



MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL
DEVELOPMENT AND SPECIAL PROGRAMMES
STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN
CAPITAL DEVELOPMENT



THE SDPS WEEKLY BULLETIN

27 June 2025



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Kenya Wins Big at 2025 Africa Public Service Day Celebrations, Addis Ababa, Ethiopia



Kenya emerged among the top performers at the 10th edition of the Continental Africa Public Service Day (APSD) celebrations, held in Addis Ababa, Ethiopia. The country clinched three major awards during the gala dinner held on Monday, 23rd June 2025, a proud moment for the Kenyan delegation and a testament to the nation's growing reputation for innovation and excellence in public service delivery.

This year's APSD celebrations were held under the theme "Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps." The biennial event brought together government institutions and innovators from across Africa to showcase groundbreaking ideas aimed at transforming public service and improving the lives of citizens.

Kenya's performance stood out in a highly competitive field, earning accolades in three categories. Tharaka University received the award for Best Innovation in Service Delivery for its Poultry Melovax project, taking first place and affirming the country's capacity for homegrown scientific solutions. The Kenya Forestry Research Institute's Jaza Miti Initiative was recognized as the first runners-up in the Most Accountable and Transparent Organization category, highlighting the growing emphasis on environmental stewardship and public trust. Meanwhile, Team Kenya's vibrant and well-curated exhibition stand was named the second runners-up in the Best Pavilion category, a nod to the country's dynamic and engaging presence at the event.

Beyond the award winners, several other Kenyan institutions showcased exemplary innovations that captured the attention of delegates and stakeholders. These included the State Department for Internal Security and National Administration, which presented its Automated Reporting Management Information System (ARMIS), and Baringo National Polytechnic, which demonstrated a cost-effective water recycling solution. Huduma Kenya introduced its Universal Agent Model, while the Kenya Ports Authority impressed attendees with its KARGOPAY digital cargo payment system. Kisiwa National Polytechnic also drew interest with its innovative five-functional-bed hospital unit designed for healthcare institutions.

Throughout the event, participants engaged in exhibitions, symposiums, and panel discussions addressing the challenges and opportunities facing public institutions in Africa. It was a space not only for recognition but for learning, networking, and cross-country collaboration in building resilient and people-driven service models.

Speaking during the award ceremony, Dr. Jane Kere Imbunya, Principal Secretary for Public Service and Human Capital Development and head of Kenya's delegation, praised the country's achievements. She congratulated the institutions that had brought home awards and noted that the recognition reaffirmed Kenya's leadership in public service transformation. Dr. Imbunya emphasized the importance of scaling up these innovations and embedding them into government systems to ensure they deliver meaningful impact to the ordinary citizen.

"The recognition we've received is not just about winning," she said. "It's about reaffirming Kenya's resolve to innovate, adapt, and deliver services that truly respond to the needs of our citizens."

As the celebrations came to a close, Team Kenya returned home with both pride and purpose, carrying lessons and inspiration to further enhance public service delivery for the benefit of all Kenyans.

APSDKenya , Addis Ababa in pictures...



Bilateral Meeting: PS Imbunya & Eswatini Minister for Public Service



State Department for Public Service and Human Capital Development Principal Secretary & Kenya's Head of Delegation, Dr. Jane Kere Imbunya, held bilateral discussions with Eswatini's Minister for Public Service, Hon. Mabulala Maseko, on the sidelines of the 10th Africa Public Service Day celebrations at the African Union Commission, Addis Ababa, Ethiopia.

