



Weekly Bulletin

Published by the KSG Communications Department

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Youth Benefit from Entrepreneurship Training



Embu North Deputy County Commissioner, Mr. William Owino presents a certificate to a young entrepreneur, upon completion of the Entrepreneurship Program for Youth. They are flanked by Dr. Ann Kang'ethe, Director Embu Campus, KSG

BY MARY NJENGA

problem-solving, resilience, and negotiation among others.

The training was a continuation of a Youth Empowerment Program that is run by the sub-county. It was born out of a recent youth tournament that was organized by the Embu North Deputy County Commissioner, Mr. William Owino and which was supported by the Kenya School of Government (KSG) Embu Campus. The Program intends to empower the young people in entrepreneurship to help address the challenge of unemployment which has

led to the underutilization of youth potential and talents.

Speaking to the young people at the end of the training, Embu Campus Director Dr. Ann Kang'ethe admitted that the youth are very innovative with a lot of potential and energy but lack experience, expertise, network and resources that are key for the success of a business venture.

Considering her passion in entrepreneurship, Dr. Kang'ethe was elated to be part of the team that inculcated an entrepreneurial culture among young business persons.

Young entrepreneurs from Embu North Sub County have benefited from a weeklong training that was aimed at instilling in them acute business knowledge, soft skills, and attitude that are significant to the success of their businesses.

The Entrepreneurship Program for Youth Engaged in Small and Medium Enterprises introduced the youth to concepts of adaptability, communication,

Youth Benefit from Entrepreneurship Training



Mr. William Owino speaks to the youth who attended the entrepreneurship training at KSG Embu Campus.

"You are the prime movers in your business, and to remain relevant you must be rational risk-takers who are visionary, creative, and proactive. When others sit, stand up; when they stand, remain outstanding," the Director advised.

Further, she pointed out that it is important to support the youth to become entrepreneurs as a way to further efforts towards tackling the perennial challenge of poverty. This, she said, will in turn create a concrete foundation for the youth through self-employment, community strengthening, and local economic growth. She disclosed that young people with entrepreneurship skills are better equipped to navigate today's rapidly changing world without engaging in social ills.

The Deputy County Commissioner, Mr. Owino who has mentored many young people described entrepreneurs as agents of change who understand market dynamics, search for change, act to its response, and develop opportunities. While engaging with the youths during their social activities including sports, he has had a chance to mobilize them to implement their business ideas regardless of how small they may seem.

"The secret is doing the common thing uncommonly well. Everyone in a big position started from somewhere.

Put God first, embrace the spirit of humility and have a good attitude to succeed. Also, just as someone has lit your path, be that source of light to the society; always assist where you can," Mr. Owino counseled.

He further said that the Government has envisioned achieving holistic empowerment for its citizens by capacitating them with skills and know-how to actualize small and long-term business goals.

Among the participants who shared their entrepreneurship journey is Winfred Gathoni who holds a Diploma in Business Management and has owned an executive barber shop since 2018. Apart from a few negative criticisms of engaging herself in one of the male-dominated jobs, many people have continued to applaud her boldness and hard work.

"Most people believe I am not learned and I do not get sufficient income, whereas I actually earn good income at the end of the month. In fact, the business management studies is what has enabled me to become a good manager in my barber shop," Gathoni said. After the training, she confessed she needed to improve her customer care skills to attract more clients and retain loyal ones.

Having had a challenge in raising school fees in high school, Teddy Mutugi, a greengrocer ventured into

vegetable farming while still a student to assist his parents to cater for his educational needs. He described the program as an eye-opener, one that he needed to professionally position his grocery and remain outstanding in the ever-competitive business.

"Of course I cannot attend this program and remain the same. From what we have learned, I already identified the gaps and opportunities in my job, and I have several strategies to implement towards increasing the market share," he said.

In addition, he urges his fellow age mates to embrace business as a career to avoid indulging in drugs and alcohol abuse as a way to address the challenge of unemployment.

Jackline Mugho who finished her fourth form last year is into the porridge business. She sells the commonly known 'Uji power', a nutritious porridge made from cassava, arrow roots, peanuts, and milk. Eighteen-year-old Jackline, together with her sister who also attended the Program, prepare the porridge from their mother's house and then hawks it at the neighboring Mutunduri Shopping Center where it has been readily accepted.

