



REPUBLIC OF KENYA

MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL
DEVELOPMENT AND SPECIAL PROGRAMMES

STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN
CAPITAL DEVELOPMENT

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Kenya Charts Path Toward AI-Driven Public Service at KAPAM Symposium



Kenya has reaffirmed its commitment to smart governance and digital transformation, with top government officials convening at the Kenya School of Government in Mombasa for the official opening of the Kenya Association for Public Administration and Management (KAPAM) Symposium.

Held under the theme “**Smart Governance: How Artificial Intelligence is Reshaping Public Administration**,” the symposium brought together senior public servants, academics, and technology experts to explore how Artificial Intelligence (AI) can be harnessed to transform public service delivery and improve citizen outcomes.

Speaking at the event, Deputy Head of Public Service Mr. Amos Gathecha underscored the need for public sector innovation through AI. “This is not about replacing public servants,” he stated. “It’s about retooling and empowering them to work alongside intelligent systems in delivering better, faster, and more targeted services.”

Mr. Gathecha highlighted the government’s establishment of a Directorate of Smart Government under the Executive Office of the President—marking a strategic pivot aligned with the Bottom-Up Economic Transformation Agenda (BETA). This shift prioritizes the Digital Superhighway and creative economy as key pillars of inclusive economic growth.

In her keynote address, Principal Secretary for Public Service and Human Capital Development, Dr. Jane Kere Imbunya, emphasised the critical role of leadership in digital transformation. “Leadership must champion a digital-first mindset, not only by investing in infrastructure but also by cultivating the human capital that powers these systems,” she said.

Dr. Imbunya also spotlighted one of the government’s flagship digital initiatives: “one of the landmark initiatives undertaken by the Government to advance smart governance is the e-Citizen platform. Currently offering over **20,000 services** and serving nearly **14 million clients** online annually, the platform has significantly enhanced service accessibility while reducing opportunities for corruption by minimizing the human interface.”

All speakers present at the event reiterated that the integration of AI into governance must be inclusive, guided by strong policy frameworks, and rooted in ethical, citizen-centred values.



AI For Public Service Transforming Governance Through Technology

The Kenya Artificial Intelligence Strategy 2025–2030 presents a bold roadmap to modernize public service through Artificial Intelligence (AI). It's a call to action for all government ministries, departments, and agencies to adopt smarter, faster, and more inclusive service delivery.

Why Public Servants should care about AI?

AI is not just for tech experts – it's a powerful tool for every public servant. Here's how it will impact your work:

- Streamline services like licensing, registrations, and benefits
- Improve decision-making using real-time data and predictive analytics
- Enhance transparency and reduce inefficiencies
- Strengthen citizen engagement and satisfaction

What the strategy means for government operations.

The strategy is built on three pillars that matter to public service:

1. Digital Infrastructure
2. Ensuring every ministry has the tools and connectivity needed for digital transformation.
3. Data Ecosystem
4. Creating secure, shareable, and high-quality data systems to support policy and service delivery.
5. Research & Innovation
6. Encouraging collaboration with research institutions to develop local solutions to public sector challenges.

Enablers for public service improvement

- Governance: Clear guidelines on responsible AI use in government.
- Talent Development: Training public servants in AI, data use, and digital tools.
- Ethics & Inclusion: Ensuring no one is left behind—including vulnerable groups.
- Investment: Attracting support for digital transformation in public institutions.

How Public Servants will benefit

- Better citizen feedback through AI-powered platforms
- Automated routine tasks, freeing up time for strategic work
- Smarter allocation of resources using predictive tools



- Enhanced inter-agency collaboration via shared digital infrastructure

Your role in making it work

- Champion digital change in your department
- Identify areas where AI can solve repetitive or data-heavy challenges
- Engage in training opportunities on AI and digital tools
- Promote ethical AI use that upholds public trust and transparency

What's coming next?

Implementation will begin with:

- Developing AI policies within public institutions
- Launching pilot projects in health, education, agriculture, and security
- Establishing a national framework to measure success

A call to duty

As a public servant, you are a key driver of Kenya's digital future. The AI Strategy offers the tools; we need your leadership, ideas, and action to deliver smarter services to every Kenyan.

Let's build an AI-powered public sector that works for everyone.

Countdown to Africa Public Service Day 2025 Begins!



As the calendar turns to May, the State Department for Public Service and Human Capital Development proudly joins the rest of the continent in preparing for Africa Public Service Day (APSD) 2025 — a biennial celebration of the vital role public service plays in advancing sustainable development, good governance, and citizen well-being across Africa.

Declared by the African Union in 1994 and first commemorated in 1995, APSD has become a flagship event for recognizing innovation, commitment, and transformation within the public sector.

The 2025 celebration will be held under the theme:
"Enhancing the agility and resilience of public institutions to achieve equitable governance and rapidly address historical service delivery gaps."

This year's theme is a call to action. As public servants, we are urged to act with agility, lead with resilience, and serve with equity. We must rise to the challenge of transforming our institutions — not for change's sake alone, but to right the wrongs of the past, close persistent service delivery gaps, and ensure that no citizen is left behind.

