

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



Hata Mnyonge ana Haki

AGENTS OF CHANGE

Report of the Second Huduma Ombudsman Award 2015



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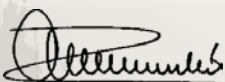
FOREWORD BY THE CHAIRPERSON

I am delighted to present the report of the Second Huduma Ombudsman Award for public consumption. The Award, whose ceremony was held at the Kenyatta International Convention Centre on 31st July 2015, seeks to promote the rule of law and service delivery through recognition of outstanding public offices and officers. The report contains information on the background and process of the Award as well as the ceremony in which the winners in three categories were recognised.

As an institution supporting good governance by addressing maladministration in Kenya, the Commission has adopted a multifaceted approach to improving public administration. Notably, the Commission has adopted the Huduma Ombudsman Award as a platform for improving service delivery. This is a proactive approach which complements the conventional reactive approach of investigations after the occurrence of maladministration. Used together, these approaches ensure a more holistic redress mechanism for poor service delivery.

I wish to thank the Commissioners and Staff of the Commission for their commitment that led to the success of the Huduma Ombudsman Award 2015 process and award ceremony. I also thank the stakeholders who supported us in various ways in this exercise. In particular, I thank the Award Advisory Panel comprising the Commission, Ministry of Devolution and Planning, Public Service Commission, Kenya School of Government, Transparency International (Kenya), Association of Professional Societies in East Africa, and the United Nations Development Programme for their invaluable contributions and support.

I urge all public institutions and officers to ensure responsive, accountable and efficient service delivery. As a people, we have the golden opportunity to realise the transformative nature of our Constitution, and the goal of the Kenya Vision 2030. This undoubtedly requires a change of attitude; from a mindset of master to that of servanthood based on the constitutional values and principles. 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.



DR. OTIENDE AMOLLO, EBS
CHAIRPERSON OF THE COMMISSION

Part i

INTRODUCTION

Huduma Ombudsman Award is an initiative by the Commission on Administrative Justice (Office of the Ombudsman) to recognise and reward outstanding public officers and institutions. The objectives of the scheme, which started in 2014, 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 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 to not only to deliver, but also create the impression it is doing so.

RATIONALE FOR AN AWARD SCHEME

The very core mandate of the Office of the Ombudsman is to receive and redress complaints against public officers and institutions. This mandate makes the Office an important player in public service delivery. Further, section 8(e) of the Commission on Administrative Justice 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 line with this, the Commission is a lead agency in performance contracting system in which it is responsible for the indicator, “Resolution of Public Complaints”.

Driven by the goal to enhance service delivery in the Public Sector, the Commission has since establishment trained over 8,000 public officers on effective complaints management, and receives quarterly reports stipulating how public institutions have managed complaints on a quarterly basis. Institutions are then graded on an annual basis on their performance during the four quarters. The Commission places premium on this role because effective handling of complaints is a determinant factor in customer satisfaction.

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. It is an incentive for those who have - in their service to the public – aligned themselves to the values and principles of the Constitution, leadership and service delivery. These officers and institutions represents 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.

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.

SCOPE

The Huduma Ombudsman Award is a non-monetary award for public officers and institutions that 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 three categories:

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

Institution category - This category of award honours outstanding public institutions in service delivery and respect for the rule of law.

Ombudsman Valour Award – This category is dedicated to members of the disciplined forces for heroic acts in service to our country. The Commission introduced this category in 2014 to honour those who serve in the disciplined forces, a number of who make the ultimate sacrifice to protect our liberties.

Part ii

AWARD PROCESS

The Commission ensured broad participation in the selection of the 2015 Huduma Ombudsman Award nominees. The Commission instituted an Advisory Panel - comprising the Public Service Commission, Kenya School of Government, Ministry of Devolution and Planning, Transparency International (Kenya), the United Nations Development Programme (UNDP), and the Association of Professional Societies in East Africa (APSEA) - to receive, verify, and select the deserving officers and institutions.

The Huduma Ombudsman Awards process was steered by a panel of eight as follows:

Rosemary Njogu – APSEA

Andrew Rori – Kenya School of Government

Victor Achola – Public Service Commission

Elijah Ambasa – Transparency International, Kenya

Michael Ruthuku – Ministry of Devolution and Planning

Hanna Ferguson – UNDP

Edward Okello – CAJ

Phoebe Nadupoi – CAJ

The nomination exercise was conducted in four stages. The first stage involved the general public where forms were sent to county governments (through county secretaries), county commissioners' offices, performance contracting platform that brings together 293 Ministries, Departments and Agencies; Huduma Centres, CAJ branch offices, commissions and independent offices, civil society organisations, and the Commission's website. The forms were also distributed during various outreach activities and an advertisement was also placed in *The Standard* on 3rd April 2015 to publicise. Collection points included CAJ offices, county commissioners and county secretaries' offices. Nominations were also mailed through ombudsmanawards@ombudsman.go.ke. Over 1,200 nominations were received, 1,161 of which were considered for the Individual and Institution categories.

The second stage constituted the review of nominations submitted, a task that was conducted by the Advisory Panel. After scrutinising the nominations, the Panel shortlisted possible recipients of the Award in the individual and institution category.

The third stage was a verification exercise that took members of the Panel to the field to ascertain information provided in the nomination forms. The verification exercise also enabled the Panel to gather more information on the nominees particularly what made them stand out as public officers or institutions. A report was compiled and nominees graded based on the new data collected, and a final report compiled.

The final stage entailed consideration of the Panel report by the CAJ Commissioners and ratification of the list of nominees.

BENEFITS TO THE AWARDEES

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

Public acknowledgement of the winners and finalists during the awards ceremony.

Plaques with citations for the winners, first and second runners-up in the individual and institution categories, as well as recipient of the Ombudsman Valour Award.

Certificates for the winners, first and second runners-up in the individual and institution categories, as well as recipient of the Ombudsman Valour Award.

Letters of commendation for nominees in the final shortlist.

The Commission has recommend the finalists in the individual category for consideration for the Head of State Commendation by the National Honours and Awards Committee.

Two recipients of the 2015 Huduma Ombudsman Awards have been promoted. Mr Samwel Kimiti who emerged winner in the individual category has been promoted from position of Deputy County Commissioner II (Job Group P) to Senior Deputy County Commissioner (Job Group R). The first-runner up, Mr Nicholas Kipsang' Maswai who served in the capacity of Senior Superintendent of Prisons (PG 8/ Job Group L) has been promoted to position of Senior Assistant Commissioner of Prisons (PG 10/Job Group N).

The Teachers Service Commission whose employees were also feted during the Huduma Ombudsman Awards Ceremony has written to the Commission indicating that its employees who received letters of commendation courtesy of the Award will have an added advantage during promotional interviews.

RECIPIENTS OF THE HUDUMA OMBUDSMAN AWARD 2015

Individual Category

1. Mr Samwel Kimiti – Deputy County Commissioner, Meru Central
2. SSP Nicholas Kipsang’ Maswai – Officer In Charge, Manyani Maximum Prison, and County Prison Commander, Taita Taveta
3. Hon. Sheikh Abdulhalim H. Athman – Principal Kadhi, Mombasa
4. Ms Milkah Njoki Gaita – Teacher, Ndururumo High School, Laikipia County
5. Mrs Sophia Atieno Odumo – Teacher, Kamondi Primary School, Migori County
6. Mr Richard Mwangi Macharia – Teacher, Nadir Primary School, Garissa County

Institution Category

1. Huduma Kenya Secretariat
2. Sing’ore Girls Secondary School
3. Kenya Forest Service, Ndaragua Forest Station
4. Sinyolo Girls High School

Ombudsman Valour Award

The Late Corporal Benard Kipkemoi Tonui

Part iii

CITATIONS

a. Winners

Winner, Individual Category



Attorney General, Hon. Prof. Githu Muigai hands over a certificate to winner in the individual category, Mr Samuel Kimiti.

Huduma Ombudsman Awards, 2015, Citation to Mr Samwel Kimiti – Deputy County Commissioner, Meru Central

For dedication in service, and innovatively using sports to create synergies for enhanced performance and environmental conservation, fight social ills, and create awareness on the Millennium Development Goals and the Kenya Vision 2030.

Mr Kimiti has distinguished himself as a public officer by employing novel ideas to address challenges facing communities in Meru Central Sub-County. Using sports, he has reduced the drug menace and empowered youth to engage

in constructive pastime. The sports tournaments he convenes have provided a platform for building synergy and unification of purpose, providing an avenue for promoting MDGs, Kenya Vision 2030, and environmental conservation. About 10,000 trees have so far been planted by various stakeholders in Meru Central Sub-County courtesy of this gallant Public Officer.

Mr Kimiti has successfully promoted a sports culture, by introducing and popularising Baseball, thereby enabling Meru County to host the world qualifier for Africa in 2014. He has since facilitated the acquisition of a 56-acre piece of land for construction of a baseball complex, and a sports centre. Through his nudging and encouragement, erstwhile illicit brewers have formed self-help groups, raised money and bought 14 cows as an alternate means of livelihood. The administrator has impressed upon people the benefit of community policing, with the public having direct and fast access to his office through a personally financed helpline accessible 24 hours.

