



COUNTY GOVERNMENT OF KAKAMEGA

RECORDS MANAGEMENT POLICY

JUNE 2016

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF KAKAMEGA

**RECORDS MANAGEMENT
POLICY**

JUNE 2016

VERSION 1.0

Department of Public Service and Administration,
●ffice of the Governor.

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FOREWORD

Records form the basis of an organisation's programs, policies and services. For this reason, the County Government of Kakamega is, therefore, committed to improving the management of its records through the development and implementation of a Records Management Policy. Similarly, for the County Government to effectively achieve its mandate, a sound records management system is essential. It is well known that good record keeping practices enable speedy and efficient access to and sharing of information.

This policy provides the guidelines and procedures to be followed on day to day management of records. It stipulates key responsibilities which all County Government members of staff should undertake in order to have long lasting and sustainable change in records management.

The policy outlines the strategy for improving quality, availability and effective use of records. It also addresses the procedures for creation, capture, maintenance, security, disposal and preservation of records regardless of their medium or format. The policy shall be used alongside existing laws and regulations governing records management in the public sector.

So that immediate changes can be realised, my office shall give every support in the implementation of this policy. On the same note, I urge all staff to adhere to the policy in order to have efficient and effective records management in our County.

All Chief Officers must take responsibility in their respective departments to ensure prudent management of information and records. By implementing this policy, the County Government will have substantially mitigated against any bottlenecks that might be encountered in the management of its records.

This policy will be reviewed from time to time to guarantee its relevance to the needs of the County regarding the management of records.



Mrs. Rachel J. Okumu, OGW.
CEC – Public Service and Administration
Office of the Governor

ABBREVIATIONS / ACRONYMS

Cap	– Chapter
CD-ROM	– Compact Disc Read Only Memory
CRMC	– County Records Management Committee
DVD	– Digital Versatile Disc
E-MAIL	– Electronic Mail
E-Records	– Electronic Records
HRD	– Human Resource Development
ICT	– Information Communication Technology
IRMS	– Integrated Records Management System
ISO	– International Organisation for Standardisation
LOK	– Laws of Kenya
KNADS	– Kenya National Archives and Documentation Service
KNBS	– Kenya National Bureau of Statistics
RMO	– Records Management Officer
RMOs	– Records Management Officers
RMU	– Records Management Unit
RMUs	– Records Management Units

1.0 INTRODUCTION

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KAKAMEGA RECORDS MGT.

Records are invaluable assets that should be managed and protected in an organisation or institution. They provide evidence that a particular action or transaction took place or that a particular decision was made. Records support all operations and are critical in the assessment of organisational/institutional performance.

Properly managed records underpin effective policy formulation and decision making which have a bearing on effective service delivery. Sound records management will, therefore, enable the County Government of Kakamega to function productively and account for its actions.

The management of public records in Kenya is governed by the Public Archives and Documentation Service Act, Cap 19, of 1965 (Revised 2003) of the Laws of Kenya. In addition, several rules, regulations, circulars and general letters have been issued to improve records management in the public sector. The records also underpin daily functions and operations thereby assisting the County to fulfill its mandate as per the *Constitution of Kenya, (2010)* and The County Government Act 2012, Laws of Kenya.

Against this background, there is need to lay a suitable framework for proper management of records hence the development of this Records Management Policy. Once implemented, this policy will assist the County Government to efficiently plan for, organise and control its information, thereby, complying with the international recognised standards and best practices in records management. Further, it will enable the County Government to meet its ethical obligations to its stakeholders/citizens and mitigate any legal challenges that might arise.

2.0 POLICY, LEGAL AND REGULATORY FRAMEWORK

County Government of Kakamega records shall be managed in line with the Public Archives and Documentation Service Act Cap 19, Laws of Kenya (LOK). In accordance with this Act, all records created by the County staff in the course of their duties are public records. Therefore, all County staff shall be responsible and accountable for official records in their possession. Additionally, this policy adheres to the *Constitution of Kenya (2010)* and all other Acts, subsidiary rules, regulations, circulars and best practice standards which make reference to records. These include but are not limited to:

- (i) *The Constitution of Kenya, 2010.*
- (ii) The Public Archives and Documentation Service Act Cap 19, Laws of Kenya.
- (iii) The County Government Act, 2012, Laws of Kenya.
- (iv) Leadership and Integrity Act, 2012, Laws of Kenya.
- (v) Kenya Information and Communication Act Cap. 411A (Revised 2009).
- (vi) Ethics and Anti-Corruption Act, 2011.
- (vii) Public Officers Ethics Act, 2003.
- (viii) Public Procurement and Asset Disposal Act, 2015.
- (ix) Public Audit Act, 2003.
- (x) Financial Management Act, 2004.

