



HUDUMA WIKI HII

Keeping You Informed



ISSUE 73



"The holiday season is a perfect time to reflect on our blessings and seek out ways to make life better for those around us."



RBA and Huduma Kenya Collaborate for Retirement Sensitization Clinic



attendance also was the Regional Commissioner Western Region, Mr. Irungu Macharia.

The two institutions have partnered to deepen access to RBA services at the lowest level in line with the Government's Bottom-Up Transformation Agenda (BETA).

The Ag. CEO Mr. Mugambi Njeru also held a brief meeting with the Huduma Centre Kakamega staff where he urged them to adhere to the Huduma Standards and maintain at least 95% Customer Satisfaction levels.

The Retirement Benefits Authority (RBA) in partnership with Huduma Kenya held a retirement sensitization clinic at Huduma Centre, Kakamega, from 18th to 22nd December. This is the second outreach

in the region after recently holding a similar engagement in Kisumu.

The event was officially launched by the Ag. CEO Mr. Mugambi Njeru and RBA's CEO Mr. Charles Machira on 20th December, 2023. In



HKS Identify Prime Site for Huduma Jitume Digital Centre in Runyenjes Constituency



This week, a team from Huduma Kenya Secretariat (HKS) visited a site proposed for the establishment of a Huduma Jitume Digital Centre in Runyenjes Constituency. In attendance was

the Member of National Assembly, Hon. Kiremba Muchinga a representative from the County Commissioner (DCC)'s office, and the CDF Fund Manager.

The team identified a piece of land approximately 0.5 acres next to the DCC's office as ideal for the establishment. Runyenjes is among the five constituencies for piloting of the project for the financial year 2023/2024, the other constituencies are Gatundu South, Kiambaa, Aldai and Molo.

Huduma Centre Laikipia Commemorates a Decade of Service Excellence with Festive Celebrations and Staff Appreciation



On 18th December, 2023 in the spirit of marking a decade of public service transformation, Huduma Centre Laikipia embraced a festive spirit that marked the Huduma @10 Celebrations.

The event also acknowledged the dedicated staff members who have been instrumental in this transformative journey, which included recognizing the contributions of each team member. The ethos of teamwork and camaraderie took center stage as the staff came together to share success in the spirit of appreciation.

The Centre also had a 'Secret Santa' exchange which was not limited to specific roles within the organization but also extended its warmth to include support staff and individuals who have consistently demonstrated dedication to utilizing Huduma Kenya innovations such as SBA (Service Book Application), Tims (Ticket Issuing Management System), and more. This inclusive approach underscored the importance of every team member in the collective success of Huduma Centre Laikipia.

Huduma Kenya Marks the Inaugural Step in 290-Constituency Expansion Plan



The expansion of Huduma Centres to the 290 constituencies today kicked off with a handover of the Makutano Huduma Centre facility in Laikipia East Constituency to Huduma Kenya Secretariat (HKS). In attendance was the ACC, Laikipia East Ms. Edith Koech, NGAO and National Police Service (NPS)

representatives, Laikipia (Nanyuki) Huduma Centre Manager, Ms. Deborah Mwarania, Chair NG-CDF Laikipia East, Ms. Beth Muchiri (WaDiana) and members of the Huduma Kenya Secretariat. Presently customers from the constituency have to access Government services from Ol-Kalou,

Nyeri or Laikipia Huduma Centres thus the Centre is anticipated to deepen access of Government services to the grassroots. The facility is the pioneer Centre in the expansion plan of Huduma Centres to the 290 constituencies. Operationalization of the facility is scheduled for February 2024.



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Everlyne Nyangacha, the leader of the Standards Performance Improvement Team Huduma Centre, Nyamira presents Mr. Jethro Metto from the Centre's KRA desk with a cash prize of Ksh. 2,700 after he emerged the winner in a raffle named 'Mr. or Ms. Huduma'.