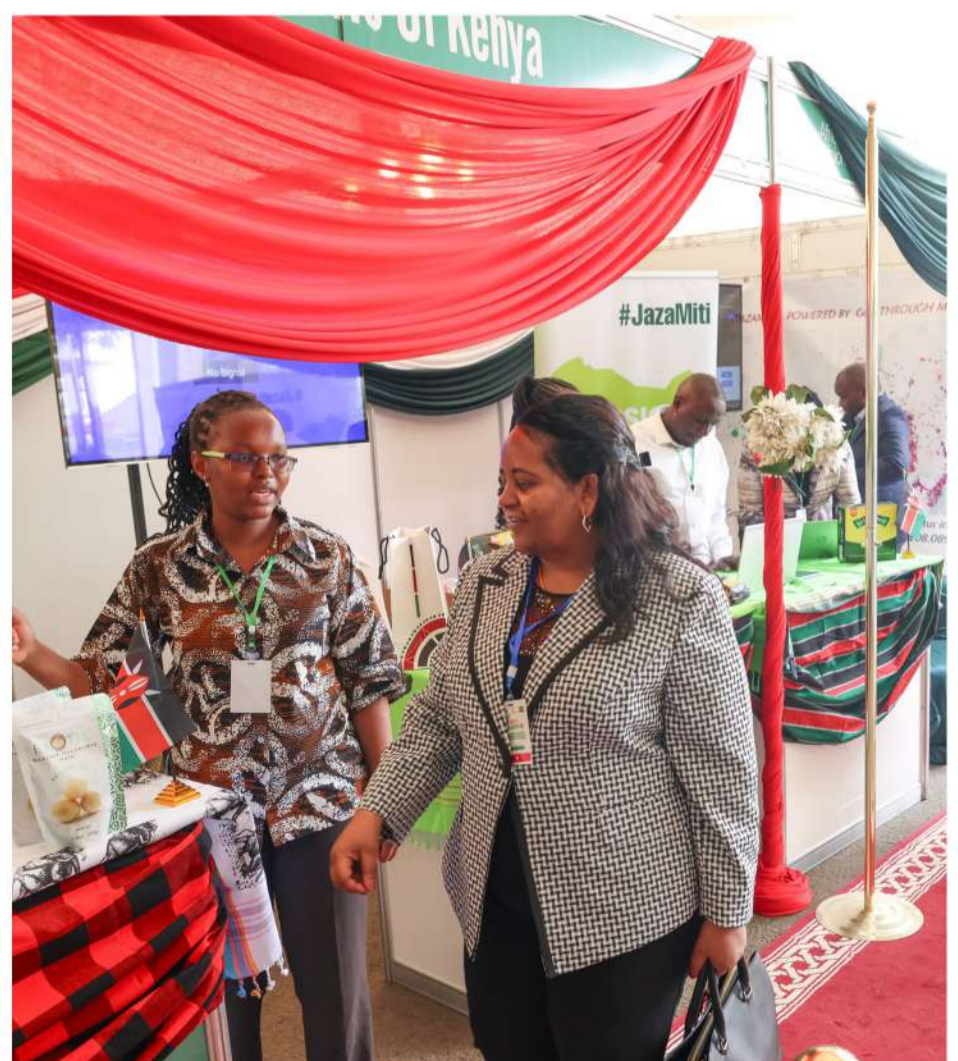
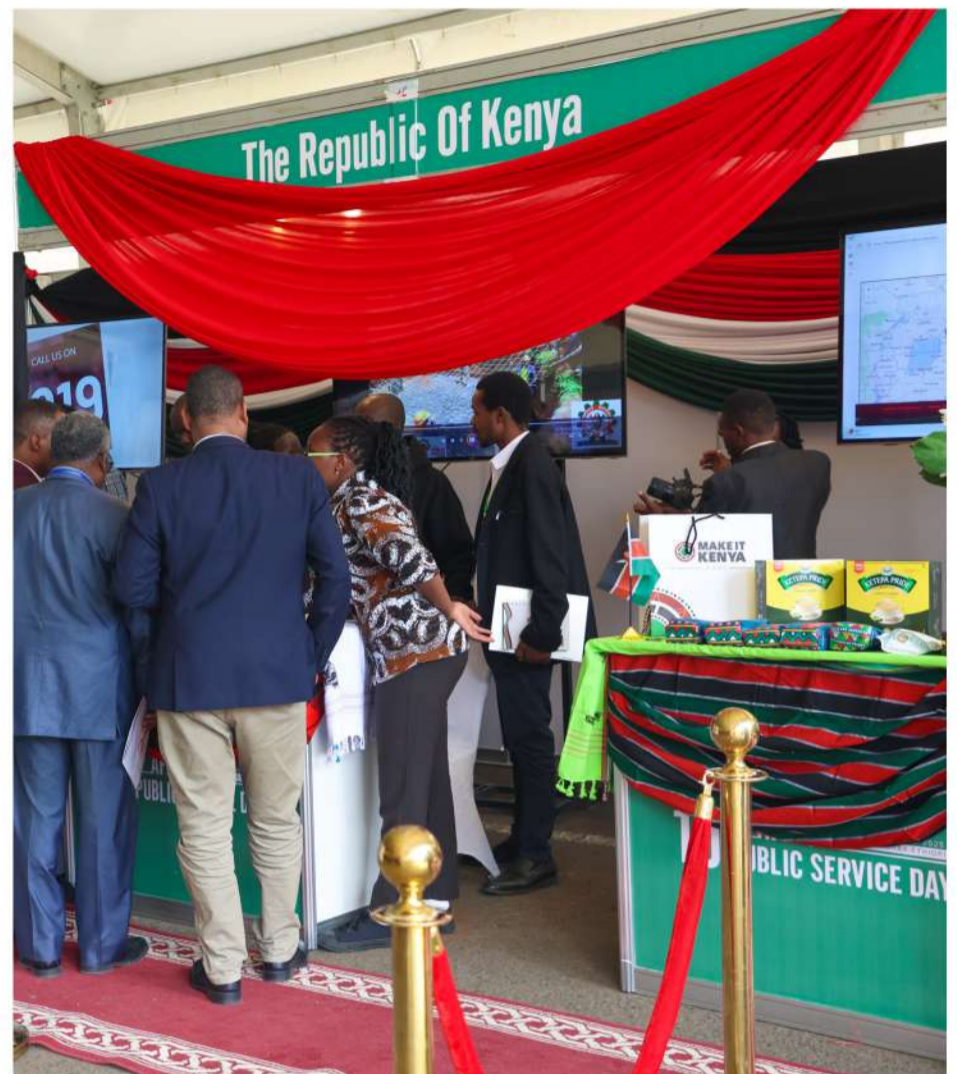
The meeting explored bilateral areas of cooperation between the two countries, with a focus on capacity building, knowledge exchange programmes, and technical support.