- (xi) Government Financial Regulations and Procedures Chapter 23 Sec 3 – 5.
- (xii) Office of the President Circular Ref. No. **OP/CAB. 1/48A dated 22nd March 2013** on the **Management of Public Records** in the Devolved Government System.
- (xiii) Ministry of State for Public Service, Personnel General Letter No. 1/2008(DPM.12/6A Volume 1(71) Dated 12 March, 2008.
- (xiv) Office of the President Circular Ref. No. **OP/CAB.15/5A of 3rd June 2004** providing **ICT security guidelines** on use of information and communications technology in government offices.
- (xv) Government of Kenya Security Manual, 2005.
- (xvi) ISO 15489 (2001); Information and Documentation – Records Management.
- (xvii) Records Management Procedures Manual, 2010 for the Public Service issued by the Ministry of State for Public Service.
- (xviii) A Strategy for Improvement of Records Management in the Public Service, 2011, issued by Ministry of State for Public Service.
- (xix) Vision 2030.
- (xx) County Integrated Development Plan (CIDP).

3.0 POLICY FRAMEWORK

3.1 Purpose

The purpose of this policy is to provide a framework for systematic and standardised application of records management procedures and practices in the County Government of Kakamega. It seeks to address the gaps and challenges that have undermined effective and efficient management of records and takes cognizance of established laws, regulations and internationally accepted records management standards.

The policy also seeks to promote accessibility and sharing of information and to enhance performance of business activities and service delivery. It, therefore, lays an appropriate foundation to guide the development and implementation of an efficient and effective records management program. It will create standards and uniformity in record management and apportion every employee of the County Government responsibilities with regard to the management of records.

3.2 Policy Objectives

To provide guidance in the management of records in order to ensure accurate records are created, maintained and disposed of as a continuum of care. The policy specifically seeks to:

- (i) Ensure that a well co-ordinated records management programme with clearly stipulated procedures, practices, systems and standards is established.

- (ii) Assign roles and responsibilities for records management to competent well-trained team of records management professionals and paraprofessionals, while at the same time creating awareness amongst other County Government staff members.
- (iii) Ensure that records management procedures and practices adopted by the County Government comply with the country's legal and regulatory requirements as well as international best practice standards.
- (iv) Ensure continuous training of Record Management Officers in order to improve their competencies, knowledge, skills, attitudes and ability to assimilate new technology that will enable them undertake the reforms in the records management function in the County Public Service effectively.
- (v) Ensure that all records in the County Government are adequately secured, protected and safeguarded in a manner commensurate with their value and use.
- (vi) Ensure continuous development and modernisation of records management in the County Government through adoption of modern technologies, systems and training of staff.
- (vii) Ensure that electronic/digital as well as other technology-dependent records are maintained in a manner guaranteeing their authenticity, accessibility and usability for as long as they are required.
- (viii) Provide for regular monitoring and evaluation of the records management programme to determine value for money.

3.3 Scope

The policy applies to all records created, received, maintained, used and preserved by the County Government including devolved units regardless of media and format in which they are stored. It applies to all official business activities performed by or on behalf of the County Government in whatever manner they are conducted. The policy covers:

- The legal, professional and administrative requirements that must be met for the records so created and/or received to be considered as true records of the business activities they represent;
 - The processes, systems and best practices required to ensure the creation, capture, integrity, security and usability of records;
 - Staff responsibilities for records management at all levels and cadres across the County Government;
 - Provision for regular review of the records management policy and its implementation.

4.0 RECORDS MANAGEMENT SYSTEMS AND PROCEDURES

The County Government of Kakamega shall design systems and procedures to ensure that accurate and reliable records are created and maintained. These systems and procedures shall cover the following areas:

4.1 Records Management Units (RMUs) – Registry System

This is a unit within an organisation that receives, maintains, processes and controls the flow of information and other records.