By awarding this outstanding public servant in the Second Huduma Ombudsman Awards, 2015, the Office of the Ombudsman seeks to recognise and celebrate innovation and dedication in public service.

Winner, Institution Category



Head of Huduma Kenya Secretariat Mr Dennis Mutuku gives an acceptance speech after Huduma Kenya was declared winner in the institution category.

Huduma Ombudsman Award 2015 Citation to Huduma Kenya Secretariat

For demonstrable excellence in service delivery, providing a model for Multi-Agency Corporation by Public Institutions, and raising the bar in professionalism, thereby promoting confidence in the integrity of public offices.

Huduma Kenya Secretariat is a hallmark of excellence; each Huduma Centre brand is distinguished by quality service, exceptional customer care and a high level of efficiency. Huduma Kenya Secretariat has tremendously revolutionised service delivery in Kenya, with the one-stop shop concept successfully reducing bureaucracy, and enabling Kenyans access services with more convenience and expedition.

Because of efficiency and effectiveness, Huduma Kenya Secretariat has enabled many citizens to access services and save time, thereby reducing opportunities for solicitation for personal advantage by Public Officers. Cumulatively, this has had an immense impact on our economy. Through excellent customer care, Huduma Kenya Secretariat has helped restore public confidence in public office.

By awarding and recognising this outstanding institution in the Second Huduma Ombudsman Award, 2015, the Office of the Ombudsman is endorsing Huduma Kenya Secretariat as an excellent model, worth emulating by public institutions.

Ombudsman Valour Award



Chief Justice Hon. Dr. Willy Mutunga presents a certificate to the wife of the Late Benard Tonui, Nelly Tonui. With her are parents of the fallen hero, Mr and Mrs Sanga.

Huduma Ombudsman Award Citation to the Late Corporal Benard Kipkemoi Tonui

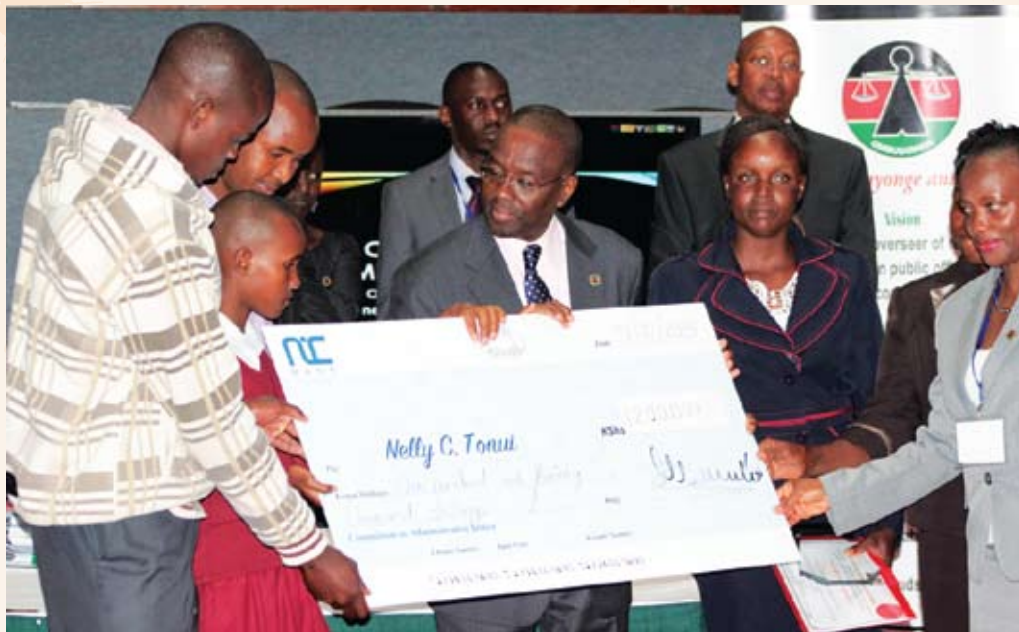
For selfless sacrifice in public service, for which he paid the ultimate price.

Corporal Benard Kepkemoi Tonui's story is one of gallantry, courage, selflessness and sacrifice. He belonged to the Elite Recce Squad that has brought hope in times of adversity. Living up to the true definition of leadership, Benard Kepkemoi Tonui led the Elite Recce Squad to confront the enemy at a hostel in the Garissa University College putting his life on the line. He paid the ultimate price for the sake of his country.

Benard Tonui, a first born son to Linah and Simeon Sanga, was born in 1978. He grew up in Cheleget, Bomet County, where he attended school. He joined the GSU Training School in Embakasi in 1997 after graduating from Kilgoris Secondary School. It is after that that he joined the Recce Squad. While with the Company, he got opportunities to study at Louisiana Police Academy and Moyock Academy in the United States of America. He was inspired to join the police by his father, himself a retired Senior Superintendent of Police in the Administration Police.

By posthumously honouring this patriotic officer in the Second Huduma Ombudsman Award, 2015, the Office of the Ombudsman seeks to recognise and celebrate all the

heroes in the disciplined forces who have lost their lives, and those who risk theirs on daily basis to combat crime and secure our nation. This Award, therefore, honours all our men and women in uniform. We applaud their heroic acts, their fighting spirit and selflessness.



Chief Justice Hon. Dr. Willy Mutunga presents a cheque of Sh121,000 to the wife of the late Benard Tonui, Nelly Tonui and family. The money was donated by Staff of the Commission to support education of her children.

The Commissioners and Staff of the
Commission donated
Sh121,000 to the family of the late
Benard Tonui to support education
of his children

Remarks by Juliet Chepchirchir Tonui

I am Chepchirchir Juliet, the eldest daughter and child of our beloved father, the late Benard Kipkemoi Tonui. I am a class five pupil at Sigor Berur Talents Academy together with my brother Laurent. The other two siblings are Linet in class four and Leon in pre-unit.

I stand before you this day on behalf of my other siblings to remember our father and the country's hero. He did his level best to protect the sovereignty of this Country and offered himself to die and save more than five hundred students in Garissa University.

Our dad, you sacrificed our parental love for the sake of this country Kenya. We are now partially orphaned and lack your usual pieces of advice on the importance of education. You have left us with a humble mother and old grandparents who might not be able to provide for us as you did. How I wish you would have lived to date so as to help in times of need.

Dad, Leon has always been asking when you will come back. Whenever this happen, we all break into tears. We remember how jovial you were in the evenings, the regular visits to our school, and the constant delicious meals in your presence.

Dad, your absence blurs our future. I wish you would have lived a bit longer, I would like to believe that your sacrifice will in turn not make us suffer but instead take us to the destiny you envisioned for us. Although you are physically absent, we hope you will accompany us in this journey.

To our esteemed Country Kenya, you have lost a man, a real hero but we pray that the gap he left be filled. Whenever we think of our father, we think of our Country. We shall forever remember you dad.

Lastly, as a family, we appreciate all the effort that has been made so far by various government organs in recognising the roles played by our late father, before and during his demise.

May God bless you all.

Thank you

Juliet Chepchirchir Tonui

First Runner-up, Individual Category



Chief Justice Hon. Dr. Willy Mutunga with SSP Nicholas Kipsang' Maswai, the first runner-up in the individual category, accompanied by his daughters.

Huduma Ombudsman Award Citation to SSP Nicholas Kipsang' Maswai – Officer in Charge, Manyani Maximum Security Prison, and County Prison Commander, Taita Taveta

For steering infrastructural transformation at Manyani Maximum Security Prison, for conscientiousness and excellent management skills that have made the institution a work station of choice.

Mr Maswai has facilitated transformation of the prison facilities by modernising the once colonial, dilapidated structures, and building a cafeteria and staff houses. He is also credited for fast-tracking electrification of the facility bringing life to the “wilderness”.

The nominee has exhibited a high level of leadership and embraced open channels of communication. He is also credited for meritorious promotion which has made staff content to work at the station. Maswai’s excellent management style has made Manyani Maximum Security Prison a centre of attraction for prison personnel.

Human rights actors have described him as ‘co-operative, courteous, efficient, dedicated and committed’ to addressing human rights issues whenever they are raised. He has ensured his staff receive training on human rights and gender issues.

The nominee has initiated partnerships with the local leadership and the Kenya Wildlife Service, leading to enhanced security and infrastructural development. Indeed he has demonstrated that we can transform our society if each one of us did our part.

By honouring this outstanding officer in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to challenge all those entrusted with management of institutions to use the authority and resources placed in their hands, as Mr Maswai has, for the betterment of our nation.

First Runner-up, Institution Category



Principal Secretary for Devolution and Planning, Eng. Peter Mangiti reading out a citation to Sing'ore Girls Secondary School. Looking on is the School Principal Mrs Rose Koech.

