



NOVEMBER 2020 | ISSUE 005/2020

# NANDI Focus e - Newsletter



## Administration, Public Service & e - Government



Kenya battles surge in  
**COVID 19** with over  
**51,851** cases and **934**  
deaths as at 29<sup>th</sup> Oct. 2020

Wash Hands  
Wear Mask  
Social Distance

EMERGENCY  
CONTACT  
**1548**



@Nandi029



County Government of Nandi



info@nandi.go.ke



1548

# Did you know?

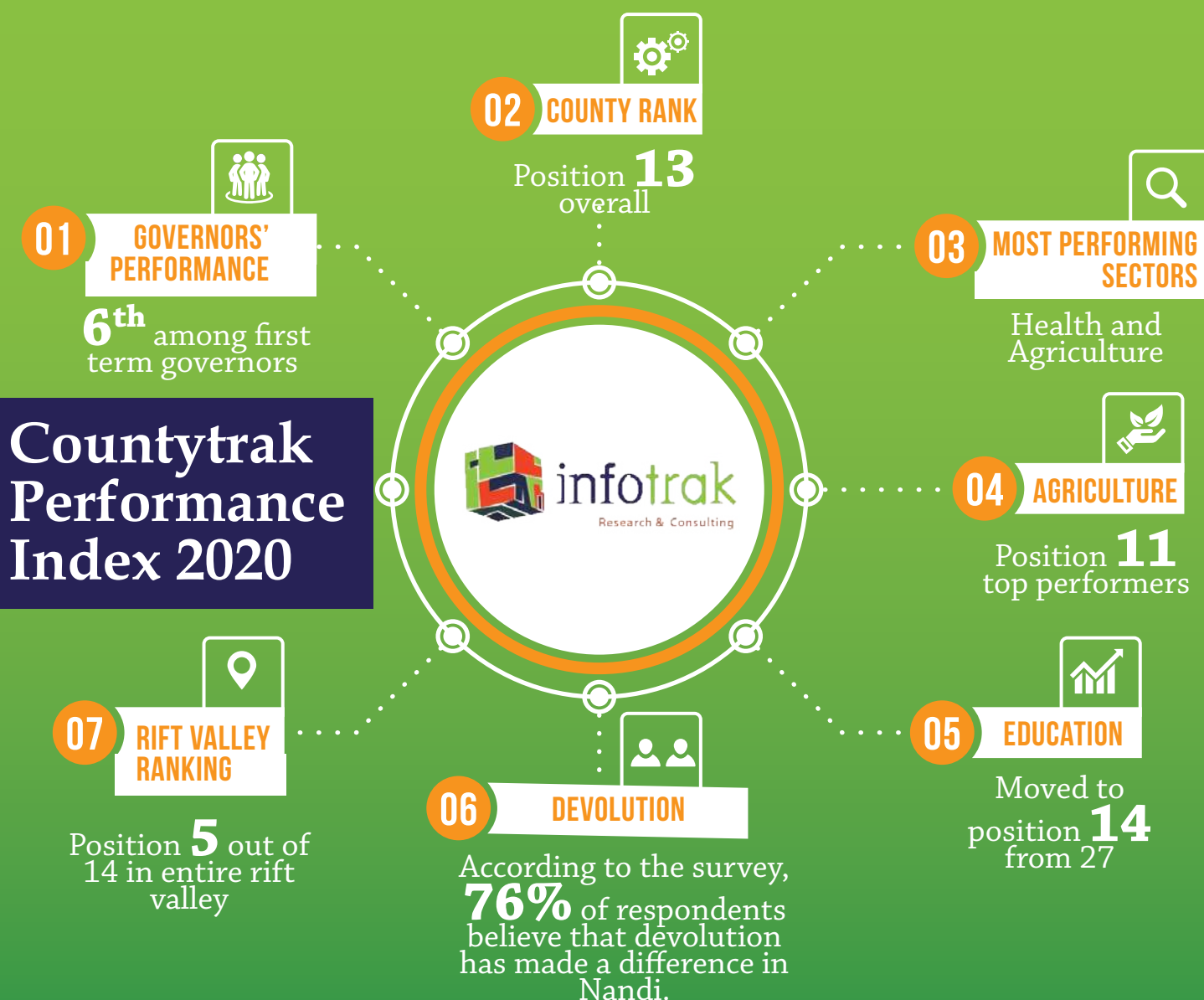


Governor Sang  
honored with the  
**Global Youth  
Leadership  
Award 2020**



infotrak  
Research & Consulting

## Nandi County Performance



For more information on projects or general enquiries  
call: **1548** or [www.nandicounty.go.ke/newsletters](http://www.nandicounty.go.ke/newsletters)

# County Government of Nandi has been Selected to join the elite group of **Local Regions** to Implement **OGP Commitments in 2021.**

**The Open Government Partnership** is a multilateral initiative that aims to secure concrete commitments from national and subnational governments to promote open government, empower citizens, fight corruption and harness new technologies to strengthen governance.

The County was selected based on our jurisdiction's track record in open government reforms, citizen engagement, public participation, transformative technologies and engagement with local civil society.

**Citizen Engagement and Public Participation**



**New technologies to strengthen governance.**



**Open health data**



**Open data and projects**



**Open geo-spatial technologies**



**Civil society engagement**



## LOCAL REGIONS EXISTING MEMBERS

- Austin, United States
- Basque Country, Spain
- Bojonegoro, Indonesia
- Buenos Aires, Argentina
- Elgeyo Marakwet, Kenya

- Kigoma-Ujiji, Tanzania
- La Libertad, Peru
- Madrid, Spain
- Paris, France
- São Paulo, Brazil

- Nariño, Colombia
- Ontario, Canada
- Seoul, South Korea
- South Cotabato, Philippines
- Tbilisi, Georgia

- Iași, Romania
- Jalisco, Mexico
- Kaduna State, Nigeria
- Scotland, United Kingdom
- Sekondi-Takoradi, Ghana

## Innovations for Service Delivery

[www.opengov.nandicounty.go.ke](http://www.opengov.nandicounty.go.ke)

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or Call 1548 | [www.ict.nandicounty.go.ke](http://www.ict.nandicounty.go.ke)



# Department of Administration, Public Service and e-Government.

## Vision ●


To be a leading sector in the county government of Nandi in the provision of services to the citizenry.

## Mission ●

To provide quality services to the residents of Nandi county in an efficient, effective and transparent manner using limited resources.

## Overview ●

The department of administration public service and e-government has two (2) sections namely, Administration & Public Service and ICT & e-Government. The department is mandated to carry out the following functions:

- Management of decentralized units.
  - Management of urban areas.
  - Urban planning and development.
  - Maintenance of urban infrastructure.
  - Disaster and risk management.
  - Waste management and environmental protection.
  - Urban security.
  - Human resource management and development
  - Public participation and civic education.
  - Housing and allocation of county government houses& offices
  - ICT services and communication.
  - Development of policies and guidelines.
- 

# Editor's Note



**Jonathan Misoi** | Chief Editor

Dear Reader,

Welcome to our October edition, where our focus will be on the highlights of the two sectors of Administration and Public Service and ICT and e-Government.

These two sectors focus on devolved units, general administration support, and Human Resources as well as automation of services to enhance service delivery.

This edition comes on the backdrop of the County Government of Nandi selection into the elite group of local regions to implement OGP commitments in 2021.

The other Counties selected in 2020 are Makueni and Nairobi Counties.

Nandi got selected based on the value proposition, jurisdiction track record in open government reforms, citizen engagement, public participation, transformative technologies,

and engagement with local civil society.

The Open Government Partnership, with a membership of over 70 countries, is a multilateral initiative that aims to secure concrete commitments from national and subnational governments to promote open government, empower citizens, fight corruption, and harness new technologies to strengthen governance.

As the focal point person, I am elated with this news. Having championed and led the process of Expression of Interest, I must say that joining OGP has been the vision of His Excellency the Governor H.E Stephen Arap Sang.

He mandated us in 2019 to look into OGP activities and to ensure we push new technologies that will help the county meet the

parameters to join OGP.

I look forward to championing the five commitments we submitted and ensure policies are done and implemented in 2021.

From this spirit of Open Government, ICT in partnership with AHADI, UKAID, and USAID has rolled out a new toolkit for the citizens to appraise themselves and learn about devolution and processes that go on in the Counties.

Visit [www.opengov.nandicounty.go.ke](http://www.opengov.nandicounty.go.ke) to learn more.

We highlight projects funded by KUSP at our Kapsabet Municipality, among them non-motorized roads, markets, lighting, and beautification.

This comes at a time when Kapsabet fully enjoys the status of a municipality

after the chatter. Look at highlights of what has been done in the human resource sector and finally look at ICT stories in the past three years.

## Next Editions:

In our next edition, do not miss to grab our copy of our newsletter focusing on the Department of Lands, Environment, Water, and Natural Resources will follow shortly and later feature Education Department.

We continue to urge our readers to follow the Covid-19 guidelines, wash your hands, Social distance, and importantly wear a mask.

**For more information on Covid-19 visit, [www.covid.nandicounty.go.ke](http://www.covid.nandicounty.go.ke) We look forward to your feedback on this newsletter articles through [info@nandi.go.ke](mailto:info@nandi.go.ke) and our Call Centre 1548.**

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# Message from the Governor

■ H.E. STEPHEN ARAAP SANG ■



C o u n t y

Government of Nandi through the department of Administration, Public Service, and E-government has ensured that the spirit of devolution is felt by Wananchi at the grassroots.

This has been achieved through the County Integrated Development Plan (CIDP), public participation, and civic education.

Residents get to be fully involved in decision making to determine resource distribution and get their priorities and concerns met.

Whatever plans we have as a County must resonate with the people's needs. This ensures sound and efficient

management of resources hence balanced economic development across the County.

We acknowledge the great human resource the County has. As a result, we ensure that our staff is motivated through staff promotion, necessary training, and capacity building activities.

This inculcates professionalism in all county operations. We also have a performance appraisal program that measures performance and informs on contract renewal and staff promotions.

Quality service delivery to the people is, therefore, guaranteed.

In a bid to ensure open, inclusive, and participatory government, we set up a state-of-the-art call center, which is fully operational.

Nandi is the first County to have such a facility that has since attracted delegation from different counties who came to the benchmark.

The call center has also been instrumental in the recent selection to join the Elite group of Local regions to implement the Open Government Partnership (OGP).

I am happy to report That Nandi County is An OGP local member with two other counties.

As we continue to fight Covid-19, we urge all residents to take caution, to act calmly to protect everyone to prevent the spread of this virus and panic.

We also applaud the health workers who have been at the forefront in ensuring that the residents receive better healthcare during this tough time.





## Message from the Deputy Governor

DR. YULITA CHERUIYOT

The implementation of a devolved system of Government has seen Nandi County undertake a lot of development projects.

The system has enabled essential liberty among the county residents and has allowed for better supervision and implementation of policies at the grassroots level.

The County Government has ensured that people's rights are met through engaging in projects that are being implemented.

I would like to applaud this department for the exemplary work they do to ensure we achieve our objective of quality service delivery to the residents of Nandi.

The department ensures that our staff has better working terms for measuring performance, which is no mean feat.

This department has automated its services and innovated on ICT integration across all departments creating a noteworthy achievement.

The county government, through the municipal, has created an enabling environment for businesses to thrive by opening up new road networks, the building of bodaboda shades, and market stalls.

We have also put in place proper waste management, and there has been a shift in the way garbage is disposed of.

The administration structure within the county has enabled us to organize citizen participation with ease, and it is without a doubt that public participation remains the driving force of devolution.

We also continue to partner with civil society networks to enhance people-oriented governance.

As we still battle with Covid-19, this means that we must follow the guidelines to win the fight.

I would like to appreciate all our health workers who continue to be at the forefront of this war.

May God reward all you all.



## Message from the County Secretary

DR. FRANCIS SANG

The County administration remains steadfast in providing the best working terms and conditions to our human resource.

The public service is on a journey of upgrading the terms of all casual workers to contract terms and together with all county workers who had a one-year contract.

We ensured that they were awarded with three-year contract extensions with a well-structured performance and appraisal program that is ready to provide analysed reports on subsequent contract renewals and promotions to our workers.

As we insist on improving the quality of service delivery, performance is our main point of focus, and through this, we have initiated a change in the administration.

These changes are intended to revitalize the operations of the county government so as to maximize on efficiency and help build a robust change that will enhance the long- and short-term strategies in line with the County Government's vision.

# Reorganization of County Government

**1** Scolastica Jepkosgei Tuwei reassigned from Chief Officer Culture and Social Welfare to Chief Officer Education.

**2** Dr. Rose Boit reassigned from Chief Officer Industrialization and Enterprise Development to Chief Officer for Trade and Investment.

**3** Mr Feizal Mohamed reassigned from Chief Officer for Trade and Investment to Chief Officer for Administration and Public Service.

**4** Mr. Philip Kipsang Towett reassigned from Chief Officer for Administration and Public Service to Chief Officer for Industrialization and Enterprise Development.

**5** County function of Lands, Environment and Natural Resources split to create two functions of:  
i. Water and Natural Resources, and  
ii. Lands and Environment.

**6** Mr. Daniel Sang reassigned from Chief Officer for Education to Chief Officer for Water and Natural Resources.

**7** Mr. Solomon Mang'ira reassigned from Chief Officer Lands Environment and Natural Resources to Chief Officer for Lands and Environment.

**8** County functions of Tourism with Culture and Social Welfare merged to create the County function of Tourism, Culture, Gender and Social Welfare.

**9** Beatrice N. Jepchumba Chemurgor reassigned from Chief Officer Tourism to Chief Officer for Tourism, Culture, Gender and Social Welfare.



# Message from the CECM for Administration, Public Service, and e-Government.

TERESA MOROGO



The department of Administration, Public Service, and e-Government is in line with its responsibility of providing administrative services, handling human resource matters, disseminating information to the public as well as coordinating the implementation of these services in ensuring smooth and efficient service delivery.

The department is looking forward to the upgrade of the major urban areas to Municipalities, towns, and market centers. GEODEV Kenya in conjunction with the Kenya Urban Support Program (KUSP), conducted an assessment on the current state of the county, the classification, and the establishment of urban areas in the county.

These efforts resulted in the upgrade of Kapsabet town to a Municipality in 2018 and are now reaping the fruits of the conferment status.

Equally, plans for the upgrade of NandiHills town as the county's second municipality have kick-started with the process of developing its

Integrated Development Plan (IDeP).

Through the Public Service section, we are working towards enhancing quality services delivery by the county staff to the residents.

The sector has put in place strategies for the realization of the policy implementation of the performance contracting and appraisal system as well as carrying out regular staff assessment.

This has also been achieved with the human resource management system coupled with the online jobs portal that tracks employees even from recruitment.

As a department, we prioritize the safety of the citizens. Through the County Fire and Disaster Management unit, we have always aspired to make Nandi County a safer place through continuous safety awareness to the general public and providing support, especially in disaster mitigation, preparedness, response, and post-disaster recovery.

To ease efficiency and effectiveness, the ICT Sub-sector is championing

electronic service delivery across its departments.

Such e-services include the call center project, citizen self-service portal, automated health management, human resource management, fleet management, asset and inventory system, Digi-Cow and Digi-Farm platforms, revenue system, online suppliers' portal, and fleet management.

The ICT section also ensures that the citizens get informed through the county website, social media accounts, and the call center.

