



COUNTY GOVERNMENT OF LAMU



DEPARTMENT OF PUBLIC SERVICE MANAGEMENT AND ADMINISTRATION

BRIEF REPORT ON SERVICES PROVIDED AT THE DEPARTMENT

March, 2017

EXECUTIVE SUMMARY

The promulgation of new constitution in 2010 has resulted to formation of two levels of government in Kenya. Besides the national government, the constitution proposed the formation of local authorities all over Kenya. This system of local governance devolved many government services to benefit the local man at the grassroots. It first came into force after 2013 general election where 47 county governments were formed. Lamu county government, which is one of this devolved unit envisioned to be a nationally competitive county offering good quality life for all its citizens through the prudent use of resources, equitable provision of services and implementation of sustainable development. In line with this vision, the counties have the responsibility of implementing county policies relating to the management of public services. In this respect, the role of the county will entail provision of the required human resource management and development services; implementation of performance management systems, reforms and public service innovations; administration of public service pension Scheme; labour relations/administration of discipline; building skills of public servants and enforcing observance of labour laws. This responsibility is wholly performed by the Public Service Management and Administration.

TABLE OF CONTENT

EXECUTIVE SUMMARY	ii
TABLE OF CONTENT	iii
ACRONYMS AND ABBREVIATION.....	iv
CHAPTER ONE	1
INTRODUCTION.....	1
1.1 Vision.....	1
1.2 Mission	1
1.3 Mandate	1
1.4 Our Core Objectives	1
1.5 Key Functions of the Department.....	1
1.6 Role of PSM and Administration in Lamu County	2
CHAPTER TWO.....	4
STRATEGIC ISSUES, OBJECTIVES AND STRATEGIES	4
CHAPTER THREE.....	8
SERVICE CHARTER: DEPARTMENT OF PUBLIC SERVICE MANAGEMENT & ADMIN ..	8
3.1. Service Charter	8
3.2. Obligation of our Clients	11
3.3. Rights of our Clients.....	12

ACRONYMS AND ABBREVIATION

CIDP	County Integrated Development Plan
CHRMAC	County Human Resource Management Advisory Committee
CPSB	County Public Service Board
HRM	Human Resource Management
PAS	Performance Appraisal System
PSM/A	Public Service Management and Administration

CHAPTER ONE

INTRODUCTION

1.1 Vision

A leading county in human resource development and management for a better coordination of the county public service which inter-alia include Disaster mitigation, peace building, conflict, resolution, monitoring and evaluation of projects and public participation.

1.2 Mission

To provide overall leadership, direction in the management and administration of the county affairs to enhance, service delivery in-order to achieve public equity, parity and equality.

1.3 Mandate

The County will institute and entrench best human resource practices and adopt innovative approaches to resource mobilization with a view to offering good quality public service to the residents of Lamu County.

1.4 Our Core Objectives

Our core objectives as drawn from both legal and government administrative instruments include the following;

1. To effectively and efficiently manage the overall management, development and administration of county Human Resource Management
2. To promote effective management of County Supply Chain Systems
3. To establish and maintain a legal framework for county administration
4. To effectively coordinate County Administration units and Inter-governmental relations
5. To ensure proper management and coordination of County Transport
6. To strengthen coordination of County Disaster Management
7. To coordinate County Government enforcement role
8. To coordinate and operationalize Governor's office

1.5 Key Functions of the Department

- i. To provide effective and efficient services
- ii. Ensure optimum staffing level and utilization of human resource

- iii. Promote and safeguard the values and principles of public service management and that of Article 10 of the constitution.
- iv. Ensure efficient, quality and productive services of the devolved units
- v. Develop and maintain the infrastructure and facilities of county public service facilities
- vi. Develop prudent measures of transport management
- vii. Establish a proactive measure of Disaster preparedness
- viii. Ensure a clear and prudent system of supply chain management
- ix. Develop and maintain a professional and disciplined enforcement operations
- x. Promote accountability, transparency and integrity in finance management system
- xi. Efficient utilization of meager resources to achieve higher output
- xii. Promote good leadership through training and advocacy
- xiii. Establish a well-coordinated and transparent public participation forums
- xiv. Promote good relationship with neighbor counties through cross border forums
- xv. Foster economic, social, technological, environmental and cultural development through good governance and rule of law.

