



KENYA SCHOOL OF GOVERNMENT

WEEKLY

# Bulletin

12th -18th October, 2024

## Congratulations on Your Appointment Prof.



**T**he Director General Kenya School of Government, Prof. Nura Mohamed, has been appointed by His Excellency, President William Ruto, to serve as a member of a selection panel tasked with overseeing the recruitment of nominees for the position of Chairperson and members of the Public Service Commission (PSC). This appointment reflects the Government's confidence in Prof. Mohamed's wealth of experience and leadership in public administration, governance, and capacity building, as well as his

commitment to upholding the values of transparency, integrity, and accountability within the public service.

The selection panel plays a critical role in ensuring that the highest standards of meritocracy and professionalism are maintained in the recruitment process for key positions within the PSC. Prof. Mohamed's involvement underscores the importance of strong institutional leadership in the continuous efforts to enhance the efficiency, effectiveness, and responsiveness of Kenya's public service sector.

### HIGHLIGHTS

- 3** Customer Service Week
- 5** Celebrating Asa Rashid!
- 7** CCM Team Building
- 9** Public-Private Partnerships
- 11** Weekly Activities
- 15** Ongoing and upcoming Courses
- 17** Editorial Team

# Customer service week that was We value you and because of that we say thank you!

BY BULLETIN TEAM

“ Since we arrived here on Wednesday for the Directors Retreat, we have been receiving excellent service at this Campus. I trust that you extend similar excellence to the external customers, who are very special to us as they bring money to the Campus. Without them, the School cannot run smoothly and must, therefore, receive the best treatment possible.

These were the opening remarks from Prof. Nura Mohamed, the Director General of the Kenya School of Government, at the dawn of this year's Customer Service Week (CSW), during the Director General's staff forum on the sidelines of the Directors retreat at KSG Baringo Campus.

According to him, even if the staff cannot assist a customer, they



Embu Campus cut cake as they celebrate the Customer Service Week whose theme was Above and Beyond.

should still listen to their complaints and seek a solution.

He took the time to announce some initiatives the management is pursuing to boost staff morale and bolster their capabilities. The

major initiative is the Human Resource instruments that have been submitted to the Public Service Commission for approval, following robust input and suggestions from the staff on areas that needed to be changed.

Describing staff as the core resource in any institution, Prof. Mohamed identified them as the people who interact with external customers daily and, therefore, carriers of the corporate image.

“As I look upon the progress we are making as the School, my thoughts turn gratefully to those who have worked tirelessly to ensure that KSG's torch of excellence continues to shine. Staff is my number one priority. At the corporate level, every minute is dedicated to finding solutions regarding staff welfare and



Embu Campus Director Dr. Ann Kang'ethe presents gifts to participants during Customer Service Week celebrations

# Customer service week that was

## We value you and because of that we say thank you!

bolstering their capacities. You are important to me. As the Director General, I will assist you in reaching your full potential.” Prof. Mohamed informed staff.

The Director General was quick to remind the staff not only to appreciate clients during special events but to make it a daily practice to celebrate the clients who have contributed to the School’s success.

The Director General revealed that management had lined up co-curricular activities to keep employees fit and offer them an opportunity to mingle with their colleagues from the other Campuses. The DG announced that Baringo Campus would host this year’s staff get together and end-year party in December.

Back to the CSW, throughout the week, various activities were organized across the School Campuses to engage everyone in



Mombasa Campus Customer Service Week celebrations

attendance. Customers were welcomed with refreshments and had the opportunity to participate in photoshoots during tea breaks at the Customer Service Centers. These moments were captured in a gallery of photos and videos, showcasing the vibrant spirit of the

celebrations. The festive atmosphere was further enhanced by a special lunch on Wednesday featuring local cuisines from the Embu community. The grand celebration in the afternoon brought everyone together with music and entertainment, strengthening the bonds between participants and staff and fostering team spirit.

Earlier in the week, Prof. Mohamed laid the groundwork for the week by releasing his thank you notes to staff and customers. These notes were shared through email and WhatsApp. In his message to the staff, the DG appreciated them for always projecting professionalism and commitment to service. He equally thanked the customers for being loyal patrons of KSG.

Besides, staff embraced a colorful-themed dress code each day. Monday kicked off the



Happy Customer Service Week from Lower Kabete.