Citizen engagement is key in governance, and Nandi county has always ensured that there is citizen involvement through public participation, engagement with the civil society, operationalization of citizens' self-service portal.

Through this, the department initiated the public participation and civic education bill that has passed the 1st and 2nd reading at the County Assembly, waiting for the governor's assent.

The adoption of this policy will give better structures, mechanisms, and guidelines for citizen participation and meaningful public input into the decision-making process.

Once the governor assent to the bill, it will enhance the county call center more interactive, where citizens will get the opportunity to call the toll-free 1548 to air their view, for inquiries, give a compliment, raise complaints and even report on emergency.



# Administration and Public Service Section

## Departmental Goal

To facilitate the growth, diversification and the stability of Nandi county's socio-economic position with the view of creating employment, social opportunities and expanding the economy to provide a sustainable future for all residents of Nandi County.

## Overview

Administration and public service section has several sub-sections which are; Administration and Decentralized Units, Public Service Management, Disaster management, Kapsabet Municipality and County Public Service Board



# Message from the Chief Officer Administration and Public Service

PHILIPH TOWETT



**A**s we strive to enhance the growth, diversification, and stability of the county's socio-economic position, we ensure that we deliver on our co-functions that gear towards creating employment, social opportunities, and expanding the economy to provide a sustainable future for all residents.

The department endeavors to bring service delivery closer to the people through effective and efficient governance.

We are also working towards upgrading our urban areas to municipalities, towns, and market centers.

This got championed by the recent upgrade of Kapsabet

Town to a municipality, which has enhanced better chances of accessing development grants that are now transforming the Kapsabet municipality.

In our journey towards improving service delivery to the citizens, we are ensuring good performance by the county employees through the implementation of a performance management system.

This system has enhanced service delivery by individuals and even by the departments as everyone sets targets that have to be achieved, and performance assessed.

This is also supplemented by the public service boards human resource management system and online Jobs portal that tracks employees from recruitment and into performance.

The recent selection of Nandi County to join the elite group of local regions to implement an open governance Partnership (OGP) in 2021 has boosted our energies towards enhancing public participation in all government activities.

This has attributed to the county's track record in open government reforms, citizen engagement, public participation, and fruitful engagement with the local civil society.

# Nandi youth take up 2700 job opportunities with the inception of Kazi Mtaani programme



## EMPLOYMENT OPPORTUNITIES

**Y**ouths have borne the brunt since the onset of Coronavirus that led to the loss of jobs. Daily or casual work has been hard for them to find, for them to pay rent, buy food, and meet other obligations.

Unemployment has led to incredible strains from families across the board, making the youths suffering stress arising from today's economic challenges.

The suffering prompted the National Government liaising with the County Government in initiating the National Hygiene program, popularly known as 'Kazi Mtaani'

The twin objective of the initiative is to put food on the table for the youths who have lost their means of livelihood to improving health and sanitation in informal settlements.

The first phase of the program had by May recruited 31689 youths from eight counties that initially bore the brunt of Covid-19.

The second phase of the program was incepted in July to cover over 1000 informal settlements within other counties after a successful transition in the first phase.

The County Government of Nandi rolled out the program in the same month that targeted 2700 youths and 90 Supervisors within the County.

In Nandi, the program mainly focused on Kapsabet Municipality on which it targeted youths from Kunurter, Namgoi, Eastview, Kamatargui, Kichinjio, Kokwet, and Tilalwo.

The youths selected are to work for six months in eight working hours daily with a daily wage of Sh.455 as the supervisors getting Sh.505.

The youths will clear the bushes, unblock the drainages, maintain the public amenities and, work on impassable roads to bring out the beautification of the municipality.

County Secretary Dr. Francis Sang speaking, during the unveiling of the program, stated that the initiative

aims to regenerate the economy by giving youths confidence that they can rebuild the country following the devastating effects of Covid-19.

County Commissioner Kutswa Olaka said that the main objective of the Kazi Mtaani program is to provide a form of social protection for workers whose prospects for daily or casual work has been disrupted by the containment policies put in place to limit the spread of COVID-19.

Olaka further congratulated them for taking up such opportunities and called for discipline and diligence while working.



# Improving the business environment in the urban setup for better livelihoods.



## BUSINESS

**C**o u n t y Government of Nandi under the department of

Administration and Public service has always endeavoured to enhance a better working and business environment for both the formal and informal sectors of the economy especially in the urban areas.

The major urban areas in Nandi include Kapsabet municipality, Nandi hills town, all Sub-County headquarters and market centres distributed countywide.

As the department works towards the rightful

classification, upgrade and conferment of status for these urban areas, it is also upgrading public infrastructure to improve the business environment, increase income and even transform the livelihood of the residents.

Some infrastructural improvement projects that have been undertaken by the department for the facelift of urban system.

The setup includes the rehabilitation of bus parks and drainage system in Kapsabet and Nandi hills town, construction of passenger waiting bay in Mosoriot shopping centre, urban area beautification of Nandi hills town,

improvement of pavements and parking bays as well as installation of waste receptacles and enhancing proper waste collection & disposal in these urban areas among others.

Through the leadership of Kapsabet municipality, the department has enhanced better access to business premises through opening up and expansion of service lanes in Kapsabet town, Kaptumo, Mosoriot and Baraton shopping centre. This has greatly impacted on the business operations through better working environment.

The department is also supporting small businesses such as bodaboda transport

through the construction of shades in various regions of the county.

Some of these regions are Kobujoi, Kaptumo, Kipsigak, Meswo, Lessos, Himaki, Nandi hills, Kabutie, Tilalwa, Kabisaga and Mosoriot.

The county government is therefore working hard to enhance better standards for the urban areas, improve the infrastructure, develop better policies, conduct civic education and public awareness on proper use of public resources and amenities and even ensuring proper management of these resources as stipulated in Urban Areas and Cities Act.





- Shoeshiner bench at Mosoriot passenger waiting bay (Left)
- Bodaboda shade at Kaptumo shopping centre (Right)



- Opening up of access roads within the town



- Ongoing construction of Nandi Hills Bus Park



- Kapsabet Bus Park



• Sanitation within town





• Distribution of cleaning materials to a section of town cleaners



• Urban Area Beautification  
Nandi Hills Town

# Automating staff management at the county.



## STAFF MANAGEMENT



County Public Service is working towards enhancing quality services delivery by the County staff to its residents.

Through this, the public sector has put in place strategies for the realization of the policy implementation of performance contracting and appraisal system as well as carrying out regular staff assessment.

The Service partnered with

the ICT department in rolling out the Human resources management system (HRMS). The application will help in enhancing the proper maintenance of employee information and staff management.

The system will require all employees to register, submit all their credentials, and present their biometric details into the system. Chief officer for Administration and Public Service Philip Towett stated that the Sub Sector

is focusing on enhancing effective staff management for performance and result oriented Service delivery.

Towett further added that the platform provides data that supports routine and repetitive human resource decision making and planning. Ms. Eliseba Arusei, a member of the County Public Service Board, points out that the system will integrate with the online Jobs portal rolled out for Public Service Board to help in managing Human resources need assessment

and the recruitment process.

The system's implementation will gear towards improving performance and productivity by county employees countywide.

The system will have the ability to manage all the employees' information, provide for training and capacity building needs, manage staff appraisals.

The system will further handle promotion, demotion & transfer, provide information on staff operations and safety, managing staff absenteeism and turnover, and even handling discipline matters.

Chief officer ICT and e-Government Jonathan Misoi highlighted that the automation will impact the County in the realization of its transformation through the integration of technology.

Misoi stated that HRMS enhances efficiency, especially in management and Service delivery.

He added that ICT impacts its objective of automating the operations in all County Departments.

# Service delivery heightened with employees' better working terms.

## EMPLOYEES TERMS

A good employee motivation and empowerment process is essential for achievement of government objective which is quality service delivery to the people. This is therefore one of the ways in which performance is improved.

Nandi County has realized a boost in delivery of services across all the departments as the staff who were initially on one-year contract as well as those on casual terms were offered better terms of employment; three-year contracts.

Speaking during the awarding of contract renewal letters to the county employees whose one-year contracts ended, Governor Sang urged them to work tirelessly and ensure that there is better performance and increased output in the delivery of services.

He further added that the county government is working on creating more programs that create more and better opportunities for the people of Nandi.

The CECM in charge of Administration, Public Service and E-government, Ms. Teresa Morogo, pointed out that better policies will be put in place to ensure adequate capacity building

for the staff and a human resource management system for better staff management.

She also added that staff performance appraisal program will be the measure of performance and will inform on subsequent contract renewal and staff promotions.

The citizens of Nandi are therefore promised improved performance, better services, good governance and expeditious move towards the realization of Tuga Tai's transformative agenda.



# Implementation of performance contracting and appraisal program in tracking staff performance



## PERFORMANCE APPRAISAL

**T**o move in a cohesive strategic direction, the achievement of targeted results in the delivery of services, the county management chose to introduce and implement performance contracting (PC) and Performance appraisal system (PAS).

This system is a result-oriented performance management tool for managing the performance of all the staff working under the directors.

A performance contract is a tool for managing performance by all government entities in ensuring effective service delivery. Having a Performance Contracting Unit (PCU), employees can meet the targets.

The unit is domiciled in the Public Service and managed through the office of the Deputy Governor. Both offices help in fast-tracking this to ensure that the intervention is on track, projects, and programs are operating as intended, resources deployed as planned, and are achieving the set objectives.

It also stresses that at the end of the financial year, every department needs the asses and take stock of every program/ project.

In her address during the signing of PCs for financial year 2019/2020, the Deputy Governor Dr. Yulita Cheruiyot Mitei stated that every employee should take in to account their progress in meeting their targets.

According to CECM for Administration, Public

Service, and e-Government, Teresa Morogo, the roll-out of the performance management program, has boosted service delivery as every employee is tasked to achieving their goals.

And that performance reports are compulsory for every employee as a measure for the achieved targets.

The Chief Officer for Administration and Public Service Management Philip Towett ascertains that the inception of Performance Contracting has notably improved service delivery.

He further added that general performance is improving as every department is working tirelessly to achieve its set targets.

The achievement of these individual targets by all county staff result in the

achievement of sectoral plans and the overall County Integrated Development Plan.

The county performance contracting unit currently working with the ICT Sub Sector in automating their processes and are therefore developing information management system for performance contracting. This system will digitize and manage the operations to enhance efficiency in performance management.

Performance is a factor in the delivery of services and the general growth of the county and its efficiency is key in achieving the county government objectives.

# Nandi youth realizing the promise with the implementation of youth internship program.



## YOUTH



**W**ork experience increases employability, and with that in mind, the County Government by the Department of Administration, Public Service, and E-Government is currently implementing the youth internship program.

The program's main objective is to allow the youth to gain work experience through the practice of their knowledge and skills in various county departments.

The first internship program was flagged in January 2019, runs in two phases yearly with a non-renewable six months period.

The first intake allowed 384

interns selected from the over 3500 applicants in the first advertisement ended in June 2019.

CECM for Administration, Public Service, and E-Government, Teresa Morogo, said that the program provides mentorship to the youths in their career paths, gives them work experience, and place them in the better place to grab other job opportunities.

Ms. Morogo added that the department is looking forward to the establishment of an internship placement committee that will help the placement of the exiting interns within the county government and even to other potential employment opportunities or even have their start-ups.

The CECM for Sports, Gender, and Youth Affairs Elly Kurgat, pointed out that the partnering departments are putting much effort to ensure that more opportunities are available for the youth.

He further urged the interns to progress and advance in their professional development as well as grabbing other available opportunities even outside the county.

"The county is continuously investing in the youth by giving them the necessary job experience," said Mr. Nelson Ligaga Chief Officer for Youth Affairs.

Mr. Ligaga further encouraged the youths to work in groups, register

companies, and grab the available tenders slotted for the youths in the county.

Noting that there is an ever-growing number of graduates without a corresponding increase in job opportunities, the interns applauded Tuga Tai's administration for the opportunity given to them to gain the experience and improve their chances for employability.

# Strengthening public participation.



## PUBLIC PARTICIPATION

**P**ublic participation holds a considerable promise and benefit for sustainable development in the county.

Sub county and ward administrators are responsible for coordination, management and supervision of general administrative functions including public participation at the sub county and ward levels.

These administrators are therefore crucial stakeholders in the implementation of public participation in the development of policies, plans and the delivery of services across all the county departments.

The county department

of administration, Public Service and e-Government in partnership with AHADI Kenya has been conducting capacity building on public participation for the county staff and more so the sub county and ward administrators who are closer to the citizens.

Speaking during the Public Participation sensitization session, the then Chief Officer for Administration, Scolastica Tuwei denoted that such trainings and capacity building focusses on strengthening public participation process especially through proper planning and mapping of stakeholders and resources.

The deputy governor, Dr. Yulita Cheruiyot who was chairing the session pointed

out that citizen involvement in policy development and implementation of development projects is the biggest responsibility of the county government. She added that her office will therefore ensure it is effectively implemented with the help of sub county and ward administrators.

Ms. Teresa Morogo who is the CEC in charge of Administration called upon the Sub- County and Ward administrators to keenly make a follow up, give regular status and progress reports of the projects and programs in their areas of jurisdiction.



- Public participation at Kapsabet Market



# County partners with AHADI to empower the civil society network for successful citizen participation in governance

## PUBLIC PARTICIPATION

**A**gile and Harmonized Assistance for Devolved Institutions (AHADI) has been supporting counties on the integration of citizen participation in training, policy development, and research activities.

AHADI is building the capacity of all actors of the devolution process -national, county, Sub-County, and civil society intending to promote governance systems that are

transparent, accountable, effective in-service delivery, and responsive to empowered citizens.

AHADI has been partnering with the County Government of Nandi in empowering and building the capacity of the Nandi County civil society Network in enhancing effective public participation and citizen-oriented governance.

During a meeting with consultants from AHADI, the Chief Officer to

Administration and Public Service Philip Towett highlighted that the department is developing an operational plan in collaboration with AHADI on civil society involvement in ineffective governance.

AHADI Regional Program Officer Dan Anduvate promised to fully support the Civil Society's partnership with the government in development.

For enhancement, it will be carrying out training, mentoring, and experiential

learning to advance the work of government and citizens' involvement through effective public participation.

The civil society is a link between the government and the citizens that its contribution forms an integral part of policy development and implementation. It is therefore called upon to support and always be part of this initiative.



# Intergovernmental county committee undertakes government asset identification and verification exercise ahead of transfer of ownership to the county

## COUNTY WEALTH

**U**nder Section 12 of the

Intergovernmental Relations Act, 2012, the Cabinet Secretary for Devolution in consultation with the Intergovernmental Relations Technical Commission, established institutional structures to facilitate the documentation, verification, and transfer of assets and liabilities of the National Government relating to the devolved functions to the respective County Governments.

In implementing this, Nandi County has established an Intergovernmental County Committee responsible for the identification, verification, and transfer of ownership National Government's assets and liabilities to the county.

The committee made up of officials from both the national and the county government will be looking into several existing government assets. Among these assets are: Land, Buildings, Motor Vehicles, Furniture and Fittings, Computer Accessories and

other Electronic Devices, Biological assets, Machinery and Equipment, Projects and work in progress, Current Assets and any Liabilities.

During the Inaugural meeting for the Intergovernmental County committee, the Deputy County Commissioner for Nandi Central, George Matundura, representing the County Commissioner, said that he is looking forward to the success of the exercise.

He further added that the success shall enhance proper record, security, and management of all the assets and liabilities by the county government.