In the words of the Principal Secretary, State Department for Public Service and Human Capital Development, Dr. Jane Imbunya: "This year's APSD theme aligns perfectly with our State Department's mandate to professionalize, humanize, and transform the public service. As we build agile and resilient institutions, our focus remains on creating a happy and empowered public service — one that delivers equitably, efficiently, and with renewed purpose to every citizen."

Why APSD Matters

Africa Public Service Day is more than just a celebration. It is:

- A platform to recognize outstanding public servants.
- An opportunity to showcase homegrown innovations in service delivery.
- A chance to promote collaboration and shared learning across ministries, sectors, and borders.

As the State Department tasked with public service reforms and human capital development, this day carries special meaning. It reaffirms our mission: to build a responsive, ethical, and skilled public service that meets the needs of every citizen.



CS Ruku Vows to Deepen Public Service Reforms, Mainstream Article 232

Cabinet Secretary for Public Service, Human Capital Development and Special Programmes, Geoffrey Ruku, has reaffirmed his commitment to enhancing public service delivery across the country, with a particular focus on marginalised regions.

Speaking at Kanyuambora, Embu County, as he conducted citizen participation meetings with the residents, the CS underscored the Ministry's ongoing nationwide initiative to collect citizen feedback and assess the effectiveness of government service structures.

CS Ruku said that the engagements formed part of a broader strategy to accelerate the implementation of Article 232 of the Constitution of Kenya, which outlines the core principles and values of public service, including responsiveness, equity, accountability, and citizen participation.

"As Cabinet Secretary, I am committed to ensuring that these values are not just aspirational, but reflected in the lived experience of every Kenyan," he stated. "For far too long, minorities in Kenya have endured underdevelopment and exclusion from the national transformation agenda, but this has been reversed during President William Ruto's tenure."

He noted that the interactions also provided an opportunity to review service delivery structures in the area and aimed at decentralising government services, empowering local leadership, and enhancing transparency.

"Feedback confirms that while progress has been made, a lot more need to be done to improve coordination and ensure these public service systems meet the expectations of our people," he added.



On the issue of disaster preparedness and food security, the CS assured the public that the country is developing enough reserves to ensure that no Kenyan will die of hunger. He said his Ministry is working closely with other government agencies to implement proactive disaster mitigation strategies, particularly in arid and semi-arid regions prone to drought, flash floods, and food shortages.

"We are prepared, and we will act early to prevent suffering," he said. "The government is committed to protecting vulnerable communities from the worst effects of climate-related and other emergencies."

Hon. Ruku praised President William Ruto's administration for what he described as a historic shift in government investment in arid and semi arid areas, citing the rollout of key infrastructure and development projects that had previously eluded the region.

"As a ministry, we are working to ensure that these gains are not just sustained but deepened. Our goal is to build a responsive and inclusive public service that upholds the values of the Constitution and delivers tangible outcomes for all citizens," he said.



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Counselling Available!

The Directorate of Counselling and Wellness Services offers counselling services to public servants and their families.

The Services are confidential and free.

If you need professional help, don't hesitate to reach out. Contact:

1. Your organization's Counselling Department
2. The Directorate of Counselling and Wellness, State Department for Public Service and Human Capital Development
3. The Huduma Tele-Counselling Centre; Call 1919.



#MentalWellnessMonth

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THE NATIONAL TREASURY & ECONOMIC PLANNING

PUBLIC NOTICE

FINAL PENSIONER SELF-REGISTRATION WINDOW OPEN UNTIL 10TH MAY, 2025

Attention all pensioners and Dependants receiving monthly pension payments from The Pensions Department of The National Treasury.

In line with our core values and in response to genuine requests filed during the exception period, we have reopened the pensioner self-registration portal **ONE FINAL TIME—until 10th May 2025**. This ensures that pensioners who faced challenges during the initial 3-month window are not unfairly disadvantaged.

Pensioners who fail to validate their information by **10th May 2025** will be suspended from the payroll.

How to Register

1. **Online Registration:** Navigate to the **E-citizen Portal**, log-in and follow the self-registration process under the Pensions Department, National Treasury.
2. **In-Person Assistance:** Visit any Huduma Centre, Treasury Pensions Department office, or designated registration agent for help.

Need Help?

For assistance, you can:

- **Call** 0202240779 or 0203316265 or 0709259726 or 0709259727 or 0730837726
 - or 0730837727
 - **Email** pensions@treasury.go.ke
- Visit the nearest Huduma Centre or Treasury Pensions Office**

Act now—don't wait until the last minute! Register before **10th May 2025** to secure your pension benefits.

Director of Pensions
National Treasury & Economic Planning



The Professional Body of HR Practitioners in Kenya

6 CPD
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11th ANNUAL NATIONAL HRM CONGRESS

Topic

**The Future of Work: Preparing
the Workforce for an AI World**



27th - 30th
May 2025



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Thank you for reading!