The County Government shall adopt a decentralised system of records management/keeping. Therefore, all the records management activities shall be co-ordinated from any of the following RMUs as appropriate:

- (i) Governor's office.
- (ii) Deputy Governor's office.
- (iii) Departmental RMUs.
- (iv) Human Resource RMU.
- (v) County Assembly.
- (vi) County Public Service Board.
- (vii) Procurement entity.
- (viii) Sub-county Administration RMUs.
- (ix) Other relevant public institutions within the county government.

The RMUs shall utilise systems, procedures and standards recommended by the County Records Management Officer.

4.1.1 Records Use and Maintenance

Users of County records shall include authorised County employees. Records shall be maintained and controlled to ensure adequate storage and protection in order to enhance accuracy and authenticity. This shall entail:

- Developing procedures for receiving and distribution of mail.
- Preparation and use of appropriate filing classification and indexing schemes.
- Preparation and use of sound records retention disposal schedules.
- Preparation and use of records procedure manual.
- Provision of registry rooms for management of current records.
- Provision of departmental records storage rooms.
- Provision of records centres in the departments/agencies for housing and servicing of semi-current records.
- Provision of modern equipment and facilities for storage and preservation of records.
- Equipping a County archive for housing and preservation of valuable records.
- Enhanced use of ICT for management of electronic records.
- Putting in place disaster management plans and recovery programme.

4.2 Creation and Capture

The County Government generates different types of records such as general correspondences, reports, minutes and accountable records in execution of its mandate. To ensure that these records support its daily operations, County Government officers shall ensure:

- (i) Records created are accurate, reliable, complete, authentic and usable.
- (ii) That all records created by the department and sections, etc, should be captured by the County records management systems irrespective of the format.
- (iii) Records are captured in such a way that they shall not be altered.
- (iv) Records have metadata that provide further information in terms of content, context and structure.
- (v) Records are evaluated upon creation/receipt to determine their security status.
- (vi) Records are managed throughout their life cycle in a continuum of care.

4.3 Classification and Indexing

The County Government shall adapt an alpha-numerical file classification system as per the functions and activities of various departments/sections. Staff in consultation with RMOs shall index and reference all correspondence in accordance with the approved file classification scheme(s) irrespective of the format in which they are created or stored.

That is, the classification of records shall apply to both paper and electronic records.

4.4 Mail Management

Receipt, registration, distribution and dispatch of all incoming and outgoing mail shall be co-ordinated from the designated RMUs. Such mail shall be arranged, classified, indexed and filed in an appropriate way for ease of access and use.

4.4.1 Electronic mail (e-mail)

All County Government electronic mails shall be communicated through official e-mail accounts. All e-mails shall be backed up to the IRMS and all incoming and outgoing e-mails printed out and forwarded to relevant RMU for filing purposes.

4.4.2 File/Document management

Movement of files and documents shall be controlled either manually by use of registers or through the Integrated Records Management System (IRMS).

4.5 Electronic Records

Electronic records generated or received by County Government officers in the course of official business are public records. As records of government agencies, electronic records, like records in other formats, are subject to statutory and regulatory requirements. Electronic records shall be maintained in a reliable records keeping system that ensures that this category of records are:

- (i) Authentic.
- (ii) Not altered or tampered with.
- (iii) Auditable.
- (iv) Utilise security measures to ensure their integrity.
- (v) Managed in a continuum care.
- (vi) Maintenance and provision of authorised access to electronic records shall be a shared responsibility between the records creators and the ICT department in the County.

4.5.1 To maintain integrity, accuracy and authenticity of electronic records, County Government shall ensure that:

- Employees at all levels are provided with adequate skills and competencies in the management of electronic records.
- Electronic records are managed effectively as part of a comprehensive records management programme.
- Electronic records are maintained in electronic form where appropriate.
- Electronic records are maintained in reliable Integrated Record Management Systems (IRMS).
- Electronic records which may be required in future as evidence shall comply with metadata requirements, which should include content, context and structure.
- Practical strategies are taken for the long-term preservation of electronic records in view of technological advancement.