The leaders underscored the value of collaborative partnerships in strengthening public sector capabilities.

Dr. Imbunya highlighted Kenya's recent initiatives in this space, including the integration of Artificial Intelligence training for public servants at the Kenya School of Government, as a model for equipping Kenya's Civil Servants with emerging skills and fostering innovation across the continent.



APSDKenya , Addis Ababa in pictures...



Kenya Marked APSD 2025 with Strong Call for Innovation, Accountability, and Citizen-Centred Service



June 10th 2025, Kenya joined other African nations in celebrating Africa Public Service Day (APSD) 2025 with a vibrant national event held at the Kenyatta International Convention Centre.

The celebration brought together ministries, departments, agencies, and county governments to showcase innovations aimed at transforming public service.

Some of the innovations were the Automated Reporting Management Information System which was developed by State Department of Internal Security, to streamline administrative data reporting for faster and more accountable decision making, JazaMiti Initiatives from KEFRI to encourage public participation in reforestation through digital seedling orders and ecological mapping, Water Recycling Technology from Baringo National Polytechnic to enhance low cost water system designed for schools and rural communities promoting water conservation and climate resilience, Universal Agent by Huduma Kenya to allow frontline officers to deliver government a single digital platform, cutting down bureaucracy and wait time, Poultry MeloVax by Tharaka University Veterinary breakthrough which improves vaccines delivery for poultry supporting small holder farmers and boosting food security and KARGOPAY of Kenya Ports Authority which strengthens digital payment solutions, simplified cargo clearance and port transactions enhancing trade efficiency.

With the theme centred on institutional agility and inclusive governance, leaders used the occasion to underscore the urgent need for adaptability, innovation, and citizen-focused reforms.

Cabinet Secretary Hon. Geoffrey Kiringa Ruku commended Kenya's public servants for their role in advancing the Bottom-Up Transformation Agenda (BETA). He urged them to uphold responsiveness and time management, stressing that public service must always be citizen-centric and aligned with the Constitution. He also announced the upcoming launch of the Public Service Delivery Innovation Policy, which aims to embed innovation at the heart of service delivery.

The Principal Secretary Dr. Jane Kere Imbunya echoed this vision, stating that Public Service is about complete dedication to the people, the nation, and it demands us to be agile, resilient and above all extremely innovative. She highlighted the importance of strengthening institutions to address historical inequalities and promote inclusivity—especially for marginalized communities, women, youth, and persons with disabilities.

Their remarks set the tone for a celebration focused on transformation, equity, and practical solutions. They acknowledged historical inequities in service delivery and encouraged public servants to “tenaciously innovate” and uphold excellence and equity in every aspect of their work. As part of the celebrations, dozens of public agencies showcased digital tools, citizen feedback mechanisms, and frontline solutions addressing youth unemployment, health access, and climate resilience.



Kenya Marked APSD 2025 with Strong Call for Innovation, Accountability, and Citizen-Centred Service *Continued...*



Honourable James Onyango K'oyo, the member of parliament of Muhoroni constituency said that public servants must be accountable to Kenyans. He added that APSD is not just a celebration of what public service has done but a moment to reflect on how it is serving citizens and to showcase the innovations that are solving real problems.

The event highlighted efforts such as digitization of government services, customer service training, and business process re-engineering—ongoing reforms aimed at making service delivery faster, more transparent, and more equitable. He described public institutions as the “engine of national progress” and the “heartbeat of the nation,” with emphasis on ensuring that all Kenyans, regardless of geography or background, have equal access to opportunities and justice. The day closed with a strong message: Kenya’s future depends not only on systems, but on the people who power them—with integrity, skill, and purposes.

The second day started with a lot of enthusiasm with the information of embracing Digital Transformation in Public Service. Mariam Beatrice Manuru, Program Officer for East Africa and Regional Coordinator, highlighted the importance of balancing digitization with human rights. She emphasized that digital transformation must truly serve the public interest by being inclusive, accountable, and creating participatory and transparent channels for citizens.

At the event, Madame Mary representing Eng. Tanui from the Ministry of ICT, raised a critical question: Despite Kenya having over 40% internet penetration, what about the government’s role in ensuring digital inclusion? She discussed initiatives and projects led by the government aimed at making public service delivery more integrated, interoperable, and efficient. She said that data should be collected once and reused across 64 institutions, she advocated for promoting automation of e-citizen services, training citizens, and expanding connectivity through public Wi-Fi in different areas.

Ms. Mary added that collaboration and co-creation with citizens remain central, focusing on customer-centric service delivery. Seraphina addressed the ethical concerns surrounding rapid technological progress, particularly AI. She stressed the need for AI policies, guidelines, and principles to guide responsible adoption, ensuring technology respects ethical, spiritual, and societal values. She added that governments must enforce laws, regulations, and policies to protect citizens while embracing digital transformation.