Huduma Ombudsman Award Citation to Sing'ore Girls Secondary School

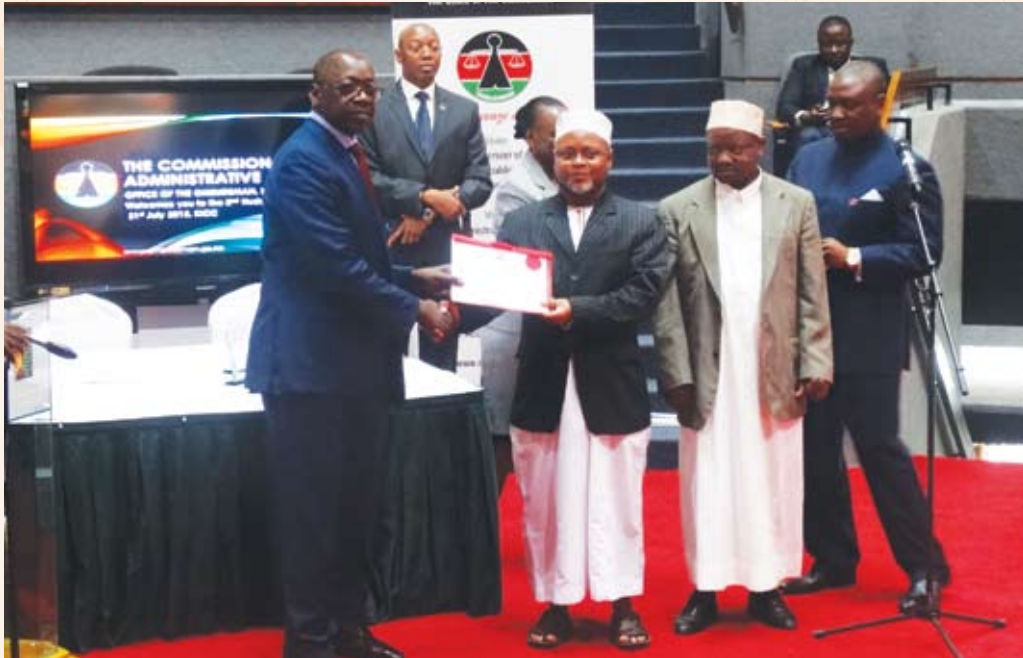
For consistent impressive academic performance based on sound pedagogy and holistic approach, complemented by high standards of discipline, innovation, and mentorship.

With fairly modest resources, Sing'ore Girls High School has successfully carved a niche for itself in Marakwet County as an academic giant making it a school of choice for many girls. The School employs a holistic approach to education, which incorporates co-curricular activities to enable students to develop their talents. Excellence in the school is propelled by a shared vision and strategy documented in the School's Strategic Plan, to which the community is well socialised as well.

The school has employed creative ways of cutting costs, through farming, baking, and by way of a school borehole. The school has also demonstrated prudent management of resources evident in the heavy inputs to improve infrastructure to create a more conducive environment for learning.

The recognition of Sing'ore Girls Secondary School in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to motivate public institutions and reiterate that excellence does not just happen but is achieved through hard work.

Second Runner-up, Individual Category



Principal Secretary for Devolution and Planning, Eng. Peter Mangiti presents a certificate to Sheikh Abdulhalim H. Athman, second runner-up, Individual Category. Looking on is Mr Mohamed Kutwa.

Huduma Ombudsman Award Citation to Hon. Sheikh Abdulhalim H. Athman, Principal Kadhi, Mombasa Law Courts

For dedication and excellence in service in handling matters at the Chief Kadhi's Court in Mombasa, thereby contributing to transformation of the Judiciary.

Since he was posted to the Chief Kadhis's Court in Mombasa in 2011, Sheikh Abdulhalim Athman has worked tirelessly to clear a backlog of cases. He has expedited resolution of cases, thereby, enhancing confidence in the Chief Kadhi's Court in Mombasa. Sheikh Athman's commitment to work is self-evident; clients have noted with gratitude that he reports to work by 7.45 am and begins serving them in time. He also listens to every person who appears before him regardless of his or her status.

By awarding this outstanding public servant, in the Second Huduma Ombudsman Awards 2015, the Office of the ombudsman seeks to inculcate in judicial officers the spirit of servant-hood and utmost dedication to public service, particularly now when the Judiciary endeavours to clear a backlog of cases and enhance dispensation of justice.

Second Runner-up, Institution Category



Public Service Commission Chairperson, Prof. Margaret Kobia, presents a plaque to Mr Urbanus Katiwa and Sgt. Alfred Muye of the Kenya Forest Service, Ndaragua Forest Station.

Huduma Ombudsman Award Citation to the Kenya Forest Service, Ndaragua Forest Station

For commitment to work and championing a collective approach to environmental conservation, thereby saving Ndaragua Forest, and initiating a process of restoring and preserving the ecosystem.

The leadership of Ndaragua Forest Station has brought to a stop excessive destruction of the forest that had threatened to deplete the natural resource. The leadership has reduced illegal logging through surveillance and arresting of suspects, which has been facilitated through collaboration between Kenya Forest Service and the community.

Ndaragua Forest is part of Aberdare Forest which gives life to Ewaso Ng'iro River and forms part of the larger Aberdare National Park ecosystem. Restoring the forest, therefore, means the leadership has secured the livelihood of the communities that live around the forest and the rivers that emanate from the catchment area.

By awarding this outstanding institution in the second Huduma Ombudsman Awards 2015, the Office of the Ombudsman seeks to challenge public institutions to mediate the change they desire to see.

b. Other Finalists

Fourth Position, Individual Category



The Canadian High Commissioner and Representative to the United Nations in Kenya, Mr David Angell presenting a letter of commendation to Ms Milkah Njoki Gaita.

Huduma Ombudsman Award Citation to Ms Milkah Njoki Gaita, Teacher, Ndururumo High School

For going beyond her job description as a teacher to fight against harmful cultural practices that undermine girl-child education.

The nominee has gone over and above what is expected of her job description to ensure retention of girls in high school. She has done this by campaigning against female genital mutilation (FGM) amongst pastoralist communities in Laikipia. FGM precedes marriage, meaning that when the girls are taken through the rite, chances of them completing school are compromised as most of them end up getting married off early. Fighting FGM is, therefore, by extension fighting child-marriages, and improving their livelihoods. The nominee has also rescued four girls from early marriages.

By recognising Ms Gaita in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to motivate public officers going out of their way to positively impact their communities.

Fourth Position, Institution Category



UNDP Country Director, Maria-Threase Keating presents a letter of Commendation to Sinyolo Girls High School led by their Principal Mrs Hellen Juma.

Huduma Ombudsman Award Citation to Sinyolo Girls High School

For efforts put to develop all-round students and, at the same time, prepare them for the future.

The School has come up with ingenious ways to motivate students, one of which is the concept of “talking trees” – trees that carry messages of motivation to encourage the students to stay focused.

The School also has a career compass, painted on one of the walls for ease of reference, which guides students on different careers right from when a student joins Form One. This gives them a sense of the subject combinations they need to take and excel in to achieve their dreams. Coupled with this is a counselling system where teachers are assigned students they are required to guide throughout their high school life. This keeps students grounded and confident as they chose their career paths.

By honouring Sinyolo Girls in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to encourage institutions of learning to use innovative ways to invest in the lives of young people because by doing so, they are moulding Kenya’s future.

Fifth Position, Individual Category



Board Member and Chief Executive Officer of the Kenya Film Commission, Ms Lizzie Chongoti, presenting a letter of commendation to Mrs Sophia Atieno Odumo.

Huduma Ombudsman Award Citation to Mrs Sophia Atieno Odumo, Teacher, Kamondi Primary School, Migori County

For sacrifice and tireless effort to give hope to vulnerable children in Rongo and promote access to education.

Mrs Odumo has become a focal point and link between the community and the Children's Office on matters such as defilement, where she is called upon to rescue vulnerable children. This is a responsibility she has fully embraced more to the delight of the residents of Rongo Sub-County.

On her own initiative, Sophia found sponsors for orphans and other vulnerable Children and ensured that they attend school, have food and sometimes accommodation, even at her own house. Today, 11 of her "foster children" are pursuing higher education in different public universities in Kenya.

By honouring Mrs Odumo in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to encourage all those public officers doing extra-ordinary things, and reiterate that transforming our communities is entirely up to us.

Sixth Position, Individual Category



Kiambu County Deputy Governor Hon. Gerald Githinji presents a letter of commendation to Mr Richard Macharia.

Huduma Ombudsman Award Citation to Mr Richard Mwangi Macharia, Teacher, Nadir Primary School, Fafi, Garissa

Following the terrorist bus attack in December 2014 in which 28 passengers were killed, a majority of them teachers, many teachers failed to return to Northern Kenya in January 2015. The effects of that are evident: there has been a high drop-out rate, and teachers have become even fewer in the North.

Moved by the plight of children, Mr Richard Macharia chose to remain and serve children at Nadir Primary School, located in Fafi Constituency. Mr Mwangi is the only teacher left at the school, where the number of pupils has also reduced from 243 to 197. Mr Macharia carries out administrative duties and teaches the 197 pupils spread through standard One to Four.

By honouring Mr Macharia in the Second Huduma Ombudsman Award 2015, the Office of the Ombudsman seeks to encourage and recognise teachers like him; those making sacrifices even in the face of adversity to secure the nation's future.

