**EXECUTIVE OFFICE OF THE PRESIDENT**

**OFFICE OF THE CHIEF OF STAFF AND HEAD OF PUBLIC SERVICE**

**FACT FINDING SELF-ASSESSMENT TOOL**

**RE: STATE DEPARTMENTS PROVIDING SERVICES TO THE PUBLIC DIRECTLY OR REMOTELY’**

**\*Note that the use of the word ‘the Public’ means the individual and the corporate person**

**To: All Principal Secretaries of State Departments that provide services to the Public directly (face to face) or remotely (through the use of digital/electronic platforms).**

**Purpose of this Tool**

The purpose of this Tool is to assist the Chief of Staff and Head of the Public Service (COS&HOPS), to understand the imperatives that affect the performance of State Departments that serve the public in the discharge of their core mandate. An analysis of the responses from this tool will provide an evidence base for COS&HOPS to work together with Principal Secretaries to ensure optimal performance in the delivery of services by the State Departments to the Public.

The outcome expected from the above stated engagement is the delivery on core public service delivery mandates by the listed State Departments in a responsive, effective and robust manner that meets the high expectations of the public with regard to the quality, quantity, and scope of services offered by this Administration. This is in line with this Administration’s prioritization of the citizen and their needs as the focus for all its plans and programs, and hence the great value attached to the satisfaction of citizens with regard to public service delivery.

**Your Role as Principal Secretaries (PS):**

Upon receipt of this Tool, PSs of the listed State Departments are directed to ensure that it is filled accurately and as comprehensively as possible so that COS&HOPS can address the real issues that affect the delivery of services qualitatively, quantitatively and timeously on the basis of authentic information. In instances where a question does not apply or a response is unavailable, kindly indicate this explicitly. In filling out this survey, COS&HOPS advises the listed State Departments to be as honest as possible in the interest of raising the standards of performance. The results from this survey will be disseminated to you in a subsequent meeting to be called by this Office with a view to charting a progressive way forward.

**You are directed to ensure that you fill out this Fact Finding Self-Assessment Tool in respect of your State Department by 5:00pm, Monday, 11 August, 2025 and send the soft copy of your typed response via Email to** [**survey@headofpublicservice.go.ke**](mailto:survey@headofpublicservice.go.ke) **whereupon you will receive confirmation of receipt.** To avoid being logged as NOT having completed this assignment within the stated deadline, emphasis is made regarding sending in the soft copy as directed.

All responses should be provided within the Tool and for your comfort the Tool is in Microsoft Word Format and therefore allows you to enlarge it and provide as much information as is necessary. Where necessary, the Tool can be accompanied by relevant attachments.

Please note that the responses of the listed State Departments will be treated and held confidentially. No direct reference will be made to any specific institution when the analysis of the findings from this survey are disseminated.

1. **DETAILS OF ORGANISATION**

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| 1. **Name of State Department:** 2. **Name of Principal Secretary:** 3. **Official Contact Details of State Department: (**WorkingTelephone Number, and Working Email Address) 4. **Does the State Department have Offices/Presence outside Nairobi? If so, provide details:** 5. **Geographical Scope of your Public Service Delivery Mandate as a State Department?** |

1. **CORE PUBLIC SERVICE DELIVERY MANDATE**

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| 1. Based on the Executive Order No. 1 of 2025 that establishes your State Department, outline all **core services you principally provide to the public** whether directly (face to face) or remotely (through the use of digital/electronic platforms). 2. Outline the Structure of the State Department through which the services in (i) above are provided to the public including the hierarchy of supervision. (e.g. departments, directorates, offices, etc.). 3. Other than those derived from the Constitution, Statutes, and Regulations, what other values and ethics does your State Department subscribe to in the delivery of services to the public? 4. Is the execution of your public service delivery mandate guided by principles prescribed anywhere whether locally or internationally? If so, kindly state them and the source for reference. 5. As a service provider, who and/or what types of persons/entities do you principally provide services to? 6. Other than the public that you provide services to, who else are your stakeholders? 7. Does your State Department have a service charter? If so, attach it. 8. To what approximate percentage does your State Department meet the targets set on your service charter? 9. What type of data/information do you use to measure the achievement of your public service delivery mandate? How do you collect the data/information? 10. When performing your public service delivery mandate at optimal levels, what signs/features/evidence should be witnessed or be apparent among the publics you serve, and on the ground? 11. Do you encounter any overlaps in the execution of your public service delivery mandate with that of other Ministries, Departments and Agencies? If so, explain. 12. In your view, should your mandate be expanded to cover other areas that are currently not ascribed to you but are very important? If so, explain briefly. 13. Any other information that is relevant to the execution of your public service delivery mandate? |

1. **SELF-ASSESSMENT**

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| 1. Please rate your performance on your public service delivery mandate by ticking the band you deem appropriate below: 2. 1 – 3 (Poor) 3. 4 – 5 (Average) 4. 6 – 7 (Fair) 5. 8 – 9 (Good) 6. 10 (Excellent) 7. If you assessed yourself in the band between 8 – 10, please provide details of **no more than three** of the key enablers for this performance: 8. If you assessed yourself in the band between 1 – 5, please provide details of **no more than three** of the key enablers for this performance: 9. How did your State Department perform in the year 2022/2023 and 2023/2024 as assessed by the Public Service Performance Management Unit? 10. What is your comment on the assessment in (iv) above as compared to your own self-assessment in (i) above? 11. What challenges have you encountered during the execution of your public service delivery mandate? 12. What can you do differently to enhance your performance in (i) above? |