Regarding data ownership, Seraphina emphasized the importance of putting up system security by design, not for everyone but for those authorized. She said that categorization of access and a cybersecurity operations centre are critical components. She further said that empowering citizens with control over who accesses their data ensures transparency and trust. She added that in today’s world, accessing and managing public data effectively enhances good governance and accountability.



Kenya Marked APSD 2025 with Strong Call for Innovation, Accountability, and Citizen-Centred Service

Continued...



Legal and structural reforms are essential to achieving equitable governance, ensuring that public policies are citizen-centric, inclusive, and transparent. Equity is about the perception individuals have of their environment—it involves participation and transparency in how governments are managed and how resources are distributed across the nation and among its people.

Public service plays a crucial role by being transparent, ethical, and upholding integrity in the management of public resources. Participation of citizens in governance strengthens democracy, providing opportunities such as electing leaders with integrity, reporting corruption, monitoring government expenditure, and advocating for good governance.

These steps help build a system where accountability, transparency, and ethical conduct prevail, making governance fair and equitable for all. As the morning sun filtered through the glass dome of the Kenyatta International Convention Centre, the third day opened with a quiet sense of pride and purpose.

The final day wasn't just a closing chapter—it was a celebration of excellence, resilience, and the boundless creativity of Kenya's public service. The air buzzed with anticipation as dignitaries, innovators, and citizens gathered for the APSD 2025 Innovation Awards Ceremony.

Principal Secretary Dr. Jane Kere Imbunya took the stage, her voice steady and warm as she praised the week's achievements—from the vibrant exhibitions to the heartfelt CSR caravan that reached communities in Kibera, Ruaraka and beyond. Then came the moment everyone had been waiting for: the awards.

Technology & Digitization Award

Winner: JazaMiti by Kenya Forest Research Institute (KEFRI). A digital platform that gamifies tree planting, JazaMiti stood tall—literally and figuratively—as a symbol of green innovation.

Public Service Inclusivity Award

Winner: Kang'ata Care by Murang'a County. This initiative brought healthcare to the doorsteps of the underserved, proving that compassion and policy can walk hand in hand.

Agility & Resilience Award

Winner: Poultry MeloVax by Tharaka University. A vaccine innovation that shielded poultry farmers from devastating losses, this project embodied the spirit of adaptive public service.

Adjudicators' Award

Winner: Kenya Power. Recognized for its strides in customer service and infrastructure modernization, Kenya Power lit up the stage—literally and metaphorically.

Best Pavilion Award

Winner: Huduma Kenya. With interactive displays and a seamless showcase of citizen services, Huduma Kenya's pavilion was a crowd favourite and a model of service excellence. Dr. Imbunya offered a call to action: "Let us innovate inside the box, outside the box, and without the box." Her words lingered like a promise.

And just like that, the curtains fell on APSD 2025—not as an ending, but as a Launchpad for a more inclusive, agile, and citizen-centred future.



CS Ruku opens #APSDKenya CSR activity



The Cabinet Secretary for the Ministry of Public Service, Human Capital Development and Special Programmes, Hon. Geoffrey Ruku Kiringa, on Monday 9th June, flagged off the Corporate Social Responsibility (CSR) Caravan ahead of the African Public Service Day celebrations, scheduled for June 10th to 12th at the KICC Grounds. He was accompanied by the Principal Secretary for the State Department for Public Service and Human Capital Development, Dr. Jane Kere Imbunya.

The Caravan kicked off with a visit to Kibera Primary and Junior School, where sanitary kits were distributed to girls and boxers to boys. The team later visited two other schools: Joash Olum Primary School, and Heidemarie Primary and Junior Secondary School. The hygiene packs were given to promote personal cleanliness among learners, especially those who are unable to afford such essential items.

This noble effort reflects the true spirit of public service as a unified force for social good, committed to uplifting communities, improving the lives of citizens, and ensuring dignity and equal opportunity for all, especially the most vulnerable.



APSDKenya CSR in pictures...



Africa Public Service Day 2025 Kicks Off at KICC



The 2025 Africa Public Service Day (APSD) celebrations officially commenced on 10th June at the Kenyatta International Convention Centre (KICC), Nairobi, with a strong focus on innovation, equity, and service excellence in public institutions.

Presiding over the opening ceremony, Cabinet Secretary for Public Service, Human Capital Development and Special Programmes, Hon. Geoffrey Ruku, urged public servants to place citizens at the center of service delivery. He emphasized the need for services that are timely, efficient, and responsive to the real needs of Kenyans.

“I urge all public servants to remain committed to delivering quality public services and to ensure value for money for Kenyans, who are the primary clients of government,” said CS Ruku.

He also underscored the importance of recognizing the dedication of public servants while continually equipping them with the skills needed to meet emerging challenges and enhance performance.

Strengthening Capacity and Embracing Innovation

Speaking at the same event, Principal Secretary for Public Service and Human Capital Development, Dr. Jane Kere Imbunya, emphasized the importance of continuous capacity building in the face of rapidly evolving technologies.

“We must withstand challenges to ensure effective service delivery to Kenyans,” noted Dr. Imbunya. She called on public servants to adopt innovative approaches that respond to the dynamic needs of citizens and help institutions build resilience and agility.