4.5.2 The County Government shall ensure electronic records are maintained in a secure environment

Security to the system and to the records it holds shall be maintained in the following ways:

- (i) Access rights shall be managed by the ICT department and determined by a supervising authority to prevent unauthorised viewing of documents.
- (ii) Physical access to server rooms, computers in RMUs, disks and external hard drives shall be restricted.
- (iii) Duplicate copies of digital media and system backup copies shall be stored in offsite facilities in order to be retrieved, in the event of a disaster.
- (iv) Confidential material shall be redacted before it is shared or otherwise made available.
- (v) All system passwords and operating procedure manuals shall be kept in secure off-site storage.
- (vi) Staff official e-mail account passwords should not be shared amongst officers or any other unauthorised persons and should be changed regularly preferably after every 3 months.
- (vi) Passwords should be composed of alpha-numeric characters and special characters and should not be less than 6 characters.

4.5.3 The County Government shall ensure electronic records are stored on media that is regularly assessed and refreshed

The following steps shall be taken to ensure the continued accessibility of records kept in electronic formats:

- (i) Data shall be audited and assessed bi-annually.
- (ii) County Government electronic storage media shall be refreshed every two to three years.
- (iii) E-records shall be periodically converted to new file types, particularly when a new information technology system requires that they be migrated forward in order to properly render the file.
- (iv) Metadata is maintained during migration.
- (v) Storage media is maintained in a manner and in an environment that promotes long-term preservation. Additionally, the County Government shall adhere to the media manufacturer's recommendations for specific environmental conditions in which the media should be stored.

4.6 Storage and Maintenance

Records storage and maintenance shall entail regulation of the environment in which records are stored and maintained to ensure that they are secure and remain unchanged. It shall also involve the establishment of user and access controls to ensure that records are only available to authorised persons. The storage and maintenance of records in the County Government shall, therefore, encompass the following:

- (i) Provision of adequate and appropriate accommodation, space, equipment and supplies.
- (ii) Storage of records in designated areas using the right equipment.
- (iii) Enforcement of the use of control tools and procedures to track movement of files.
- (iv) Storage and maintenance of records in conformity with the existing file plan. Electronic records should either be retained online (on servers, cloud computing) or offline (on CD-ROMs, DVDs, Magnetic Disks or other removable media).
- (v) Records of short-term value should be disposed of at appropriate intervals in consultation with the Director, KNADS.
- (vi) Development of either a County Records Centre/ Archive for the storage of semi and non-current records.

4.7 Access and Use

Access to records and information will not be limited and, shall be provided within the existing regulatory framework, based on the 'need to know principle'. The process of accessing information shall be flexible enough to respect freedom of information requirements provided that the guidelines in the government security manual are not contravened.

The security classification of records will be in the categories herein identified as secret, confidential and restricted. In addition, appropriate levels of access, restriction and control

mechanisms for handling records shall be specified in the Records Management Procedures Manual.

The security status/restrictions on records shall be reviewed periodically to determine the need for additional control measures or for de-classification of information by the County Government.

Users of records shall include Creating office, Action Officers, authorised researchers and interested members of the public among others upon receiving authorisation, and in line with laid down regulations.

4.8 Disposal of Records

Records disposal procedures work on the premise that all records cannot be retained indefinitely. The County Government records shall be disposed of in accordance with the existing laws and regulations. In this regard:

- (i) The County Government shall develop Records Retention and Disposal Schedule in consultation with the Director, KNADS and will be reviewed periodically to ensure it remains effective.
- (ii) Records for preservation shall be transferred to the County Records Centre/Archives or KNADS periodically as per the Record Retention and Disposal Schedule.
- (iii) The process of records disposal will be initiated at the departmental level.
- (iv) Semi-current records shall be transferred from the Records Management Units (RMU) to designated storage rooms or records centres in the County.

- (v) Valuable records for preservation shall be transferred from the Records Management Unit (RMU) to the County Archive.
- (vi) The Department may keep backup copies of valuable records in electronic format in any other place within the County as may be approved by the Chief Officer of Public Service and Administration in consultation with the County Head of Records Management or at the Kenya National Archives.

4.9 Preservation of Records

The County Government shall ensure that records are protected and secured against any potential hazards or threats capable of damaging, manipulating or altering their structure or contents. Such preservation will safeguard the integrity of records throughout their life cycle. All records shall be kept and retained for the duration specified in the Records Retention and Disposal Schedule.