Armed with the right techniques, she believes they will be able to expand the business. Jackline called for creativity and proactivity among the youth.

"My sister and I come from a good family background and our parents are able to meet all our needs. However, we have decided to remain occupied to avoid temptations that result from idleness. So far, the returns are tremendous and we might consider doing this business alongside our college studies," she said excitedly.

Kennedy Murithi has just started a cyber services business with one computer machine and he expressed his satisfaction in having his expectations for the course met. Persistence and consistency are some of the valuable virtues he learned that he says should be adopted by every business person who wishes to win and retain customers.

KSG Reviews Service Charter, Sensitizes Staff



KENYA SCHOOL OF GOVERNMENT
Empowering the Public Service



CITIZEN SERVICE DELIVERY CHARTER

Our Mission: To build capacity of the Public Service by developing core, managerial and leadership competencies for quality public service

SERVICE	REQUIREMENT	USER CHARGES	TIMELINE
ADMINISTRATION SERVICES			
1. Attending to visitors	<ul style="list-style-type: none"> Information request Compliance with Covid-19 protocols 	Free	Three (3) minutes
2. Response to enquiries/correspondence	Formal request through an appropriate channel:	Free	Three (3) days
	• Letters		Immediately
	• Telephone calls		Immediately
	• Customer care desk		24 hours
	• E-mail		24 hours
3. Procurement of goods	Tender documents in compliance with	<ul style="list-style-type: none"> Free (If accessed online) 	30 days from the date

BY SHARON NGINA

Kenya School of Government has sensitized staff on the revised Service Delivery Charter as well as the guidelines relating to Complaints Management and Resolution of Access to Information requests.

The virtual sensitization which was conducted on June 29, 2022, was recommended for staff across all campuses of the School: Baringo, Embu, Matuga, Mombasa, and Lower Kabete. This exercise is core as it enlightens staff on critical components of the strategic documents thereby ensuring unified and effective implementation.

Embu Campus Director Dr. Ann Kang'ethe while addressing the forum stressed that implementation of the Service Delivery Charter is an obligation of all staff as it touches on all areas of operation at the School.

"We all ought to strengthen our productivity by embracing our diversity and complementing one another, sharing knowledge, and maintaining a positive attitude to ensure that the School lives to the tenets of our Service Charter. Complaints from clients will normally arise if we do not fulfill what is promised as highlighted in the Charter," said Dr. Kang'ethe.

The sensitization was conducted through the collaboration of the

Corporate Communication Department, the Complaints Handling and Access to Information Committee, and the Service Charter Review Team.

Dr. Kimeli Chirchir who chaired the Service Charter review team informed staff of the new provisions highlighting the changes occasioned by the Covid-19 pandemic and the School's operations among others that necessitated the review.

He took staff through the twelve service areas in the Charter that the School has pledged to deliver on, the requirements for each service to be given, the timelines, and the cost of services.

He urged staff to constantly refer to the Charter and to effectively implement the areas that concern their operations, all of which support the realization of the mandate of the School and satisfaction on the needs of clients.

While offering services to the public in various sectors, government agencies are required to comply with provisions of the Access to Information Act which gives citizens the right to request information from government agencies regarding their operations. To this end, it is imperative for employees to be fully adept with the regulations in order to protect their organizations from any unlawful tasks.

The staff of the School was therefore informed of the guidelines and requirements for Access to

Information. It was clear that it is the right of every individual to have access to timely and accurate information held by either the state or another individual. Access to information is meant to foster openness and transparency.

Ms. Ephline Okoth noted that information is inarguably one of the most prized commodities and for this reason, there is exemption or limitation to specific information that should not be disclosed as per the Act and its implementing guidelines. "Information relating to an individual's personal sensitive data and information that can place the security of the country in jeopardy is some of the information that is exempted from disclosure," clarified Ms. Okoth.

Ms. Pamela Odoyo of Matuga Campus took staff through the Complaints Handling Framework where she explained that a public complaint is an expression of dissatisfaction by one or more members of the public. The complaint may involve corruption, lack of services, mal-administration, and unfair decisions.

