

OPENING REMARKS BY HON. JUSTIN B. N. MUTURI,
EGH, CABINET SECRETARY, MINISTRY OF PUBLIC
SERVICE AND HUMAN CAPITAL DEVELOPMENT
DURING THE HUDUMA KENYA AND KENYA SCHOOL
OF GOVERNMENT CUSTOMER SERVICE EXCELLENCE
MASTERCLASS FOR PRINCIPAL SECRETARIES HELD AT
KENYA SCHOOL OF GOVERNMENT, LOWER KABETE
ON 20TH SEPTEMBER, 2024

*Chief of Staff and Head of Public Service, Mr. Felix Koskei,
E.G.H,*

*Principal Secretary, State Department for Public Service, Mr.
Amos Gathecha, ndc (K), EBS,*

Principal Secretaries present,

Chief Executive Officer, Huduma Kenya and;

Director General, Kenya School of Government

Ladies and Gentlemen,

I am honoured to join you today as we commence the inaugural Masterclass for Principal Secretaries under the Huduma Kenya and Kenya School of Government Customer Service Excellence (CSE) Training Framework for the Public Service. This masterclass marks a significant step forward in our journey towards transforming public service delivery in Kenya.

First and foremost, I wish to extend my heartfelt gratitude to the Chief of Staff and Head of Public Service, Mr. Felix Koskei, E.G.H., for his unwavering support and guidance. Your leadership has been instrumental in driving the Government's commitment to achieving service excellence in public service delivery. I would also like to commend the Principal Secretary, State Department for Public Service, Mr. Amos N Gathecha for spearheading the efforts of these two

esteemed institutions in developing this Customer Service Excellence Training Framework. The implementation of this framework is a concrete step towards realizing our commitment to serving Kenyans with dignity and excellence. It will equip our public servants with the necessary skills, knowledge, and competencies to deliver high-quality public services. Furthermore, the implementation of the Quality Standard will provide a

blueprint that will define a new culture of service excellence across all government institutions. The collaborative effort between Huduma Kenya and the Kenya School of Government to develop and implement the CSE Training Framework is a testament to the strides our government is making in promoting Citizen-Government (C2G) interaction. This framework is designed to create an

environment where citizen-government interactions are efficient, transparent, and satisfying for all Kenyans.

Ladies and Gentlemen,

In line with the BETA agenda, this Customer Service Excellence initiative will play a crucial role in transforming our public service to support the administration's people-centered, bottom-up economic transformation agenda. By

empowering our public servants with the skills and knowledge to excel in customer service, we are ensuring that they are well-equipped to meet the demands of an era characterized by disruption and emergent challenges. This will ensure that the Kenyan people are always at the forefront of Government operations.

Despite the Government's austerity measures, which have necessitated cuts in various areas including training, the importance of the Customer Service Excellence (CSE) initiative cannot be overstated. Investing in the skills and competencies of our public servants is crucial for maintaining and improving the quality of service delivery. Skilled public servants are the backbone of effective governance and are essential for implementing policies and

programs that benefit all Kenyans. By being the pioneer class, Principal Secretaries are positioned as champions of the CSE program, setting a precedent for the entire public service. This Masterclass is meant to give you an overview of what CSE training intends to impact the entire Public Service. Your involvement underscores the importance of top-down leadership in driving cultural change and ensuring the successful implementation of the CSE

framework. The impact of this initiative is profound, as it empowers the highest levels of public service to lead by example, fostering a culture of excellence, accountability, and citizen-centric service delivery.

Ladies and Gentlemen,

Consistency in our service delivery to Wnanachi is key. Therefore, it is imperative that all staff members, across all

cadres in the public service, enroll in the Customer Service Excellence and Huduma Quality Standard training. It is crucial to achieve uniformity in public service delivery in the shortest time possible. Through this whole-of-government approach, we shall rapidly elevate public service standards and ensure we serve the public with the excellence they deserve.

In conclusion, I call upon all Principal Secretaries to be the champions of this initiative. Your leadership and commitment is vital in achieving customer service excellence in the public service. By leading by example, you will inspire all public servants to embrace this culture of excellence, ensuring that we deliver the highest standards of service to all Kenyans.

It is my pleasure to declare this pioneer CSE Masterclass officially opened.

Thank you.