Showcasing Innovation Across Public Institutions

Running under the theme, “Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps,” APSD 2025 brings together institutions from both National and County Governments.

The three-day event offers a platform for public agencies to showcase innovative solutions and citizen-driven services designed to close service delivery gaps and promote equitable governance across the country.

As the celebrations continued, the spotlight remained firmly on responsive leadership, inclusive governance, and transformative innovation as key drivers of a public service that works for all Kenyans.



APSDKenya Opening Ceremony in pictures...



APSDKenya Opening Ceremony in pictures...



Day Two of APSD 2025: Spotlight on Inclusive Governance, Legal Reforms, and Digital Accountability



The second day of the Africa Public Service Day (APSD) 2025 celebrations was packed with forward-looking conversations on reshaping governance in Africa through digital transformation, legal reform, and inclusive collaboration.

Driving Transparency Through Digitalization

The day began with a timely session on “Leveraging Digitalization to Enhance Access to Information and Accountability.” Stakeholders explored how digital tools are unlocking access to public information, strengthening transparency, and improving institutional accountability. The discussions underscored the transformative potential of e-government platforms in engaging citizens and streamlining service delivery. A key takeaway was the importance of building inclusive and secure digital ecosystems to ensure that no one is left behind.

Legal and Structural Reforms for Equitable Governance

The mid-morning session focused on “Legal and Structural Reforms to Achieve Equitable Governance.” Speakers emphasized the need for legal frameworks that are citizen-centered and policies that are responsive to the realities of all Kenyans. Robust institutional reform, they argued, is foundational to sustainable development and social equity. The session highlighted the importance of creating governance systems that serve every segment of society, especially marginalized communities.

The Role of Civil Society and Multi-Stakeholder Collaboration

In the afternoon, the spotlight turned to “Civil Society Advocacy and Multi-Stakeholder Collaboration for Inclusive Governance.” This engaging session reaffirmed the vital role civil society plays in shaping policy, advancing transparency, and pushing for inclusive reform. Speakers called for stronger, more strategic partnerships among government institutions, the private sector, civil society organizations, and international development partners.

A strong emphasis was placed on elevating underrepresented voices, particularly women, youth, persons with disabilities, and minority groups, as essential to achieving truly inclusive service delivery and governance.

A Renewed Commitment to Citizen-Focused Governance

As the day concluded, participants left energized and committed to building governance systems that are not only resilient and transparent, but also inclusive and responsive to the needs and aspirations of all citizens.



APSD 2025 Closes with a Strong Call for Innovation and Inclusive Public Service



On the the third day of Africa Public Service Day (APSD) 2025 celebrations held at the Kenyatta International Convention Centre (KICC) in Nairobi, the event came to a close. The three-day event showcased the best of Kenya's public service, highlighting innovation, inclusion, and resilience.

In a keynote address delivered by Mr. Eliud Owalo on behalf of Chief of Staff and Head of Public Service, Mr. Felix Koskei, public servants were called upon to embrace ethical leadership, digital transformation, and workforce innovation. Mr. Koskei emphasized that APSD is more than a celebration; it's a national and continental reminder to re-centre public service around equity and impact. He lauded the integration of over 22,000 services on the e-Citizen platform as a landmark achievement and urged cross-sector collaboration to drive the Bottom-Up Economic Transformation Agenda (BETA).

Spotlight on Women's Leadership and Community Impact

Principal Secretary for Public Service and Human Capital Development, Dr. Jane Kere Imbunya, praised the successful execution of APSD 2025, highlighting the women-led organizing team as a symbol of transformative leadership. She also celebrated the APSD CSR caravan, which reached vulnerable communities in Kibera, Magare, Ruaraka, Dagoretti, and Komarock with dignity kits and school essentials. "This was public service with heart and purpose," she noted.

Innovation and Policy at the Forefront

Throughout the week, symposiums and exhibitions sparked rich discussions on digitization, transparency, and legal reform in the public sector. Dr. Imbunya commended the Huduma Centres for their impressive displays of efficient service delivery and applauded the innovators selected to represent Kenya at the continental APSD forum in Addis Ababa.

Closing with a call for public servants to serve with purpose, passion, and creativity, she urged continued innovation "inside the box, outside the box, and without the box."

Celebrating Excellence: APSD 2025 Innovation Awards

A key highlight was the APSD 2025 Innovation Awards, recognizing outstanding contributions across several categories:

- Technology & Digitization: Jaza Miti by Kenya Forest Research Institute (KEFRI)
- Public Service Inclusivity: Kang'ata Care by Murang'a County
- Agility & Resilience: Poultry Melofax by Tharaka University
- Adjudicators' Award: Kenya Power
- Best Pavilion: Huduma Kenya

Looking Ahead

As APSD 2025 concluded, the spirit of service, excellence, and innovation continues. The celebrations may be over, but the journey toward a more inclusive, agile, and citizen-focused public service is just beginning.



APSDKenya Closing Ceremony in pictures...



APSDKenya Closing Ceremony in pictures...



Symposium Communique on the 2025 Africa Public Service Day National Celebrations held from 10th – 12th June 2025 at the Kenyatta International Convention Center, Nairobi.