1.6 Role of PSM and Administration in Lamu County

The Department of Public Service Management and Administration is tasked with a responsibility of coordinating the County activities as far as service delivery is concerned in compliance with the County Integrated Development Plan (CIDP). The department also provides consultancy support services to other departments in the determination of optimal establishment levels; organizational design and development; and career development and progression. Due to the facilitative nature of the work of public service management and administration, the function is cascaded to the Sub-county and Ward level on agency basis through the Human Resource Management Division. These are known as the devolved units and general administration.

The County Department of Public Service Management will be a repository of common cadre service staff including human resource management and development, records management, secretarial, telephone, clerical, drivers and support services and is responsible for their deployment as appropriate. Moreover, the department deals with supply chain management, transport management, enforcement operation, registry, legal framework and public service

delivery at the grass root level. The PSM/A Department monitors the implementation of the Strategic and annual work plans through regular assessment and providing quarterly progress reports to H.E The Governor.

CHAPTER TWO

STRATEGIC ISSUES, OBJECTIVES AND STRATEGIES

Objective 1: To effectively and efficiently manage the Overall management, development and administration of county Human Resource Management

Human Resource Management (HRM) function focuses on recruitment, management and providing direction for the people who work in the County. The section deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication and training. It adds value to the strategic utilization of employees and that employee programs impact the county in measurable ways. The new role of HRM involves strategic direction and HRM metrics and measurements to demonstrate value. HRM will establish and maintain effective management and administration of County Registry.

Objective 2: To promote effective management of County Supply Chain Systems

The Supply Chain Management function involves coordination of various activities in delivering a combination of inputs, outputs/outcomes for specified requirements in accordance with the Public Procurement and Disposal Act 2005, Public Procurement and Disposal Regulations, 2006 and other laws and policy documents that impact on procurement. It entails identification of requirements; preparation of procurement plans.

In accordance with budget process; sourcing of suppliers; assessing and measuring performance of suppliers of goods, works and services; implementation of e-government procurement strategies; maintenance of procurement records; conducting market research; carrying out internal monitoring and evaluation; developing internal policy and procedure manuals; maintaining linkages with financial management functions; outsourcing of the procurement and/or disposal of goods and services; provision of guidelines on Public Private Partnerships and conceding in infrastructure and other specialized services; participation in project design and implementations; aggregation of procurement to promote economies of scale; disclosure of information on procurement opportunities and contract awards; managing supplier relationships; introducing modern inventory management techniques and approaches; stock controlling,

stocktaking, stock checking and stock audits; implementing inventory management information system; disposal of obsolete and surplus materials; developing and implementing inventory policy and procedure manuals; ensuring safety and security in storage; quality assurance; development and maintenance of asset register; ensuring smooth distribution of inventory; inventory costing and valuation; management of receipt and issues; preparation, review and monitoring the implementation of contracts; management of framework contracts; preparing contract variations and modifications; and preparation of end of activity reports.

Objective 3: To establish and maintain a legal framework for county administration

The legal function involves; formulation of policies on legal issues and administration of justice; facilitation of constitutional review, development and implementation; law reform and harmonization of laws with the constitution; provision of in-house legal advice to ministries/departments and other government agencies; liaison with the state law office; facilitating the setting up of structures and institutions for consolidating administration of justice, good governance, transparency, accountability, ethics, integrity and national values; promotion and protection of human rights; ensuring compliance with regional and international instruments, review, consolidation and codification of laws for promotion of democratic governance, social justice; rule of law; facilitation of development and institutionalization of anti-corruption strategies and programs. Provision of legal aid and advisory services to the public; preparation of legal instruments; development of policy and provision of legal education.

