



# HUDUMA WIKI HII

*Keeping You Informed*



ISSUE 70



*"A Man Without A Smiling Face Must Not Open A Shop."*

## Huduma Kenya Launches Inaugural Customer Service Excellence Class for FY 23/24 in Digitalization Drive

As the Huduma Kenya Programme works towards aligning itself with the Digitalization Plan, Mr. Mugambi Njeru, the Acting Secretary/CEO, kicked off the first Customer Service Excellence (CSE) class for the FY 23/24 at the KSG Lower Kabete Campus on November 28, 2023.

The 65 participants, drawn from various MDAs

and representing Centres such as Laikipia East, Vihiga, Kitui, Tharaka Nithi, West Pokot, Kisii, Homa Bay, and Eastleigh. The 4-day capacity-building program focus areas encompass Customer Service Concepts, Communication, Government Customer Excellence journey, Huduma Service Delivery Innovations, behaviors and com-

petencies essential for service professionals, Huduma Kenya service delivery standards, staff mental health and wellness, Huduma Kenya Digitalization Plan, maintaining Huduma standards, appearance, customer feedback management, the Huduma Contact Centre, handling challenging customers, and emotional intelligence.





## Huduma Centre Expansion Takes Shape in Tharaka Nithi



In a move towards the CS' directive towards the expansion of Huduma Centres in every sub-county, a team from the Secretariat earlier this week led by Japheth Muthama and Tharaka Nithi Centre Manager Ms. Rosemary Warima, conducted a site inspection of a proposed Huduma Centre in Maara Constituency, Tharaka Nithi County. They also conducted

a site inspection of a proposed Huduma Centre in Runyenjes, Embu County and made a follow up visit to the proposed Kathwana Huduma Centre in Chuka Igambang'ombe Constituency where they assessed the completion status of the proposed facilities.

The proposed facility whose construction is underway paved way for

recommendations to the NG-CDF team as they work towards its completion.



## Solution SACCO Society Lauds Huduma Centre Samburu for Financial Empowerment



During the weekly staff and coordination meeting at Huduma Centre Samburu on 28th November 2023, the staff had the honor of hosting Mr. Edward Elimlim, the Manager Solution SACCO Society, Maralal. His courtesy visit

aimed to express gratitude for the valuable support provided by the Centre to SACCO clients, particularly in advisory services for CRB, KRA and E-Citizen platforms, as well as excellent overall assistance in acquiring

various financial products. Mr. Elimlim conveyed that SACCO members seeking diverse financial products had greatly benefited from the Centre's services. He commended the Centre and its staff for being a reliable, efficient and easily accessible source of financial information and services for their members. Additionally, he provided insights into the financial services offered by the SACCO and encouraged collaboration with the Centre for further engagement on finance and CSR activities, aimed at serving both the staff and the public.

## Huduma Kenya and NCPWD Partner for the launch of eCitizen platform for Disability Registration



On 27<sup>th</sup> November 2023, the Ag. CEO, Mr. Mugambi Njeru, joined the National Council for People with Disabilities (NCPWD) to unveil the eCitizen platform for disability registration. The event, themed “Disability Registration: Enabling Inclusive Public Service Delivery through Digitization,” marked a significant step towards making these services

accessible nationwide.



*International Day of Persons with Disabilities is marked on 3 December.*

*It aims to promote the rights and well-being of persons with disabilities in all spheres of society and development, and to increase awareness of the situation of persons with disabilities in every aspect of political, social, economic and cultural life.*

Mr. Harun Hassan, the CEO of NCPWD, highlighted that a Memorandum of Understanding between the two organizations would facilitate the availability of these services not only through Huduma Centres across the country but also at Huduma cybercafés. The MoU is set to be signed on 3rd December at Makutano Stadium, Kapenguria during the International Day of Disabled Persons.

## Baringo Huduma Centre Promotes Staff Well-being through Counselling Session



On 28<sup>th</sup> and 29<sup>th</sup> November 2023 Baringo Centre Manager Ms. Margaret Mwaka collaborated with the County Commissioner's office to include 17 staff members from various MDAs in a one-day guidance and counselling session. The session was facilitated by the Counselling unit under the State Department of National Administration, headed by Deputy Director of Counselling Services,

Ms. Ruth Nyambura, and Senior Counselor, Ms. Mary Ng'ethe. The staff gained insights on various topics, including guidance and counselling services as a support system within the Ministry of Interior and National Administration, accessing counselling services through self-referral and management, the role of counselling in human resource management, counselling as an alternative discipline process and self-awareness.

# ONE-STOP-SHOP

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**B**aringo Centre Manager Ms. Margaret Mwaka joined NGAO officials in Baringo County for a guidance and counseling session at Koriema Resort Hotel on 30th November 2023.



**W**est Pokot Centre Manger Mr. Elvis Makokha alongside Mr. Samson Njapit during an interview at North Rift Radio discussing the signing of the MoU between Huduma Kenya and NCPWD and what to expect from the collaboration.



This week, Centres around the country held several Mashinanis. Here's a sneak peak held by various Centres across the country. A total of 707 customers were served.



**Huduma Centre Homabay**



**Huduma Centre Kakamega**



**Huduma Centre Murang'a**





382K  
Trees  
Planted



## Kirinyaga Huduma Centre Staff Plant 1,000 Seeds, Nurture 40,000 More in Tree Nursery Initiative

On November 27<sup>th</sup>, 2023, the staff of Kirinyaga's Huduma Centre, in collaboration with Chief Keffa Marichi of Kaitheri Location, established a tree nursery at the Chief's office, planting a total of approximately 1000 seeds. The team later on weeded and planted around 40,000 seeds at the One Acre Fund tree seedlings nursery.