Theme: “Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps.”

1. The Public Service plays a vital role in shaping the future, therefore the Service must demonstrate an ability to respond to the needs of everyone, especially those historically underserved.
2. Public Service calls for complete dedication to the people, which will be achieved by providing services easily and simply so as to positively impact lives. This calls for thinking inside the box, outside the box and without the box.
3. Citizens are aware of their right to receive services, and their dignity while being served.
4. Efforts are underway to develop a Public Service Delivery Innovation Policy to institutionalize and reward innovation.
5. Transformation of the Public Service is an ongoing journey of agility and resilience, which requires partnerships across the Service as well as with citizens.
6. Redefine Public Service ethos around responsiveness, adaptability, and service excellence.
7. Invest in digital infrastructure and AI-readiness to ensure relevance in a technology-driven future.

8. Relook policies to achieve institutional re-packaging, which is necessary for a mindset change and building resilience skills.
9. Efforts are underway to develop a Public Participation Bill to guide the process of undertaking public participation. There is need to create a platform for validation and providing feedback after public participation to restore public trust. This can be achieved by embracing technology during public participation exercises.
10. Embracing technology will see a reduction in the cost of acquiring public services, thereby increasing access.
11. Digitalization in the Public Service requires a citizen-centric approach, designed with the user in mind. This calls for fully consolidated digital interactions with the government in one mobile App.
12. To reap the benefits of digitalization, the Public Service must embrace Whole of Government approach and foster cross-sector collaboration by creating central coordination units and agile innovation labs.
13. There must be strong emphasis on ethical AI, secure data handling, and responsible digital transformation that respects societal values.
14. A more equitable public service delivery can be achieved by promoting multi-stakeholder collaboration, involving Civil Society, to identify systemic gaps and co-create solutions that are relevant, timely and meet the needs of the citizenry.
15. There is an urgent need to retool and reskill citizens, especially the youth and marginalized, for inclusive participation in the digital economy.

Africa Public Service Day History

The Africa Public Service Day (APSD) was adopted by the Pan-African Ministers for Public Service in Tangiers, Morocco, in 2002. The decision was later endorsed by the African Union (AU) policy-making organs. APSD is a special day for public/civil servants and public service organizations, celebrated annually on 23rd June across the African continent by AU member countries. It serves to appreciate the work of civil/public servants and recognize their positive contribution to the socio-economic development of Africa.

The celebration of APSD takes place at two levels: national and continental. The continental celebration is a biennial event, while AU Member States are mandated to celebrate APSD at the national level annually on 23rd June.

To date, the continental APSD has been celebrated in the following countries:

- Namibia (2007)
- Tanzania (2009 & 2011)
- Ghana (2013)
- Congo (2015)
- Rwanda (2017)
- Kenya – Nairobi (2019)
- Zimbabwe (2021 & 2023)
- The 10th Edition of the APSD continental celebrations was celebrated in Addis Ababa, Ethiopia, from 21st to 23rd June 2025.
- The 11th Edition of the APSD continental celebrations will be celebrated in Addis Ababa, Ethiopia.



Agenda Kenya
Issue 175 • June 10, 2025
KENYA YEARBOOK EDITORIAL BOARD
NATIONAL EDITION

A PUBLICATION OF THE KENYA YEARBOOK EDITORIAL BOARD



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SERVICE DELIVERY

Public Service Day

Kenya celebrates achievements made to enhance citizens' access to Government services

SEE FULL STORY ON PAGE 2

Huduma Kenya staff serve a member of the public.

ALSO INSIDE



GREENING
Kenya Yearbook Editorial Board (KYEB) participated in a tree-planting drive at St Mary's Girls in Nyabururu, Kisii County.

The tree planting drive was part of the five-day Regional Book Fair in Kisii County, organised by the Keny Publishers Association from May 28-June 1, 2025. It reinforced the publishing industry's commitment to environmental sustainability.

FULL STORY ON PAGE 2

COUNTY SPOTLIGHT



KITUI COUNTY
30,520km²
Sixth largest county in terms of size, with a population of 1m (2019 Census)



Serving public by telling the unique, inspiring Kenyan story

FULL STORY ON PAGE 3

AGENDA KENYA

NATIONAL EDITION



Dr Jane Imbunya, the PS State Department for Public Service, when she visited Huduma Centre call unit.

SERVICE DELIVERY

Day celebrates efforts to build a people-focused Public Service

Government makes several gains, including deploying digital technology, to enhance citizens' access to services

Kenya today joins the rest of the continent in celebrating the African Public Service Day (APSD), which honours the key role public servants and institutions play in national development.

APSD was established following the first Pan African Conference of Ministers of Public/Civil Service held in Tangiers, Morocco in 1994.

Since then, the day is celebrated through annual national observances and biennial continental gatherings, and has become a key platform for enhancing governance and public administration across the continent.

The theme of this year's celebration is "Enhancing the agility and resilience of public institutions to achieve equitable governance and rapidly address historical service delivery gaps." Dr Jane Imbunya, the Principal Secretary in the State Department for Public Service and Human Capital Development, said the theme emphasises the need for public institutions and servants to evolve to meet local and global demands.