The Deputy County Secretary, Priscilla Rono, further added that as the committee plans for a countywide identification and verification of these assets relating to devolved units, the eventual transfer of ownership will aid the county in performing its devolved functions for effective Service delivery.

The committee completed the identification and verification exercise for the assets and liabilities managed by the National



Government and now awaits the transfer of ownership to the county government.

# Nandi among the best performing counties in implementing kenya devolution support program

## DEVOLUTION



**K**enya Devolution Support Program (KDSP), which is a performance-based grant from the National Government to the counties, uplifted the counties in building their capacity and providing technical assistance.

The counties that meet the minimum performance conditions achieve this through funding by the World Bank. Nandi county is one of the beneficiaries of this program, qualified after evaluation.

Nandi successfully got the grants based on a good record of Key Result Areas

KRAs) of Public Finance Management and planning (KRA1); Monitoring and Evaluation (KRA2); Human Resource and Performance management (KRA3); Devolution and intergovernmental relations (KRA4) as well as Civic education and Public participation (KRA5).

To assess the proper use of funds and suitability for more funding, a team from KDSP conducted the County Annual Capacity and Performance Assessment (ACPA) in Nandi, where impressive performance and prudent use of the funds were notable.

According to the assessment team, among the best areas of performance by Nandi county are Public Finance Management, Civic education, and public participation.

During the ACPA exit meeting, the CECM for Administration, Public Service, and E-Government Teresa Morogo stated that Nandi county anticipates for better funding of over 200 Million which will focus on development as a result of good performance in the previous Grant.

# County capacity assessment (CCA) by AHADI puts Nandi at the top



## SERVICE DELIVERY

**C**ounty Capacity Assessment (CCA) is an initiative by Agile Harmonized Assistance for Devolved Institutions (AHADI) to establish capacity gaps and needs for service delivery in the counties.

It also identifies existing strengths, weaknesses, and opportunities for performance.

Through this, it promotes transparent, accountable, and effective service delivery and responsive governance systems.

AHADI has been conducting surveys in 22 counties on County Capacity Assessment (CCA) and development. The surveys aim at identifying and addressing governance processes and capacity

challenges that impact service delivery and effective implementation of devolution.

The key areas in these CCA surveys are Human resource and administrative procedures; public participation; monitoring, evaluation, and reporting; financial expenditure and procurement; county planning and budgeting and inter-county relations.

Several surveys conducted previously were CCA1 in 2016 and CCA2 in 2017, with Nandi performing at 64% and 72%. While giving their CCA3 Survey Report to the Department of Economic Planning, County directors, and sub-county administrators, the consultants from AHADI pointed out massive

improvement by the County in Capacity development and performance as per the CCA3 survey done in 2018.

CCA 3 survey report sees Nandi County performing at 82%. The functions which performed well include inter-county relations; procurement; monitoring, evaluation, and reporting; planning and budgeting; human resource, and administrative structures. The success is ascribed, to the successful reforms by Nandi Governor H.E Stephen Sang and the proper procedures in project implementation.

The Chief Officer for Economic Planning, Felix Sambu, applauded the departments that have contributed to the success. He further added that the department of Economic

Planning together with Administration and Public Service is working towards strengthening monitoring evaluation function across all the sectors to track performance and obtain feedback for effective service delivery.

CCA 3 survey aimed at finding out whether there are proper systems and procedures in place.

The County Government of Nandi is working on the weak areas on preparation for the CCA 4 survey, that will be conducted before the end of this year.



# County Disaster Management Unit.

## Overview

This unit is domiciled in the department of administration, public service and e-Government. The unit is currently equipped with two (2) fire engines manned by the County head of disaster management working with a team of well-trained fire fighters and fire engine drivers who are members of Chief Fire Officers Association of Kenya.

Their main mandate involves fire response and management, rescue and recovery of victims affected, relief support to the vulnerable, community sensitization and awareness on disaster risk reduction and emergency preparedness.

These officers respond to all forms of emergencies within the county ranging from fire incidences, search and rescue, pit hole rescue, aqua rescue and extrication.

Apart from engaging in mitigation practices by creating awareness and sensitization to the public, they also carry out rehabilitation through reconstruction projects geared towards supporting people severely affected by disasters. Some of these rehabilitation projects include construction of houses for the victims, planting of trees in mud slide and land slide affected areas and even re-location of the victims.

The county disaster management unit has developed a sustainable partnership with Kenya Red Cross Society, Kenya Metrological Department, National Environment Management Authority (NEMA) and other stakeholders. These partnerships have greatly supported county in disaster preparedness response and recovery.

This section is currently engrossed on disaster preparedness especially on fire emergencies. One of the ways it is achieving this is by enhancing and ensuring fire compliance by all the business premises in the county.





• Sanitation to curb the spread of COVID-19



• Relief assistance to landslides victims



# Message from Manager Disaster Management Unit

LORRAINE CHERONO



**D**isaster damage and loss are on the rise in Nandi County, with consequences for the survival, dignity, and livelihood of the people. It has also diminished the hard-earned development gains.

Disaster risk is increasingly becoming a global concern, and its impact can have a corresponding effect on the lives and livelihood of people.

Most common disasters experienced within the County are triggered by

hydro-meteorological and environmental processes leading to hazards such as landslides, mudslides, rock falls, floods hailstones, and lightning, occasioning food insecurity.

This is compounded by poorly managed agricultural and environmental practices that have left a fragile ecosystem.

Climate change has exacerbated these hazards, increasing their vulnerabilities and scale of impact hence putting the communities at risk.

Human-induced disasters such as road accidents,

fire outbreaks, industrial emission, and poor solid and liquid waste management are also frequent.

These disasters are blamed on the upsurge of urban population and unplanned informal settlement.

The disaster management unit, in collaboration with all departments and Non-Governmental organizations, and Faith-Based Organizations have played a paramount role in preparedness and mitigating measures.

Their key role is to ensure disaster risk reduction is taken in advance of an

imminent threat of a disaster to empower the society to respond to and cope with the potential impact of a disaster.

This has been achieved through community sensitization and awareness, strengthening, and improvement of infrastructure.

However, in the situation of an eruption of a disaster event, the unit has responded promptly by assisting to maintain life, improve health, and support, the morale of the affected people.

## EMERGENCY CONTACT



**PRESS 1 FOR EMERGENCY AND REPORT ANY SUSPICIOUS CASES.**

**COUNTY GOVERNMENT OF NANDI**

# County government endeavours to enhance safety for its people



## SAFETY



**T**he County Government of Nandi, through the Department of Administration, Public Service, and E-Government, has always prioritized the safety of its citizens.

The County Fire and Disaster Management unit has always aspired to make Nandi County a safer place. It is doing this through the continuous safety awareness to the general public and providing support, especially in disaster mitigation, preparedness, response, and post-disaster recovery.

Among other initiatives put in place to steer the County Disaster unit achieve its set objectives includes equipping the department, training of the staff, and even the general public on safe practices, precautionary measures, and disaster management.

During a capacity building and enhancement training session, the then Chief Officer to Administration and Decentralized units, Scolastica Tuwei, said that the team is mandated to visit the public places, institutions of learning, and risk-prone areas to inspect and assess on disaster preparedness and train

them on matters of disaster management.

In the recent past, mudslides have become rampant within the areas of Tinderet Sub-County due to the above-normal rainfall currently experienced coupled with poor land-use management along the escarpments.

In this regard, the Chief Officer Agriculture, Livestock, and Fisheries Wilson Lelei, together with County Head of Disaster Management-Lorraine Cheronon visited Kabiemit Sub-Location in Songhor/ Soba Ward where five (5) farmers had their

land adversely affected by mudslide and crops destroyed.

Mr. Lelei advised farmers in the risk-prone areas to venture into the planting of fruit trees and cover crops as an alternative source of income. Ms. Cheronon further encouraged them to plant environmentally friendly vegetation to maintain greenery and hold the soil along the slopes.

# County call/ contact centre now steering emergency response and safety awareness for the citizens.



## EMERGENCY RESPONSE



Since the inception of the county call Centre initiative, many lives are saved as a result of fast reporting and response to impending dangers.

The call centre has ensured that phone lines stay operational all the time that anyone can reach out for help in any case of an emergency.

The citizens can now dial the call centre toll-free line 1548 to report any incident at any time of the day in the wake of a disaster. The County

Disaster Management Unit (CDMU); can be notified, and the needed response will be provided within the shortest time possible.

In carrying out its mandate, the unit focusses on preventing fatalities and injuries where possible, reduce damage, protect the community and the environment, and even fastening the process of resumption of normalcy.

According to Lorraine Cherono, the head of CDMU, the call centre has also aided in raising awareness through civic education to the citizens on safety and emergency management as

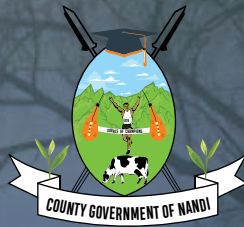
well as disaster prevention, mitigation, preparedness, response, and recovery.

Outbound calls and SMS are sent to all or selected people in the risk-prone areas to notify, warn, or even advise them on potential threats and any impending danger. It has also allowed for carrying out surveys that help in planning and decision making on matters of disaster management and emergency response. These surveys have produced vulnerable information on different parts of the county.

The call centre furthermore

has adopted measures on prevention and mitigation that are integrated with the development plans.

The County Disaster Management Unit through the department of Administration, Public Service, and E-Government is currently working on a county disaster management bill where upon approval, will aid ineffective management of the impact of disasters and emergencies. It will also give proper guidelines for implementing mechanisms for reducing risks and hazards.



# COUNTY GOVERNMENT OF NANDI

## ADMINISTRATION, PUBLIC SERVICE AND e-GOVERNMENT

### DISASTER MANAGEMENT UNIT

## Public Awareness and Sensitization on Safety Precautions during the Rainy Season

Nandi county is one of the identified Counties to face above than normal rainfall according to the advisory by the Kenya Metrological Department, the Disaster Management Unit requests the public to adhere to the following protocols:



Avoid using unstable bridges while crossing rivers



Do not swim when there is rain or when the river has swollen



Avoid movement on river banks for fear of flash floods



Do not walk in the rain to avoid being struck by lightning



Do not shelter under a tree



Parents and guardians to ensure that their children are safe at all times.

In case of an emergency kindly contact us using the toll free emergency number **1548** for prompt response **24/7**

#StaySafe

# County Public Service Board

## Vision ●

To be a first-class constitutional body in the provision of a globally competitive human resource that serves the needs of Kenyans.

## Mission ●

To enhance excellence in public service delivery by providing the required human resource in the most effective manner.

## Overview ●

The County Government Act 2012 and the Urban and Cities Act outline the structure of the Government, roles and responsibilities and the management of human resources as well as the criteria for the establishment and abolition of public offices. It provides for the establishment of the County Public Service Board as a key institution for dealing with Human Resource matters at the County level.

The board is mandated to establish and abolish offices in county public service, appoint persons to hold offices, exercise disciplinary control, promote public service values and principles, make recommendation to salaries and remuneration commission as well as advice the county government human resource management and development among others.

The second phase of Nandi ounty Public Service board members were sworn into office on 6th october2019.This were done a fter a competetive process which was thorough and inclusive.The members were vetted and approved by the county assembly .

The team of the board members consists of qualified professions from various sectors in the public service.They include Dr.Daniel Kemei (Chairman),Eliseba Arusei (Vice Chairperson, Jacob Sissey (CEO/Secretary),Mr.Ezekiel Chemwor (member),Daniel Mwogoi (member), Ms.Irine Choge (member).

# Message from the Chairperson

## Nandi County Public Service Board

DR. DANIEL KEMEI



It gives me pleasure to be part of the vibrant second County Public Service Board. This is a great opportunity to serve the people of Nandi. As a board we strive to be a world class constitutional body in the provision of a globally competitive human resource that serve the needs of Kenyans.

This board is keen on ensuring that public service delivery is on the top notch, this is by recruiting competent and efficient human resource basing on our core values of integrity, meritocracy, transparency, accountability, reliability, fairness, equity, diversity and continuous improvement.

Since the assumption of office, we have had key plans and

projects that have been implemented to ensure efficiency and effectiveness of the board. The public service board has partnered with the ICT subsector in the rollout of Human resources management system (HRMS) and online Jobs Board that aims at enhancing effective maintenance of employment information and staff management.

The board has been able to fast track the county staff returns for the financial year 2019/2020 where departments have been able to submit their staff data to our offices for the human resource audits and record keeping.

Our board waded into unchartered territories by becoming the first county among

the forty-seven (47) counties to conduct phone interviews through the already established Call Centre.

The response to advertisements for employment positions has been overwhelming, with some positions attracting over five hundred applications from qualified applicants. This reflects the potential in terms of human capital that Nandi County has to choose from.

It is the desire of the board to have a highly qualified County Public Service to enhance quality Public Service delivery. It is a legacy the Board wishes to leave behind. Nandi County is home to a diversity of people.

During recruitment the board strives for an all-inclusive approach by ensuring that it adheres to the principle of equal opportunity aimed at gender equity, persons from the marginal regions and people living with disabilities.

I wish to register my appreciation for the support received from all stakeholders without whom the board would not have been able to operate professionally and registered any achievements.

The board remains committed to its mission and will continue to adhere to the core values thereby improving the performance and contribution to the County Government of Nandi development agenda.

### Other Board Members



Eliseba Arusei  
Vice - Chairperson



Jacob Sissey  
CEO | Secretary



Ezekiel Chemwor  
Member



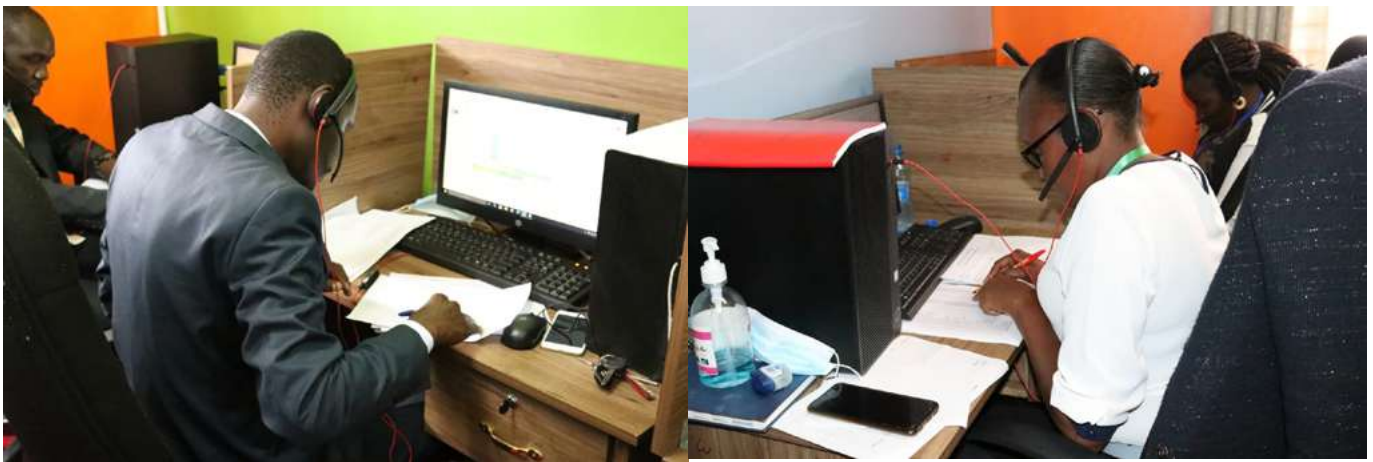
Daniel Mwogoi  
Member



Irene Choge  
Member

# Nandi County Public Service sets the pace by conducting telephone interviews amid COVID-19 challenges.

## EMPLOYMENT



The county government of Nandi, through the Public Service Board, has set the pace by becoming the first county among the forty-seven (47) counties to conduct phone interviews through the already established Call Centre.

