



HUDUMA WIKI HII

Keeping You Informed



ISSUE 72



"A good objective of leadership is to help those who are doing poorly to do well and to help those who are doing well to do even better."-Jim Rohn



CS Kuria Announces Launch of Move to Revolutionize Government Services Nationwide



The H.E President, Dr. William Samoei Ruto presided over the NYS pass-out parade held on 8th December 2023 in Gilgil, Nakuru. Ag. Secretary/CEO Mr. Mugambi Njeru joined the CS Public Service, Performance and Delivery Management Hon. Moses Kuria and the Ag. Director General NYS Mr. James Tembur at the event where the CS announced the rollout of the Huduma Jitume Digital Centers as part of the Government's and Huduma Kenya Digitalization Agenda.

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initiative is aimed at deepening access to Government services whilst creating job opportunities, developing digital skills and bridging the digital divide. The H.E President, Dr. William Samoei Ruto presided over the NYS pass-out parade held on 8th December 2023 in Gilgil, Nakuru. Ag. Secretary/CEO Mr. Mugambi Njeru joined the CS Public Service, Performance and Delivery Management Hon. Moses Kuria and the Ag. Director General NYS Mr. James Tembur at the event where the CS announced the rollout of the Huduma Jitume Digital Centers as part of the Government's

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Judiciary and Huduma Kenya Explore Integration of Judiciary Service Desks to Advance Access to Justice



the meeting discussed the operationalization of Judiciary desks at Huduma Kenya Service Delivery channels.

This is in line with the Chief Justice's vision of Social Transformation through Access to Justice (STAJ) 2022-2023, which seeks to enhance focus on people-centred justice groups, the vulnerable and marginalized to raise their legal claims and access to fair redress by reducing the distance to court station to less than 100KM.

Later this week, a meeting chaired by Justice Kanyi Kimondo and the Ag. Secretary/CEO Huduma Kenya Mugambi Njeru was held where

Huduma Centre Samburu Staff Visit KNCCI in Public Awareness Drive



In a sensitization drive, this week a section of Huduma Centre Samburu Staff paid a courtesy visit to the Office of the Samburu County

Chapter Manager, Mr. Washington Leakon of the Kenya National Chambers of Commerce and Industry (KNCCI) in Maralal town.

The staff have embarked on a member sensitization and public services awareness tour on services offered at the Centre

Huduma Kenya Engages in NCPWD's Strategic Planning Workshop



On 11th December 2023, the Secretariat represented by Luka Mwangi and Fridah Musyimi participated in its partner, NCPWD's input

and validation workshop. The forum which brought different organizations such as HELB, ODPC, KRA, NTSA, Jomo Kenyatta Foundation and representatives from

various special groups provided insights and input for NCPWD's 5-year strategic plan.



Embracing Disability Inclusion to Achieve Kenya's SDGs

Huduma Kenya Participates in Inaugural Diaspora Investment Conference



H.E. the President, Dr. William Samoei Ruto officiated the Diaspora Investment Conference held at the KICC grounds on 13th December, 2023. The Ag. CEO Mr. Mugambi Njeru led the Huduma team in showcasing the various services offered at the Huduma Mashinani booth. The forum running from 13th to 15th December

2023 held discussions on investments, opportunities in different sectors of the economy, networks and access to new markets. He later conferred with Ms. Roseline Njogu, PS, State Department for Diaspora Affairs, Ministry of Foreign and Diaspora Affairs at the Diaspora Investment Conference where she paid a visit to the Huduma

Mashinani booth.

Among the areas they discussed were enhancement of service delivery to citizens living in the diaspora and Huduma Global which is among the interventions in the Huduma Digitalization Plan that is aimed at serving citizens abroad and foreigners.