**“Let’s work for
this nation; the
work has just
started.”**

**Mr Samuel Kimiti,
Deputy County
Commissioner, Meru
Central**

Part iv

SPEECHES

OPENING REMARKS BY DR. OTIENDE AMOLLO, CHAIRPERSON OF THE COMMISSION ON ADMINISTRATIVE JUSTICE

The Attorney General, Hon. Prof. Githu Muigai

The Chief Justice, Hon. Dr. Willy Mutunga

The Principal Secretary, Ministry of Devolution and Planning, Eng. Peter Mangiti

The Chairperson, Public Service Commission, Prof. Margaret Kobia

The UNDP County Director, Ms. Maria-Threase Keating

Cabinet Secretaries and Principal Secretaries Present

Heads of Institutions

Distinguished Guests

All Protocols observed

Ladies and Gentlemen

On behalf of the Commission on Administrative Justice [commonly referred to as the Office of the Ombudsman], I am delighted to welcome you to the second ceremony of the Huduma Ombudsman Awards. This is the second time we are having this ceremony whose primary objective is to promote the rule of law and service delivery through recognition of outstanding public offices and officers. I also wish to thank all the distinguished guests and the collaborating institutions that have given invaluable support throughout the entire process. In particular, I thank the Ministry of Devolution and Planning, Kenya School of Government, Public Service Commission, Association of Professional Societies in East Africa, Transparency International (Kenya) and the United Nations Development Programme for their contributions and support. You have indeed been great partners in this Programme.

The Constitution and Service Delivery

Ladies and Gentlemen,

Service delivery is at the heart of our Constitutional dispensation, which lays emphasis on integrity, responsiveness and accountability to the public. In this dispensation, public institutions and officers are expected to provide efficient, timely and accountable services to the public while observing impartiality, fairness and utmost selflessness. We are further required to maintain high standards of professional ethics and prudent use of public resources. We are called upon to set up infrastructure for efficient service delivery, including mechanisms for addressing complaints from the public.

The office of the Ombudsman is a key player in service delivery and good governance in Kenya. Our role flows from our mandate under Article 59(2)(h-k) of the Constitution as read with Section 8 of the Commission on Administrative Justice Act, 2011 which collectively empower us to investigate any conduct in state affairs, or any act or omission in Public Administration in any sphere of government, as would be prejudicial, constitute improper conduct, or amount to abuse of power. Accordingly, we undertake administrative review in the event of maladministration such as delay, inefficiency, discourtesy, ineptitude or unresponsiveness, and provide redress. These we do through complaints handling, Advisory Opinions, participation in Performance Contracting, Training Public Institutions, Systemic Audits, Public Interest Litigation, and promotion of alternative dispute resolution methods in public administration among other methods of work.

Ladies and Gentlemen,

I am pleased to state that our efforts are bearing fruits as manifested by the number of complaints lodged with us which have grown from 1,050 in 2011 to 4,062 in 2012, 18,257 in 2013 and 86,905 in 2014. We have endeavoured to solve these complaints timeously, with our resolution rate increasing from 34% in 2012 to 62% in 2013 and to 82% in 2014. The number is expected to increase this year with our recent launch of a free hotline number (0800221349) and free SMS platform (15700) to enhance easy, quick and free reporting of issues of maladministration.

Further, we have enhanced the capacity of public institutions to handle complaints through training over 8,000 public officers to date, technical assistance on the development of Citizens Service Delivery Charters and Internal Complaints Handling Procedures in almost all public offices, and through monitoring of Complaints Handling Indicator in Performance Contracting in all the over five hundred government Ministries, Departments and Agencies (MDAs)

Additionally, we have conducted various systemic investigations to identify weaknesses and instances of service failure in various public institutions, issued over forty Advisory Opinions on matters of Public Administration, undertaken Public Interest Litigation in almost fifty Court matters, undertaken spot checks and inspections on selected public offices while visiting forty two Counties to assess the level of compliance with service standards, and conducted public awareness on our existence, mandate and methods of work through various media engagements.

Huduma Ombudsman Awards

Ladies and Gentlemen,

The Huduma Ombudsman Awards is our initiative to recognise and reward outstanding public institutions and officers. We believe that service delivery must incorporate a system of sanction for defaulting public officers, and concomitantly incorporate a system of recognition and reward for those who excel. The Huduma Ombudsman Awards is our modest contribution to that end.

In determining those deserving of commendation, the Commission ensured broad participation in the exercise by inviting nominations from the public countrywide through the media, County Commissioners, County governments, Huduma Centres, independent oversight institutions and other national government offices. In addition, the Commission constituted an independent Awards Advisory Panel comprising seven collaborating institutions to analyse, verify and select the deserving awardees. Through this exercise, the Commission received thousands of nominations for the entries which were reviewed, shortlisted and the final nominees ranked after thorough verification by the Awards Advisory Panel.

To the Awardees, I wish to congratulate you all. You have demonstrated the constitutional requirement of servant-hood and selflessness beyond the written. 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 awards. May you continue to be role models in your places of work even as you mentor and share the best practices with the young Kenyans who will ultimately complete the transformation to the public service we envisage.

Finally, ladies and gentlemen, fellow public servants, I urge you to remember that we are called “public servants” because we are servants not bosses! We are collectively entrusted by the people to transform this country and achieve the visions we so desire by 2030 and not later. We are sworn to uphold the positive values of integrity and

accountability we voluntarily adopted, and to ensure that solemn words inscribed in our constitution get life and not mere words, in a dry lifeless paper! We are the first generation with a golden opportunity to genuinely transform our country post-independence! Let us all seize the moment and do so! I thank the awardees who have endeavoured to walk that path and I encourage us all to join them!

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

I thank you all.

MESSAGE OF SUPPORT BY PROF. MARGARET KOBIA, CHAIRPERSON OF THE PUBLIC SERVICE COMMISSION

The Attorney General, Hon. Prof. Githu Muigai

The Chief Justice, Hon. Dr. Willy Mutunga

The Principal Secretary, Ministry of Devolution and Planning, Eng. Peter Mangiti

The Chairperson, Commission on Administrative Justice, Dr. Otiende Amollo

The UNDP County Director, Ms. Maria-Threase Keating

Cabinet Secretaries and Principal Secretaries Present

Heads of Institutions

Distinguished Guests

All Protocols observed

It gives me great pleasure to be a party to this 2nd Ombudsman Huduma Award. The significance of the event is not just the worthy recognition of the recipients of the award but more importantly the fact that we are recognising those who have by their actions reminded us of how important effective, expeditious and efficient delivery of public services is. I wish on behalf of the Public Service Commission and on my own behalf to take this early opportunity in applauding the recipients of these Awards.

The Public Service Commission is primarily mandated to promote the values and principles of public service, high standards of professional ethics, transparency, timely provision of public services, fair competition and merit. These principles form the bedrock upon which the entire public service is centred. Realisation of these principles inevitably will result in the realisation of the national values and principles of governance enshrined in our constitution.

An effective and efficient public service that economically uses its resources provides a sound environment upon which development and prosperity can be nurtured. I am glad that the public servants who will be recognised today are those who have made an effort and contributed to the promotion of the principles and values of public service. Thus, through their service, they have made their contribution to the development and prosperity of our nation.

Today's awardees have also set a good example to the entire public service that passion and dedication to ones work may yield unexpected rewards. Those being awarded today had no idea that their selfless service would one day amount to this. They worked without expecting any form of recognition yet here we are today to fete them. That indeed is the selfless spirit required of public officers. When we serve the nation, we need to do it with patriotism, zeal, and ethics devoid of personal interest or unlawful gain. That is the essence of public service. Our awardees today have led the way in demonstrating these.

As the Public Service Commission we will take note of those who will be recognized here today and will in due course come up with a reward that will be extended to them. Indeed if this event will be held every year, then we shall henceforth partner with the Commission on Administrative Justice so that those who eventually win are rewarded with promotions or any other form of reward as a way of motivating them.

I wish to thank you your Excellency for having come here today. Your presence sends a message to public servants that indeed efficient public service delivery is at the heart of your government. The introduction of the Huduma Centres has gone a long way in enhancing public service delivery. We look forward to seeing more government services delivered timeously and made accessible to all Kenyans.

Thank You.

MESSAGE OF SUPPORT BY UNDP COUNTRY DIRECTOR, MARIA-THREASE KEATING (ON BEHALF OF MS NARDOS BEKELE-THOMAS, UN RESIDENT COORDINATOR AND UNDP RESIDENT REPRESENTATIVE)

The Chief Guest, the Honourable Attorney General, Prof. Githu Muigai

The Honourable Chief Justice and President of the Supreme Court, Dr. Willy Mutunga

Principal Secretary, Ministry of Devolution & Planning, Eng. Peter Mangiti and my Co-Chair for Transformative Governance under the UNDAF

The Chair of the Commission on Administrative Justice, Dr. Otiende Amollo

The Canadian High Commissioner, Mr David Angell

Chairpersons, Commissioners and members of Constitutional Commissions and Independent Offices

Distinguished Government Officials and Development Partners

Ladies and gentlemen

Good morning - Hamjambo

On behalf of the United Nations Development Programme in Kenya and the United Nations Resident Coordinator Ms Nardos Bekele-Thomas, it is an immense honour and privilege to participate in this Second Huduma Ombudsman Awards Ceremony. Warmest congratulations to the Commission on Administrative Justice for your continued efforts to strengthen public administration and public service delivery through the Huduma Awards scheme. Today, we reflect on the important role of the public servants and public institutions in contributing to realisation of our joint aspirations of human development. The Huduma Ombudsman Awards Scheme enables us to celebrate this significant but often overlooked human face to government mandate delivery. We are indeed delighted to partner with the Commission on this, and many other activities.

