

REPORT OF PRIVATE SECTOR PLACEMENT AT DEWCIS SOLUTION LIMITED

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❖ Overview

This report covers the experiences, achievements, challenges, recommendations and conclusions carried out during the period of public sector placement at Ministry Of Lands, Meru Registry by Jane Kathambi. As part of the 2016 PDTP cohort I was deployed to the ministry of Lands following a two weeks induction at Kenya School of Government. My journey at ministry of lands began at the Tilting Center at Survey, whereby my colleagues and I were trained on the National Land Information Management System data verification and later redeployed to several registries across the country where digitization was scheduled to take place. I was posted to Meru County lands Registry.

Just before reporting to ministry of lands ICT authority introduced the Digital Literacy Program where we were again redeployed to the counties for three months namely, October, November, December. After this project was over, I reported to the ministry of lands Meru County on January 2017. I worked for two and half months before leaving for maternity leave on 14th of March 2017. I later, returned to work at Meru Registry after three months that is from 15th June 2017.

During the duration of my internship at the ministry of lands, I have had various experiences, achievements and challenges.

❖ Experiences

My time at the ministry of Lands, Meru registry has been full of experiences. The experiences range across broad spectrum within the area of specialization and many more

in other domains. Below is a detailed description of the experiences I have undergone while at the ministry of lands.

i. Introduction and Settling Down.

I had a good reception on arrival at Meru Registry. Though there had been a communication breakdown between the ICT Authority, Ministry of Lands headquarters and the Registry in Meru concerning our deployment. The matter was eventually sorted out and the deployment letters sent. We were assigned to work with Mr Pius Murithi as our supervisor.

ii. Assumption of Work

My first assignment was to learn the manual processes and the running of the registry. This including understanding the activities and services offered in the Registry and help out in performing the tasks that were easy to learn. Soon I had learnt everything that there was to learn and my hard work won the hearts of the registrar and my supervisor. The registrar together with my supervisor assigned me crucial roles to perform in the registry.

Below is a list of these roles:

- a. Issuance of title deeds to the public.
- b. Assisting with front office work by serving citizens.
- c. Writing, filing and listing of searches for easy retrieval at the counter.
- d. Arranging of Greencards on a daily basis for filing.
- e. Typing of title issuance books into excel.
- f. Scanning of greencards, whitecards and documents.
- g. National Land Information and Management System.

The core objective for us being deployed to the County land Registries was to assist in the digitization of these land registries under the National Land Information and Management System (NLIMS).

While free I would join the contractor in scanning of the greencards, white cards and documents as well as validation and verification of the data into the system. This exercise is still ongoing till now.

Another key role I have performed under this program was to train the staff on how to use the new system and provide them with technical support once they started using the system at the registry.

❖ Achievements.

Listed below are the achievements that I have accomplished while at the Meru Lands Registry.

- a. I have managed to bring in a new way of search management to avoid citizens who lie they applied for search yet they didn't, this solution entails stamping and dating of two copies of applications whereby the citizen carries one copy which they come with to claim their application.
- b. Assisting in serving citizens at the front office.
- c. Ensuring a smooth running of the registry by arranging greencards on a daily basis for filing.
- d. Writing, filing and listing of searches for easy retrieval when the citizens come to claim their searches
- e. Playing a key role in the digitization of the Registry at Meru. Ensure the program became successful by performing all the duties I was assigned in the project with excellence and timeliness.

❖ Challenges and Recommendations

I noted the following challenges and I have made a recommendation for each:

- a. Cunning citizens who lie they made search applications yet they didn't:
 - a. I recommended a new way of search management by stamping the applications of the citizens whereby the citizen carries one copy which is a proof of application when they come to claim their search.
- b. Also, shifting to the County made it challenge to attend most of the trainings that were organized in Nairobi. I recommend that trainings be done at the county level too.

c. Communication breakdown between the interns, ministry of lands and ICT authority secretariat. I recommend better communication between the ministry of lands and ICT Authority in the future.

❖ Conclusion

The experience I have gained at the ministry of lands is unique in its own way and despite the various challenges discussed I put my best foot forward in ensuring that the tasks I was assigned were done to the best of my ability.