Ms. Odoyo urged staff to assist the process of complaints management at the School by providing any raised complaint or concern to the attention of the appointed complaints handling officers without delay. This way, she noted, the School will address the concerns and ensure accountability to clients.



Kenya on the right track years after first Madaraka

BY BETH MUIGAI

Every June 1, Kenya celebrates Madaraka Day; a national holiday to commemorate attaining self-rule from the British colonial rule in 1963. This year, 2022, marks the 59th year of the country as a sovereign state.

During the period of colonization, many Kenyans experienced atrocities, bloodshed, and others died as they laid the foundation for a free nation from the oppressors. This liberation marked a new dawn for the free nation. What followed was a young nation finding its footing in global politics and establishing itself in the region. Fifty-nine (59) years later, a lot has been accomplished, and perhaps much more is yet to be achieved.

Certified Secretary (CS) Joshua Ochuka, Head of the Centre for Public Service, Leadership and Ethics at the Kenya School of Government, believes that a lot has been done in the quest to attain what our forefathers fought for. Two main aspects of progression, he notes, have been leadership and governance that have ensured social order has expanded in scope.

According to him, one of the greatest steps towards the realization of a better country was the repealing of section 2A of the Constitution that made Kenya a multiparty state. "When Section 2A was repealed, it meant that Kenya had entered into a democratic space," he says.

Before this, Kenya was a one-party state, as it was in many African countries that had just gained independence. The repeal of section 2A was a sign that the democratic space had been expanded. This would in turn enhance the enjoyment of human rights by the citizenry.

"This is significant because it was an introduction to a new way of

leadership. We moved from a government system where the President had no term limit, to a multiparty system that provides a term limit. This was a big positive step."

The faster a country's leadership changes the faster we evolve as a nation as it presents opportunities for adoption of new ideas, reorganization of the Government, and reviewing of policies among other benefits.

Another significant milestone was when Kenyans massively voted for the Constitution that was promulgated in 2010, largely seen as a silver bullet to the leadership problems that had been in existence since independence.

"The 2010 Constitution did not just increase the democratic space but also addressed structures. It availed a new standard with regards to values for leaders to abide by, another step in our governance journey."

The structures include three Independent bodies and 14 Commissions which are recognized in the Constitution. The Commissions include the Independent Electoral and Boundaries Commission (IEBC) to ensure the integrity of the election process, and the Ethics and Anti-Corruption Commission (EACC) which is mandated to combat and prevent corruption through law enforcement, preventive measures, education, and promotion of standards and best practice in integrity and ethics. Others are the Salaries and Remuneration Commission (SRC), Kenya National Human Rights Commission (KNHRC), Teachers Service Commission, and the Public Service Commission (PSC) among others. The three independent bodies are the Office of the Director of Public Prosecution (ODPP) which directs the Inspector-General of the National Police Service to investigate any information or allegation of criminal conduct, the Office of the Controller of



Certified Secretary Joshua Ochuka, Head of Centre for Public Service, Leadership and Ethics at KSG.

Budget, and the Office of the Auditor-General.

Mr. Ochuka explains these structures as a sieve that ideally should be used to separate the good from unqualified leaders.

"All these structures are sieves that should be used to protect Kenyans against questionable leaders. Unfortunately, the sieve is broken in many ways with some struggling with capacity, and others leadership-related challenges that hinder them from delivering on their mandate," he says.

Mr. Ochuka opines, however, that the country is progressing by ensuring that the quality of leaders allowed to vie for electoral positions is irrefutable saying that "Good governance is characterized by the provision of public participation in decision-making processes and effective utilization of resources. Public participation in processes such as national and county budgeting processes enables citizens to prioritize development projects based on their perceived needs."

He urges Kenyans to ensure that wisdom is applied when selecting the set of leaders that will govern the nation.

Dr. Wanyama: Public Servants must constantly widen their professional expertise



Dr. Tom Wanyama hands a trophy of Best Research Project to SLDP course participants.

BY GLENN LUMITI

To keep up with the increasing knowledge and intelligence among citizens regarding their rights to effective and quality services, government officers in state corporations have been urged to continuously widen their professional expertise in public service delivery.