The decision to conduct the interviews via phone was arrived at by the County Public Service Board members.

The team saw it better to follow the advice stipulated by the Ministry of Health as one of the measures to reduce any chances of the spread of the novel Covid-19.

The phone interviews came after the Public Service Commission in partnership

with the Ministry of Health, which advertised 5500 positions of contractual health workers to stem the spread of Covid-19 that is already battering the global economy. The positions were from nine (9) cadres of health personnel. The recruitment process, however, was done by the County Public Service Boards in different counties.

The Nandi County Public Service Board received 2165 applications for the various cadres as shared by the Public Service Commission. 530, successful applicants out of the 2165 were shortlisted for the interviews scheduled for the 4th and 5th of May 2020 at [www.nandicounty.go.ke/jobs](http://www.nandicounty.go.ke/jobs).

Successful candidates recruited under this category will be deployed

within primary health care facilities within the County Government of Nandi.

Nandi County Public Service Board CEO Jacob Sisey expressed his great satisfaction with the process stating that the board opted to use the call centre as a platform to conduct the interviews because of the COVID -19 Virus.

He further added that the phone calls interview was convenient and played a role in removing the cost of transport and time spent by the applicants in the interview.

He is confident that through the online interviews, CPSB will be able to get qualified persons based on the preset criteria that include; gender, regional balance, persons

living with disabilities, and the marginalized communities.

Membership to a professional body and the applicants' practical experience also played a role in establishing the successful applicants.

Sisey underscored that the public service board will embrace technology to ease the recruitment process to both the potential employees and the County Public Service Board. He further urged other counties to embrace technology in the public service roles during this era of globalization.

The County Secretary, Dr. Francis Sang, conveyed his approval on the telephone interview process that the Call Centre has contributed

immensely to undertaking the process professionally and efficiently.

Ms. Irine Choge, a Public Service Board Member, expressed great satisfaction with the phone interviews, explaining that the process has made it easy for successful applicants because it saves time, the cost of transport,

and inconveniences caused by the corona pandemic.

Nandi county not only remains a source of champions in the athletics, a bedrock for agriculture, advanced health care services but, also a pacesetter in the advancement and adoption of technology.

In March 2019, the County Government of Nandi set up a Call Centre with a toll-free number 1548. A milestone project by the Department of Information Communication Technology and E-government, to promote open governance and ensure that citizens are engaged in the decision-making within the county government.

The Call Centre technology utilizes a voice-over-internet protocol that allows individuals to interact over space and time.

## County public service board launches the Ministry of Health internship program.

### INTERNSHIPS

A dynamic health workforce at the heart of each health system is essential in strengthening global health goals. The Kenyan government adopted universal health coverage as one of the big four priority agenda.

Through this, the county ensures that citizens receive essentials health from qualified health personal.

To achieve this, the Ministry of Health is committed to increasing the workforce in hospitals in all the 47 counties in Kenya; this is through the Public service Internship program, which as in the initiative by the Ministry of Health.

The initiative provides an opportunity for graduates with insights and hands-on experience while enriching their knowledge and experience in the medical field.

The internship program aims at enriching interns with qualities that would make them patriotic, upright, and honest citizens.

Following this, the County government of Nandi, through the Public Service, has successfully recruited 65 interns from different cadres to serve in various dispensaries within the county.

The interns under the Universal Health Coverage are expected to offer their services to close the gap in an already overstretched workforce approach to the implementation of the UHC program in Nandi county was centred on the strengthening of health systems with a focus on Community Health Services and Primary care.

Interns recruited under this category will be deployed within primary health care facilities Level Two and Level Three hospital within the County Government of

Nandi.

The interns will be deployed for 12 months and will receive a monthly stipend and a certificate upon completion of the internship program.

During the launch of the program, Ms. Eliseba Arusei, Vice Chair-County Public Service Board, encouraged the interns to work diligently in their assigned work station.

She also challenged them to develop valuable technical and professional skills while gaining work experience to improve their competence in their workforce.

During the event, the successful interns were issued with the letter of appointment, letter of offer for an internship, and arrival letter to designed work stations after submitting the requirements by the ministry of health.

They were also required to sign a declaration form assuring the Public service that they will work diligently.

Arusei believes that at the end of the internship, they will be equipped with technical experience with their different cadres.

Presence during the event was Jacob Sissey –Secretary Public Service Board, The Deputy Director Public Service Philister Maiyo, Deputy Director Human Resource Charles Kimutai, and the County Public Service Board Secretariat.

# National Cohesion And Integration Commission sensitization on inclusiveness and diversity on county employment.

## EMPLOYMENT

**L**everaging diversity among county employees helps to create programs and services that meet the diverse needs of a county government.

By cultivating a diverse workforce, employees can bring ideas on ways to improve the lives of all its residents to achieve sustainable development goals.

The National Cohesion and Integration Commission (NCIC) convened a sensitization forum with the members of the county Public service board.

The teams discussed the main issues based on developing strategies that are pitched towards ensuring inclusivity and compliance in the employment of the staff in the county.

The developed minimum standards and principles for recruitment, the Public Service Board has to ensure inclusiveness and diversity at the county further disseminate the results of the audit of the ethnic composition of the staff.

During the sensitization,

Commissioner Hon. Philip Okundi noted that the current composition of the staff is skewed towards the dominant community and urged the County Public Service Board to progressively improve on ensuring equal opportunities for all ethnic groups in terms of recruitment.

He emphasized the need for the County Public Service Board to promote national values and respect for diversity by ensuring that gender inequality, marginalization, and exclusion are adhered to.

Okundi was accompanied by Kyalo Mwengi Assistant Director Complaints, Legal and Enforcement, Catherine Gakuru, Assistant Dir. Investigations Mr. Kyalo Mwengi, Assistant Director, Complaints, Legal and Enforcement, NCIC Senior Legal Officer, Mr. Jackson Mwikamba.

Mr. Kyalo Mwengi, giving a presentation on the 'Minimum Standards and Principles for Recruitment to Ensure Inclusiveness and Diversity at the County Level. He urged the county,



public service board, to always strike a balance to ensure that there is equality during the employment process.

This is by ensuring that they adhere to the principle of equal opportunity and affirmative aimed at gender equity, persons from the marginal regions, and people living with disabilities.

He also emphasized on the need to have open days by the County public service board to showcase their works and also sensitize the public on the recruitment processes in the Public Service.

The County Public Service Board members were encouraged to give equal opportunities in the process of recruitment to ensure inclusivity in appointments for all ethnic groups.

Nandi County Public Service Board CEO Jacob

Sissey expressed his great satisfaction with the NCIC and its role in guiding institutions on what the Constitution and County Acts stipulates on ensuring inclusivity in the process of recruitments and appointment of public servants.

He thanked the NCIC team for the sensitization forum in that it had taught the members on the essence of diversity as an objective in fostering national unity.

Sisey highlighted that the county public service board has been able to demonstrate inclusivity and transparency by attaining the 30% of employment rule by fulfilling the affirmative action of the marginalized wards within the county and bearing in mind the people living with disabilities."



# COUNTY GOVERNMENT OF NANDI

## NANDI PUBLIC SERVICE BOARD

### Jobs Online Application Process

1. Visit [jobs.nandicounty.go.ke](https://jobs.nandicounty.go.ke)
2. Create an account using your email address.
3. Login using your email and password generated when creating an account.
4. Update profile completely
  - a) Personal details
  - b) Education details
  - c) Work history
  - d) Referees
  - e) Upload documents in PDF format.

#### NB:

The mandatory documents you need to upload are the CV and academic papers. The others are optional.



5. Once the profile is complete, check link on Job Vacancies
6. Check the job you are interested in
7. Write cover letter then click submit
8. Deadline is indicated in the advert
9. Check your application by logging in to see the status a few days after the deadline.

In case of any challenges call 1548.

# Kapsabet Municipality

## Vision ●

To be the leading municipality in Kenya in the delivery of quality services to its residents.

## Mission ●

Improve the living standards of all residents of Kapsabet Municipality by offering quality and sustainable services in an equitable and transparent manner through modern technology, innovation, enhanced workforce, and environmental sustainability entrepreneurship in all spheres of life.

## Overview ●

Kapsabet municipality was established following the grant of the first ever Kapsabet Municipality Charter on September 24, 2018. This was after the County Assembly approved a motion for the conferment of the status of Municipality on Kapsabet Town.

Kapsabet Municipality, whose boundary covers locations of Kaptildil, Chepterit, Chemundu,,Kamobo, Kiminda ,Kipture, Kipsigak and Kabirirsang, has an approximated area of 206sq kms and is the capital of Nandi County. It is located in sections of four (4) wards of Chemundu/ kapngétuny, Kapsabet, kilibwoni and Kosirai which falls under Emgwen and Chesumei Sub- Counties.

The municipality has a board made up of nine (9) members as follows: Dr. Charles Lagat as the Board Chairperson, Janet Jeruto as the Vice Chairperson and representing Youth, David Sum as the Municipal Manager, Emily Sigot representing the professional association, Ruth Koech representing the Neighborhood/ Kapsabet Land owners association, Kasmir sang representing the informal sector, Eileen Loitobir for Rural-Urban representation, Donald Koros representing PWDs, David Busienei representing the Business community and Geoffrey Koros.

**KAPSABET TOWNSHIP**  
 AREA - 206 sq km (approx.)  
 SCALE 1:25,000

**KAPSABET MUNICIPALITY**

**LEGEND**

**Centres Hierarchy**

- Local Center
- Market Center
- Rural Center
- Urban Center

**Roads Class**

- Access Roads
- Regional Trunk Roads
- Rivers
- Kapsabet Town
- Wetlands
- Forests

**N**

**SCALE 1:35,000**

- Oversee the affairs of the Municipality;
- Develop or adopt policies, plans, strategies and programs and set targets for service delivery;
- Formulate and implement an integrated development plan;
- Control land, land sub-division, land development and zoning by public and private sectors for any purpose within the framework of the spatial and master plans for the Municipality as delegated by the County Government.
- Promoting and undertaking infrastructural development services within the Municipality as delegated by the County Government.
- Developing and managing schemes, including site development in collaboration with the relevant national and County agencies.
- Maintaining a comprehensive database and information system of the Municipal administration.
- Implementing national and County legislation;
- Monitoring and, where appropriate, regulating municipal services where those services are provided by service providers other than the Board of the Municipality.

- For more information check  
**[www.municipality.nandicounty.go.ke](http://www.municipality.nandicounty.go.ke)**

# Message from Municipality Board Chairperson

DR. CHARLES LAGAT.



**T**he urban areas and cities act 2012 allowed Nandi County to upgrade Kapsabet town to be the first Municipality under the new constitution.

This opportunity presented the County Government to appoint a Board of Management for the Municipality composed of professionals.

The board is at the task of transforming the Kapsabet as an urban area and improving the living standards of

all residents within the Kapsabet Municipality.

This requires offering quality and sustainable services equitably and transparently through the enhanced workforce, entrepreneurial innovation, modern technology, and environmental sustainability in all spheres of life.

The board members are obliged to carry out these tasks stated in the Kapsabet Municipality charter.

The first phase of World Bank-funded development projects in the Kapsabet Municipality is nearing completion and will improve

the business environment.

The projects include the construction of Jua-kali shades, market stalls, the extension of sewer lines, improvement of the drainage system, installation of high masts and extension of street lighting, construction of pedestrian walkways, and athletes racing track.

The second phase is at its initial stages with great focus on upgrading and expansion of the road network, walkways, and parking bays within Kapsabet town. We are also working on the first Integrated Development Plan (IDeP) for Kapsabet Municipality.

This document, which is currently in draft stages will give a roadmap in aspects of planning, development, and management of the Municipality.

We will be appealing for more development support for infrastructure development of urban areas in the Municipality. We will also mobilize local resources and advocate effective management of the Municipality and improve services in “Our Town for better Our Livelihood” of the residents.





- Inauguration of Kapsabet Municipality



- Members of the municipal board with the governor

# Upgrade of Kapsabet Town to a Municipality.



## MUNICIPALITY

Urban areas remain a strategic investment hub for economic growth in the Counties. Having the municipal charter in place sprouts our development growth and infrastructure within the County.

Since the swearing-in of the first Kapsabet Municipality board in November 2018, and the inauguration of the Municipality in September 2019, there has been a nest of activities geared towards transforming the urban set up of Kapsabet.

This status allowed Kapsabet municipality to qualify for world bank funding through Kenya's Urban Support Program (KUSP).

This was achieved, after an agreement between the World Bank and the National government acting through the Ministry of Transport, Infrastructure, Housing, and Urban Development in collaboration with the Kenya Urban Support Program to implement the National Urban Development policy in the counties as in The Urban Areas and Cities Act of 2011.

The World Bank agreed to support by providing grants whose subsequent access is conditional to performances of the County. This support is done in phases through the provision of Urban Institutional Grants (UIGs) and Urban Development Grants (UDGs) to finance investments of urban infrastructure and service delivery. The grants are made in phases of six (6) year period through a

grants for the next phase.

With the award of first funding by World Bank Conditional Grants, the Kapsabet municipality managed to undertake several infrastructural development projects geared towards improving the business environment in the urban setup.

With this first phase, the municipality focussed on the

improvement of security through street lighting and high mast, improving Juakali sector through construction of shades in designated area as well as installation market stalls for small businesses.

It is currently finalizing on these development projects and picking pace for the second phase which is focussed on improving the road network in Kapsabet town and its environs.



program that focused on the prudent use of the funds by the Municipality and shall further inform the disbursement of further

construction of pedestrian walkways and racing track for the athletes, improvement of liquid waste disposal, construction of drainages,



# Facelift of Kapsabet municipality through infrustructural development projects.



## MUNICIPALITY FACELIFT



**H**aving qualified for the World Bank funding through the Kenya Urban Support program (KUSP), Kapsabet Municipality received the first funding amounting to 177Million under the Urban Development Grant.

The municipality board together with the citizenry of Kapsabet municipality

through public participation agreed to undertake various development projects within the municipality.

These projects are: Construction of Non-Motorized Transport facility between Namgoi and Kamobo, athletic racing track along east view area, extension of sewer lines within the town, construction of storm water

drainages, establishment of Jua Kali shades in town, construction of market stalls in Baraton, Chepterit, Chebarbar and Namgoi, installation of high masts in Baraton, Chepterit, Chebarbar, Namgoi, kapsabet town market area and at the Jua kali shades, construction of ablution block at Kapsabet bus park as well as extension of street lights within the municipality

The projects were planned, budgeted and through the Public procurement process, were tendered in two lots of 80Million and 70 Million and awarded to Vella Limited and South-pole company respectively.

Vella Limited is carrying out the implementation of Non-Motorized Transport and Waste Management projects consisting of; pedestrian

walkways and racing track, storm water drainages, the extension of sewer lines and construction of ablution block at Kapsabet bus park.