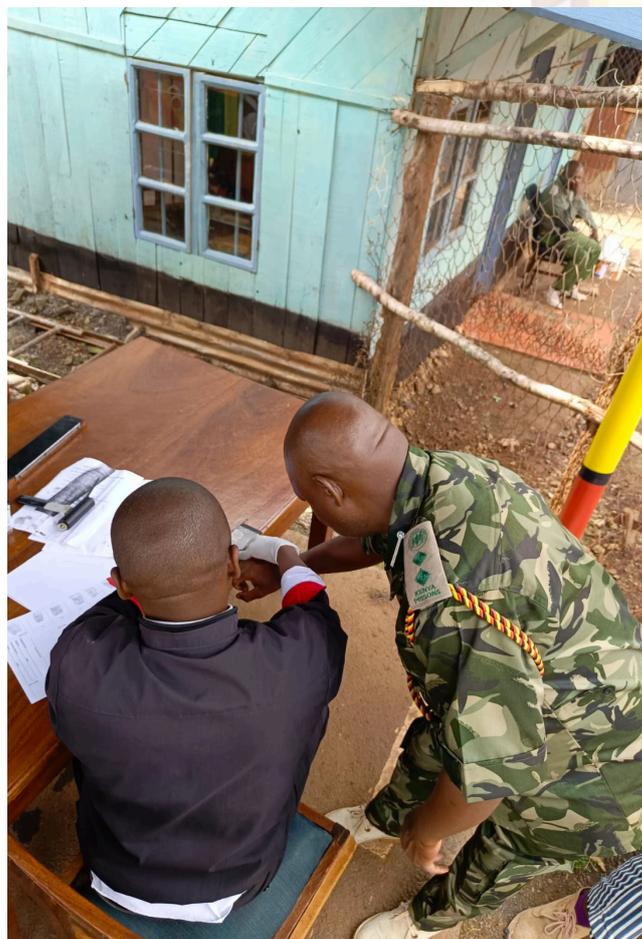
Huduma Centre Mombasa served approximately 3,550 customers this past week at a 6-day unique Mashinani in partnership with Mombasa Cement who also provided lots of food and refreshments to customers.



Huduma Centre Muranga served 485 customers at Karung'e Primary School this past weekend.



Huduma Centre Kakamega at Shitoyi Community area this past weekend.

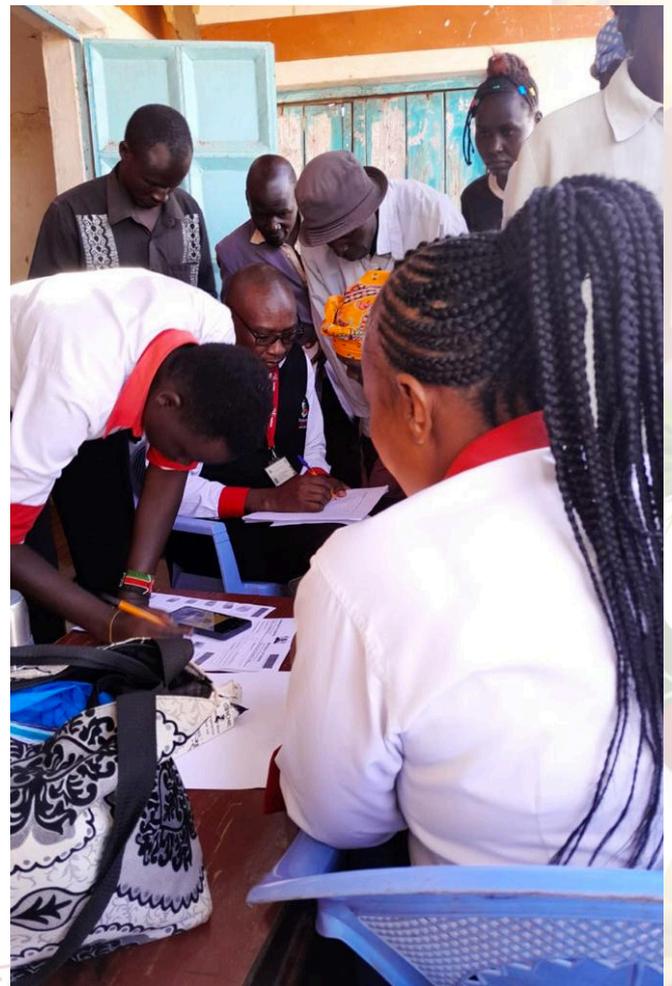


Huduma Centre Kirinyaga staff deliver ID services to inmates and prison wardens at Kerugoya GK Prison.



