsive public service. The specific objectives of the Award are to:

- i. Promote accountability, responsiveness and servant-hood in public service;
- ii. Motivate public officers and public institutions to further promote service delivery and good governance;
- iii. Enhance professionalism to transform the image of the public service;
- iv. Enhance trust in government and confidence in public service; and
- v. Identify and share best practices in service delivery for the benefit of Kenyans.

This is a non-monetary award of exemplary service, embodied in a symbolic award memento, and/or a certificate.

2.0 Benefits to Awardees

Some of the benefits are:

- i. Public acknowledgement of the winners and finalists during the Award ceremony.
- ii. Plaques with citations and certificates for the top three, and letters of commendation for the other nominees; and
- iii. Recommendation of individual finalists for consideration for Head of State Commendation by the National Honours and Awards Committee.

3.0 Rationale

The very core mandate of the Office of the Ombudsman is to redress complaints against public officers and entities. Further, Section 8(e) of the Act requires the Commission to facilitate the establishment of, and capacity building on complaints handling in the public sector in both National and County Governments. The Commission also plays a key role under the performance contracting framework, where it is a lead agency for the indicator, “Resolution of Public Complaints”. The aforementioned make the Commission an important player in public service delivery.

In the course of its work, the Commission encounters public officers and entities that stand out in the execution of their duties thereby deserving recognition and commendation. They represent hundreds of public officers and institutions giving their best in rendering services to our nation. They need to be recognised and their stories told to nudge others to pursue excellence. It is on this premise that the concept of Huduma Ombudsman Award was conceived.

Huduma Ombudsman Award is an incentive for those who have - in their service to the public – aligned themselves to the values and objectives of the Constitution. It also augments efforts designed to restore public trust and confidence in public institutions.

The Award is also based on the thinking that rewarding individuals enhances their contribution to organisations as there is a positive correlation between reward and recognition, and performance. Recognising hard work, dedication and innovation in public service will go a long way in motivating public officers and consequently, enhancing service delivery in the public sector.

4.0 Scope

The Huduma Ombudsman Award takes into consideration the following parameters: exemplary service, performance, responsiveness, dedication and sacrifice; integrity, respect for the rule of law, transparency and accountability, innovation, and effective service delivery. It covers two categories as follows.

- c. Individual Category** - This category seeks to recognise individuals for their contribution within an organisation or sector. All persons working in the public service in Kenya are eligible for the Award
- d. Institution Category** - This category of honours outstanding public institutions in service delivery and respect for the rule of law.

5.0 Eligibility

The Award is for public officers and institutions in Kenya. In addition, Kenyans who are public officers assigned outside Kenya such as Embassies or Defence Forces are also eligible.

6.0 Structures of Huduma Ombudsman Awards

The Award process is steered by an Advisory Panel/Steering Committee constituted by the Commission on an annual basis. The Committee drew representation from six institutions in the Third Edition, namely: Public Service Commission; Ministry of Public Service, Youth and Gender Affairs; Kenya School of Government; Ministry of Devolution and Planning; and the Association of Professional Associations from East Africa.

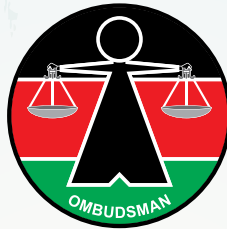
The mandate of the Committee is broadly to shepherd the nomination process. It shortlists and verifies information on the nominees for the individual and institutional categories which is then submitted to CAJ Commissioners for consideration.

7.0 The Award Process/Activities

- i. Call for Nominations** – This is done through media (print media advertisements, website, etc), and partner organisations. The nomination forms are distributed through county commissioners' offices and other national government offices throughout the country; county governments, constitutional commissions and independent offices; ministries and government agencies under the performance contracting platform among others.
- ii. Review of Nominations** – The Advisory Panel assesses all nominations received and comes up with a long list for further consideration.
- iii. Verification** – The Committee undertakes a verification exercise on officers and institutions (in the long list), based on the information in the nomination forms. The Committee also collects any other information that may be relevant to the process.
- iv. Review of Verification Reports** – The Committee reviews the verification reports and comes up with a final shortlist which is then submitted to the Commissioners for ratification.
- v. Award Ceremony** – The process culminates in an award ceremony where the finalists are honoured and recognised.

ANNEX III: NOMINATION FORM

THE COMMISSION ON ADMINISTRATIVE JUSTICE (Office of the Ombudsman)



Hata Mnyonge ana Haki

HUDUMA OMBUDSMAN AWARD THIRD EDITION 2017

Closing Date: 20th October 2016

Background

The Commission on Administrative Justice (Office of the Ombudsman) is a constitutional Commission established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The mandate of the Commission is to enforce administrative justice in the public sector in Kenya by addressing maladministration through effective complaints handling and alternative dispute resolution. In addition, the Commission has a mandate to safeguard public interest by promoting constitutionalism, securing the observance of democratic values and principles, and protecting the sovereignty of the people of Kenya.

