



# HUDUMA WIKI HII

*Keeping You Informed*



ISSUE 71



*"Your present circumstances don't determine where you can go; they merely determine where you start."*



## Huduma Kenya Paves the Way for Accessibility with NCPWD Partnership



**H**uduma Kenya Programme and the National Council for Persons with Disabilities (NCPWD) officially signed a Memorandum of Understanding on 3<sup>rd</sup> December, 2023.

The MOU was signed by Executive Director Harun Hassan and HKS Ag. Secretary/CEO Mr. Mugambi Njeru. The event was held at Makutano Stadium, Kapenguria to commemorate the International Day of Persons with Disabilities. Further, the collaboration is in line with Huduma Kenya's efforts towards offering all-inclusive services to its customers.

Speaking during the

event, Cabinet Secretary - Ministry of Labour and Social Protection Hon. Florence Bore reiterated the Government's commitment to realize the review of the Persons with Disabilities Act 2003 to have it conform with the current Constitution and the present realities. She also hailed the onboarding of the Disability Registration service on eCitizen and Huduma Kenya's partnership as a key milestone in the nation enabling ease of service delivery for persons with disabilities.

Ag. Secretary/CEO Mugambi Njeru also expressed immense pride in

the collaboration with NCPWD and outlined the vision for providing disability services through the 52 Huduma Centres nationwide. This visionary partnership aligns with the overarching goal of promoting social, economic, and political rights for all citizens, including persons with disabilities, across all facets of development.

Also present during the event was the Governor, West Pokot H.E Hon. Simon Kachapin CBS, EBS, Huduma Centre Manger Elvis Makoha among other national and county leaders.



## Birth Certificate Registration at Samburu County Referral Hospital



On 4<sup>th</sup> December 2023, Huduma Centre Samburu extended the issuance of birth certificate services to customers at the

Samburu County Referral Hospital in Maralal.

This initiative proved beneficial for parents whose children were born

at the popular facility and 20 children were registered during the exercise.

## Huduma Centre Samburu Briefed on ID card Updates by Samburu County Registrar



On 5<sup>th</sup> December 2023, Mr. Daniel Karungo, Samburu County Registrar of Persons, visited Huduma

Centre Samburu to discuss upcoming changes in ID card application charges and introduce

the Maisha Card Namba. During the staff meeting, he emphasized the NRB Department's significance, highlighting its role as the busiest department in all Huduma Centres nationwide. Currently, ID duplicate applications cost 100 shillings, while Not Previously Registered (NPR) is free. Starting January 2024, charges will increase to 300 shillings for NPR, 1,000 shillings for ID duplicates, and 1,000 shillings for information changes.

## Huduma Kenya's Training for Service Excellence



This week, the Huduma Kenya Secretariat initiated its second training program on Customer Service Excellence and Huduma Service Delivery Standards for the second cohort starting on 5<sup>th</sup> December 2023.

Conducted at the Kenya School of Government (KSG), the 4-day training

aims to transform the mindset of staff members across Huduma Centres, the Contact Centre, the Secretariat and Service Leaders. The 65 participants drawn from various MDAs represented Centres such as Laikipia East, Vihiga, Kitui, Tharaka Nithi, West Pokot, Kisii, Homabay and Eastleigh. The primary

objective is to instill the principles of servant-leadership, emphasizing the role of customers in service delivery. The program seeks to cultivate a customer-centric culture among staff, ensuring they prioritize and cater to the needs of the customers they serve.



# ONE-STOP-SHOP

*For All Government Services*



*Visit any Huduma Centre near you!*





Huduma Centre Muranga choir performs at the launch of the Ethics and Anti-Corruption Commission campaign on 4<sup>th</sup> December 2023.



Huduma Centre Kakamega collaborated with Equity Afia Hospital on 5<sup>th</sup> December 2023, to provide medical services outside the Centre premises.



## Migori Huduma Centre Participation on Proposed New Levies



On 7th December 2023, Migori Huduma Centre staff comprising Henrietta Obuya, Lilian Kevogo and Michael Agoi from the NRB and CRS desks took part in the Public Participation Exercise on the New Levies for Immigration and Citizen Services held in Suna East sub-county's Kakrao Location. The event was chaired by Assistant County Commissioner (ACC) Thomas Koros, with the facilitation support from the Huduma staff. The exercise

attracted over 150 members of the public. Representatives from various sectors, including Religious Organizations, Civil Society Organizations, Community-Based Organizations, Persons Living with Disability, Youth Representatives, Chiefs and Assistant Chiefs were also present. The discussions led to proposals for the downward review of some of the newly proposed fees.



Narok Huduma Centre offered services at a Huduma Mashinani held on World Aids Day at Olulung'a near the DCC's office. Medicross Hospital also offered free testing services.



382K  
Trees  
Planted





Cabinet Secretary, Ministry of Labour and Social Protection, Hon. Florence Bore planting a tree at Makutano Primary School at West Pokot County

## Sensitization on Sexual and Gender-based Violence at Kibra Huduma Centre



On 7<sup>th</sup> December 2023, Huduma Centre Kibra participated in the Sensitization of Sexual and Gender-Based Violence, organized by the Kibra Law Courts at the Court's Ground. The forum under the theme 'Unite! Invest to prevent violence against Women and Girls' brought together various stakeholders including the staff of Kibra Huduma Centre who entertained the guests. The forum was officiated by the Kibra High Court Presiding Judge, Lady Justice Diana Mochache.