Objective 4: To effectively coordinate County Administration units and Inter-governmental relations

Co-ordination and stewardship of Government business and responding to emerging policy and development initiatives; promotion of statehood and nationhood; policy formulation, analysis and general administration; office management; management of staff in areas of deployment; responding to parliamentary business; co-ordination of official and state functions; preparation of reports, speeches and briefs; arbitration of disputes; customer care; responding to emerging issues and initiatives such as economic recovery strategies and millennium development goals; implementation and follow ups of Presidential directives with respective sectors; inter-ministerial liaison; promotion of ethics and integrity; management of public resources and assets; promotion of the Government image and promotion of good governance.

Objective 5: To ensure proper management and coordination of County Transport

Transport section will handle monitoring of vehicle movement, usage and fuel uptake level. Routine checks and maintenance of vehicles; maintenance of work tickets; detecting and reporting malfunctioning of the vehicle's systems; carrying out authorized passengers and or goods; safety of passengers and/or good; carrying out first aid; cleanliness and overall vehicle maintenance and management. Internal vehicle inspection, maintenance of fleet related records and documents

Objective 6: To strengthen coordination of County Disaster Management

The county has mitigation plans to counter sudden, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or even environmental losses that exceed the society's ability to cope using its own resources either natural or artificial.

Objective 7: To enforce County Government enforcement role

Assisting all County Government departments exercise their lawful duties in maintenance of law and order and advice on security of county properties and equipment through;

- Command, control and administration of enforcement unit to ensure there is discipline, professionalism and performance.
- Advising the county on effective establishment and review of enforcement unit.
- Training and assessment of enforcement unit.
- To ensure there is workable fire prevention system to both county properties/equipment and public.
- Liaise with national government security organs on matters of law and order.
- Executing all orders and warrants lawfully issued by competent authority.
- Preservation of public peace, unity and management.
- Prevention of commission of offences, apprehension of offenders and prosecution after thorough investigations leading to successful prosecution.
- Enforcement of executive and administrative decisions and orders.

- Improve collection of county revenue through enforcement of county by-laws, physical planning, public health and other relevant laws.
- Carry out security survey on properties and equipment.
- Carry out fire inspection and safety to ensure business premises comply with the law.
- The section will enforce the county legislation
- Provision of market security
- Enforcement of security to revenue collection
- Implement security process, protocol and program to reduce risk
- Crowd controls
- Collection of information on security issues.

Objective 9: To coordinate and operationalize Governor’s office

The Governor’s office shall oversee the running of the various departments and county entity. It will ensure efficient and harmonious operations of the County Government as provided for by the Constitution. The office will be responsible for safe and resilient county responding adequately to disasters.

CHAPTER THREE
SERVICE CHARTER: DEPARTMENT OF PUBLIC SERVICE MANAGEMENT &
ADMINISTRATION

3.1. Service Charter

Below is the service charter for Public Service Management and Administration for Lamu County.

SERVICES RENDERED	CLIENT REQUIREMENTS	USER CHARGES	TIME FRAME
Development of policies and bills	Target objectives Presentation of concerns	No fee	3 months from the date of request.
Developing strategies for stakeholder consultation and engagement	Target objectives Presentation of concerns	No fee	3 months from the date of request.
Review of legal documents and or instruments	Target objectives Presentation of concerns	No fee	3 months from the date of request.
Fleet management	Timely requests Transport Approval	No fee	2 days from the day of travel.
Supply Chain management through: I. Request for quotation II. Open tendering II. Disposal of assets / goods	Timely requests Approval of the requests	No fee	3 weeks 6 weeks 8 weeks
Coordination of development activities to empower the	Timely requests	No fee	3 months from the date of