"The theme is deeply aligned with Kenya's ongoing efforts to build a more inclusive,

adaptive and people-focused Public Service," she said.

The PS said the objective of 2025 APSD is to strengthen public institutions to enhance their efficiency, effectiveness, agility and resilience in service delivery.

The day, therefore, provides a platform for AU Member States to reflect on the progress made in Public Service reforms, address emerging challenges and celebrate innovations that improve service delivery.

Dr Imbunya noted that the Public Service in Kenya has been reformed to create a more efficient, effective and citizen-centred service.

"This has seen increased adoption of innovative approaches, particularly the integration of digital technologies to improve access, efficiency and responsiveness, especially in the wake of global disruptions that have challenged traditional service delivery models," she said.

The Public Service transformation has placed special focus on vulnerable and underserved groups, including women, persons with disabilities, minorities and the



Cabinet Secretary Public Service Geoffrey Kiringa Ruku.

youth, ensuring that no one is left behind in the country's development agenda.

"Recognising the challenges faced by Kenyan workers both locally and abroad, the Government has taken steps to streamline Public Service processes and governance structures to safeguard their rights and welfare," she said. Besides making the Public Service friendly

INFOBOX

ROLE OF PUBLIC SERVICE COMMISSION

- Public Service Commission (PSC) of Kenya is mandated by Article 234 of the Constitution to ensure efficiency and accountability in Public Service delivery.
- PSC sets ethical standards and performance guidelines for public servants, monitors their performance, and enforces disciplinary measures when necessary to uphold integrity and accountability.
- Additionally, PSC promotes continuous training to enhance service quality and advises the government on human resource policies and reforms that improve the effectiveness of the public sector.

to the vulnerable, one of the major milestones the country has made is digitalising service delivery. Dr Imbunya noted that the Government has expanded services available on the eCitizen platform – from 350 in 2022 to over 22,000 currently.

This rapid growth has significantly streamlined public access to services and enhanced Government efficiency. "Notably, daily revenue collections have surpassed Sh900 million, with a 400 per cent increase in monthly collections recorded between July and October 2023," she said. The eCitizen platform has also reduced revenue leakages by minimising cash transactions and enhanced decision-making through real-time data, making Government services more accessible, accountable and citizen-centric, she added.

To support the digital transformation of the Public Service, she noted that the Government has deployed over 20,000 kilometres of fibre optic cable across the country connecting its institutions, established over 3,000 public Wi-Fi hotspots, boosting connectivity in urban and rural areas, set up over 280 digital hubs and 47 Centres of Excellence.

This evolution of the Public Service has been years. After independence in 1963, Kenya's Public Service inherited colonial structures, which led to inefficiency, lack of accountability and slow economic development.

The system was highly centralised, with the Government controlling most functions, resulting in bureaucratic red tape and delayed decision-making.

"In the 1990s, Kenya began exploring decentralised governance to bring services closer to the people, leading to the establishment of district-level institutions and a focus on regional development. The Public Service Act of 1998 aimed to formalise the structure, recruitment and functioning of the Civil Service. However, despite these

efforts, inefficiency and corruption remained persistent challenges," explained Dr Imbunya.

The promulgation of the 2010 Constitution marked a turning point for Kenya's Public Service, she noted.

It introduced devolution, establishing 47 County Governments with the mandate to deliver key services at the local level, thereby bringing governance closer to the people.

"The e-Government programme, launched in the early 2000s, laid the foundation for the digital transformation of the Public Service, leading to notable achievements such as the digitisation of records, online tax services and the development of platforms like e-Citizen and Huduma Centres," the PS said.

One of the turning points in service delivery was the Covid-19 pandemic.

Dr Imbunya said the period underscored the need for flexible and resilient Public Service systems, prompting a rapid shift to online service delivery, remote work, and innovative approaches to meet citizens' needs during unprecedented times.

"In response to both global and local challenges, Kenya's Public Service has increasingly embraced agility and innovation to address complex issues such as climate change, economic inequality and evolving workforce demands. Additionally, there has been a focused effort to support Kenyan migrant workers, both locally and abroad, through enhanced policies and streamlined processes aimed at safeguarding their rights and ensuring access to essential services," she said.

Among the major challenges the Public Service faces is resource constraints, which complicate reform efforts, with many initiatives delayed or under-implemented due to insufficient funding and logistical support.

Cabinet Secretary, Ministry of Public Service, Human Capital Development and Special Programmes Geoffrey Ruku, reaffirmed the Government's commitment to transforming service delivery through the Huduma Kenya Programme. Huduma Kenya now provides over 134 physical and more than 16,000 online Government services. The programme remains central to the Bottom-up Economic Transformation Agenda, offering citizens dignified, efficient and accessible services.

Mr Ruku said the Ministry rolled out a Succession Management Strategy to address succession gaps, staffing inadequacies and stagnation and build a resilient, future-ready Public Service. To improve productivity in the Public Service, training is key. In 2024, the Kenya School of Government trained 17,074 public officers, up from 15,273 in 2022. Significantly, training on the interface between National and County Governments rose from zero to 14,755 in the same period.