Kenya School of Government (KSG) Mombasa Campus Director Dr. Tom Wanyama has pointed out that public officers will be able to adequately address the needs of the citizens if they genuinely understand the constantly changing dynamics posed by changes such as global and awareness levels.

"We are serving highly informed

citizens, who could even know more about our specific organizations than we do simply because of technological explosion and availability of knowledge that is taking center stage across the world," he highlighted.

In this case, the Director advocated for the uptake of available capacity-enhancing opportunities offered by the Government through mandated organizations such as KSG which provides learning and development programs necessary for public service transformation.

"We cannot afford at any given time to relax in terms of preparing ourselves to deal with these highly informed citizens. And it is for this reason that we find ourselves seeking more skills and competencies to boost

our current capabilities. One way of achieving this is by attending courses and programs as we have done," he opined.

According to Dr. Wanyama, these courses help public officials review operational strategic frameworks and how to deliver on the everyday job required tasks. As a result, the ever-growing expectations of the citizens will be fulfilled and the competencies demonstrated shall expand the skills and tenacity for a better public service.

He urged participants who have attended programs at the Campus to implement the knowledge they had acquired and to ensure that the services rendered, henceforth, portray improvement from what existed before the training.

"Also, it is our duty, as public officers, to be at the forefront in ensuring peace and unity among our citizens, especially as we head into the General Elections. The knowledge you have gained is not only vital when implemented at your workplace but also would play a great role in this country if at all we use it for the best of our country," he implored.

Dr. Wanyama asked the officers to set an ethical tone and cascade it to the citizens. He noted that they have been trained at a critical moment when the country is approaching a transition in the governance structure after the upcoming elections.

Similar sentiments were echoed by Principal Lecturer, Mrs. Fridah Nalianya who commended the participants for accepting to partake in their specific programs which would help them to increase efficiency in their organizations and meet set targets.

KSG Yaandaa Kongamano ya tatu Kuhusu Makazi Bora

NA DOUGLAS MOCHAMA
NA ELIAS MAKOKHA

Mnamo 2018, serikali ya Kenya ilikadiria kujenga nyumba elfu mia tano kufikia mwaka wa 2022 katika mpango wa kuhakikisha uwepo wa makazi ya bei nafuu kutosheleza idadi ya wanainchi inayoendelea kukua kila uchao, hali inayohitaji takribani nyumba mpya elfu mia mbili kili mwaka. Hivyo basi kuna umuhimu wa kushirikiana na sekta binafsi ili kufikia lengo lilokusudiwa.

Hivi majuzi Chuo Cha Mafunzo cha Serikali ya Kenya (KSG) kuptitia Bewa la Baringo kiliandaa kongamano la kujadili hatua muhimu, changamoto, na mbinu zinazoweza timiza makazi bora ambapo wadau na wataalam walitambua mikopo ya nyumba kupitia vyama vya akiba na ushirika (Saccos), nyenzo mbadala za ujenzi kama baadhi ya afua zinazoweza kutumika kufikia lengo la makazi ya bei nafuu kwa haraka. Akizungumza kwenye kongamano hilo, Mkurugenzi wa Bewa la Baringo Dkt. Solomon Letangule alisisitiza jukumu la kimkakati la KSG katika kufuatilia na kutoa ushauri kwa mambo ambayo yana maana kubwa si tu kwa watu binafsi bali pia kwa nchi.

"Tunatazamia kutojivunia kuwa mwenyeji wa makazi duni makubwa zaidi barani Afrika kama nchi lakini kujivunia uboreshaji wa majengo ya makazi ambayo wakenya wanaweza kufurahia na kuishi kwa njia ya utu," a l i s e m a D k t . L e t a n g u l e . UN-Habitat ilibainisha ongezeko la kutisha la ukosefu wa makazi katika miaka kumi iliyoipita ulimwenguni na kueleza kuwa ukosefu wa makazi ni mojawapo ya dhihirisho mbaya zaidi la umaskini, ubaguzi na ukosefu wa usawa unaoathiri watu wa umri wote, jinsia na asili.