# Customer service week that was We value you and because of that we say thank you!



Human Resource Manager CHRP Florence Wanguku led Lower Kabete Staff in Customer Service Week and Q1 birthday celebrations

celebrations with a sea of blue, and Tuesday added a soft touch with hues of purple and pink. Wednesday featured KSG corporate colors, with employees donning KSG-branded t-shirts, and the week closed out with

Kenyan-made attire.

At the Mombasa Campus, a notable event was the staff gathering held to express gratitude to the staff for their exceptional efforts. During the

event, Ms. Salome Chome, the Admission Officer at Mombasa Campus, was acknowledged for her dedication in addressing participant requests beyond office hours. Additionally, Mr. Swaleh Abdi from the registry was commended for his positive attitude and commitment to delivering excellent service.

As we reflect on the just concluded week, let us take a moment to express our gratitude to our colleagues for their invaluable contributions to the School's mandate. Just as a football team works together with every player moving the ball towards a common goal, our collective efforts towards excellence in training, expert research, consultancy, and conferencing services are the only way to make the School stand out and ensure our customers keep coming back!



Deputy Director Academic Affairs CPA Andrew Rori with Q1 babies who were celebrating their birthday today.

# A heartfelt thank-you note from a happy client



Ms. Asha Rashid Tambwe  
Admissions Officer Matuga Campus

In the spirit of Customer Service Week celebrations, the bulletin writer **KEFFAS MUTETHIA**, featured Matuga-based admission staff **ASHA RASHID** (Pictured).

**Q: What motivated you to pursue this path?**

A: My passion for education and helping others drove me to pursue this career. During my attachment in 2021, I saw firsthand the profound impact education has on people's lives. I wanted to be a part of that transformative journey, guiding students through the admissions process and helping them realize their dreams.

**Q2: What are the most important aspects of excellent customer service?**

A: As a customer service staff, I find listening, empathy, and clear

communication as key. I aim to create an environment where customers feel free to share their thoughts, knowing they will be heard and valued. Additionally, I strive to provide accurate and timely information, ensuring they leave with a clear understanding of the next steps.

**Q3: What sets you apart in customer service?**

A: I think my approachability and genuine desire to help set me apart. I treat each customer interaction as a unique opportunity to make a difference. Whether it's a simple inquiry or a complex situation, I approach it with the same level of enthusiasm and care.

**Q4: Share a memorable customer interaction that reinforced your commitment to service.**

A: There was a time when a prospective participant called me feeling overwhelmed by the admissions process. The client was worried about meeting deadlines and managing online registration. I took the time to walk the client through each step. Later, I received a heartfelt thank-you note from the client. The note always reminds me of the profound impact we can have on individuals through our actions.

**Q5: What message would you like to share with colleagues?**

A: Embrace every customer interaction as an opportunity to

shine and strive to go above and beyond in service. Remember to create memorable experiences for clients by fostering a culture of kindness and support. Remember, our customers are at the heart of what we do, and their satisfaction is our greatest achievement.



*Kenya School of Government  
Matuga  
Empowering the Public Service*

*Happy Customer  
Service Week 2024*

**“** *I warmly welcome you and thank you for being our valued customer. At KSG Matuga, we strive to go above and beyond for you.*

*Ag. Director Dr. Florence Kithinji*

## Team Building Event to Strengthen Corporate and Marketing Affairs

BY GLENN LUMITI

The Kenya School of Government (KSG) held a three-day team-building event at its Lower Kabete Campus, bringing together staff from the Corporate Communications and Marketing Department. This was the first joint event since the departments were merged, and it marked an important step in creating synergy and collaboration among employees from across the campuses. The event, organized by the Corporate Communications and Marketing Department (CCM), was a blend of strategic discussions and outdoor activities, aimed at building stronger interdepartmental relationships.

In his keynote address, Prof. Nura Mohamed, the Director General of KSG, emphasized the crucial role of teamwork, collaboration, and innovation in driving organizational success.

His address set the tone for the event, which focused on three key areas: Risk areas, branding, and the processes that drive this vital department.