1. **MODE OF UNDERTAKING PUBLIC SERVICE DELIVERY FUNCTION**

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| 1. As a provider of services to the public, how do you communicate the range of services you provide to your publics? 2. Do you have an internal tool/mechanism/framework/system that you use to create order/value in your provision of services to the public, and in the attainment of the targets in your service charter if you have one? If so, provide details. 3. If your response to the above is **yes**, kindly **indicate on a scale of 1 – 10** (1 being poor and 10 being excellent) to what extent your internal tool/ mechanism/framework/system has been successful in achieving the response you require. 4. Based on your response to (iii) above, kindly provide **no more than THREE** reasons for your score: 5. If your response to (ii) above was **no**, kindly provide **no more than THREE** reasons as to why you do not have a tool/mechanism/framework/or system for undertaking your core mandate. 6. On a scale of 1 – 10 (1 being poor and 10 being excellent) to what extent do you use ICT to deliver on your public service delivery mandate? 7. If you responded to (vi) above, what functions exactly do you use ICT for? 8. Are there any services you offer to the public that are not yet digitized or accessible through online platforms? If so, provide details. 9. Based on your response to (vi) above, kindly indicate whether your ICT System meets the following criteria: 10. Interoperability with other national systems; 11. Integration with the eCitizen Platform for Single Sign-On (SSO); 12. Scalability to accommodate future growth and demand; 13. Adoption of Artificial Intelligence (AI) or other emerging technologies; and 14. Compliance with the Data Protection Act and implementation of multi-tier security protocols. 15. If you scored yourself between 1 and 7 in (vi) above, please state the **TWO most important** reasons for this: 16. If you scored yourself between 8 and 10 in (vi) above, provide details of the ICT system(s) that you are using and the impact to service delivery. 17. Do you have a functional information sharing and feedback mechanism that is well known to the public to facilitate the interface between you and the public? If so, provide a brief description of: 18. How it works; 19. Whether it has been effective, and why; 20. How it can be improved; 21. If you have social media handles, provide details. 22. On a scale of 1 – 10 (1 being poor and 10 being excellent) rate how you think your publics perceive your State Department and the manner in which you provide services. 23. When was your last customer satisfaction survey done? What was the score? 24. Where a service you provide is not available at a point in time when required by the public, what do you do? 25. Explain the process for addressing complaints emanating from your complaints feedback mechanism and its effectiveness in addressing the public’s/stakeholders’ grievances at first instance. 26. Are there any cases that were filed by, or against your State Department in **court** within the last 3 Financial Years in relation to your public service mandate? If so, provide details in the following format:  |  |  |  | | --- | --- | --- | | **Year** | **List of Cases Originated by your State Department** | **List of Cases filed against your State Department/Officers** | | 2022 - 2023 |  |  | | 2023 - 2024 |  |  | | 2024 - 2025 |  |  |  1. Are there any instances where your State Department was reported to the **Commission for Administrative Justice (Ombudsman)** in the last 3 Financial Years in relation to your public service mandate? If so, provide details in the following format:  |  |  | | --- | --- | | **Year** | **List of Cases filed against your State Department** | | 2022 - 2023 |  | | 2023 - 2024 |  | | 2024 - 2025 |  |  1. To make the provision of services in your Sector more effective, are there any policy, legal, regulatory and administrative changes/interventions necessary that should be instituted? If so, explain briefly. |

1. **COST OF PERFORMING YOUR PUBLIC SERVICE DELIVERY FUNCTION**

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| 1. List all the sources of your revenue? 2. Do you raise any revenue chargeable from the execution of your public service delivery mandate? 3. If you generate revenue internally, is it adequate to enable you to carry out your public service delivery mandate? 4. What budget was allocated to you in the last **THREE** Financial Years (FYs) from the exchequer and what amount was used in activities that are directly related to ensuring the performance of your public service delivery mandate?  |  |  |  |  | | --- | --- | --- | --- | | **Year** | **Allocated Budget** | **Amount and Percentage allocated by State Department to Public Service Delivery Mandate** | **\*Actual Amount and Percentage used on the Public Service Delivery Mandate** | | 2022 - 2023 |  |  |  | | 2023 - 2024 |  |  |  | | 2024 - 2025 |  |  |  |   **\*This takes into account the possibility of re-allocation of funds in the course of the Financial Year**   1. Explain the trend in the table in (iv) above. 2. Please list the items that your budget was spent on that are not directly related to your public service delivery function. 3. Indicate the Auditor General’s Opinion of your Organisation for the accounts audited at the end of the following Three Financial Years:   [unqualified/unmodified; or qualified/modified; or Adverse; or Disclaimer]   1. Financial Year 2021/2022 – 2. Financial Year 2022/2023 – 3. Financial Year 2023/2024 -      1. Any other relevant information: |