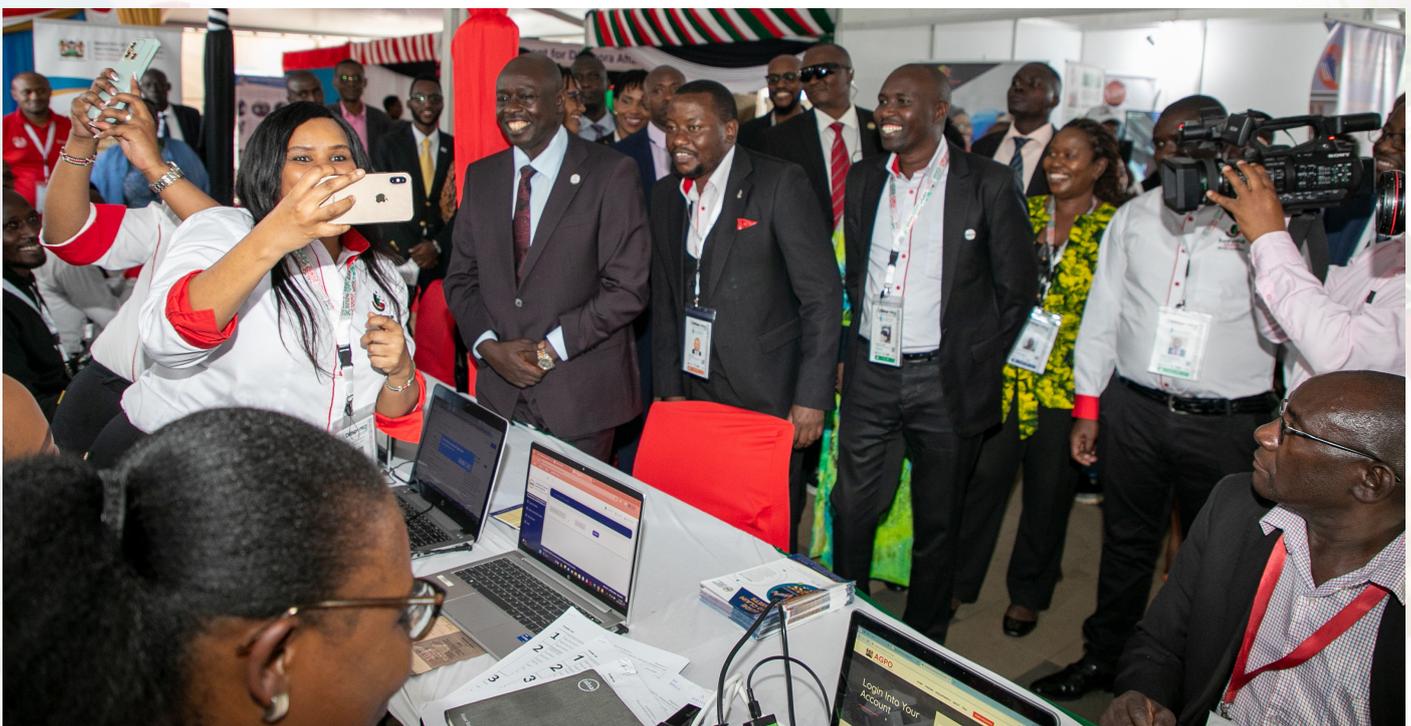


The Acting CEO, Mugambi Njeru, highlighted the transition to digital identity during a panel discussion on Diaspora Welfare at the Diaspora Investment Conference on December 15, 2023. This shift, facilitated by the Huduma Global initiative, aims to provide both diaspora citizens and foreigners with seamless access to government services. In alignment with the President's directive for digitalizing all government services, Mr. Njeru emphasized that this move will streamline the process for citizens, eliminating the need to physically transfer documents between government offices and facilitating the effective implementation of the initiative.





H.E. Rigathi Gachagua, Deputy President, made a visit to the Huduma Kenya Mashinani booth at the closing ceremony of the Diaspora Investment Conference at KICC on 15th December 2023.





Huduma Kenya Cares Welfare Committee on 11th December 2023, presents cheques to beneficiaries. The Committee also held a virtual sensitization session to enlighten members on the constitution and claiming process.



On 13th December 2023, HELB Service Centre Leader Ms. Felicity Ndege, accompanied by 2 other officers visited Tana River Huduma Centre to support Cyber Cafe Staff in offering HELB Services.