Prof. Mohamed's keynote focused on the need for KSG to work as one cohesive unit, highlighting that no department should function in isolation. "The merger of the Corporate Communications and Marketing departments represents a strategic decision aimed at optimizing resources and enhancing the school's outreach efforts," he said. "This team-building exercise is a crucial step in reinforcing unity, nurturing collaboration, and ensuring that our teams are not just working together but thriving together."

He also stressed the importance of strategic communication in positioning KSG as a leader in public sector training, particularly as Government and public

institutions face increasing demands for transparency, responsiveness, and efficiency. By merging the two departments, KSG aims to create a more dynamic and effective approach to communication and marketing, leveraging the strengths of both units to meet its goals.

A major part of the event involved delving into three key features that will shape the operations of the newly merged department: the CCM Risk Register, the KSG Brand Manual, and the Procedures Manual.

The Risk Register is designed to help the department identify, assess, and mitigate risks that may arise in its operations. Participants were introduced to the register's framework, learning how it can be used to manage potential challenges effectively.

The brand manual serves as the blueprint for maintaining consistency in how KSG is



KSG Director General, Prof. Nura with members of staff from the Corporate Communications and Marketing Department during the team building event that was held from October 7 to 9, 2024. The officers from all Campuses were gathered at Lower Kabete for in-door and outdoor activities.

## Team Building Event to Strengthen Corporate and Marketing Affairs

presented across all platforms, both internally and externally underscoring the importance of unified messaging, ensuring that School's reputation is upheld.

The CCM Procedures Manual outlines specific protocols that will guide activities of the department for streamlining processes, improve efficiency, and ensure that communication and marketing efforts align with KSG's overall strategy.

These key tools were discussed in depth, allowing staff to gain a clearer understanding of how they would be implemented in their work and how they contribute to the broader goals of the organization.

The team-building event also provided an opportunity for participants to adjust to the recent departmental merger. While change can be challenging, Prof. Mohamed assured staff that the decision to combine the two departments would lead to greater synergy, efficiency, and creativity. "We understand that organizational change can be unsettling," he said. "Change is necessary for growth. This merger is not about eliminating roles but about creating more opportunities and better services to our stakeholders."

The integration is expected to strengthen KSG's position in public administration and governance training, both locally and regionally.

In addition to the strategic discussions, the event featured several on-field activities designed to foster teamwork and collaboration. Staff participated in a series of outdoor challenges, problem-solving tasks, and team-oriented games that required



Antony Kimaru, from KSG Embu Campus, leads the staff in out-door activities that were part of the program of the team building for the Corporate Communications and Marketing Department.

participants to work together in creative ways.

Ms. Pamela Nyaga, the Head of Marketing, captured the spirit of the event during her closing remarks. "We are glued together, we are matched, it is confirmed," she said. "This team-building exercise was essential for us to come together as one. We are no longer just separate departments but a unified team with a shared goal."

Nyaga's enthusiastic and heartfelt speech highlighted the importance of unity and collaboration in achieving the department's objectives. She urged the team to carry the lessons learned during the exercise back to their day-to-day work, encouraging them to embrace cooperation over competition.

As the event came to a close, participants left with a renewed sense of purpose and a deeper understanding of their roles

within the department. With the newly introduced manuals and risk register in place, the Corporate Communications and Marketing Department is now better equipped to tackle future challenges and opportunities.

The event has laid the foundation for a more cohesive and efficient department, with participants expressing optimism about the future. "This event has shown us that we are stronger together," said Ms. Christine Rwamba, from Embu Campus. "We've built stronger networks, and now we can work more effectively as a team."

As KSG continues to evolve and adapt to the demands of the public sector, the unified Corporate Communications and Marketing Department is set to play a key role in shaping the institution's future.

## Public-Private Partnerships: Driving Infrastructure Growth and Economic Development

BY VICTOR MOCHACHE

**P**ublic-Private Partnerships (PPPs) are increasingly gaining prominence as a key model for governments for delivery of essential infrastructure projects such as transportation networks, bridges, hospitals, and schools.

These partnerships, which involve collaboration between government agencies and private sector companies, are anticipated to help in financing, building, and operating large-scale projects. In doing so, they make it possible for key developments to be completed sooner or, in many cases, to become feasible in the first place.