South Pole company on the other hand takes on Urban Economic Infrastructure Development (UEID) project which works on the construction of Juakali shades at Kapsabet town, market stalls in Namgoi, Chebarbar, Baraton, and Chepterit, installation of

high masts, and extension of street lights in areas covered by the Municipality.

As the above-stated projects near completion, the Municipality is planning to undertake the next phase of projects for implementation through subsequent funding.

This second phase focusses on improving the road network within Kapsabet town through tarmacking and installation of curbs

stones along arterial streets, feeder roads, service lanes, pedestrian walkways and parking areas as well as beautification of these areas.

Apart from Infrastructural development, the Municipality is also currently developing the first-ever Kapsabet Municipality Integrated Development Plan (IDeP).

The document gives a guideline on matters planning, investment, and

development within the Municipality.

The municipality anticipates for further development with the subsequent funding within the current five-year grant running from 2018 to 2022.

The completion of the Road Network Project in 2021 will usher in the construction of a Modern Market in Kapsabet town.





• Construction of Jua Kali Shade at Kapsabet Town

• Construction of Pedestrian walkway between Namgoi and Kamobo



• Pedestrian walkway

# Improvement of road network in Kapsabet town.

## URBAN ROAD NETWORK



**K**apsabet Municipality is in its initial stages for the implementation of the next phase of Municipality's development on the Kapsabet Urban Road network, economic and infrastructure project.

These projects are pitched towards upgrading and improving the road network, create pedestrian walkways, construction of reinforced concrete closed drainages, and create more parking spaces within Kapsabet town.

This second phase anticipates world bank funding of sh. 168 Million through the Kenya urban support program (KUSP).

This project implementation is currently at the design stage and works will

commence in January 2021.

The County Department of Administration, public service, and E-Government together with the leadership of Kapsabet Municipality, is currently planning for this in collaboration with Consultants from the University of Nairobi led by the Consultancy Manager, Stanley Ngache.

This infrastructural consultancy will help the county in the feasibility study, planning, design, and costing ahead of the implementation of these road construction works.

The major sited areas for tarmacking are the Jean Marie road, minor access road to Jean Marie, Jua Kali loop, Kipchoge Keino access road, back street access roads between KCB Bank and Keben, Citam Road

(Chepcholol), Kokwet road; packing areas along Kobil to County hotel, matatu stage exit to Total petrol station, roadside parking along matatu stage, drop off point at kapsabet county referral hospital and roadside parking outside County Headquarters.

According to the CECM for Administration, Public Service, and e-Government- Teresa Morogo, this project focuses on improving accessibility in town through re-carpeting and improving existing infrastructure, expansion, and tarmacking of service lanes and parking space as well as improvement of drainage and pedestrian walkways.

The Chief Officer for Administration and Public Service management, Philip Towett, highlighted that in carrying out an

environmental and social impact assessment, there is a need to seek public view. "The department will always allow the citizens to give their view.

With the current state regarding the prevention of Coronavirus spread, the team will use questionnaires for public participation." He added.

The Municipal Manager, David Sum, further calls upon the citizens to support these projects to the end and also gives room for the smooth implementation of the new back lanes in town and parking areas.

# Kapsabet municipality looking forward to establishing its first ever Municipality Integrated Development Plan.

## MUNICIPALITY INTEGRATED DEVELOPMENT PLAN



As per the Urban Areas and Cities Act 2019, Municipalities are required to develop the Integrated Development Plan (IDeP), which is a guide for investment.

IDeP helps in the effective use of scarce resources, improves service delivery, strengthen local democracy & institutional transformation, and even attracting more funds for development from potential donors.

The MOU signed between JKUAT and the County Government of Nandi in July 2018 opened up better opportunities for partnering with them for the successful implementation of the county's objectives.

So far, the partnership has brought about the successful establishment of the

Nandi County Call Centre. Kapsabet Municipality is also envisioned to benefiting from this partnership as it is currently establishing Kapsabet Municipality Integrated Development Plan through JKUAT Enterprise.

Consultants from JKUAT Enterprise led by the physical planner, Gabriel Agenda, have been visiting the county and have had several consultative meetings with the county's departments of Administration, Public Service & e-Government and that of Finance & Economic Planning for engagements in the development of first-ever Kapsabet Municipality Integrated Development Plan (IDeP).

The development of this IDeP puts the following areas into consideration: Institutional framework

and governance, Agricultural potential areas, ecological fragile zones, environmental concerns, road transport infrastructure, potential tourism areas, water and sewerage, human settlement, housing, commerce, and the industry as well as disaster management concerns.

It also considers linkage with CIDP (2018-2022), Urban spatial plan, County spatial plans, County sectoral plans, national spatial plan (2015-2045), Vision 2030, Medium Term Plans, Kenya Big Four Agenda, other provisions of the Constitution not forgetting other international plans such as Sustainable development goals and Kyoto protocol on climate change.

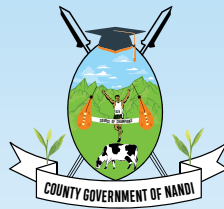
This IDeP benefits the Municipality in several areas ranging from acting as a basis for planning and budgeting,

revenue collection, infrastructure provision, development control, environmental protection, preparation for lower level plans & re-development plans, valuation rolls, and property taxes and even for disaster preparedness and response.

JKUAT consultants led by recently presented their first draft document to the county's technical team comprising of the County secretary, CECM Administration, Public Service, and e-Government, CO for Administration, CO for Finance, Municipal Manager, and Kapsabet municipality board chair.

The team managed to give their findings and output from the draft. The consultants thereafter worked on the highlighted correction areas and document has now been presented for public participation via <https://nandicounty.go.ke/download/integrated-development-plan-idep-2020-2024/>

The public is requested to give their views at the municipal manager's office-Kapsabet or through [infor@nandi.go.ke](mailto:infor@nandi.go.ke) not later than 5.00pm November 10, 2020



**COUNTY GOVERNMENT OF NANDI**  
**DEPARTMENT OF ADMINISTRATION, PUBLIC SERVICE**  
**AND e-GOVERNMENT**

**KAPSABET MUNICIPALITY**

☎ 1548 🌐 [www.nandi.go.ke](http://www.nandi.go.ke) ✉ [info@nandi.go.ke](mailto:info@nandi.go.ke) 📍 P.O. Box 802 - 30300, Kapsabet

**PUBLIC NOTICE**

**INVITATION OF PUBLIC COMMENTS TO  
THE DRAFT KAPSABET MUNICIPALITY  
INTERGRATED DEVELOPEMNT PLAN (IDeP)**

The **Kapsabet Municipality Integrated Development Plan (IDeP)** is a comprehensive blue print relating to development facilitation as well as development control within Kapsabet urban area covering the locations of Kaptildil, Chepterit, Chemundu, Kamobo, Kiminda, Kipture, Kipsigak and Kabirirsang. This plan shall bind, guide and inform all planning development and decisions making ensuring comprehensive inclusion of all functions within Kapsabet Municipality.

In order to comply with the constitutional requirement for public involvement in policy formulation, the Kapsabet Municipal Board, having adopted this draft Municipal IDeP, wishes to inform the public that copies of or extracts from the plan are available for public inspection at County Government of Nandi website:

**<https://nandicounty.go.ke/download/integrated-development-plan-idep-2020-2024/>**

The public is hereby invited, pursuant to section 39 (3) of the Urban Areas and Cities Act, No. 13 of 2011 of the laws of Kenya to submit representations or comments on the draft to reach the office of the Municipal Manager not later than **5.00pm November 10, 2020** .The submission may also be sent through email: **[info@nandi.go.ke](mailto:info@nandi.go.ke)**

***The Office regrets that in view of COVID -19 public health guidelines, holding public hearings for oral submissions shall not be held.***

# The county government anticipates for the upgrade of major urban areas to municipalities, towns and market centres

## UPGRADES OF URBAN AREAS

**T**he county government of Nandi through, the Department of Administration, Public Service, and E-Government is looking forward to the upgrade of the major urban areas to Municipalities, towns, and market centers.

Kapsabet town is now upgraded to a Municipality after the inception of the new constitution.

GEODEV Kenya in conjunction with the Kenya Urban Support Program (KUSP), conducted an assessment on the current state of the county, the classification, and the establishment of urban areas in the county.

GEODEV is a firm that offers mapping, surveying,

GIS, urban planning, and environmental consultancy.

According to GEODEV, Nandi county has 194 urban areas that are to be classified as per the Urban Areas and Cities Act. The demarcation and classification are done based on a population with an estimated least population of 50,000.

For municipalities, 10,000 for towns and 2000 for market centres as well as the availability of services in these urban areas.

In a forum attended by the CECM for Administration, Public service and e-Government, Teresa Morogo, the then CO for Administration, Scolastica Tuwei, Kapsabet Municipal manager, David Sum, Director in charge of Administration, County

Urban Planner and County Surveyor, the Consultants from GEODEV Kenya gave an assessment report of all the Urban areas in the county and the proposed classification.

The team met to analyse the report, review the current status of urban areas in the county and do a comparative assessment of the initial classification as a basis for proper delineation, demarcation, and classification of the urban areas by the Kenya Urban Support Program. From the report, some of the anticipated changes include the upgrade of Nandi Hills town to a municipality, all sub-county headquarters to towns, and the remaining urban areas to market centres.

During the meeting, Ms. Morogo said that the County government is working towards developing and providing services in all the urban areas to bring services closer to the people and bridge the existing service gap. She also pointed out that this classification will enhance efficient and effective governance and management.

The report, plus the proposed classification were submitted to KUSP for consideration as per the Urban Areas and Cities Act.

Upon approval, it is thereafter presented to the citizens through public participation, and then the classification and demarcation are adopted.





Aerial View of Kapsabet Town

## ICT & e-GOVERNMENT DEPARTMENT

### VISION

To be a Centre of excellence in ICT innovation and provision of quality ICT & e-Government services

### MISSION

To champion and advance the development of ICT and its use by key stakeholders for the socio-economic transition and development of Nandi County

### GOALS

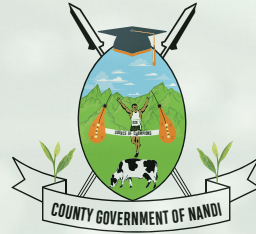
ICT & e-Government Sector endeavors to:-

1. Keep the County up to date in all ICT& e-Government matters
2. Oversee the successful implementation of ICT policies, Standards, Guidelines, Strategic Plan and Procedures
3. Ensure end user satisfaction through quality provision of ICT& e-Government services
4. Ensure that ICT infrastructure is well maintained by instituting sound management and control mechanisms.
5. Ensure effective and timely Communications County-wide.

### CORE VALUES

1. Embracing professionalism in the adoption, implementation and provision of ICT & e- Government Services.
2. Fostering teamwork and tolerance to stimulate performance of all stakeholders.
3. Continuous service improvement to remain innovative, relevant and resourceful.
4. Creating an open, free and consultative environment that promotes respect, discipline and commitment.
5. Promoting integrity, reliability and efficiency to ensure quality service delivery.

1<sup>ST</sup> EDITION, 2020



## COUNTY GOVERNMENT OF NANDI

Administration, Public Service and e-Government

# Vision towards a **Digital** and **Open** Government

## ICT SCORECARD

Innovations for  
Service Delivery

Nandi County  
Now OGP  
Local Member



[www.ict.nandicounty.go.ke](http://www.ict.nandicounty.go.ke)

# Message from the Chief Officer ICT and e-Government

JONATHAN MISOI



**T**he world around us is changing fast, and digital transformation significantly impacts the way we live and do business.

It offers vast potential to make the world accessible while contributing to a more sustainable future.

ICT and E-government sub-sector is committed to playing its part in making the County Government of Nandi an innovation Hub.

With a track record spanning three years, ICT has both diversified in multi-domain expertise and in-depth industry knowledge.

Integrating these strengths into compelling technological solutions puts the department in a unique position to help the County government in making processes more efficient, flexible, simple, safe, and more sustainable.

The past three years have given us in the ICT sector a chance in history to be part of the ongoing efforts to transform Nandi County through technology.

Coming from a background of nonexistent ICT infrastructure, resistance to change, and limited budgetary allocations to ICT, we have managed to roll out several

projects which are now automating operations and making service delivery efficient across all county departments.

These are some of the efforts aimed at reducing the barriers to achieving technological advancement as well as enhancing the use of technology to rapidly develop all sectors of the economy.

We look forward to attracting funding from development partners and subsequent allocations to ensure we expand ICT infrastructure to the sub-county and even to the ward level.

One of my dreams is to see seamless connectivity and unified platforms that provide one dashboard for the County.

Apart from serving the departments, we are upbeat on the ICT training programs that we have put in place for the youth.

Ajira program, ICT Literacy Skills, and Google Digital skills are the continuous programs being rolled out through our ICT centers and VTCs countywide.

We target to train over 2000 youth yearly.

This will be one of the transformative programs that directly link to the Governor's manifesto of fostering a digital generation.

I thank all the stakeholders and teams that helped us roll out all these projects. We look forward to doing more in the coming years.

I invite your feedback on all our projects and any other that may positively impact on our people through the call center by calling or texting 1548.

I am proud that as a department, we are focused on going the extra mile to help provide our county government with innovative solutions – time and time again.

I am incredibly grateful to our employees for their knowledge, commitment, and motivation.

Thanks to their contribution we have been able to take the next step in the growth and development of ICT and E-government as a county government.

# Collaboration with JKUAT to transform ICT integration for effective governance.



## ICT INTEGRATION

Information technology forms a backbone of today's digital economy and have enormous potential to fast forward progress on the SDGs and improve people's lives in fundamental ways. County ICT and e-Government section seeks to transform service delivery across all other departments and more so to bring services closer to the citizens. Through its partnership with JKUAT in July 2018, it has managed to unravel new and better solution that have greatly spurred automation in various county government sections.

Among these projected solutions are the establishment of the county Call centre and data centre, ongoing development of Kapsabet municipality IDeP, establishment of GIS Labs and spatial planning, digital age training and capacity building, creation of business and incubation

centres, start-ups, exhibitions and awards, ICT and communication strategy, intellectual property, business registration and legal support.

Some of the projected solutions that are already at fruition include the call/contact centre and data centre has been a great initiative that is now enhancing operational efficiency and effectiveness in service delivery in line with the demands of digital age governance and leadership. Call centre has achieved this through customer/citizen relationship management, knowledge management, reports, analytics and trends, emergency response and also by survey.

The data centre on the other hand is an enabler for proper ICT infrastructure, storage and support. It provides a cost effective, centralized, highly secure environment for hosting, operationalizing and managing the county

Government's applications and data. It has also provided for the implementation of several mission-critical applications for enhancing service delivery. Some of these applications include: revenue collection system, Health management information system, asset and inventory management system, fleet management system, DIGIFARM and DIGICOW platforms, project management system and geographic information system.

This collaboration with JKUAT has also aided the county in the development of kapsabet municipality IDeP which is currently at its draft stage. This is achieved through the expertise of JKUAT Enterprise where the two parties signed a contract for the implementation of this project. The JKUAT Enterprise team have already presented their first draft of the IDeP document to Kapsabet Municipality board.

# Electronic governance taking shape in Nandi



## ELECTRONIC GOVERNANCE

**I**CT sector is charged with the responsibility of designing, developing and implementing innovative information systems that have an impact on improved service delivery to the citizens of the county for effective governance.

The County Government of Nandi through the department of ICT and e-Government is continuously rolling out a training program to the county officers on the use of the new technological enhancements geared towards automating and improving service delivery.