Representatives from Huduma Centre Baringo accompanied by the Centre Manager, joined the Public and Private sectors in Baringo on 14th December, 2023 for a health talk facilitated by Tophill Hospital-Brain and spine Centre held at KSG Baringo.



Kibra Huduma Centre staff led by the Centre Manager Mr. Steve Odotth celebrated the 60th Jamhuri Day at the Uhuru Gardens.



Huduma Centre Nyeri attended and entertained guests during this year's Jamhuri Day celebrations held at Dedan Kimathi Kamukunji grounds.



In line with the Head of Public Service circular that encouraged all Public Officers to dress down in comfortable but presentable casual attire, Huduma Kenya Secretariat (HKS) staff led by the Ag. Secretary/CEO, Mr. Mugambi Njeru celebrated the day in style.



Huduma Centre Kakamega at their end-year party on 8th December 2023.



Huduma Centre Nyeri staff decorate a Christmas tree at the Centre ahead of the festivities.



Garissa Huduma Centre received NSSF ISO auditor Mr. Martin Mwanziri, NSSF Regional Manager Mr. Mohamed Ali and Quality Assurance Director Mr. Teddy Apudo.



Makueni Centre Manager Mr. Charles Jura was feted at the Top 40 Under 40 Men 2023 Gala Dinner, held at the Nairobi Serena Hotel.



382K
Trees
Planted



Huduma Jitume Digital Centre Takes Shape in Aldai



On 13th December 2023 a team from Huduma Kenya Secretariat (HKS) visited a site proposed for the establishment of a Huduma Jitume Digital Centre in Aldai Constituency, Nandi Sub-County in line with the Bottom Up Transformation Agenda (BETA) and the Huduma expansion plan

in the 290 constituencies to deepen access to Government services.

In attendance was the Member of Parliament, Hon. Marianne Kitany, Deputy County Commissioner (DCC), Mokin Ptangu'ny, the CDF Fund Manager and other members of the CDF Committee. The team

identified 1 Acre piece of land next to the DCC's office as ideal for the establishment of the Huduma Jitume Digital which has been proposed as one of the five constituencies for piloting the project for the financial year 2023/2024.

Huduma West Overcomes Distance Barrier in Service Access

The family of Mzee Alred Lokinya, today received Chief Poghon Akida of Suam location and Assistant Chief Joshua Lokatinga of Karon sublocation, who delivered to them 9 birth certificates that had been applied for during a recently-held Huduma Mashinani at Makutano Stadium on 3rd December, 2023. Their homestead lies slightly over 50kms away from the Huduma Centre, and one would need to part with



Ksh. 1000 for a round trip.

This impediment has hindered many families from applying for vital documents. However, through several initiatives such as Huduma Mlangoni and the upcoming Huduma Jitume Digital Centres at the constituencies, this will solve the problem.



Huduma Centre Mombasa held a Mashinani at Miracle Park, Kibarani.



NTSA Mashinani – Kirinyaga

Huduma Kenya Secretariat Engages in Service Excellence Enhancement Visits in North Rift



A team from Huduma Kenya Secretariat (HKS) paid courtesy visits to Elgeyo Marakwet and Baringo Huduma Centres. The team interacted with

the Centres' staff and customers seeking services. In a bid to sensitize staff on Huduma Service Delivery Standards, the team also took the teams through

the importance of adhering to the standards, and discussed staff welfare and service delivery issues.

Tharaka Nithi Huduma Centre visit at Rimmon Orphans and Destitute Children Centre



On 9th December 2023, staff from Tharaka Nithi Huduma Centre visited Rimmon Orphans and Destitute Children

Centre in Igambang'ombe Sub County. The staff members spent the day with the children and donated dry food stuff such as maize

and wheat flour, sugar, cooking oil, salt and farm produce. In addition, the team also donated clothes, shoes and bed sheets.