So what should citizens expect during APSD? "Citizens can expect to experience innovative approaches that the Public Service has adopted to enhance service delivery. They will have the opportunity to ask questions about the services they need and access various services on-site, including those offered by institutions such as NSSF, HELB, and Huduma for essential documents," said Dr Imbunya. ■

Kenya champions Public Sector Innovation ahead of APSD 2025

BY CATHERINE NJOROGE
(PCO)

Kenya is preparing to host a vibrant three-day observance of Africa Public Service Day (APSD) 2025 from today till Thursday this week at the Kenyatta International Convention Centre (KICC), Nairobi, with a strong emphasis on innovation as a tool for transforming governance and service delivery.

Led by the Ministry of Public Service, Human Capital Development and Special Programmes, the national celebration will

bring together ministries, departments, agencies, and county governments to showcase cutting-edge solutions advancing public service across Kenya.

This year's theme, "Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps", underscores the urgency of building institutions that are inclusive, adaptive, and citizen-focused.

Cabinet Secretary for Public Service, Human Capital Development and

Special Programmes Geoffrey Ruku emphasized the centrality of innovation in strengthening public sector performance.

"The productivity and performance of public service is hinged on the integration of people, performance, and technology to enhance accessibility, responsiveness, and timeliness of services to Kenyans," he said.

A major attraction will be the national innovation showcase, featuring impactful entries from public institutions that have developed new digital tools,

reengineered service models, or improved access to services.

The most notable innovations will be shortlisted for presentation at the continental APSD celebrations in Addis Ababa, Ethiopia.

Principal Secretary for Public Service, Dr. Jane Kere Imbunya, has called for full participation from public institutions, describing APSD 2025 as more than a celebration, it is a platform for sharing progress, strengthening collaboration, and aligning public service delivery

with national priorities, including digital inclusion and equity.

The event will also feature a national symposium that convenes public servants, scholars, and thought leaders to explore strategies for institutional reform, innovation, and accountability.

Discussions will draw on case studies from Kenya and beyond to examine how public institutions can become more agile and responsive.

While past APSD commemorations often focused on specific sectors like

agriculture or education, the 2025 event places the spotlight on the structural capacity of public institutions, asking what it takes to build systems that serve all citizens, especially those historically underserved.

Kenya's early observance is deliberate, giving institutions time to refine and document their innovations ahead of the continental event. This ensures the country's best public sector ideas are thoroughly prepared for continental recognition and replication.

Special thanks to..

The Organising Committee

The Technical Committee

Event MC

- **Mike Gitone, OGW**

Sign Language Interpreters

- **Ms. Catherine Sidandi**
- **Ms. Brigid Andia**
- **Ms. Joan Handy Kwamboka**

Day One

Guest Speakers

Cabinet Secretary: Hon. Geoffrey Ruku

Principal Secretary: Dr. Jane kere Imbunya

Hon. James Onyango K'oyo

Presenters:

Ms. Joan Machayo

Moderator:

Mr. Simon Angote

Discussants:

Dr. Rachel Wambugu

Mr. Simon Indimuli

Afternoon session Presenter

Dr. Silvester Obong

Moderator: Mungo Chimwanga

Discussants: Goresha Abdullahi

Dr. George Scott

Ms. Ruth Kitonyi

**All Ministries, State Departments, Agenices and
Counties present at the APSD
KICC**

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- **MYGOV**
- **Royal Media Services**
- **Capital FM**
- **Standard Media**
- **Kenyans.co.ke**
- **The Star**

Day Two

Presenters: Mr. Michael Mithuka Nzomo

Discussants : Mr. Michael Mithuka Nzomo

Madam Mary kerema

Moderator: Ms. Mariam Beatrice Wanjiru

Mid morning

Presenter: Dr. Bishop David Oginde

Discussants: Dr. Bishop David Oginde

Ms.Pauline Macharo

Mr. Biketti Nick Male ya

Moderator: Madam Mercy Kalundu Wambua

Afternoon

Presenter: James Sakwa

Discussants: Mr. Hashim Musa Yusuf

Mr. Paul Kuria

Dr. Robert Karanja

Moderator: Dr. Florence Githunji

Day Three

Guest Speaker:

Dr. Jane kere Imbunya

**Eliud Owalo, FIHRM, EGH on behalf of Chief of Staff
and Head of Public Service Mr. Felix Koskei**

Dr. Raymond Omollo, CBS



MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES
STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT
REPUBLIC OF KENYA

#APSDKenya

10-12th June 2025

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AFRICA PUBLIC SERVICE DAY 2025

THEME :
"ENHANCING THE AGILITY AND RESILIENCE OF PUBLIC INSTITUTIONS TO ACHIEVE EQUITABLE GOVERNANCE AND RAPIDLY ADDRESS HISTORICAL SERVICE DELIVERY GAPS."



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Save the Dates:
June, 10 - 12th 2025

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MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL
DEVELOPMENT AND SPECIAL PROGRAMMES

STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN
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Thank you for reading!