Mantiki ya serikali ya Kenya ni kupunguza hali hiyo kupitia uboreshaji wa makazi na kutokomeza makazi duni. Matokeo ya kongamano kwa njia ya karatasi za msimamo na muhtasari wa sera yatasaidia sana kuishauri serikali juu



Mkurungezi Mkuu wa Chuo Cha Mafunzo ya Serikali Cha Kenya Profesa Ludeki Chweya aliweka Msingi wa ujenzi wa nyumba za makazi katika Bewa la Baringo mweli Machi 2018. Wazo la ujenzi wa nyumba hizo ni nia ya kutekeleza agenda nne kuu za serikali haswa nyumba za bei nafuu kwa kutumia rasilimali kama vile vitalu viliviyotengenezwa kwa kuchanganya udongo, mchanga na saruju.

ya mikakati ya kufikia lengo la makazi.

Katika kongamano hilo Dkt. Peter Nyongesa Khakina ambaye ni mhadhiri wa Chuo Kikuu Cha Kibabii alielezea jinsi hati ya pasipoti inaweza kutoa makadirio ya makazi ya gharama nafuu na kuongeza hii ingesaidia serikali katika matumizi ya ardhi ya serikali isiyo na kazi. Dkt. Khakina alifafanua kuwa serikali itaelewa mahitaji ya ajira na viwango vya mapato ya wananchi wake, jambo ambalo litasaidia uainishaji wa wanainchi kwa vikundi, jinsi Tanzania iliyvo, Ujamaa.

Alipendekeza kuimashwa kwa nyumba za bei nafuu kupitia ujenzi wa makazi ya kijamii, utoaji wa sheria kwa mfumo wa hati za pasipoti, na kuhimiza mpango madhubuti wa maendeleo.

Bw. Alfer Lempaine mhadhiri wa KSG katika wasilisho lake alifafanua jinsi upatikanaji wa nyumba bora na za bei nafuu unavyosaidia kuunda mazingira tulivu kwa watoto kwa kupunguza kuhamza kwa familia

mara kwa mara.

Bw. Geoffrey Kipkorir ambaye pia ni mhadhiri katika KSG alitoa umuhimu wa kuwashirikisha wakazi katika kujenga na kuboresha nyumba, ili kupunguza gharama; urahisi wa utaratibu wa usajili wa ardhi; ubunifu wa kiteknolojia wa bei nafuu wa vifaa vya ujenzi; ngazi zote mbili za serikali kushirikiana pamoja na taasisi na wahusika binafsi katika miradi ya nyumba za bei nafuu; pamoja na uwepo wa mashirika ya misaada, na watendaji wengine kuhusu usaidizi wa kiufundi hasa kwa wenyeji.

Mhandisi Fred Onkware ambaye in mhadhiri katika Chuo Kikuu Cha Kisii aliangazia uwezo wa mwanzi (bamboo) kama njia mbadala ya kupunguza gharama ya chuma katika ujenzi manufaa ya mianzi katika ujenzi ni kwamba inaweza kutumika kujenga miundo kama vile nguzo, mihimili, kuta, paa na ngazi; mianzi ni nafuu mara tatu kuliko chuma; ina nguvu kubwa ya kustahimili mkazo kama inavyoltinganishwa na chuma.

Customer Feedback



“The continued warm hospitality from staff and the serene environment at KSG Mombasa Campus have been core during the entire period of our Strategic Leadership Development Program. The participants made the whole course divert from the old classroom norm to a huge learning platform. I thought that the course would entail more of a teacher-student format but it turned out to be an environment that was not only engaging but also experiential, giving us the power to be more assertive in understanding all the details taught. Although the class drew participants from different institutions, the reception and the style of learning enabled us to fit in well and share experiences that increased our quest to gain more skills.”

*Mrs. Daisy Kipkoech
Ministry of Petroleum & Mining
Graduand of the Strategic Leadership Development Program*



“The experience provided by the Strategic Leadership Development Program is a bridge for more glory in their future days. With the knowledge and experience that I have gained, I see myself showcasing one of the best leadership prowess in my organization.”

*Mr. Athman Bacha
Kilifi County Government
Graduand of the Strategic Leadership Development Program*



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Yesterday at 1:21 AM ·

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KSG(Kenya School of Government)

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You have molded and transformed me into the Strategic Leader that I am today.

Greatfull!