Staff members from Huduma Centre Migori joined KFS on 29/11/23 in weeding over 4,800 tree seedlings ahead of their planting scheduled for December.

On 29<sup>th</sup> November 2023, Huduma Centre Nyamira engaged in a benchmarking activity with the Kenya Forest Service (KFS) Nyamira and gained insights into the establishment of their own seedbed and nursery bed.





*Panda Mti Leo*

**#TreesForBetterLives**  
**#Towards15BillionTrees**



On 28<sup>th</sup> November 2023, Baringo Huduma Centre staff host Elder Leah Cheshire, and Mr. and Mrs. Cheron, elders from the AIC church during their weekly fellowship session.



On 28<sup>th</sup> November 2023, Huduma Centre Nandi visited their colleague, Isabella Sawe, an Adult Education staff at her home in Kapsabet. She had recently undergone surgery after being ill for a while.



A team from Huduma Kenya Secretariat and several Centre Managers attended the burial ceremony of the late Mary Wangu, mother to Susan Wachira, Centre Manager Huduma Centre Kiambu.



Kirinyaga Huduma Centre staff during a visit to Kerugoya GK Prison on 30/11/23. Other stakeholders at the visit were Equity Bank, Kerugoya County Referral Hospital's Public Health division and Assistant Chief Moses Mwangi of Kaitheri sub-location.

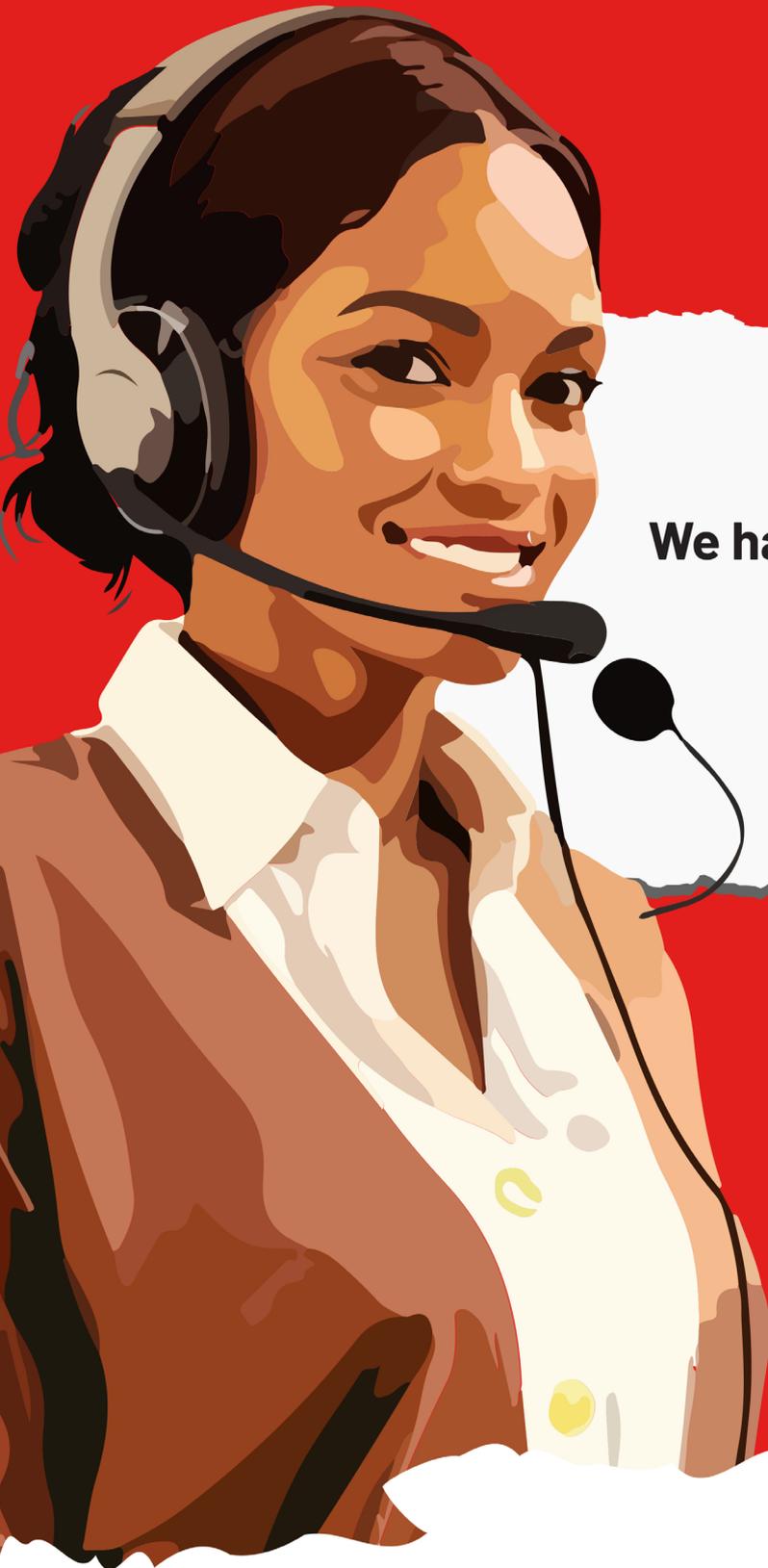


Nandi Centre Manager Ms. Rachael Nkasiaka on 30<sup>th</sup> November 2023, attended the National Government Development- County Implementation Coordination and Management Committee (NGD-CICMC) meeting at Eliud Kipchoge Sport Centre chaired by Caroline Nzwilli, County Commissioner Nandi County.





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*service excellence*