4.10 Ownership of Records

All records, regardless of media or format, created or received by individual officers in their respective offices in the transaction of official business are the property of the County Government of Kakamega. No County officer or employee has, by virtue of his or her position, any personal or property right to such records even though he or she has created, composed, written, drawn, compiled or received them.

All staff on deployment, transfer, posting or leaving the County Government shall surrender all or any record within their custody to their immediate supervisors.

4.11 Security of Records

All County Government records shall be protected at all times against:

- (i) Unauthorised access to records and information regardless of their formats.
- (ii) Unauthorised removal from their place of custody.
- (iii) Disclosure and/or leakage of all information.
- (iv) Mishandling.
- (v) Theft.
- (vi) Malicious damage.
- (vii) Exposure to physical, biological or chemical damage.
- (viii) Technological obsolescence.
- (ix) Alteration, manipulation and loss.
- (x) Other agents of destruction.

4.12 Destruction of Valueless Records

The records of the County shall be destroyed in accordance with the existing laws and regulations:

- The Public Archives and Documentation Service Act (Cap 19).
- The Public Procurement and Disposal Act, 2003.

- Records retention and disposal schedule of the RMU – (covering all types forms and categories of records).
- Any other relevant statute of the Republic of Kenya.

Destruction of valueless records shall be witnessed and certified by the Records Management Officer or His appointed Representative in consultation and approval by the Chief Officer Public Service and Administration. Valueless records shall be destroyed through shredding or incineration.

4.13 Disaster Management Plan

A Disaster Management Plan shall be developed for all records. The plan shall identify and give special attention to vital records that could be used for continuity of a business in the event of a disaster. Other key elements to be incorporated in the Disaster Management Plan include risk assessment and analysis, prevention, response and recovery measures.

5.0 INSTITUTIONAL FRAMEWORK

The institutional framework for implementation of the policy is as follows:

5.1 County Executive Committee Member – Public Service and Administration – Office of the Governor

The County Executive Committee Member shall have responsibility for overall co-ordination of the implementation of this policy.

Specifically, the CECM shall:

- (i) Approve, authorise and issue this policy.
- (ii) Ensure that all Heads of Departments monitor and evaluate compliance with this policy.
- (iii) Provide physical infrastructure for maintenance, storage and preservation of the County's records.
- (iv) Provide budgetary allocation for records management activities in the County.
- (v) Ensure the establishment of the County's Records Centre/Archives for the management of semi and non-current records.

5.2 Chief Officer – Public Service and Administration – Office of the Governor

The Chief Officer of the department in which the Records Management function falls shall have responsibility for overall co-ordination of the implementation of this policy and of records management in the Government.

Specifically, the Chief Officer shall:

- (i) Establish County Records Management Committee with members drawn from all departments.
- (ii) Ensure that all Heads of Departments and Directorates implement, monitor and evaluate compliance with this policy.
- (iii) To oversee the design and implementation of electronic records management systems and other business information systems, by ensuring that adequate consultations between Information Communication Technology (ICT) and Records Management Officers take place in order to guarantee success and sustainability of such systems.
- (iv) Ensure that all County Government staff create and maintain complete and accurate records of their official activities and transactions.
- (v) Ensure continued identification of vital records and their secure storage and preservation.
- (vi) Ensure implementation of a Disaster Management Plan/Program for records in the County.
- (vii) Ensure records management is made a target in performance contracting.

5.3 County Chief Officers

As Heads of Departments they shall:

- (i) Ensure records are created and managed within their departments in the manner that complies with records management policy and procedures.
- (ii) Ensure that all members of staff are trained on how to create, use and manage records.
- (iii) Consult with the Head of Records Management when introducing new functions/activities/subjects to ensure that the correct procedures are followed when creating/opening files or records.
- (iv) Ensure that files marked for their attention are released from their offices within two working days.
- (v) Ensure all files are released from their custody when they are away from the office for more than one day.
- (vi) Budget for records management activities within their respective departments.