Nandi County Government will be amongst the first Counties in the republic to digitize nearly all her services. Among the services already digitized are; Among the services already digitized are revenue collection (payment of parking and business permits). Most of the

operations and processes in hospitals will soon go paperless through the Hospital Management Information System (HMIS) which has picked pace in Kapsabet county referral hospital, improved Jobs Application portal where applicants are notified by a short message on the status of their applications, online interviews via the county call centre and the Digifarm platform for the farmers in partnership with Safaricom

Speaking during the training of departmental administrators on the operations and effective use of the call centre which is a 24-hour communication platform for the citizens, the Chief Officer in charge of ICT, Jonathan Misoi highlighted how the technological enhancements by county's ICT sub sector are going to transform services in all other departments.

"The Citizens of Nandi County are the main

beneficiaries of electronic governance since the prudent use of these systems bring services closer to the people, make them more informed, enhance accountability, reduce delays as well as the cost of service delivery", Said Misoi

Successful implementation of these systems and service provision will be made possible by the County's state of the art data Centre that will smoothen transition from analogue to digitized services.

These trainings are timely and will therefore ensure effective, efficient and satisfactory delivery of services as well as proper governance to citizens of Nandi County.

# County rolls out the e-literacy program in the Vocational Training Centers.

## DIGITAL SKILLS



County Government of Nandi through its department of ICT & e-Government and that of Education & Vocational Training, in collaboration with Computer for schools Kenya (CFSK) has equipped all the 14 Vocational training

centres with computers and is rolling out Computer literacy skills training program. This program focusses on equipping the youth countywide with the essential Computer and online skills geared towards having e-literate citizens as well as enhancing them to

earn a living out of the online platforms.

The program is packaged with Google and AJIRA Digital Skills by National Government's Ministry of ICT aimed at training the youths on online skills that would enable them grab the available opportunities and work online in bid to curb unemployment.

The Six Weeks Computer literacy skills training, which is examined and certified by CFSK is offered at a subsidized cost of Ksh. 2,800, whereas the Google and Ajira Digital are free. This program, whose registration is ongoing, starts its training in Kapsabet School for the Deaf, Chemundu and Cheptarit VTC in Emgwen

and Chesumei Sub-Counties. Thereafter, the same program will progressively be rolled out in all other Sub-Counties.

The youths are therefore called upon to enroll into this program at the nearest Vocational Training Center and get equipped with these skills.

For more information, call Kapsabet School for the Deaf- 0723882420; Chemundu VTC- 0723638171; Cheptarit VTC- 0720919005 or County Call Centre – 1548.

## Special Feature

# Every cloud has a silver lining, find it!

### KIPSARO BOIT

**I**n this issue, we feature an extraordinary man, a man whose life has been characterized by leaps of faith and a winning spirit.

“I was born in the early nineties to a large family, large enough to make two football teams a referee and a linesman”. Owing to the size of the family he mostly relied on his mother who did odd jobs to eke a living. Growing up, they moved around from one place to another as his mother was looking for ‘greener pastures’. At a point they were locked out of their house by their landlord and had to move and live in the forest land as squatters living in a polythene makeshift structure. But, that was short-lived. In 2002, they were flushed out of the forest in accordance with the then President Mwai Kibaki’s directive. Fortunately, his father had acquired a small piece of land and that is where they settled. His father had a large family and did what was humanly possible to provide, this left a

large chunk of responsibility to his mother.

Mr. Boit’s mother fell sick and for the better part he and his siblings were left on their own. After recovered albeit not fully, she started a small business in Chepsono managing that and hospital visits in between which meant she needed help. Kipsaro offered to help and he would attend school for three days a week and the rest of

the days He would be running the business with his mum.

He was always a gifted as a pupil and despite his absence from school due to helping his mother run her small business and feed the family he garnered 378 marks out of 500. He decided to take another attempt at KCPE and he managed to get 425 marks. He secured an admission at Lenana School where he had a plethora of challenges

mostly arising from lack of finances. He was sent home on several occasions for lack of school fees. He recalls an event where his peers would be visited with flashy cars while his parents could hardly afford to be there.

“My brother arrived and you could tell he walked all the way from Kangemi. His shoes were covered in dust and he had carried the smallest of everything. His budget didn’t go beyond Kshs.200”. This pushed him to work hard and ensure a better life for his children.

He held leadership positions right from form 1 as a House Captain to Form 3 and at Form 4 he became the Nairobi Region student’s president. He led the debating club which he says sharpened his public speaking skills.

Kipsaro passed his KCSE and was admitted to Moi University to study Media and linguistics. Before joining first year, he tried his hand at teaching, selling insurance policy, waiting



tables at a restaurant and even running his own hotel business. The financial challenges still dogged him in the university. Nonetheless, he trudged on and joined various clubs including AIESEC which opened his eyes to the world. He also co-founded the Youth Speak Peace initiative to tackle the effects of Post-Election Violence. This enlightened him and widened his network.

He joined the university politics, contested and won. He became the Moi University Students' Organization Chairman (MUSO). Through this position he managed to make changes and it helped him learn so much about leadership not only in Kenya but in other countries he managed to travel to. After school, he joined a few

organization in pursuit of his career including running his own communication company. He worked in Governor Sang's campaign team as a digital strategist that directly contributed to his win. He finally joined Nandi County as head of Public Relations and Marketing. He started off by organizing the department to be able to serve the people of Nandi effectively. He was a project leader in the team that set up the call centre, Nandi County's pride and joy. This has played a key role in the way the county get information from the public and to the public.

Mr Boit has been very instrumental in the setting up a formidable digital, branding and production teams in the county. This has ensured the public get information they need

from the county through newsletters, website and even documentaries.

He says the Challenges he has faced as the head of PR is limited and or lack of resources to implement various initiatives. "My job doesn't come by easy, it involves looking beyond the limitations and taking risks to attain the intended goal". He resolves to look for positivity. "A million things could go wrong, look for that silver lining"

Kipsaro Boit hopes to keep impacting the lives of people positively by being in leadership positions in the future either elective or nominated. Growing up amidst all those challenges that he successfully surmounted and the growth in the leadership roles he has played, there is no atom of

doubt that he will become a leader this nation needs.

His friends describe him as an excellent communicator, a natural leader, passionate, ambitious and a people's person.

He is a family man with two children and he believes that family is the most important thing in any man's life. It is also important as that is where someone is shaped before they join the society in any given role. He believes welfare of the family should be put first.

He is a fitness enthusiast who enjoys cycling and running. He also enjoys lawn tennis and public speaking.

## Meet the teams

### Editorial Team



Jonathan Misoi  
Chief Editor



Kipsaro Boit  
Developmental Editor



Raymond Kemboi  
Developmental Editor



Remmy Butia  
Developmental Editor



Peter Koima  
Developmental Editor



Audrey Murgor  
Copy Editor



Marion Chebet  
Copy Editor



Rael Sambu  
Design & Layout



Evans Sirma  
Website Management



Phoebe Jeruto  
Communication Officer  
Administration, Public Service  
and e-Government

**Writers & Photographers | All Departmental Communication Officers**

# Meet the teams

## Branding Team



Raymond Kemboi  
Head of Branding



Rael Sambu  
Design & Branding

## Production Team



Marion Chebet  
Head of Production



Brenda Kiprono  
Ass. Director communication  
Voice Over Artist



Irene Jepleting  
Editor | Videographics



Peris Tarus  
Voice Over Artist



Nancy Ikarede  
Voice Over Artist



Patrick Yego  
Videographer



Dancun Kiplimo  
Videographer



Julius Barno  
Editor | Videographer

## Call Centre Team



Emily Bett  
Call Centre Manager



Aileen Jepkirui  
Agent



Maureen Rotich  
Knowledge Lead



Irene Chepkemai  
Quality Analyst



Joseline Chepkorir  
Supervisor



Naomy Jepchirchir  
Supervisor



Dorcas Murrey  
Supervisor



Juddy Chemutai  
Agent



Mercy Chemutai  
Agent



Irine Jebitok  
Supervisor



Judith Jemurgor Malat  
Agent



Wycliffe Kibichiy  
Agent

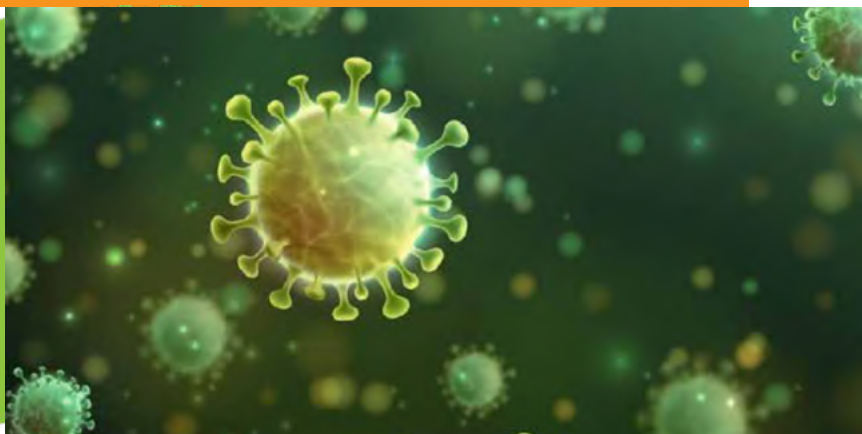


Ronald Rutto  
Supervisor



Shadrack Kemboi  
Agent

# Technologies for COVID-19 response in Nandi county



## CURBING THE SPREAD OF COVID-19

All over the world, various technologies are being tested and piloted as one of the means in which the spread of Covid-19 is going to be halted. Through ICT & e-Government, the county is not left behind in this effort and we are taking the lead as one of the Counties leveraging ICTs to, mitigate effects of Covid-19.

The Chief Officer for ICT and e-Government, Mr. Jonathan Miso, noted the importance of using technology and had this to say “Counties should take this difficult time to innovate and have new ways of doing things. Technologies going forward will be the new normal and I am doing all I can to prepare both employees and citizens of Nandi County to jump to the bandwagon. At the end of this pandemic, most governments will have moved into digital Governments, and Nandi should be one of them”.

ICT and e-Government will deliberately focus to package information and showcase to its citizens what the County Government, led by our able Governor, Hon Stephen Area Sang, together with the Health Department have been doing to prepare as well

as put measures in place to ensure we are ready to join the fight against this novel virus. We still insist that you follow the guidelines provided by the Ministry of Health including social distancing, wearing of masks while in public places and ensuring that you always wash your hands. The ICT and e-Government section has put together a newsletter dubbed Nandi Focus, Special Edition and also a website for the people to access information at [www.covid.nandicounty.go.ke](http://www.covid.nandicounty.go.ke) and our Call Centre 1548 is available 24/7 to handle any calls as regards Covid-19 and any other emergencies. Give us your feedback via [info@nandicounty.go.ke](mailto:info@nandicounty.go.ke) or via the Call Centre. We welcome you to check our next newsletter covering the Sports and Youth Affairs sectors next month.

In summary, the following are technologies and platforms being used at the County:

- Call Centre Dial 1548- Toll Free and available 24/7
- Covid-19 Informational website [www.covid.nandicounty.go.ke](http://www.covid.nandicounty.go.ke).
- Surveillance and Contact tracing portal in partnership

with AfyaRekod and Telkom

Residence in Nandi are urged to Dial \*380\*29# or download AfyaRekod App from Google store (register and use the Code: AR202061 as the organization referral code) and help the county with information that will aid in response mechanisms for our healthcare workers. One can login through the following links <https://data.afyarekod.com/login/> or [www.publichealth.nandicounty.go.ke/](http://www.publichealth.nandicounty.go.ke/)

- Use of graphics and Videos to pass messages on our website and social media pages

- Bulk Messaging to 77,000 Farmers on Covid through our Digifarm Platform with Safaricom.

- Roll out of Nandi Afya Care (HMIS) at KCRH and soon all sub county hospitals, upgraded to do Covid Screening

- Virtual Workplace for employees through Office365, Microsoft teams and our Robust Human Resource System.

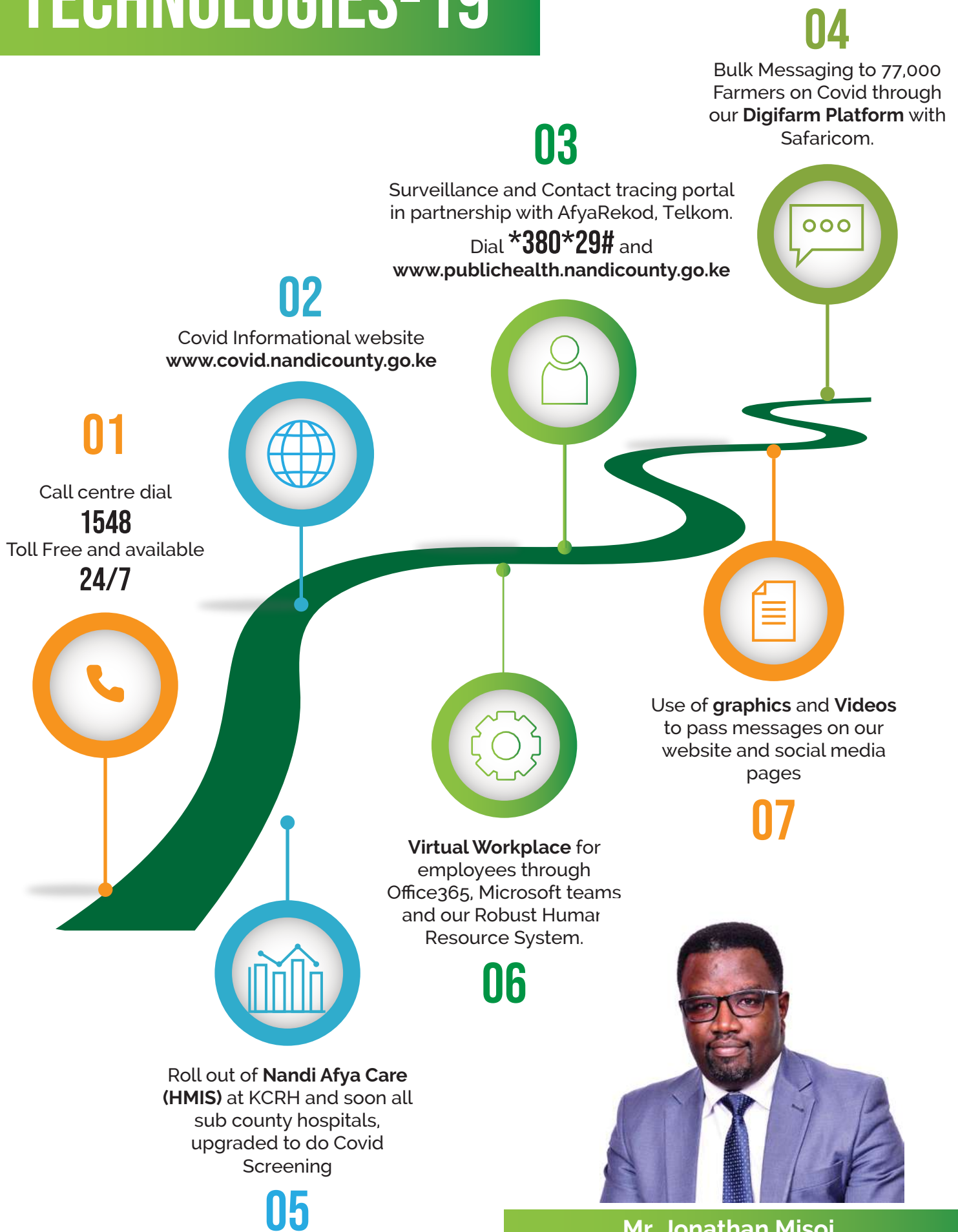
Other systems helping staff during this period that has been implemented includes:

- Nandi-Farm – Agricultural Management Information Systems in the Agriculture department. Already 77,000 farmers are in the platform. Beginning this week, extension officers will be registering and updating farmers’ details.