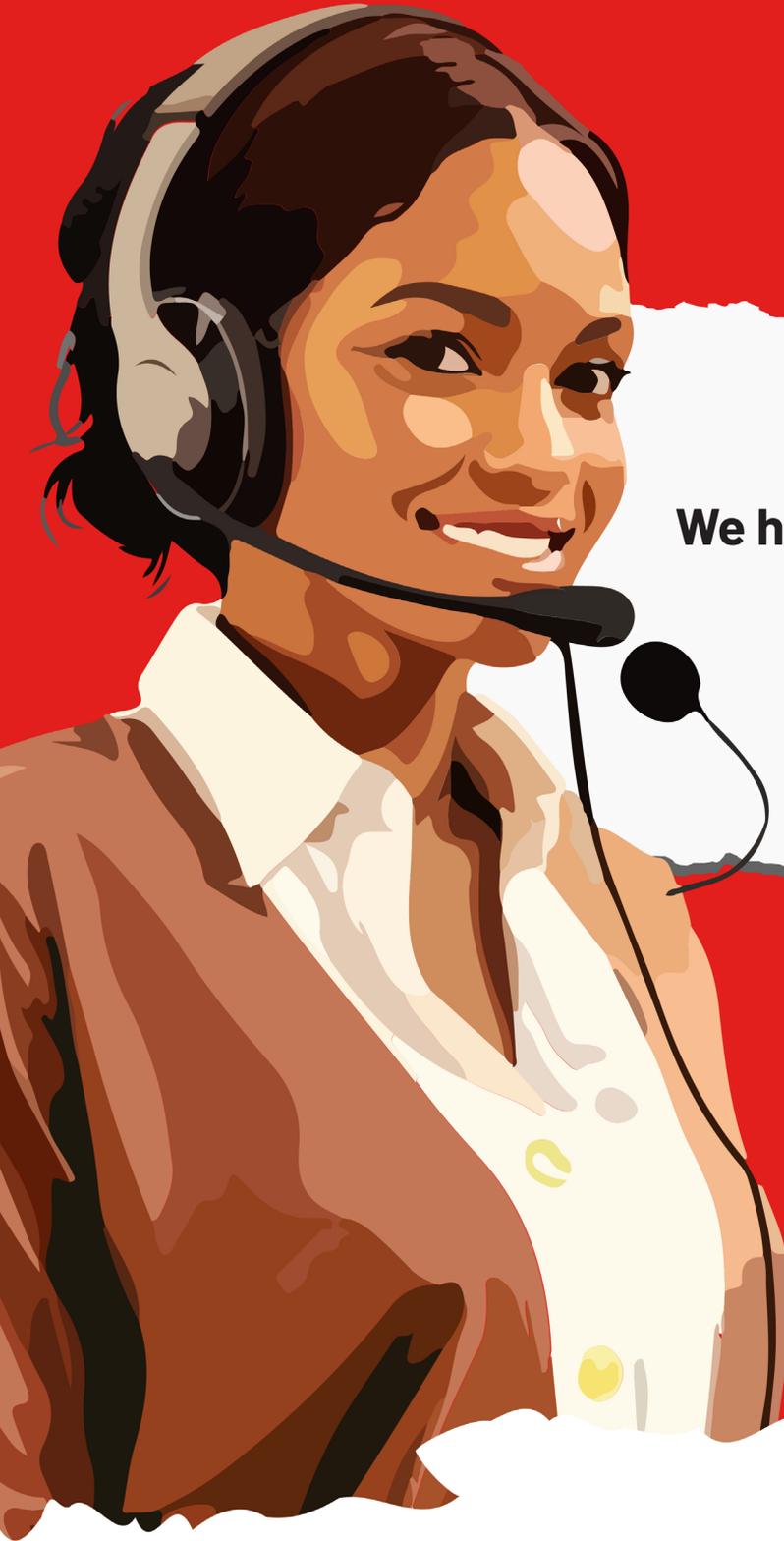


In line with the November-December Service Excellence calendar and in the spirit of celebrating Huduma @10, Huduma Kenya Secretariat celebrated December babies.





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



Huduma Kenya



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