SERVICES RENDERED	CLIENT REQUIREMENTS	USER CHARGES	TIME FRAME
community	Accurate information		request.
Disaster Management	Timely information Disaster mitigation response	No fee	Within 24 hours depending on the case
Engagement with development partners and other stakeholders	Timely communication	No fee	On needs basis
Anti-corruption	Timely report	No fee	24 hours
Respond to general inquiries	Timely requests Provide adequate and accurate information	No fee No fee	Personal visits/ phone calls – Immediate Written communication- 14 days
Career progression through promotions under delegated powers	Submit appraisal forms Meet the requirement for promotion as per scheme of service	No fee	3 months from the date of the County Human Resource Management Advisory Committee (CHRMAC) meeting
Optimal staffing levels	Timely requests Submit staff establishment report	No fee	6 months from the date of

SERVICES RENDERED	CLIENT REQUIREMENTS	USER CHARGES	TIME FRAME
			request
Payment of salaries on first appointment	Submission of arrival letter	No fee	1 month after receipt of the arrival letter
Payment of monthly salaries	Continuous service delivery	No fee	End of every month
Processing of discipline cases	Response to show cause letters and submission of supporting documents	No fee	Solve within 6 months from date of the letter
Management of Performance Appraisal System (PAS)	Ensure annual appraisal is undertaken	No fee	Semi annually
Attending to Industrial relations issues	Provide all the necessary information	No fee	7 days
Facilitating loan applications	Provide all the necessary information	No fee	5 days
Facilitating Transfers and Postings	Submit timely request Obtain, submit release and arrival letters	No fee	3 Months
Administration of annual leave	Submit annual leave application forms 30 days before start date	No fee	14 days

SERVICES RENDERED	CLIENT REQUIREMENTS	USER CHARGES	TIME FRAME
Management of records <i>Mail management</i> I. Receipt and registration of incoming correspondence II. Marking of mails to action officer III. Filing of mails IV. Response / feedback to client	Submit requests Delivery of mail to the central registry Provision of appropriate documentation	No fee No fee No fee No fee	1 day 1 day 2 days Within 14 days
Preparation and submission of reports to other Government agencies I. Submission of PAS reports II. Submission of CPSB decision implementation reports III. Submission of the expenditure reports to finance department	Timely delivery of relevant and clear correspondence Provision of clear guidelines/ format for submitting the reports	No fee No fee No fee	Annual basis Quarterly basis Quarterly basis

3.2. Obligation of our Clients

To be able to offer quality services to our clients in the most effective manner, our clients have an obligation to:

- **Information** - Customers have an obligation to provide this county with accurate information timely to facilitate prompt action.
- **Procurement regulations** - All suppliers and contractors are expected to observe rules and regulations on procurement of work, goods and services.
- **Corruption** - it is criminal offence to compromise with any of the county staff.
- **Respect** - Customers have an obligation to give the county's staff maximum cooperation and accord them due respect and freedom to carry out their lawful duties. Customers should not intimidate, abuse, threaten or influence officers in any manner whatsoever whether financially or otherwise
- **Feedback** - Customers are encouraged to provide feedback on the quality of our services:
 - Be conversant with policies, regulations and guidelines in regard to services rendered
 - Make timely requests for services required
 - Provide full, sincere and accurate information on services required
 - Services to assist us improve our service delivery.
 - Avoid unethical behavior
 - Relate to our staff with courtesy and respect

3.3. Rights of our Clients

Our clients have a right to:

- Receive quality and timely services
- Be served with courtesy and respect
- Confidentiality of sensitive information
- Lodge complaints when dissatisfied with services rendered

We encourage our clients to feel free and give us feedback on services rendered to enable us improve on quality of our service delivery.

Any enquiries/correspondences/complaints may be directed to the following contacts:-

CONTACT:

Telephone: 0721 540979 / 0722 881629

Email: info@Lamu.go.ke

CONTACT PERSON: Chief Officer, PSM/A

LAMU COUNTY,

P. O BOX 74 - 80500,

KENYA