- Digi-Cow- A platform for veterinary and AI services already being piloted in Kibiyet

ICT sector remains in the forefront to implement technologies that will improve service delivery during Covid-19 and beyond. More platforms to be rolled in the coming weeks including Projects platform to help citizens get to know status of projects being undertaken by the county Government.

# TECHNOLOGIES-19



**Mr. Jonathan Miso**  
Chief Officer, ICT and e-Government

Nandi County has setup the above Technologies-19 for Covid response

Nandi County adopts latest Tech as it ramps up efforts in preventing spread of Covid-19.

# Start tracking your Covid-19 symptoms

Support the County's efforts to **#FlattenTheCurve** by protecting yourself and loved ones against the devastating Coronavirus global pandemic.

This technology will help the County in Covid Surveillance, Contact Tracing and Mapping



- 1 Run a Covid-19 self-assessment test** developed by medical experts following guidelines from WHO.
- 2 Track your symptoms** every day as you self quarantine and practice social distancing.
- 3 Consult a doctor in-app** for further support.
- 4 Get verified tips and news** on how to best protect yourself and your family.
- 5 Track the spread of the disease** and stay up to date with measures across the world.

**DIAL \*380\*29#**



REGISTRATION CODE | **AR202061**



In Partnership with:



Visit [www.covid.nandicounty.go.ke](http://www.covid.nandicounty.go.ke) or Call **1548** for latest updates



# **CORONA VIRUS**

# **HOTLINE**



**PRESS 1 FOR EMERGENCY AND REPORT ANY SUSPICIOUS CASES.**

**COUNTY GOVERNMENT OF NANDI**

Visit our website

[www.covid.nandicounty.go.ke](http://www.covid.nandicounty.go.ke)



or call

**1548**

for information or latest updates  
on Covid-19



COUNTY GOVERNMENT  
OF NANDI

# Don't Miss Out!

Be updated with our current series of newsletters covering activities by County Departments by clicking:

[www.nandicounty.go.ke/newsletters](http://www.nandicounty.go.ke/newsletters)



#TugaTai #TransformingNandi

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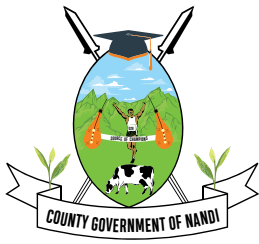
County Government of Nandi



info@nandi.go.ke



1548



Catch all our videos and documentaries at  
[www.nandicounty.go.ke/videos](http://www.nandicounty.go.ke/videos)

**Including:**

- Artificial insemination documentary
- Food security
- Call center
- Koitalel Samoei Memorial, 2019
- Vocational training centers documentary
- Malnutrition
- Mechanised potato harvesting
- International youth week documentary
- Digitruck with Huawei

# Creating a road map towards reducing e-waste risk in the county

## e-WASTE MANAGEMENT



**I**n its efforts to combat the effects of electronic waste, the county Government through the ICT and e-Government sub-sector has been working on E-waste and disposal Management policy as a framework in achieving it. The department is partnering with that of Lands, Environment, Natural resources and Climate Change to have electronic waste disposal strategies in enhancing safe use, protection of the environment to reduce unfavourable environmental and health impact.

A team from Moi University led by Prof. Charles Lagat and Dr. Zurah Chepkoech Mohammed visited the county to discuss on possibility of collaborating and supporting the County in e-waste management. According to Prof. Lagat,

Moi University will also be sharing the same initiative with other counties within the region and is looking forward to championing this in Nandi.

Both Nandi County and Moi University have also been independently partnering with Computer For School Kenya (CFSK) and therefore planning to operationalizing the partnership with CFSK WEEE Centre for e-waste management. WEEE Centre offers training and safe e-waste disposal services in accordance with the NEMA waste regulations.

Having the legal framework in place and with a substantive agreement for partnership with Moi University and with other potential partners, Nandi County will enhance its electronic safety. The County is also anticipating to setting

up an e-waste Centre that would be handling these electronic waste has its sources ranging from ICT and Telecommunications, office electronics, Household appliances, Consumer equipment, Toys, Leisure and Sports equipment, lighting, medical equipment, monitoring and control equipment, batteries.

Speaking during the meeting the Chief Officer for ICT and e-Government, Jonathan Misoi, pointed out that the county is ready for such partnerships that brings solution to the impeding problems. He added that the department is creating room for innovations geared towards e-waste management and even further into sensitization & development of skills requisite for the implementation of E-waste management operations.



•Network Infrastructure  
in Kapsabet KCRH

# Enhancing connectivity across all government departments for the improvement of electronic service delivery.



## NETWORK INFRASTRUCTURE



County ICT and e-Government Sector is currently digitizing operations across all the county departments. Among these systems and programs currently in place are: Health Management information system (HMIS), Revenue collection system, Human resource management system, Fleet Management system, Project management system, Jobs application portal, County Data & Call Centre (1548) and ICT literacy skills training

in Vocational Training Centres. In the pipeline are Agricultural DigiFarm and ICT incubation Hubs among others.

For the success of this journey towards digitization, there is need for good internet connectivity countywide. The Sector is therefore partnering with National Government's Ministry of ICT in the County Connectivity Project (CCP) through its National Optic Fibre Backbone (NOFBI).

A team from ICT Authority (ICTA) has been in the county for the third phase of the County Connectivity Project that will enhance internet and phone connectivity across all county departments at the headquarters, County Assembly offices and the Sub-Counties. This Project also serves the National Government Departments such the Law Court, Prison, Land registry and Public Works.

According to the Chief Officer in charge ICT and

e-Government, Jonathan Misoi, meeting, this connectivity project will be extended to Sub-Counties and later to ward level since it serves as a major enabler in ensuring these programs and services get closer to the people.



• ICT Team



# Nandi county's e-literacy program now offering valuable experience for other counties.



## e - LITERACY



**N**andi County E - Literacy program has steered a glimpse to other counties that made them pay a visit for benchmarking. Among the various areas of benchmark by the visiting counties of Bomet, Kitui and Makueni.

This program established in 2018 is focusing on equipping the youth with computer literacy skills as an enabler in their career journey as well as in identifying, acquiring and creating job opportunities for them.

The initiative is spearheaded by the County's departments of ICT and e-Government and that of Education and vocational Training with the intention of increasing awareness and also the accessibility of digital opportunities.

This training program is currently being rolled out in all 14 Vocational Training Centres (VTC) and ICT Centres countywide.

Having equipped computer laboratories in these VTCs with 20 computers each, the program is open to the public

and to students already enrolled in the institution.

Nandi County is implementing this subsidized training program in partnership with Computer for School Kenya (CFSK) who are there to examine and certify this training program.

The program was recently spurred through a precious opportunity offered to the county by Huawei-Kenya.

Nandi County was selected for piloting of the DigiTruck program which a mobile

digital classroom is offering training opportunities for the youths through the use tablets and mobile phones.

Over 200 youth benefited from this program brought about by County's partnership with Computer for Schools Kenya.

# West pokot county pleased with Nandi's ICT integration for better service delivery.



## SERVICE DELIVERY



County's ICT and E-Government sub sector is on a transformation journey of Automating Service delivery in all county departments.

Having started with those offering critical services to the Citizens, service delivery is becoming efficient especially on areas that have successfully integrated

Technology in its operations.

Among those currently at fruition are the Health Management system at Kapsabet county Referral Hospital, the County Call Centre and Revenue Collection system.

This Significant move is attracting a number of counties that are pleased and would like to take the

footsteps of Nandi County

This will help in championing and advancing Socio-economic transition and development through the use of ICT. Some of these counties are; Elgeiyo Marakwet, Kitui, Bomet, Makeni, Tharaka Nithi and Wajir among others.

The county recently

hosted delegates from West Pokot County led by the Chief Officer for ICT and Public Service Management- Timothy Lumulen, the ICT Director- Elphas kakuko and the Head of Communications -Kendagor Obadiah.

This transformation is also attributed to the superb ICT and E-Government organizational structure.



It has greatly contributed to smooth operations, solving conflicts resulting from structure inefficiency, enhancing effective distribution of work and responsibilities as well as creating ample environment for innovation.

Among these Programs and systems integrating ICT in governance include; Data centre and network connectivity, Health Management Information System, Human Resource Management Information System, Online Jobs

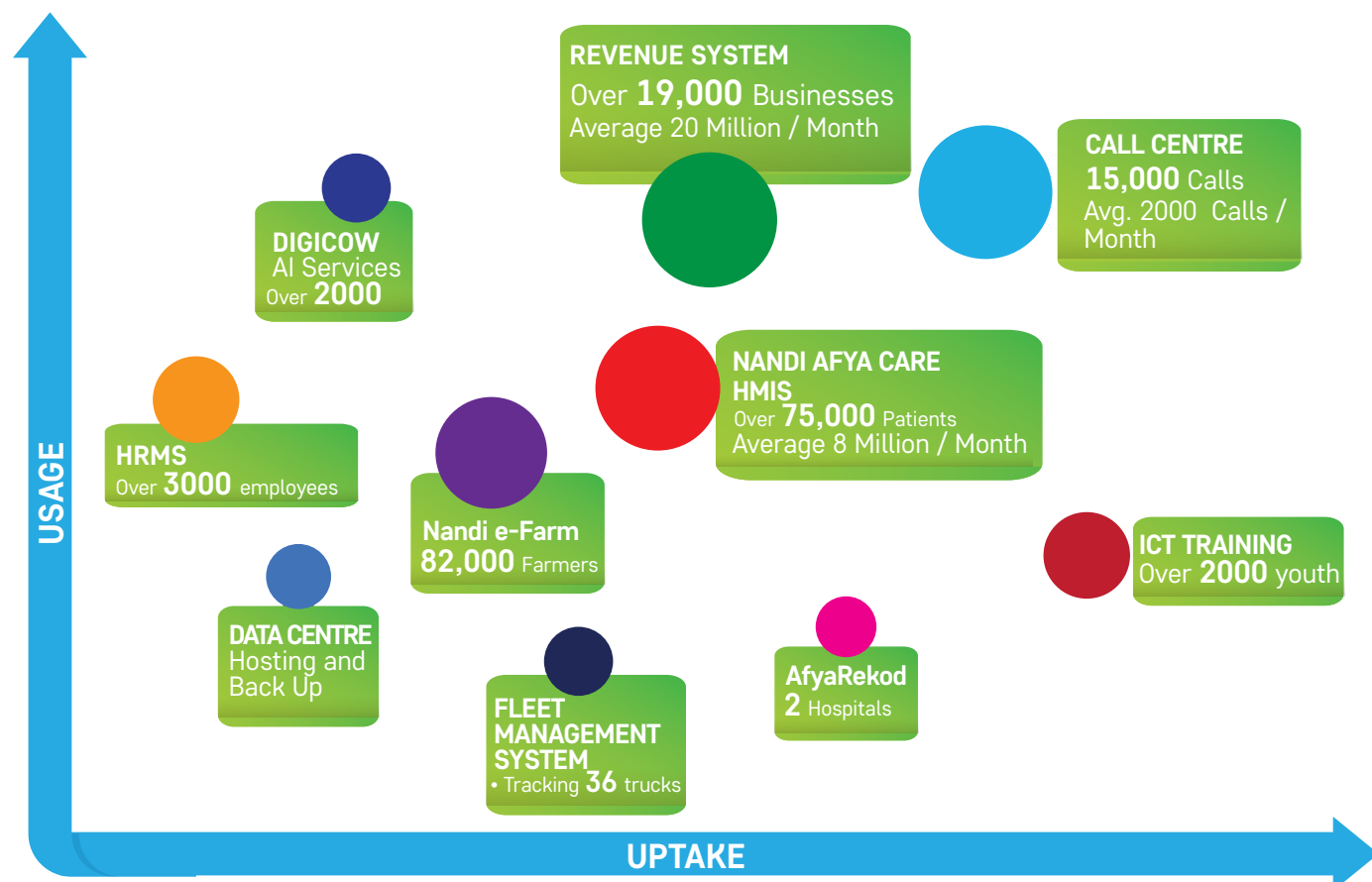
portal, County Revenue Collection system, Asset and Inventory system, Fleet Management, SMS platform, suppliers' portal, Geospatial Information System, Bursary System, DigiFarm and the County Digital Literacy Program.

Mr. Kakuko who is the ICT Director West Pokot County was pleased with how Nandi County is making use of the available Technology and transforming the livelihoods of the people.

"ICT integration into all Government functions makes Service delivery efficient and brings governance closer to the people thus making devolution real", Said Mr. Lamulen.

Through these interactions, Nandi also got an opportunity to learn from the visiting counties and will soon be implementing the new strategies such as Makueni's Public participation model and West Pokot's Community Radio program.

## MAIN ICT PROJECTS IMPLEMENTED AND UPGRADED



# Digitizing agricultural service delivery and management through Nandi e-farm system.

## e-FARMING



**T**he step wise progression by County's ICT& e-Government section in automating service delivery by the departments to the citizens is now setting its foot in the Department of Agriculture and Co-operative Development.

It is looking forward to providing an e-solution to farmers to improve their productivity through value chain development, stock management, provision of extension services as well as making the farmer always informed.

This is realized with the implementation of

Agricultural Information Management system (also known as Nandi County e-Farmers). The system will help farmers in the timely and effective access of services from extension officers, Veterinary Officers and Artificial inseminators within the County.

Nandi E-Farm is an integration of two platforms; DIGICOW by FarmTech Company supporting the dairy farmers and DIGIFARM by Safaricom for both Crop and Livestock farmers.

The implementation of this system will aid the farmer through: requesting services by just dialling a toll free USSD code, getting

the services at subsidized cost through monthly subscription, accessing proper records of the services, quick access to information, ensure quality service delivery by the Officers, acts as the best platform for training and dissemination of information, timely provision of critical services especially emergency services, marketing of agricultural products as well as sending timely reminders to farmers.

This platform is one of the best initiatives that focus on improving service delivery to farmers through: cashless distribution of farm inputs; creation and verification of value chain; farmer

registration via Web, SMS, Native mobile application; Bulk communication to farmers; learn content for farmers; voucher issuing, redemption & reconciliation and automation of AI services.

A team from Safaricom headed by Patrick Kimani who is the Digi-farm CEO paid a courtesy visit to the Governor to discuss on the various areas engagements that would result on betterment of the livelihoods of the farmers of Nandi County.

The Governor, H.E Stephen Sang pointed out his focus in partnering with Safaricom in other avenues to provide

solutions especially in the marketing of agricultural products from Nandi County.

“This e-farmers platform will also help us in the timely distribution of subsidized products to farmers as well as the automation of AI services for convenience and accountability”, he said.

For farmers to enjoy these and other services especially the subsidized veterinary services, they are expected to

be members of a registered cooperative society within the county.

Farmers who are not members of any cooperative society can equally access these services but with less privileges compared to those registered under cooperatives.