One of the primary motivations for pursuing PPPs is the potential to leverage private sector funding and expertise, especially when government resources are stretched thin. A city government, for example, might be unable to undertake a capital-intensive project due to budget constraints, but a private enterprise is willing to finance the construction in exchange for operational profits once the project is completed.

PPPs typically involve long-term contracts, often ranging between 20 to 30 years. During this time, the private partner takes on most responsibilities related to the project design, implementation, and completion,

while the public sector focuses on defining the objectives, monitoring compliance, and ensuring that public interests are safeguarded. In exchange, the private sector often receives concessions, such as tax benefits or ownership rights over parts of the project.

One of the key benefits of PPPs is the risk-sharing between the parties. Risks are distributed based on the ability of each partner to assess, control, and

manage them. This ensures that both the public and private sectors have aligned incentives for the project's success. For example, toll roads, a common form of PPP, may allow private companies to collect fees from users, making the project's financial returns dependent on its usage and maintenance. This encourages the private sector in ensuring that the project is complete on time and within budget.

PPPs also come with significant advantages for both the public and private sectors. Governments benefit from private-sector innovation and technological expertise, which can improve efficiency in public service delivery. Additionally, these partnerships help diversify the economy by facilitating infrastructure development, which in turn boosts industries like construction, service provision, and tourism. Improved infrastructure reduces travel time and costs, encouraging trade, and attract foreign investments, further fueling economic growth.

In Kenya, Public-Private Partnerships have played a key role in major infrastructure projects. Examples include the Thika Superhighway, the Standard Gauge Railway (SGR), and the Dongo Kundu Bypass. These developments have not only improved transportation and connectivity but also generated

*collaborative leadership bridges gaps in distributed teams and helps create a more inclusive and engaged work environment. It improves morale, enhances creativity, and fosters innovation – key elements in ensuring that cross-sector partnerships achieve their intended impact.*

## Public-Private Partnerships: Driving Infrastructure Growth and Economic Development

numerous job opportunities, boosted tourism, and supported better disaster preparedness through enhanced road networks. The positive ripple effects of such projects are felt across various sectors of the economy.

### Successful Cross-Sector Collaboration: A Path to Innovation and Efficiency

In addition to PPPs, cross-sector collaboration – where government, private enterprises, and community organizations work together – has emerged as an effective approach to address complex societal challenges. These collaborations enable stakeholders to pool resources, expertise, and knowledge, accelerating the innovation process and improving efficiency.

To ensure success, cross-sector partnerships need to be built on mutual understanding and respect. Each partner brings distinct strengths, resources, and challenges to the table. By acknowledging and leveraging these differences, partners can create synergies that lead to more effective and sustainable outcomes.

Clear objectives, defined roles, and responsibilities are essential for any collaboration. Measurable goals help track progress and demonstrate the partnership's effectiveness. Starting small and scaling up gradually allows partners to build trust, fine-tune operational processes, and solidify

their relationships before tackling more ambitious projects.

A strong institutional commitment is also key to success. Partners must align on values and priorities while ensuring high standards of project management to stay focused on delivering tangible results. Regular reviews and adjustments ensure that the collaboration remains responsive to changing circumstances and continues to meet its objectives.

### Collaborative Leadership: Harnessing Collective Strengths

Collaborative leadership is significant for innovation and cohesion in cross-sector partnerships. This leadership style emphasizes shared decision-making, mutual respect, and collective intelligence, creating an environment where every team member's strengths are harnessed for problem-solving and achieving common goals.

Collaborative leaders encourage open communication and transparency, nurturing a culture of trust and respect. They provide platforms for brainstorming and welcome input from all team members, ensuring that diverse perspectives contribute to the decision-making process. By doing so, they tap into collective intelligence to develop creative solutions.

Ultimately, collaborative leadership bridges gaps in

distributed teams and helps create a more inclusive and engaged work environment. It improves morale, enhances creativity, and fosters innovation—key elements in ensuring that cross-sector partnerships achieve their intended impact.

In conclusion, public-private partnerships and cross-sector collaboration offer governments and private companies a powerful way to tackle complex infrastructure challenges, deliver essential services, and stimulate economic growth. By leveraging each other's strengths and working together, these partnerships create win-win situations that benefit both the public and private sectors, as well as the broader community.



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Stock image of Public Private Partnerships.