UNDP, together with the Governments of Finland and Sweden, has been working with the Commission since 2012 through an integrated programme that supports the three Article 59 Commissions, namely: the Kenya National Commission on Human Rights, the National Gender and Equality Commission and the Commission on Administrative Justice.

The work of CAJ is of highest importance. The Commission directly contributes to the improvement of services offered to the public by providing an avenue for citizens

to seek assistance when the service they receive does not meet expected standards. Every complaint and its resolution is important and helps to bring justice to individuals concerned. I am happy to note that since its establishment the Commission has handled around 100,000 cases. This figure translates into thousands of success stories of individuals and institutions finding solutions and remedies to problems experienced during the course of public service delivery. This is a remarkable achievement, and I would like to congratulate the Government for this commitment to support this institution.

Addressing complaints by citizens regarding shortcomings in public service delivery, which is the key mandate of the Commission, is not the whole story. The Huduma Ombudsman Award celebrates dedication, commitment and professionalism in public Service that goes beyond the call of duty. The award acknowledges the existence of many individuals and institutions in public service that every day do their utmost to provide quality government services to the citizens of Kenya. The award represents the thousands of men and women who have a calling to serve the public through various professions such as teachers, police officers, nurses, doctors, chiefs, to name just a few, and who are committed to doing their work to the highest standards and beyond the call of duty. Today, we are recognising inspirational individuals and institutions that exemplify this spirit of professionalism and servanthood. The Huduma Ombudsman Award is an opportunity to say ‘thank you’. The nominees and the winners are an inspiration to public servants and to public institutions around the country and to all of us. Congratulations for the recognition you are receiving today.

For UNDP, supporting and promoting efficient and effective public service delivery is at the heart of what we do. The UNDP global strategic plan for the period 2014–2017 defines outcomes that focus on ensuring countries have strengthened institutions to progressively deliver universal access to basic services. The same aspiration is also a key pillar of UNDP’s new country programme in Kenya. Additionally, through our flagship integrated support programme for the devolution process, UNDP is supporting the county governments of Kilifi, Kisumu and Turkana to translate their County Integrated Development Plans into reality, hence ensuring services are closer to the people.

We congratulate the Government of Kenya for its achievement in improving service to citizens through the implementation of the devolved governance system in general and through special initiatives such as the ‘Huduma’ Centres. The positive impacts are certainly being felt. In June of this year, the Government of Kenya received global recognition for this by receiving the coveted UN Public Service Award.

REMARKS BY HON. ANNE WAIGURU, CABINET SECRETARY, MINISTRY OF DEVOLUTION AND PLANNING (READ BY ENG. PETER MANGITI, THE PERMANENT SECRETARY, MINISTRY OF DEVOLUTION AND PLANNING)

Chief Guest Hon. Attorney General, Prof. Githu Muigai Rep H.E the President

Chief Justice, Hon. Justice Dr. Willy Mutunga, EBS

Chairperson, Commission on Administrative Justice, Dr. Otiende Amollo, EBS

UNDP Country Director, Ms. Maria-Threase Keating

Chairperson of the Public Service Commission, Prof. Margaret Kobia

Chairpersons of Constitutional Commissions

Chief Executive Officers

Distinguished Guests

Ladies and Gentlemen

I wish to thank the Chairperson, Commissioners and Staff of the Commission on Administrative Justice for extending an invitation to me to attend the Second Huduma Ombudsman Awards. The attendance today is a clear testimony of the growing stature of this annual event.

Ladies and Gentlemen

As you are aware, the Ministry of Devolution and Planning has as a core objective the efficient delivery of public services; an objective we share with the Ombudsman's Office which provides oversight on the delivery of public services.

Credible public administration institutions and systems are an essential vehicle for Government to efficiently deliver its mandate. It is not only an instrument for efficient resource management and in steering economic and social development, but it also holds the key as a democratic instrument for shaping state-society relationships and effective governance.

Ladies and Gentlemen,

Every financial year the Ministry oversees the Performance Contracting process for Ministries, Departments and Agencies on expected performance deliverables. One of the main indicators that institutions are measured against is resolution of public complaints.

In vetting the performance of institutions on this indicator, the Commission on Administrative Justice also assesses each institution and awards a certificate indicating whether it has met its targets as agreed in its performance contract.

Ladies and Gentlemen,

The Ministry of Devolution and Planning also conducts spot checks during the contracting year in which officers go to different institutions to monitor how public services are being delivered.

This we have done in collaboration with the Ombudsman's Office, which also provides personnel to accompany our officers. These spot checks provide a good ground not just to deepen our cooperation but also to share ideas on how public service delivery can be improved.

Ladies and Gentlemen,

The Commission is also an integral partner in the Huduma Kenya Programme. The Ombudsman currently has an officer at most of the centres including Nairobi G.P.O centre, Kakamega, Embu, Nyeri, Kisii, Nakuru, Eldoret and Kajiado among others. This is laudable considering that the Commission has human capacity challenges.

As a result, citizens who feel aggrieved by services rendered by various institutions can get spot on redress from the Ombudsman Office, ensuring citizens develop trust in the public service.

I wish to thank CAJ for supporting us in this initiative.

Ladies and Gentlemen,

The success of the public service and the officers who make up the service depend on everyone's ability to restore trust, and confidence in the public administration, as a responsive and accountable governing institution that is there to serve the needs of

the public.

Having looked at the list of the Award's winners this morning, I would like to extend my congratulations, as well as to everyone who was shortlisted. This illustrates that within the Public Service, there are those who are willing to go beyond the call of duty to ensure that services are accessible in places where they would normally be inaccessible.

Further, I note that most individuals work in areas which face many service delivery challenges. This has, however, demonstrated that commitment to services can lead to exemplary performance even when faced with obstacles.

Ladies and Gentlemen,

This occasion is therefore important because unlike other occasions where public servants are checked and redressed, on this occasion we gather to compliment and honour those who have performed well. It is important to do so as it motivates and encourages public servants to strive for excellence.

I, therefore, want to encourage public officers to do their work with passion, dedication, commitment, ethics and efficiency because it pays to do so.

Ladies and Gentlemen,

In conclusion, I wish to take this opportunity to congratulate CAJ on the work done today, the foresight, determination and tenacity, and the ability to look beyond the horizon, and ensure that we are ahead of the curve in Public Administration.

Thank you, Ahsante Sana!

ADDRESS BY THE CHIEF JUSTICE OF THE REPUBLIC OF KENYA AND PRESIDENT OF THE SUPREME COURT, HON. DR. WILLY MUTUNGA

The Attorney General, Hon. Prof. Githu Muigai

The Chairperson, Commission on Administrative Justice, Dr. Otiende Amollo

The Principal Secretary, Ministry of Devolution and Planning, Eng. Peter Mangiti

The Chairperson, Public Service Commission, Prof. Margaret Kobia

The UNDP County Director, Ms Maria-Threase Keating

Cabinet Secretaries & Principal Secretaries Present

Heads of Institutions

Distinguished Guests

Chief Guest, Mr Attorney General

All Protocols observed

Chief Guest Mr Attorney, Fellow Kenyans, Friends of Kenya.

It gives me great pleasure to join you today on this occasion of the Huduma Ombudsman Awards ceremony. I am honoured to be part of you today on this truly auspicious occasion of celebrating outstanding Kenyans for excellent service delivery. I take this opportunity to commend the Commission on Administrative Justice for the invitation, and this initiative that seeks to positively transform public administration in Kenya. This Ceremony could not have come at a better time than now when we are focusing on public sector reforms for improved service delivery.

I believe that giving Awards to glorify fellow Kenyans who are beacons for the change we wish to see in this country will help us create a culture that celebrates and glorifies excellence. We must consolidate such culture if we are to root the country of the culture of celebrating mediocrity, laziness, greed, corruption, disunity, arrogance, and race for wealth – all these sins place profits, self-interest, and individualism before the people. We are upholding various provisions of the Constitution when we give awards and we are actually breathing life into the Constitution.

Ladies and Gentlemen: Fellow Kenyans, Friends of Kenya,

The Constitution of Kenya 2010 radically transformed the governance structure and relations in the country. It has not only represented a turning point in our history, but also crystallised good governance through societal transformation. Notably, the Constitution institutionalises good public administration as an entitlement for the public. Specifically, the public are entitled to quality, expeditious and accessible public services as well as the rule of law and servant leadership. This is evident from Chapter One of the Constitution which recognises the sovereignty of the people, Article 10 on national values and principles of governance, the Bill of Rights under Chapter Four and Chapter Six on Leadership and Integrity among other provisions. Public institutions and officers are expected to adhere to these constitutional tenets in their operations.