The team from Safaricom and Farm-Tech have finalized the training of the Technical team. They also trained the

Call Centre agents so as to help the farmers who request services via the County’s Call Centre (1548).

Having training all stakeholders, the farmers are then registered and thereafter can request the services through their mobile phones via a USSD code that will be provided. The system then dispatches the nearest extension officer to deliver the requested service to the farmer in need.



# Techno-skill opportunity for persons with disabilities in Nandi.

## TECH SKILLS FOR PWDS



**N**andi County through the ICT and e-Government department has always endeavoured to improve the technological know-how of its citizens especially the youth.

Among the strategies geared towards achieving this is the roll out of the ICT Literacy program in Kapsabet ICT Centre and in all the 14 vocational training Centres throughout the county.

Eldo-Hub through North-Rift women in Science,

Technology, Engineering and Mathematics (STEM) program together with Voluntary Service Organization (VSO) Nandi chapter in partnership with the County's ICT and e-Government is undertaking the initiative to roll out special training on ICT literacy skills for people living with disabilities.

It is centred on improving digital literacy capabilities, entrepreneurship over the digital platform, critical thinking skills and training them in the effective and secure use of digital

platforms.

A team of trainers from Eldo-Hub led by Sarah Chepwogen and Zipeta Nabwala visited the county to offer this training. Through the program, the county supports People Living with Disabilities by offering them a learning opportunity at Kapsabet ICT Centre. At least 20 Students with hearing impairment were trained through sign language.

While giving his address during the training session, the County ICT Director,

Franklin Limo said that the department is looking forward to such partnerships that give opportunities to the youth. "Such training opportunities impart skills that help them identify and create job opportunities for their economic boost", added Mr. Limo.

Jane Muthoni, VSO Representative-Nandi branch expressed her gratitude to the county government of Nandi for supporting and offering this opportunity to students living with disability.



# Youth go digital with Huawei's digitruck program.



## DIGITAL LEARNING



Over 200 trainees in the Huawei's Digi-Truck program graduated after a one-month training held in Kaptumo through Huawei's pilot program of the Digi-Truck project.

This mobile digital classroom is one of the programs rolled out as a result of the partnership between the County Government of Nandi and Computer for Schools Kenya (CFSK) in the journey towards enhancing technologically enabled youth in the County through various trainings.

This partnership has opened up better opportunities ranging from the equipping of all Vocational Training Centres (VTC) with computers for training, to the provision of a certified Digital Literacy Skills training program.

The training program focused on imparting the youth with computer literacy skills that will now enable them to use the internet to get new information, new networks and even grabbing new and better opportunities through the platform

He further urged others to grab such great opportunities to learn more computational skills which is essential in the world today.

Speaking during a graduation ceremony of the first lot of trainees, Chief Officer for ICT and e-Government Jonathan Misoi expressed his gratitude to Huawei and CFSK for selecting Nandi County for the implementation of this program.

Misoi noted that this would go a long way in helping the youth enhance their socio-economic status technologically.

He also challenged the youths to utilize the skills acquired to get employment opportunities by engaging in online jobs, earn a living and improve their livelihoods.

'Digital access has always been the foundation for self-improvement as well as great business innovation,' added Misoi.

The Director of Education and Vocational Training

Daniel Ruto noted that the County Government of Nandi is offering the same program through VTCs. 'This is to ensure more youth across the County get computer literacy skills and even act as an enabler in learning other courses offered there,' said Ruto.





# Youth engagement in embracing open governance for accountability.



## OPEN GOVERNANCE

**N**andi county is striving to ensure open governance is embraced by providing open data for the citizens to get informed and enhance their participation in Government undertakings.

The recently established County Call Centre is one of the initiatives in achieving this. By dialling the toll free 1548, citizens can now access government information, track progress of all programs and projects, present their opinions, interests, complaints and compliments as well as reporting on emergency cases.

Other projects geared towards achieving open governance is establishing systems that streamline service delivery, governance and enhance informed citizens.

Among these systems are Health Management Information System (Nandi Afya care), Automated Revenue Collection System,

Fleet Management, Asset management and Inventory system.

Ford Foundation in partnership with Council of Governors is focussing on enhancing social accountability in youth-led and women-led counties of Nandi, Bomet, Kitui and Kirinyaga in relation to Community's scorecard.

Ford Foundation is undertaking a project through County's Department of Youth Affairs focussing on youth involvement in governance.

Having identified some youths in the county and trained them over the same, the program gives them internship opportunities in the County Government departments. Thereafter, they carry out social audit, evaluate on government-citizen relations and Performance assessment of these sectors.

Speaking during a workshop

on accountability and social audit on FY 2018/2019 by County youths through Ford Foundation Project, the Chief Officer for ICT and e-Government, Jonathan Misoi said that the department of ICT and e-Government is working with that of Finance and Economic Planning to have a County Project system that managed Project implementation.

The system will also aid in tracking the performance and progress of each project to completion therefore serving as the best tool in monitoring and evaluation for successful implementation of projects and programs.

County government is embracing the social Audit initiative because it strengthens accountability and transparency and more so increasing efficacy and effectiveness of the development programmes.

# Automation of county project management for monitoring of projects to completion.

## PROJECT MANAGEMENT



County's ICT Sub sector, in its journey towards automation of all county processes, is looking forward to rolling out County Projects Management System (CPMS).

This system intends to help all stakeholders in tracking progress and status of all projects undertaken by all the departments begin from the tendering stage all

through to completion.

According to the CO for ICT & e-Government, Jonathan Misoi, the department is progressively digitizing county processes for good governance and effective delivery of services in the county.

He further added that the upcoming CPMS is going to re-engineer the existing manual projects' M&E processes as well as give

the citizens an opportunity to monitor and give their opinions on the ongoing projects in their respective wards.

The CO for Economic planning, Felix Sambu, speaking during a consultation forum between ICT and Economic Planning teams, stated that adoption of such system will boost monitoring and evaluation of projects, reduce delays in projects execution and enhance real-time reporting.

This system, with its main user as the Department of Finance and Economic Planning, will be a perfect tool for Monitoring and Evaluation of the programs and projects for successful and timely achievement of projects' objectives as stated in the County Integrated Development Plan.

# Better health care service provision with the roll out of Nandi Afya Care System.



## NANDI AFYA CARE SYSTEM

**I**CT integration in the Health Sector has greatly improved service delivery to the patients. This has been achieved with the elimination of the paper intensive manual systems and replacing it with Health Management Information system (HMIS) alias Nandi Afya Care.

This is a comprehensive system brought about to automate operations in Outpatient, Inpatient, Pharmacy, Dental, Health record, Emergency, Pathology, Radiology, Procurement, Inventory, Financial Accounting, Generating of MIS reports, Administration, HR and payroll among other modules.

It is majored in more efficient operations and improvement of patients' wellbeing through proper management of both clinical and business functions.

The system is fully operational at Kapsabet County Referral Hospital where health care service providers can electronically capture, relay and store

patient information across all the stations.

It has also enabled them track patient journey for effective patient care. The ICT sector is finalizing Infrastructural set up for roll out in Nandi Hills Sub-county hospital and later to other hospitals.

The systems' implementation has enabled the sector improve quality of care, patient satisfaction and reduced health care cost.

With HMIS in place, we have proper management of drugs and other non-pharmaceuticals, safeguard of health information, quick and accurate access to patient data, improved patient management since previous records can be electronically retrieved, patient turnaround time at facility greatly reduced especially with queue management, increase of revenue by over three times, improved communication between stakeholders through the system and anticipated proper planning with the readily available data.

According to the CECM for Health and Sanitation, Ruth Koech, the system has been of great help especially with the fact that it is patient centred thus making patient care safe and effective.

It has also provided for coordinated routine data collection, disease surveillance, community and facility-based research as well as providing evidence required for health sector decisions making, planning and accountability.



# County government is improving learning environment for the youth in vocational training centres.



## VOCATIONAL TRAINING CENTRES



The County Government of Nandi is looking forward to increasing student enrolment into the Vocational Training Centres (VTCs) which are spread throughout the county.

The Department of Education and Vocational Training together with that of ICT and e-Government is putting more efforts towards achieving this through expansion of the centres, establishment of new ones and even equipping the existing ones.

According to the Chief Officer for ICT and e-Government, Jonathan Misoi, the county is reaping from its partnership with Computer For Schools Kenya (CFSK) through the ICT Sub-Sector.

This has resulted to the acquisition of computers for equipping computer laboratories in the fourteen (14) VTCs across the County. These computer laboratories give the youth a better opportunity to acquire the Digital literacy skills.

The national government's AJIRA Digital skills program

as well as Google's soft skills training will be rolled out in these centres as an initiative towards empowering the youth by not only acquiring skills but also in tapping the available jobs in the world of technology.

The Computer Laboratories will also act as an enabler in teaching all the other courses offered in these institutions.

Speaking during the installation of computers in Kaptel VTC, the Director for Vocational Training Centres (VTCs), Daniel Rutto, said that the county government has improved

the state of most VTCs and is continuously working to expand the facilities and establish new ones.

This is geared towards creating more opportunities for the enrolment of more students.

The youths are therefore called upon to enrol into these institutions and grab the opportunities available, get skilled and increase their chances for self-employment as well as acquiring knowledge for establishing their own start-ups.

# Embracing open governance and expanding citizen participation through the county call centre.

## OPEN GOVERNANCE



**I**n a bid to promote open governance the County Government of Nandi through the leadership of His Excellency Governor Stephen Sang saw the need for the establishment of a Call/Contact and Data Centre.

The Call Centre can be reached through a Toll-Free Call/ SMS number of 1548 which has proved to be the best instrumental tool with regard to enhancing good communication between the government and its citizenry within and outside the county.

The call centre is aimed at giving the citizens an opportunity to speak to the government and get

reliable feedback, providing timely, accurate and reliable information, increasing citizen participation, promptly handling of emergencies as well as acting as a platform for inquiries, complaints and compliment.

Furthermore, the reports and surveys from the Call Centre has helped the County Government of Nandi better policies formulation and decision making for common good of the citizens. The Call Centre has promoted open governance by giving an opportunity to the residents of Nandi to call and make any inquiries concerning governance and progress of development projects.

Nandi prides itself as an

epitome of agricultural activities and the Call Centre initiative has greatly impacted in the betterment of service delivery by Agricultural sector.

The call centre has played a major role in promoting best practices through farmer sensitization programs that run from time to time. Some of the programs include: NARIGP project, subsidized AI services as well as the Digi-Farm and Digi-cow Agricultural Management systems.

Through the county call centre trading has also been made easier. The Call Centre agents provide the clients with information on how they can register

their businesses or renew their licenses. Residents can also inquire on the rates of hiring county machinery and services. Through outbound sensitization, the call centre has aided in the increased collection of revenue.

Since the onset of the pandemic, the Call Centre initiative has proved to be the best tool in Covid-19 response.

The call centre was used as a response centre, information point and as a sensitization platform on the signs to look out for and how they can prevent further spread of the infectious disease. It was also used to report suspected cases and further instructions were given to the public health officers for successful contact tracing..

Through systems like Health Management Information System and Human Resource Management System, accountability and transparency has been achieved.

Also, having information in one central point has saved on time and made it easy to retrieve data that has been consolidated over time.

During his visit to the county call centre and the data centre, H.E the Governor, Stephen Sang had an opportunity to respond to some of the callers who got pleased to speak to him.

Governor Sang said that there is an anticipated increase in interaction between the government and the citizens. He further called upon the public to make use of the Call Centre as he promised timely and diligent response to their issues.

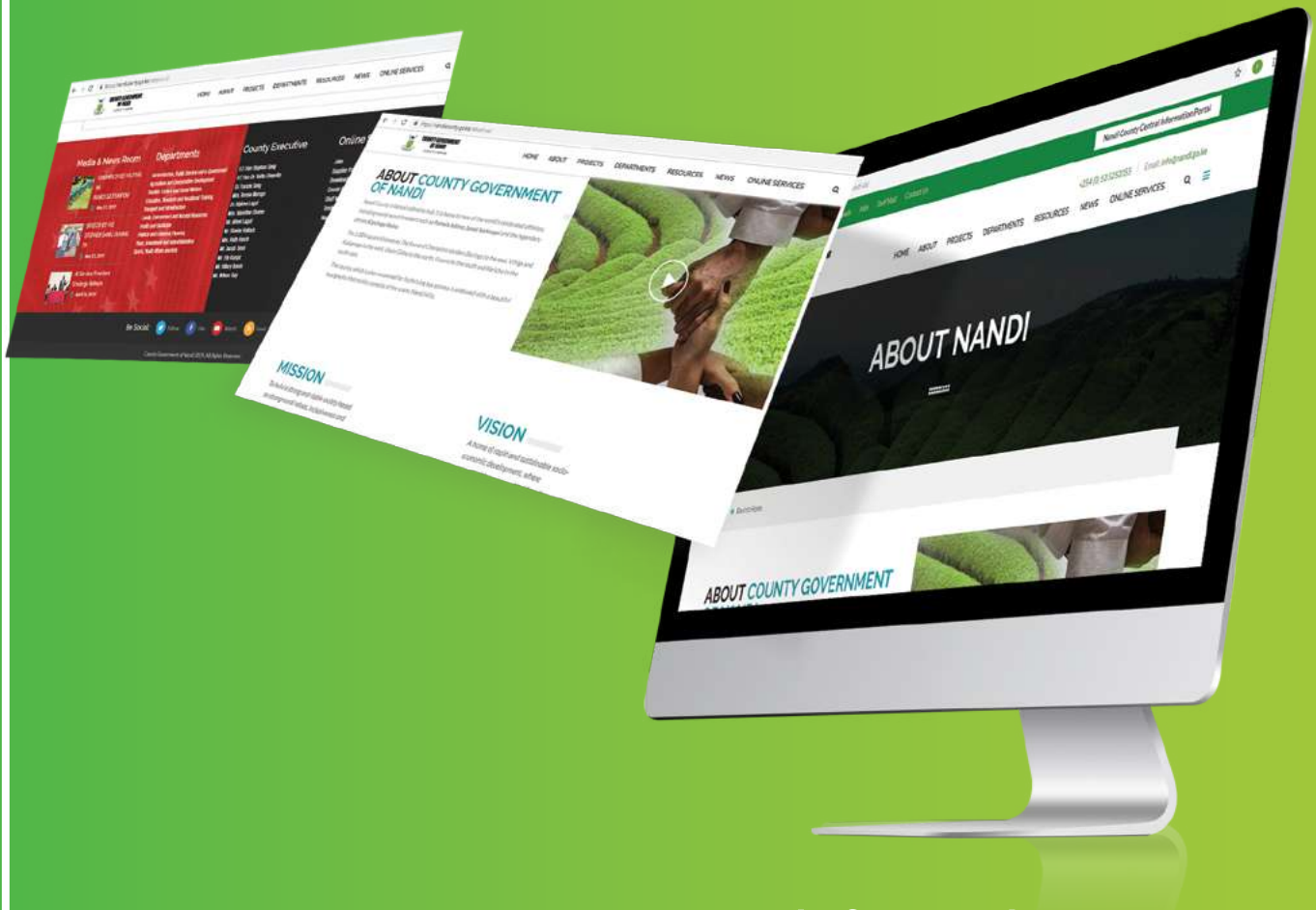
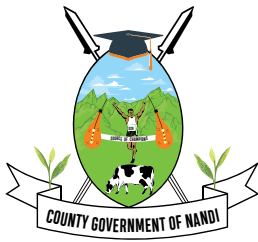
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