Weekly Activities in Summary



Social Protection participants during a session with Ms. Jane Mwangi, a KSG master trainer of the Course. The training took place at Baringo Campus.



KSG Embu Campus director Dr. Ann Kang'ethe giving her speech during the Gubernatorial Debate on June 19, 2022 at the University of Embu.



KSG Embu Campus held their second interdenominational prayers conducted by Rev. Stephen Njoroge. The same event incorporated celebrations of members of staff and participants who had their birthdays in this fourth quarter.



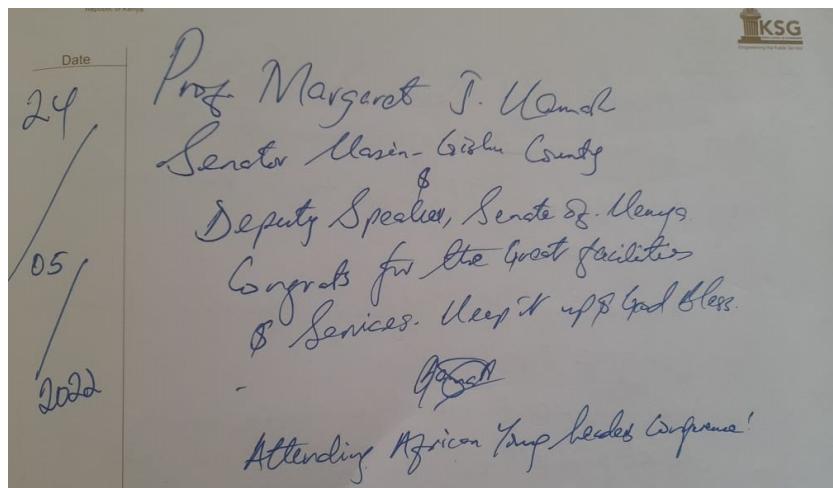
Wako Juna and Galgalo Dido on their wedding day in Marsabit. Mr. Galgalo is Senior Supply Chain Assistant at KSG Baringo Campus.

Leadership Lesson

“The things we fear most in organizations-fluctuations, disturbances, imbalances-are the primary sources of creativity.”

- Margaret Wheatley

**Have Your
Say**



Humour of the week

Me: "I don't think any customers will come in this weather"

The customers:



Quote of the Week

“The price of greatness is responsibility.”

-Winston Churchill

UPCOMING AND ONGOING PROGRAMS

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Baringo Campus

Strategic Leadership Development Program	6th June- 15th July 2022
Senior Management Course No. 160	4th July- 29th July 2022
Supervisory Skills Development	4th July- 15th July 2022
Public Relations and Customer Care	4th July- 15th July 2022
Retirement planning course	4th July- 8th July 2022
Supervisory Skills Development Course	27th June-8th July
Strategic Leadership Development Course	18th July- 26th August

Embu Campus

Senior Management Course (Online) No.169	30th May - 22nd July, 2022
Strategic Leadership Development Program No.314	6th June - 15th July, 2022
Strategic Leadership Development Program (Online) No. 315	6th June - 29th July, 2022
Senior Management Course No. 170	27th June - 22nd July, 2022
Senior Management Course Online No.171	27th June - 19th August, 2022
Supervisory Skills Development Course No. 82	4th - 15th July, 2022
Workshop (Kenya Rural Roads Authority)	27th June- 8th July, 2022
World Food Programme	4th- 8th July, 2022
Tetra Tech International Limited	6th July, 2022
Workshop (Kenya Revenue Authority)	7th July, 2022

Matuga Campus

Public Relations & Customer Care Course No.1	4th-15th July, 2022
Retirement Planning Course No.12	4th - 8th July,2022
Integrated Environmental Impact Assessment & Audit in Development No. 1	4th - 22nd July, 2022
Workshop (Human Rights Agenda)	5th July, 2022

Mombasa Campus

Strategic Leadership Development Program No. 312	30th May - 8th July, 2022
Retirement Planning Course	4th - 8th July, 2022
Training of County Assembly Clerk Assistants (Migori County assembly)	4th - 8th July, 2022
Supervisory Skills Development Course	4th - 15th July, 2022
Senior Management Course No. 154	4th - 29th July, 2022
International Union for Conservation	7th - 9th July, 2022

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