As you are aware, the Commission is part of the transformative nature of the Constitution in the context of institutional oversight framework. The Commission is a pillar of good governance in Kenya and safeguards public interest by ensuring efficient delivery of public services. The Commission achieves this objective by striking at the root of maladministration such as injustice, delay, negligence, unreasonableness, impropriety, unjust action and oppressive behaviour on the part of the Administration. Through this, the Commission ensures that public entities operate within the law and respect the rights of citizens. In this regard, the Commission acts as the custodian of public interest and citizens' watchman against bad administration by providing redress for their grievances.

Ladies and Gentlemen: Fellow Kenyans, Friends of Kenya,

At the Judiciary, we have taken cognisance of the place of service delivery in our constitutional dispensation. Indeed, we are conscious of the fact that we deliver services to the public in the context of adjudication of matters that are brought before us. Accordingly, our manner of delivery of services to the public determines their relationship with us and how they perceive us. To this end, we have endeavoured to provide efficient services through deliberate and targeted measures. Notably, we have developed and operationalised the Judiciary Transformation Framework which is the blue-print for dispensation of justice. Through the Framework, we expect to effectively deliver services to the public. We have always partnered with the Commission in improving service delivery through addressing maladministration in our operations. Indeed, our partnership has been enhanced with the establishment of the office of the Judiciary Ombudsperson to handle complaints from the public. Both the Judiciary and CAJ are members of the Council for the Administration of Justice (NCAJ) in which all stakeholders in our society – Executive, Parliament, Commissions, Civil Society,

Inspector-General, Office of the Director of Public Prosecution, Office of the Attorney General, Corporate Interests, and Citizens are represented. NCAJ reflects a vision of the Constitution that calls for collaboration in the national interest.

Ladies and Gentlemen: Fellow Kenyans, Friends of Kenya,

I have noted the outstanding achievements of the public institutions and officers we are rewarding today. The reasons indeed confirm the reasons for your recognition. I congratulate all of you for this achievement. I believe that you will remain steadfast and faithful to the values, and that your achievements will inspire other institutions and officers to render efficient services to the public.

I wish to commend the Commission once again for this initiative which I believe has been long overdue, and will go a long way in improving public administration through transparent, responsive and accountable leadership and delivery of public services. Let us be change agents and create the much-needed critical mass for efficient service delivery and good public administration. On our part, we will remain faithful to the law in the dispensation of justice. In this regard, I urge each one of you to individually and collectively partner with us in this journey.

I thank you all.

The Hon. Chief Justice, Dr. Willy Mutunga

**HON. DR. WILLY MUTUNGA, D.Jur, SC, EGH
CHIEF JUSTICE OF THE REPUBLIC OF KENYA**

**KEY NOTE ADDRESS BY HIS EXCELLENCY HON. UHURU KENYATTA, C.G.H.,
PRESIDENT AND COMMANDER-IN-CHIEF OF THE DEFENCE FORCES OF
THE REPUBLIC OF KENYA (READ BY PROF. GITHU MUIGAI, THE ATTORNEY
GENERAL THE REPUBLIC OF KENYA)**

The Ombudsman, Dr. Otiende Amollo

The PS, Devolution and Planning, Eng. Mangiti

County Director, United Nations Development Programme, Ms Maria-Threase Keating

The Chairperson, Public Service Commission, Prof. Margaret Kobia

Hon. Governors and Members of Parliament Present

Ambassadors and High Commissioners Present

Chairpersons of Constitutional Commissions and Independent Offices

Heads of Institutions

Distinguished Guests

Ladies and Gentlemen

At this second appearing of the Huduma Ombudsman Awards there is less occasion for a long speech than there was at the first. Then, a speech somewhat in detail considering it was the inaugural event seemed proper. Now, having had the first experience, we are looking forward to hear those who represent a large fraction of dedicated public servants being named and therefore, calling for a shorter address. These persons represent those who have responded to our constant call to public servants to work with dedication, efficiency and speed in their service to Kenyans. Our constant call, is for them to hold public offices in high esteem, since the authority given to them is one of public trust which should in its exercise as provided for by the Constitution bring honour to the nation and to promote public confidence. The occasion we are holding today will befit some of these public servants, who through their selfless service have brought honour to the nation.

It is not lost upon me that today's event comes in quick succession to an event that not only engrossed the energies of the nation but absorbed the attention of the world - the Global Entrepreneurship Summit. These two events despite being unrelated are connected in the significance the former has to the latter. The recent summit will see more entrepreneurs rise in our country. It has yielded ground to more foreign direct investments and created a conducive atmosphere for tourism to flourish. For all these to be achieved, public service delivery must be at its best. Public services must

be accessible and expeditiously delivered in order not to lose the opportunities presented to us. I am persuaded that the public servants being recognised today are the kind of officers who through their services will contribute to creating the required environment for development.

I would like to take this opportunity to extend a word of encouragement to the many hardworking public servants who we may not recognise personally here today. As I earlier alluded to, those who we celebrate today are a small fraction of the many who have given their whole to public duty. I salute those in the discipline forces who defend this nation from its aggressors sometimes with their own lives. I salute that teacher in the remote corner of the country who under strenuous conditions goes ahead to educate needy children hungering for knowledge. I recognise that health officer who with minimal facilities gives all he has to save lives. We may not name you here today one after another, but your selfless service will form the basis of your reward. In this regard I want to urge the Public Service Commission to consider rewarding those who will be recognised here today by promoting them to the next grade.

My government is committed to improving the working conditions of public servants and providing them with the requisite facilities so that their commitment to service can be met with adequacy of resources and amenities. We have in the recent past made tremendous improvement in the health sector by engaging with the county governments in order to improve facilities in our health facilities in all counties. I want to urge the governors to speedily engage with the National Government on the initiative so that our citizens can access good healthcare. My government is taking strides in other sectors as well. Education, commerce and trade, infrastructure and what is commonly referred to as e-government, are all aspects that the government is committed in addressing so as to increase efficiency whilst improving the quality of life of our people.

Efficiency in public service delivery is at the heart of my Government's promises to Kenyan people and the foreigners who reside with us. My government has taken positive strides towards the improvement of service delivery. The introduction of the Huduma Centers is at the threshold of our commitment to improve service delivery. As a government we shall invest more in the public human resource so that we timeously meet the demands of our people. I want to urge government departments and county governments as well to lay emphasis on creating an enabling environment for development by continually improving on service delivery. Our youth who are well endowed with attractive innovations in the use of information communication technology should be put in the driver's seat of inventing digital service delivery systems that can be utilised to quicken delivery of services.

I take this opportunity to laud the Commission on Administrative Justice in not just organising this event, but more importantly in its valuable contribution to governance. As an oversight institution established by our Constitution, it plays a critical role in pointing out maladministration where it occurs and redressing the same. I want to urge Commissions and Independent Offices to take advantage of the independence granted to them to serve Kenyans with fidelity, honesty, objectivity and impartiality. These institutions will play a critical role in the realisation of our national values and principles of governance which are key to an effective and efficient government. I want to extend my support and indeed that of my government to the Ombudsman office and to other Commissions as well.

As I said earlier, I did not intend to make a long speech. I want to congratulate those who will be called out today and urge other public servants to emulate them. It is important to note that these men and women have served exemplarily without expecting any recognition but only being driven by love and passion for their work. This is indeed commendable. It leaves me now to applaud you once more, your families and institutions for your outstanding achievement.

Thank you, God bless you and God bless Kenya

KEY CHALLENGES

- Many service-oriented institutions were not nominated for the award. Consequently, some sectors dominated the Award. This points to possible dissatisfaction of the public with the standard of service delivery in certain public entities or sectors.
- The current crisis facing the Health Sector was evident throughout the Award process, particularly during verification. Although some health institutions had been nominated, the Advisory Panel could not undertake verification because of recurrent strikes in the health sector that saw many of those health centres remain closed for varied periods.

ANNEXURES

THE COMMISSION ON ADMINISTRATIVE JUSTICE

Office of the Ombudsman



Hata Mnyonge ana Haki

HUDUMA OMBUDSMAN AWARD

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 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.

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 award, held on an annual basis, is aimed at recognising and rewarding responsive and compliant public officers and institutions in the country. 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 Awards 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 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. This is a non-monetary award of exemplary service, embodied in a symbolic award memento, and a certificate. Each recipient officer or institution is entered in the Commission's Register of Responsive Officer/Institution for the relevant year.

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 do a long way in motivating public officers and consequently, enhancing service delivery in the public sector.

3.0 Scope

The Huduma Ombudsman Award is a non-monetary award for public officers and institutions that 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 three categories:

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

Institution category - This category of award honours outstanding public institutions.

Ombudsman Valour Award – This category is dedicated to members of the disciplined forces for heroic acts in service to our country. The Commission introduced this category in 2014 to honour those who serve in the disciplined forces, a number of who make the ultimate sacrifice to protect our liberties.

3.0 Eligibility

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

4.0 Entry Rules

The nominating individual or institution is required to fill in the official application form and mail it to the addresses provided in the nomination form. There is no entry fee.