INTERNATIONAL  
**ANTI-CORRUPTION DAY**

9<sup>th</sup> DECEMBER 2023

**SAY NO  
TO CORRUPTION**

Lets foster a culture of integrity, honesty  
and accountability

#TogetherAgainstCorruption



Huduma Kenya



Huduma\_Kenya



@HudumaKenya



020 690 0021



*Panda Mti Leo*

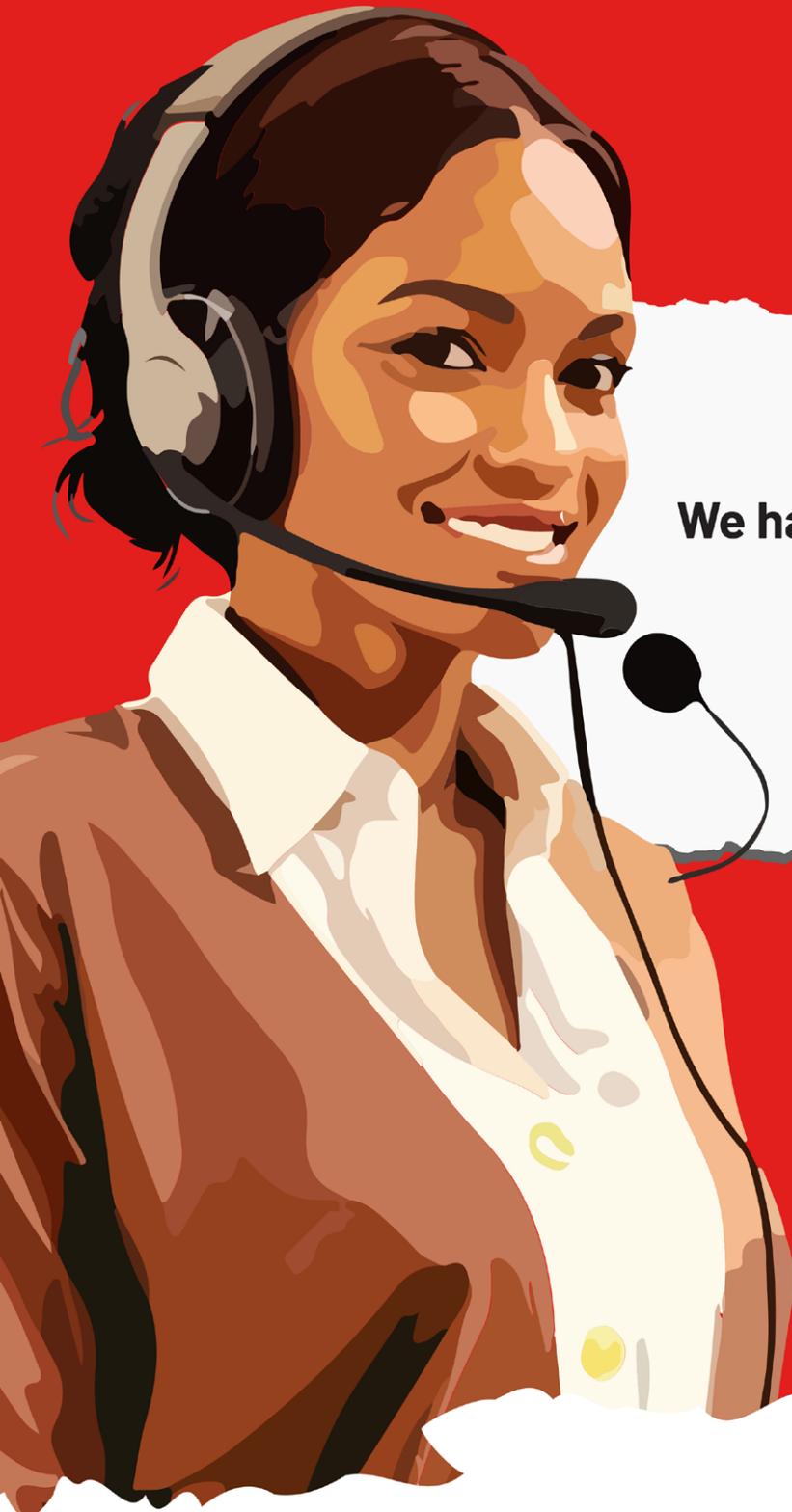
**#TreesForBetterLives**  
**#Towards15BillionTrees**



Hon. Jackson Lekumontare Samburu East MP , Hon. Ahmed Shakeel Ahmed Shabbir - Kisumu East MP and Hon. Joseph Makilap Baringo North MP paid a visit to the Secretariat today to get more information on the Huduma Jitume Digital Centres concept.



REPUBLIC OF KENYA



**We have extended our working hours  
at the Contact Centre in  
order to serve you better.**



**020 6900 020**

**Monday to Friday 7:00am-9:00pm  
Weekend & Public Holidays 8:00am-6:00pm**



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**KENYA**  
*service excellence*