OPPO
2023

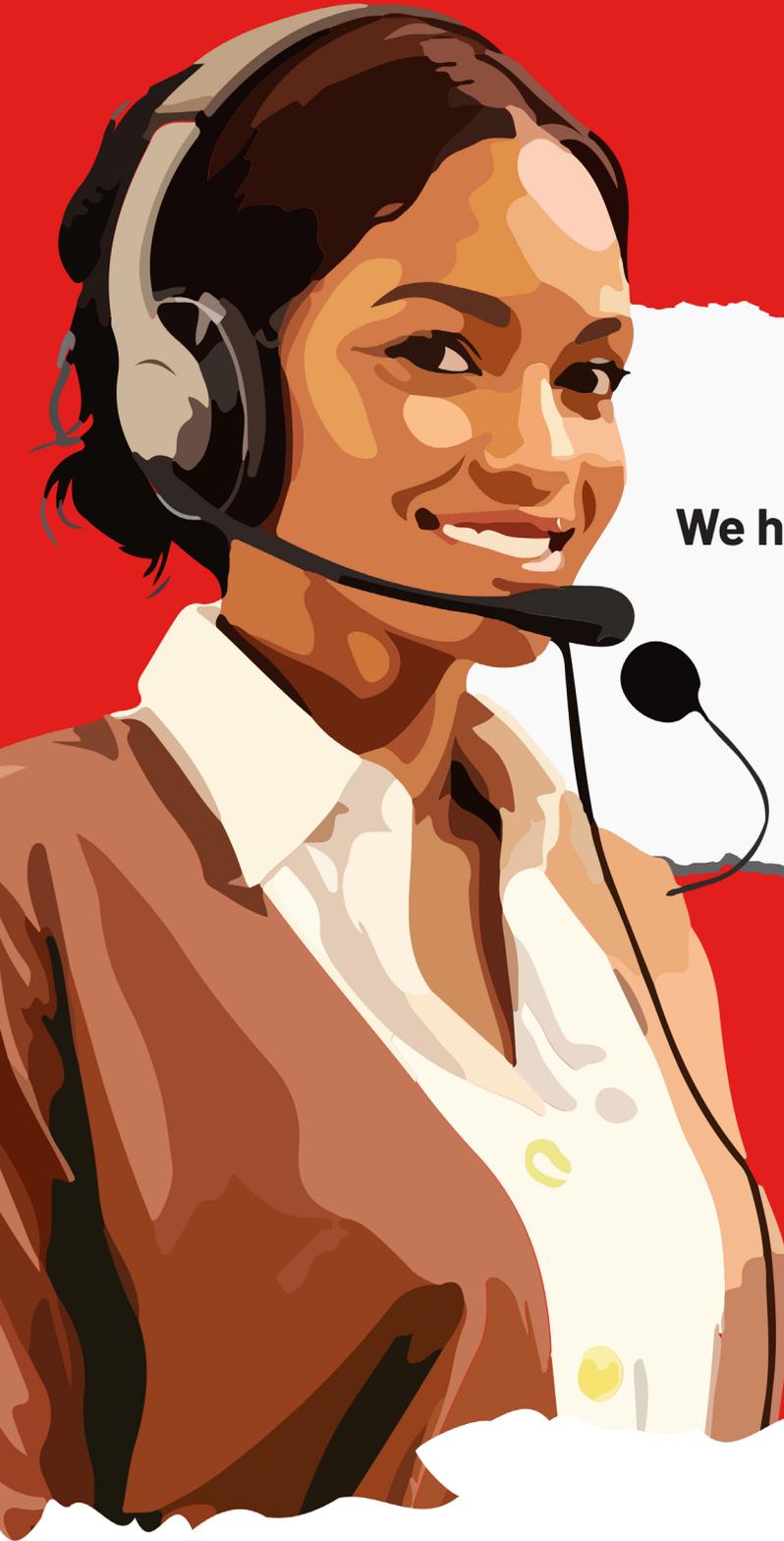
Customers from Marani Sub County access an array of services at Karieni Primary School.



On December 21, 2023, the Kitale Huduma Centre organized a Huduma Mashinani event at Chepchoina Ward in Endeless Subcounty.



REPUBLIC OF KENYA



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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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382K
Trees
Planted



Huduma Centre Mombasa planted 100 trees at Kibarani Miracle Park to mark the end of their joint Mashinani Program with Mombasa Cement.



Huduma Centre Kakamega plant a tree to kick off a Huduma Mashinani at Shitoyi ACK Grounds in Kakamega on 16th December, 2023.



On 22nd December 2023, Huduma Kenya Secretariat Staff, held a cake cutting ceremony led by the Ag. CEO Mugambi Njeru, where he wished the members of staff a merry Christmas and a blessed-favoured 2024. He also thanked them for their role in Huduma Kenya in offering exemplary service delivery to citizens.





Holiday message to Our Valued Customers

Huduma Kenya expresses appreciation for trusting us to serve you throughout 2023.

We promise to carry forward the spirit of Service Excellence in 2024 and Huduma Kenya is committed to continue being the beacon of access to public services to you.

May the Festive season bring laughter to your homes, warmth to your hearts and joy to your lives.

Warm wishes to you and your love ones and a blessed holiday season.

May God bless you and bless Kenya.



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Huduma Kenya

Happy Holidays



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