The nominating individual/ institution should:

Give a brief description of the individual or institution they are nominating

State clearly the category to which the nomination relates (individual or institutional category)

Briefly describe why the nominee qualifies for the award, clearly demonstrating how the nominee has promoted good governance, responsiveness and/or servanthood

Explain how the individual or institution has contributed to positive change in the public sector, and/or enhanced the image of public service

Explain briefly what sets the nominee apart from other public officers or public institutions

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

Verification

CAJ will verify any information received on the nominations and ratify the list of shortlisted awardees forwarded by the Awards Committee. CAJ's decision is final; and no correspondence will be entered into.

CAJ may take a decision to award no prize in any category.

Self Nomination

One cannot enter a self-nomination, or nominate a member of one's family.

Revocation of Award

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.

5.0 Obligation of the Nominee

All entrants are required to provide proof that they are bona fide nominees for the categories for which they are nominated and may also be requested to provide additional information.

6.0 Structures of Huduma Ombudsman Awards

The Award process will be steered by an Advisory Panel/Steering Committee to be constituted by the Commission on an annual basis. The Awards Committee will consist of not more than seven institutions, including a representation of two from the Commission. The Committee represents public service, civil societies, development partners, and the corporate sectors to ensure a full and fair representation of Kenyan society.

The mandate of the Steering Committee is broadly to assist in the coordination of the Awards process. The specific mandate of the Committee is to shortlist and verify information on the nominees for the individual and institution categories which will then be submitted to the Commission for ratification.

6.1. Guiding Principles

- a. The Committee shall not shortlist any nominee outside the list of individuals and institutions nominated by the public.
- b. Members of the Huduma Awards Steering Committee must respect and infuse the Award process with the core values embraced by the CAJ, that is, fairness, accountability and diversity.
- c. All members must ensure a fair and equal process, and act with integrity at all stages of the process.
- d. To ensure credibility of the process, the Award Committee or any member thereof shall exercise due diligence, objectivity, neutrality, fairness and sound judgment in making any decision.
- e. Having made a commitment to become a member of the Award Committee, Committee members shall attend at least three the Committee meetings and other events (publicity engagements and among others), including the final Award Ceremony. If a situation arises whereby a Committee member cannot discharge his/her commitment to the Committee, he/she shall resign. The Committee may in any case remove a member who is not active.
- f. In the event of conflict of interest whether real or perceived, a member shall declare the interest and disqualify himself in from the specific proceedings in question.
- g. Committee members will publicise the Award Ceremony and highlight their presence on the Award Committee when necessary and wherever possible.
- h. Members of the Award Steering Committee must agree to all the stipulations laid out in Huduma Integrity Pact, which they are required to sign upon accepting to join the Committee.
- i. The decision of the Committee shall preferably be through consensus or majority of the members present during the consideration of an issue.
- j. The quorum of the Steering Committee shall be five.
- k. CAJ representation on the Committee should not include a Commissioner.

7.0 The Role of CAJ

- a. CAJ shall support and work with the Committee to ensure concurrence and guarantee the credibility of the Award Process.

b. CAJ shall organise the Awards ceremony.

7.1 Constitution of the Steering Committee

a. CAJ will for each awards cycle establish an Independent Awards Committee as per the criteria above.

7.2 Develop the nomination criteria and scorecard

The Huduma Ombudsman Awards Steering Committee will review the draft criteria and scorecard for the Huduma Awards and share with the CAJ Commissioners for approval.

7.3 Communication Strategy

The communication strategy will include among other things, wide dissemination of the awards nominations, publicity for the awards process and branding. The objective of this activity is to ensure that the nomination criteria are disseminated as widely as possible to reach the grassroots. This activity includes placement of a full-page advertisement in the mainstream print media, using radio, TV and other IEC strategies with the greatest reach to publicize the Awards. After the awards dinner, the list of winners with a brief about their work will be published to vindicate those who participated in the process and to accord the winners recognition. A video recording of each ceremony will also be produced for documentation.

8.0 Meetings and Retreat for the Awards Steering Committee to Review Nominations

Meetings will be held with the Steering Committee to review the previous processes, review and validate nominations. The Committee will also hold meetings to share findings of the verification process and review of the nominations received in order to make a short list for consideration by the Commission. The process involves sifting through the nominations to ascertain their legitimacy and shortlist awardees for each of the different categories. The Steering Committee then submits a final list of nominees for ratification by the Commission.

THE COMMISSION ON ADMINISTRATIVE JUSTICE

Office of the Ombudsman



Hata Mnyonge ana Haki

HUDUMA OMBUDSMAN AWARD 2015

Closing date 24th April 2015

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 Ombudsma.

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 institution that lead to a more effective, accountable and responsive public service.

The specific objectives of the scheme are to:

- Promote accountability, responsiveness and servant-hood in public service,
- Motivate public officers and public institutions to further promote service delivery and good governance,
- Enhance professionalism to transform the image of the public service,
- Enhance trust in government and confidence in public service, and 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 three categories of the Award: one to a public institution and the second to a public officer. The third category, titled Ombudsman Valour Award, goes to a member of the disciplined forces for heroic acts in service to the public. All persons working in the public service in Kenya are eligible.

ENTRY RULES

- One cannot enter a self-nomination, or nominate a member of one's family.
- CAJ's decision is final and no correspondence will be entered into.
- CAJ may take a decision to award no prize in any category.
- 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.

AWARDS ADVISORY PANEL

The Awards Committee comprises CAJ and the following institutions.

- The Kenya School of Government
- Ministry of Devolution and Planning
- Public Service Commission
- Transparency International (K)
- Association of Professional Societies in East Africa (APSEA)
- UNDP Kenya

NOMINATION FORM

Category of the nomination (Tick as appropriate).

Individual Institution Ombudsman Valour

Name of the 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

- Commission on Administrative Justice Offices
West End Towers – 2nd Floor, Waiyaki Way, Westlands
- CAJ Kisumu Branch Office
Central Square Building - 2nd Floor, Oginga Odinga Street, Kisumu
- CAJ Mombasa Branch Office
Panal Freighters Lane, off Haile Selassie Road, Mombasa
- The County Commissioners' Offices in every county
- The County Secretaries' Offices in every county

The nomination form can also be downloaded from the CAJ website.

For more information, visit www.ombudsman.go.ke.

Post or email the entry form to:

The Commission Secretary, Commission on Administrative Justice

P.O. Box 20414 – 00200, Nairobi.

Email: ombudsmanawards@ombudsman.go.ke

LEONARD S. NGALUMA
COMMISSION SECRETARY

THE COMMISSION ON ADMINISTRATIVE JUSTICE

Office of the Ombudsman



Hata Mnyonge ana Haki

HUDUMA OMBUDSMAN AWARD CEREMONY

31ST JULY 2015

VENUE: KENYATTA INTERNATIONAL CONVENTION CENTRE - AMPHITHEATRE

PROGRAMME

SESSION		
9.00 – 9.10 a.m.	National Anthem and Prayer	Commission on Administrative Justice
9.10 – 9.20	Entertainment	Kayamba Africa
9.20–9.25	Introduction to the Award Ceremony by the Commission Secretary/CEO	Mr Leonard Ngaluma, MBS
9.25 – 9.35	Opening Remarks by Chairperson, Commission on Administrative Justice	Dr. Otiende Amollo, EBS
9.35 – 9.40	Message of Support by the Chairperson, Public Service Commission	Prof. Margaret Kobia, PhD, CBS
9.40 – 9.45	Message of Support by the UNDP County Director	Ms. Maria-Threase Keating
9.45– 9.50	Remarks by the Principal Secretary, Ministry of Devolution and Planning	Eng. Peter Oganga Mangiti
9.50 – 10.00	Address by the Chief Justice	Hon. Dr. Willy Mutunga, D.Jur, SC., EGH
10.00 – 10.20	Keynote Speech on Behalf of H.E. the President, Hon. Uhuru Muigai Kenyatta, CGH	Hon. Prof. Githu Muigai, EGH, SC

SESSION		
Awards Ceremony		
10.20 – 11.30	Recipients of Letters of Commendation:	Reading of Citations by Cmmr. Saadia Mohammed, MBS, OGW
	Individual Category:	Presentation of Letters of Commendation
	Position 6	
	Position 5	
	Position 4	
	Institutional Category:	
	Position 4	
11.30	Runners –Up Institution Category	Reading of Citations by Dr. Regina Mwatha, MBS
	2 nd Runners Up	Presentation of Awards
	1 st Runners Up	
	Runners-Up Individual Category	
	2 nd Runners Up	
1 st Runners Up Winners		
Ombudsman Valour Award	Reading of Citation by Dr. Otiende Amollo, EBS	
	Presentation of Awards by the Chief Justice Hon. Dr. Willy Mutunga	
Institution Category	Reading of Citations by Dr. Otiende Amollo, EBS	
Individual Category	Presentation of Awards by the Attorney General Hon. Prof Githu Muigai on behalf of H.E. the President	
	National Anthem	
11.30	Entertainment	
	Guests leave at their pleasure	



SING'ORE GIRLS' SECONDARY SCHOOL
P.O. BOX 225,
ITEN – 30700
TEL: 020 2039558

Our Ref: SGSS/ADM/V.1/2015

Your Ref:

Date: 29/9/2015

The Commission on Administrative Justice,
Office of the Ombudsman,
P.o Box 20414
Nairobi

Dear Sir/Madam,

RE: APPRECIATION

On behalf of Sing'ore fraternity, I wish to take this opportunity to sincerely appreciate the work you are doing to serve our nation as a whole.