5.4 County Records Management Committee (CRMC)

A Records Management Committee shall be established in the County Government to spearhead records management activities in tandem with this policy. The committee shall have the following specific responsibilities:

- (i) Advise the County Government on the implementation of the Records Management Policy.
- (ii) Articulate the records management issues to all officers.
- (iii) Initiate reviews of the Records Management Policy.
- (iv) Co-ordinate the design and implementation of electronic records management systems.
- (v) Assist in the evaluation and implementation the disposal of records in liaison with the records creating units.
- (vi) Assist in the preparation and implementation of a Disaster Management Plan for records.
- (vii) Membership should be drawn from each of the departments.

5.5 Records Management Officer

The Head of Records Management in the County Government shall:

- (i) Develop a comprehensive records management programme for the County Government.
- (ii) Be responsible for all RMUs in the County Government.
- (iii) Develop and implement records management systems and procedures in the County Government.
- (iv) Ensure appropriate planning for accommodation, storage, security and preservation of records.
- (v) Acquaint all members of staff with the County's record management systems.
- (vi) Develop in consultation with the County Head of Human Resource (HRD) a records management training programme for all staff.
- (vii) Prepare in consultation with the respective Chief Officers an annual budget for records management activities and operations in the County.
- (viii) Conduct records surveys and appraisal on an ongoing basis.
- (ix) Ensure the review of records management systems and procedures
- (x) Develop guidelines for records security and disaster preparedness in liaison with the County Records Management Committee (CRMC).

- (xi) Ensure continuous development and modernisation of records management through adoption of modern technologies, systems and training of staff.
- (xii) Mainstream records as a core component in the County's functions and activities in consultation with other Heads of Departments/Sections.
- (xiii) Ensure that records are generated with the correct indices and references.
- (xiv) Ensure security of the records in their custody through proper filing and organising of records.
- (xv) Maintain relevant file movement control tools, e.g., file movement registers, file movement cards, transfer slips and any other relevant tools.
- (xvi) Liaise with the Head of ICT when developing training programmes on electronic records management systems.
- (xvii) Administer the Electronic Record Management System.

5.6 Head of ICT

The Head of ICT shall:

- (i) Liaise with the County Chief Officer in charge of Public Service and the Head of Records Management when developing and implementing electronic systems relating to the management of records.
- (ii) Liaise with the Head of Records Management to ensure that electronic records are stored in a secure site and format to guard against unauthorised access and manipulation.
- (iii) Be responsible for the maintenance and storage of electronic records.
- (iv) Ensure that all electronic records remain updated and accessible with technological change.
- (v) Ensure that backup for the electronic records form part of the overall backup management system and are stored in reliable devices.
- (vi) Liaise with the Head of Records Management in providing the necessary electronic management skills required by the users.
- (vii) Advise the management on the currently available records management systems.

- (viii) Ensure that all electronic systems capture appropriate systems generated metadata and audit trail data for all electronic records to ensure that authentic and reliable records are created.
- (ix) Ensure that back-ups are stored in a secure off-site environment.

5.7 Other Officers/Staff

Notwithstanding the assignment of roles and responsibilities to the above mentioned officers, records management is the responsibility of every member of staff in the County Government. Therefore, every officer shall be responsible for maintaining adequate and complete records as may be necessary to fully document the County's business functions, activities, transactions, decisions and actions.

Specifically, the members of staff shall:

- (i) Ensure that the records they create or receive are properly captured and filed in accordance with laid down procedures.
- (ii) Ensure regular consultations with RMOs concerning the proper management of records under their custody.
- (iii) Protect the authenticity and integrity of all official records by ensuring that no alteration, misplacement or any other form of destruction intended to render the records unusable takes place.
- (iv) Take full responsibility for any omission or commission in regard to record keeping, resulting in loss, misplacement, alteration, leakage of information to unauthorised persons, or destruction of records.

6.0 REVIEW OF THE POLICY

This policy shall be reviewed in line with the Public Archives and Documentation Service Act Cap.19 of the Laws of Kenya and such other relevant laws and regulations as may be applicable, provided the period does not exceed three (3) years.

Vision

A leading department in the provision of excellent human resource and administrative services in the County and beyond.

Mission

To provide quality and timely human resource and administrative services for sustainable environmental, social and economic development of Kakamega County.

Core Values

- Integrity
- Respect for National Diversity
- Fairness, Equity and Social Justice
- Confidentiality
- Commitment
- Public Participation
- Team Work



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