# Weekly Activities across our Campuses



This morning, KSG Director General Prof. Nura Mohamed spoke to National Government Administrative Officers (NGAO) at KSG Baringo Campus. The officers are currently enrolled in the Diploma in Public Administration program, which is being simultaneously offered at KSG campuses in Baringo, Embu, Matuga, Mombasa, and Lower Kabete.

Prof. Mohamed emphasized the long-standing collaboration between the Ministry of Interior and National Administration and the Kenya School of Government in developing and delivering the DPA and other capacity-building programs. These initiatives have significantly contributed to professionalizing the sector and improving the coordination of government policies at the grassroots level.

He urged the officers to adopt a positive attitude and have confidence in their abilities to bring about the necessary transformation in their respective jurisdictions. Prof. Mohamed stressed the importance of overcoming self-doubt for leaders who are tasked with leaving a positive legacy for the nation and its people. He reassured the officers that the School would continue to provide them with essential services and support.

The DG was joined at the event by KSG Baringo Campus Director Dr. John Bii, Deputy Director Mr. John Napoo, Head of Training Dr. Vincent Bosire, ICT officer Mr. Philip Komen .

## Director's Forum at Baringo Campus



The Director General of KSG, Prof. Nura Mohamed, led directors from all School Campuses and Institutes in a strategic reflection and foresight retreat at KSG Baringo Campus from October 9 to 12, 2024. The purpose of the high-level meeting was to review KSG's progress, enhance corporate governance, and shape the School's future transformation agenda.

## DG Meets Baringo Campus Staff



The Director General of KSG, Prof. Nura Mohamed, meets with all members of staff from the Baringo Campus. He was received at the Campus by Dr. John Bii, Baringo Director.

## Leadership Lesson

**The art of communication is the language of leadership**

leaders who master the art of communication can guide and inspire others more effectively. Without clear and impactful communication, leadership would be much less effective.

**James Humes**

*Have your  
say*



**Simon Lodung'a Ipoo**

Kenya School Baringo Campus is indeed an institution with a high standing in imparting knowledge and experience necessary to positively transform public service. I am delighted to be a beneficiary of this resourceful institution. No doubt, protocol knowledge and event management skills I have acquired will be helpful to Turkana County Government service delivery.

*Humour*



*Word of the Week*

~Isaiah 41:10

So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand.

# Book Your Slot!

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asogconference@ksg.ac.ke



**Susan Ongonga**

+254 725 548598

**KSG Mombasa**

+254 743 178109

+254 758 825085



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Strategic Leadership Development Program No. 444/2024	30th September - 8th November, 2024
Senior Management Course No. 197/2024	30th September -25th October, 2024
Diploma in Public Administration	30th September - 20th December, 2024
Strategic Leadership Development Program No 439/2024(Online)	2nd September - November 8th, 2024
Senior Management Course No 199/2024	October 14th- November 8th, 2024
Senior Management Course No 199/2024	October 7th- November 29th, 2024

**Embu Campus**

Diploma in Social Work No. DSW 44/23	6th Mar - 7th March, 2025
Senior Management Course Online No. SMC222/2024	26th August - 18th October, 2024
Strategic Leadership Development Program No. SLDP440/2024	9th September - 15th November, 2024
Diploma in Public Administration	30th September - 8th November, 2024
Diploma in Public Administration- Ministry of Interior	30th September - 30th December, 2024
Senior Management Course Online (SMC225/2024)	14th October - 6th December, 2024
Retirement Planning Program	14th - 18th October, 2024
ToT for the CSE Training framework- MKI	14th - 18th October, 2024
Meru County Public service Board Meeting	15th - 17th October, 2024

**Matuga Campus**

Diploma in Public Administration No. 2/2024	30th September - 8th November, 2024
Senior Management Course No. 130/2024	23rd September –18th October, 2024
Supervisory Skills Development Course No. 19/2024	2nd September – 27th September, 2024
Supervisory Skills Development Course NO. 20/2024	7th October - 1st November, 2024
Strategic Leadership Development Program NO. 448/2024	14th October -20th December, 2024