One approach the Commission has adopted to enhance accountability and responsiveness in public service as well as promote compliance with administrative justice is through an awards scheme - Huduma Ombudsman Awards. The scheme is an annual award aimed at recognising and rewarding responsive and compliant public officers and public institutions in the country. The broad objective of the Award is to reward contributions of a public officer or a public institution that lead to a more effective, accountable and responsive public service. The specific objectives of the scheme are to:

- i. Promote accountability, responsiveness and servant-hood in public service
- ii. Motivate public officers and public institutions to further promote

- service delivery and good governance,
- iii. Enhance professionalism to transform the image of the public service,
- iv. Enhance trust in government and confidence in public service, and
- v. Identify and share best practices in service delivery for the benefit of the Kenyans.

The Award provides an opportunity for the public who are the clients or direct consumers of public service, to rate performance of public officers and institutions.

Scope

There are two categories of the Award: one to a public institution and the second to a public officer.

Conditions

- i. The nominee should be a public officer.
- ii. One **cannot** enter a self-nomination, or nominate a member of one's family.
- iii. An award shall only be revoked if the information received by CAJ regarding the nominee is later found to have been fraudulent, incorrect or misrepresentation.
- iv. Nominations will not be accepted after the deadline.

Award Advisory Panel

The Awards Committee comprises CAJ and the following institutions.

- i. The Kenya School of Government
- ii. The Ministry of Public Service, Youth and Gender Affairs
- iii. Public Service Commission
- iv. Transparency International Kenya
- v. Association of Professional Societies in East Africa (APSEA)

Nomination Form

Category of the nomination

- Individual
 Institution

Name of individual/institution being nominated.

Why does the nominee qualify for this award? Spell out what distinguishes them from others.

Explain briefly the challenges, if any, experienced in providing services and how the nominee overcame them.

Nominated by:

P. O. Box _____ Code: _____ Town: _____

Physical Address _____

Tel: _____ Mobile: _____ E-mail: _____

Contacts of the individual or institution being nominated (if available)

P. O. Box _____ Code: _____ Town: _____

Physical Address _____

Tel _____ Mobile: _____ E-mail: _____

Pick up and drop off points

- i. Commission on Administrative Justice Offices
West End Towers – 2nd Floor Waiyaki Way, Westlands
- ii. CAJ Kisumu Branch Office
Central Square Building - 2nd Floor
Oginga Odinga Street, Kisumu
- iii. CAJ Mombasa Branch Office
- iv. Mombasa Trade Centre (formerly Ambalal House), 2nd floor
Nkrumah Road, opposite Electricity House
- v. CAJ Eldoret Branch Office
Kerio Valley Development Authority (KVDA) Plaza, 7th floor
- vi. The County Commissioners’ Offices in every county
- vii. The County Secretaries’ Offices in every county
- viii. Huduma Centres
- ix. Kenya School of Government Campuses
- x. Association of Professional Societies in East Africa (APSEA) Offices (at the Professional Centre)
- xi. Post Offices across the country

The nomination form can also be downloaded from the CAJ website. For more information, visit www.ombudsman.go.ke.

Post or email the nomination form to:

The Commission Secretary, Commission on Administrative Justice

P.O. Box 20414 – 00200, Nairobi.

E-mail: ombudsmanaward@ombudsman.go.ke

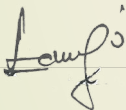
LEONARD S. NGALUMA

COMMISSION SECRETARY

APPRECIATION

For the third time now, the Commission successfully recognised outstanding public officers and one institution in a colourful ceremony held at KICC in Nairobi in March 2017. The award ceremony was a culmination of laborious processes put in place to ensure only the very best were rewarded. In line with this, we wish to extend our gratitude to all our partners who made this possible.

Firstly, we appreciate members of the Huduma Ombudsman Award Advisory Panel, namely: Public Service Commission, Kenya School of Government, Ministry of Public Service, Gender and Youth Affairs, Ministry of Devolution and Planning, and the Association of Professional Societies in East Africa. Secondly, we thank all the agencies and officers that supported the distribution of nomination forms including independent commissions and offices, National Administration offices, county governments, ministries, departments and government agencies. Lastly, I wish to thank the CAJ commissioners for leadership, and staff of the Commission for working hard in ensuring the objectives of the Award are realised.



LEONARD S. NGALUMA, MBS
COMMISSION SECRETARY/CEO

PICTORIAL



Attorney General Prof. Githu Muigai having a photo moment with officers from the Prisons Department.



IPOA Chairperson Macharia Njeru gives an acceptance speech after IPOA was declared winner in the institutional category.



SACP Olivia L. A. Obell addressing the media after the Award Ceremony.



Winners have a photo moment with some of the key guests at the Award ceremony.

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Branch Offices

• Mombasa • Kisumu • Eldoret • Isiolo • Bungoma

Huduma Centres

• Nairobi (Teleposta Towers) • Nakuru • Kakamega • Eldoret • Nyeri
• Kisii • Embu • Kisumu • Kajjado • Mombasa