

THE NATIONAL YOUTH SERVICE ACT

(No. 17 of 2018)

IN EXERCISE of the powers conferred by section 64 of the National Youth Service Act, 2018, the Cabinet Secretary for Public Service and Gender makes the following Regulations—

**THE NATIONAL YOUTH SERVICE (STAKEHOLDER
ENGAGEMENT) REGULATIONS, 2020**

PART I—PRELIMINARY

1. These Regulations may be cited as the National Youth Service (Stakeholder Engagement) Regulations, 2020.

Citation.

2. In these Regulations, unless the context otherwise requires—

Interpretation.

“Act” means the National Youth Service Act;

**Act No. 17 of
2018.**

“commanding officer” means the administrative head of a unit in the Service;

“stakeholders” means those individuals, groups of individuals or organizations that impact and are impacted by the activities, products or services of the Service and include the public, service providers and

suppliers, national and county governments and their agencies, media and the community; and

“unit” means an administrative camp in the Service headed by a commanding officer and includes a paramilitary training college in the Service.

3. These Regulations shall apply to the Service regarding its activities and interactions with stakeholders. Application.

4. The Service shall observe and uphold the national values and principles of governance set out in Article 10, the Bill of Rights enshrined in Chapter Four, the values and principles of Public Service set out in Article 232(1) of the Constitution and for the avoidance of doubt, shall— Guiding Principles.

- (a) develop responsible business models that are innovative, transparent, integrating, open, committed and capable of creating sustainable value for all its stakeholders;
- (b) maintain a strategy of strong involvement in the communities in which it operates;
- (c) instill and sustain consultative and collaborative engagement with all its stakeholders through proactive, continued, and systematic establishment of fluid channels for dialogue with stakeholders;
- (d) promote and coordinate responsible actions with stakeholders within a constant process of adaptation to their needs, expectations, and interests;
- (e) disseminate significant and reliable information on its performance and activities annually; and
- (f) ensure transparency and accountability to its stakeholders.

5. The object and purpose of these Regulations are to— Objects.

- (a) provide guidance on how the Service may engage with its stakeholders;
- (b) set out a method of engagement with stakeholders who impact and influence the Service’s operations; and
- (c) identify opportunities and threats arising from stakeholders.

PART II-STAKEHOLDER ENGAGEMENT

6. (1) The Service shall employ diverse methods of engagement with its stakeholders which shall include various channels and means of communications pursuant to each specific stakeholder group. Methods of engagement with stakeholders.

(2) Notwithstanding paragraph (1) the Service may, through the following channels, engage its stakeholders—

- (a) strategic plans;
- (b) annual reports;

- (c) investor briefings;
- (d) engagement forums;
- (e) surveys;
- (f) town hall meetings;
- (g) industry and regulatory forums;
- (h) conferences;
- (i) media briefings; and
- (j) social media platforms.

7. (1) There shall be a complaints and compliments office in every unit of the Service.

Accountability
and grievances
procedure.

(2) A stakeholder may lodge a complaint or compliment in their own name or on behalf of another stakeholder.

(3) A complaint or compliment lodged under paragraph (2) may be lodged through—

- (a) visiting any of the units of the Service in person;
- (b) by telephone or facsimile;
- (c) by e-mail or ordinary mail;
- (d) social media platforms through direct messaging; and
- (e) any other mode as may be determined.

(4) All complaints or compliments shall be reduced into writing and recorded in a register.

(5) The complaints and compliments offices in every unit of the Service shall uphold the principles of confidentiality, impartiality, informality and independence in providing assistance to stakeholders.

(6) An initial assessment of the nature and gravity of the complaint or compliment shall be made by the receiving officer for categorization and prioritization.

(7) Every unit shall aim to resolve the complaints through consultation with all stakeholders and inform those stakeholders of the solutions.

(8) In the event that a unit is not able to resolve a complaint, the unit shall escalate the complaint to the commanding officer.

(9) Where the commanding officer is unable to resolve the complaints, the commanding officer shall forward any unresolved matter to the Director-General.

(10) Every complaint and compliment office shall file quarterly reports to the commanding officer for onward transmission to the Director-General.

(11) The report referred to under paragraph (10) shall contain the following information—

- (a) name and address of the stakeholder;**
- (b) category of the stakeholder;**
- (c) particulars and nature of complaint or compliment;**
- (d) resolutions made;**
- (e) recommendations from the commanding officer; and**
- (f) any other necessary information.**

Dated the 15th January, 2021.

MARGARET KOBIA,
Cabinet Secretary for Public Service and Gender.