**Mombasa Campus**

Strategic Leadership Development Program No. 445/2024 (Online)	7th October – 13th December, 2024
Senior Management Course -No 190/2024	7th October – 1st November, 2024
Strategic Leadership Development Program No. 443/2024 (Online)	30th September - 8th November, 2024
Kenya National Examination Council (KNEC)	30th September - 18th October, 2024
Induction Program for Public Sector Boards (Mombasa Water)	14th – 18th October, 2024
Strategic Leadership Development Program No. 441/2024	14th – 25th October, 2024
Accounting Officers Program for CEO's	14th – 18th October, 2024
Supervisory Skills Development Course	7th - 18th March, 2024
Diploma in Public Administration	20th May - 28th November, 2024
Kenya National Police (Accommodation)	1st – 21st October, 2024

## Lower Kabete

Senior Management Course No.426/2024	30th September - 25th October, 2024
Diploma in Public Administration	30th September - 8th November, 2024
Induction Program (Office of the Data Protection Commissioner)	30th September - 25th October, 2024
Strategic Leadership Development Programme No.442/2024	23rd September-1st November, 2024
Strategic Leadership Development Program No. 446/2024	7th October - 13th December, 2024
Financial Management –eLDi	7th-18th October, 2024
Supervisory skills development Course No.150/2024	14th-25th October, 2024
Public Finance Management Course	14th-18th October, 2024
Senior Management Course No.427/2024	14th October -6th December, 2024
Preparation of Board Papers (National Council for Persons with Disabilities)	14th-18th October, 2024
Conference -State department for Asals and Regional Development	15th-16th October, 2024
Conference-Food and Agriculture Organization	16th – 20th October, 2024
Workshop-Security Management Institute	14th-18th October, 2024
HR-Workshop Human Resource Department	7th-18th October, 2024
ERP-Workshop -ICT Department 14th-	18th October, 2024

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**Editor**

Faith Musoga

**Writers**

Pauline Ngurukie  
Sharon Ngina  
Phyllies Muili  
Glenn Lumiti  
Christine Rwamba  
Tabitha Kemunto  
Keffas Mutethia

**Photographers**

Walter Mikwa  
Elias Makokha  
Bosco Marangu

**Sub Editor**

Douglas Mochama

## GET IN TOUCH WITH US

**Kenya School of Government**

P.O Box 23030-00604, Lower Kabete, Nairobi-Kenya

Telephone: +254-20-2043339/2043344/2375340

Website: [www.ksg.ac.ke](http://www.ksg.ac.ke)Email: [directorgeneral@ksg.ac.ke](mailto:directorgeneral@ksg.ac.ke)Admissions: [info@ksg.ac.ke](mailto:info@ksg.ac.ke)**e-Learning and Development Institute**

P.O Box 30627 – 00100 Nairobi, Kenya

Tel: +254-20-3535873/4/+254-728-606991

Email: [director.eldi@ksg.ac.ke](mailto:director.eldi@ksg.ac.ke)Admissions: [info.eldi@ksg.ac.ke](mailto:info.eldi@ksg.ac.ke)**Baringo Campus**

P.O Box 91, Kabarnet-Kenya

Mobile: 0709252900

Email: [director.baringo@ksg.ac.ke](mailto:director.baringo@ksg.ac.ke)[admission.baringo@ksg.ac.ke](mailto:admission.baringo@ksg.ac.ke)**Matuga Campus**

P.O Box 31-80406, Matuga

Cell: 0770 770 021

Email: [director.matuga@ksg.ac.ke](mailto:director.matuga@ksg.ac.ke)[admissions.matuga@ksg.ac.ke](mailto:admissions.matuga@ksg.ac.ke)**Embu Campus**

P.O Box 402-60100, Embu-Kenya

Tel: +254-(068) 231824/2231866/2231364

Cell: 0792718171

Email: [director.embu@ksg.ac.ke](mailto:director.embu@ksg.ac.ke)[admissions.embu@ksg.ac.ke](mailto:admissions.embu@ksg.ac.ke)**Mombasa Campus**

P.O Box 84027-80100, Mombasa

Tel: +254-743 178109/758 825085

E-mail: [director.mombasa@ksg.ac.ke](mailto:director.mombasa@ksg.ac.ke)[admissions.mombasa@ksg.ac.ke](mailto:admissions.mombasa@ksg.ac.ke)

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[communications@ksg.ac.ke](mailto:communications@ksg.ac.ke)

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