May I also thank you for ranking our school to be the best successful institution category of the award at position two. We were very grateful during the Second Huduma Award especially during our three days stay at the School of Law, it was really very refreshing.

Once more thank you and may God bless you abundantly as you continue to serve justice and build our country at large.

Thank you

Yours faithfully,

ROSE KOECH
PRINCIPAL



TEACHERS SERVICE COMMISSION

Telephone: Nairobi 2892000
/0722-208-552
Email: info@tsc.go.ke
Web: www.tsc.go.ke
When replying please quote

Our Ref.
N:CS/TSC/79/VOL.1/12



TSC HOUSE
KILIMANJARO ROAD
UPPER HILL
PRIVATE BAG- 00100
NAIROBI, KENYA

14th September, 2015

Leonard Ngaluma, MBS
Commission Secretary
Commission on Administrative Justice
PO Box 20414 - 00200
NAIROBI.



Dear *Leonard,*

**RE: RECOMMENDATION FOR PROMOTION FOR RECIPIENTS OF THE
HUDUMA OMBUDSMAN AWARDS 2015**

Yours Ref CA/LJM/3/29/1, dated 7th August 2015 refers.

The Teachers Service Commission (TSC) acknowledges your exemplary work that your Commission is doing in enhancing respect for the rule of law and excellence in service delivery. You are committed in promoting accountability, good governance, best practices, professionalism, trust and confidence in public service.

The Commission encourages and supports teachers to participate in noble societal activities that are geared towards promoting humanity and realization of the Kenya Vision 2030. We have noted with pride that the teaching fraternity continues to participate in these activities and have created massive impact in their respective areas.

It is in this respect, the Commission has recognized the three teachers' exceptional service and we are in process of issuing them with commendation letters for their excellent performance. This will be an added advantage during promotional interviews once the Commission advertises for the same.

We thank you for involving us in this great endeavour and assure you of our continued support.

Yours *sincerely,*

Nancy Njeri Macharia
NANCY NJERI MACHARIA, OGW
SECRETARY/CHIEF EXECUTIVE



Telephone: (020) 2223901
When replying quote
E-mail: psck@publicservice.go.ke
Fax No. 214791

COMMISSION HOUSE
HARAMBEE AVENUE
P.O. Box 30095 - 00100
NAIROBI

Ref. No. PSC/ADM/21/(146)

19th August, 2015

Hon. Maj. Gen. (Rtd) Joseph Nkaisery, MGH, CBS
Cabinet Secretary
Ministry of Interior and Coordination
Of National Government
Office of the President
NAIROBI



Dear *CS*

WINNERS OF THE HUDUMA OMBUDSMAN AWARDS, 2015 IN THE CIVIL SERVICE AND PROMOTION ON MERIT

Ref. No. CAJ/LJM/3/29/1 of 7.8.2015

This is to inform you that the Public Service Commission has:

- (a) Noted that the underlisted officers in the Ministry were winners of the Huduma Ombudsman Award, 2015 for dedication to duties, distinguished service, innovativeness and outstanding performance as reflected in the citations which are appended to this letter;
1. Mr. Samwel Wanjohi Kimiti, P/No.1989026164, Deputy County Commissioner II (Job Group P) (Meru Central); and
 2. Mr. Nicholas Kipsang Maswai, P/No.1989002649, Senior Superintendent of Prisons (PG 8/JG L) (Manyani Maximum Security Prison);
- (b) Decided that in recognition of exemplary public service the officers be promoted on merit to the positions indicated against their names w.e.f. 19.8.2015 as recommended by His Excellency the President:



1. Mr. Samwel Wanjohi Kimiti as Senior Deputy County Commissioner
2. Mr. Nicholas Kipsang Maswai as Senior Assistant Commissioner of Prisons (PG 10/Job Group N)

Please convey the Commission's congratulations to the officers preferably in a manner that will encourage other public officers to emulate their example in service delivery.

Take the necessary action.

Yours

Sincerely
Alice A. Otway

Alice A. Otway (Mrs.), CBS
SECRETARY/CEO
PUBLIC SERVICE COMMISSION

CC Grace A. Otieno, (Mrs.), MBS
Principal Administrative Secretary
Directorate of Public Service Management
Ministry of Devolution and Planning
NAIROBI

✓ Dr. Otiende Amollo, EBS
Chairperson
Commission on Administrative Justice
Office of the Ombudsman
NAIROBI

REPUBLIC OF KENYA



OFFICE OF THE DEPUTY PRESIDENT
PRINCIPAL ADMINISTRATIVE SECRETARY'S OFFICE

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Fax No.: +254-(0)20-2210876

Email: dp@deputypresident.go.ke
Deputy President's Building
P.O. Box 74434-00200
Harambee Avenue
NAIROBI

When replying please quote

Ref. No. ODP/C.9/10/1

27th August, 2015

Leonard Ngaluma, MBS
Commission secretary
The commission on administrative justice
P.O Box 20414-00200
NAIROBI



Dear *Leonard,*

RE: RECOMMENDATION FOR NATIONAL HONOURS FOR THE RECIPIENTS OF THE HUDUMA OMBUDSMAN AWARDS

This is to acknowledge the receipt of your letter Ref. No.CAJ/LJM/3/29/1Vol.II dated 11th August, 2015 regarding the above subject.

I take this opportunity to commend your commission for the Huduma Ombudsman Awards initiative which aims at promoting and enhancing service delivery in the public service.

As per your recommendation, the names of awardees for 2014 and 2015 will be submitted to the National Honours and Awards Committee for consideration.

This office assures your commission of our continued support.

Yours *Sincerely,*

Daniel W. Wambura
Amb. Daniel W. Wambura, MBS
PRINCIPAL ADMINISTRATIVE SECRETARY

RTD SSP SANGAH,
P.O BOX 15-20405,
SIGOR.

3rd/08/2015

THE CHAIRPERSON,
THE COMMISSION ON ADMINISTRATIVE
AND JUSTICE ,
"OFFICE OF THE OMBUDSMAN "
P.O BOX 20414-00200,
NAIROBI



Dear sir,

RE: APPRECIATION

I am pleased at this moment to send to you our heart felt gratitude for the warm welcome and the support you gave us before, during and after the "HUDUMA OMBUDSMAN AWARD CEREMONY "on 31st July 2015 at KICC.

As the family, we are grateful to the financial support we got during the function .The children have been able to progress with their studies without constraints. They have also promised not to let you down but instead work hard towards their destiny.

Let me also comment your good work for according to many ,it is the only way to eradicate corruption. This is possible due to the fact that many servants will work harder so as to win the award. Keep on with the same spirit.

Long live "office of the Ombudsman" long live Kenya

Yours, faithfully ,

Simon K.A. Sangah.

PICTORIAL



Chief Justice, Hon. Dr. Willy Mutunga, CAJ Chairperson Dr. Otiende Amollo, and the family of Mr Simeon Sanga whose son was honoured posthumously.



Representatives from Sing'ore Girls High School.



The Attorney General Hon. Prof. Githu Muigai, PS for Devolution and Planning Eng. Peter Mangiti, CAJ Chairperson Dr Otiende Amollo and Huduma Kenya Secretariat



Winners get a photo moment with some of the key guests at the Awards Ceremony.



Key guests get a photo moment at the awards ceremony



CAJ Chair presents some of the key reports to the Chief Justice Hon. Dr. Willy Mutunga as Attorney General Hon. Prof. Githu Muigai looks on.



Dr. Otiende Amollo presents CAJ report to UNDP Country Director Ms Maria-Threse Keating.

ACKNOWLEDGEMENTS

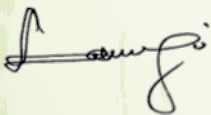
I wish to relay our deepest gratitude to all those who have contributed to the success of the Huduma Ombudsman Award 2015.

Our gratitude goes to all our partner institutions that constituted the Advisory Panel, namely, Public Service Commission, Ministry of Devolution and Planning, Kenya School of Government, Transparency International – Kenya, Association of Professional Societies of East Africa, and the United Nations Development Programme (UNDP). Members of the Panel worked tirelessly ensuring the most deserving public officers and institutions are recognised and rewarded.

Further, we appreciate the support we got from the County Commissioners, County Governments, Independent Offices, and various Ministries, Departments and Agencies in the distribution and collection of the nomination forms. This ensured the Commission got nominations from across the country. We also are grateful that the various public institutions were represented in the Award Ceremony.

I must also state that we are indebted to UNDP for supporting this noble initiative, now for the second year running.

Last but not least, I thank the CAJ Commissioners for leadership in this project, and Staff of the Commission for the devotion that led to the realisation of the objectives of the Award Scheme.



LEONARD NGALUMA, MBS
COMMISSION SECRETARY

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Branch Offices

- Mombasa ● Kisumu ● Eldoret ● Makueni ● Bungoma

Huduma Centres

- Nairobi (Teleposta Towers) ● Nakuru ● Kakamega ● Eldoret ● Nyeri ● Kisii ● Embu
- Kisumu ● Kajiado ● Mombasa