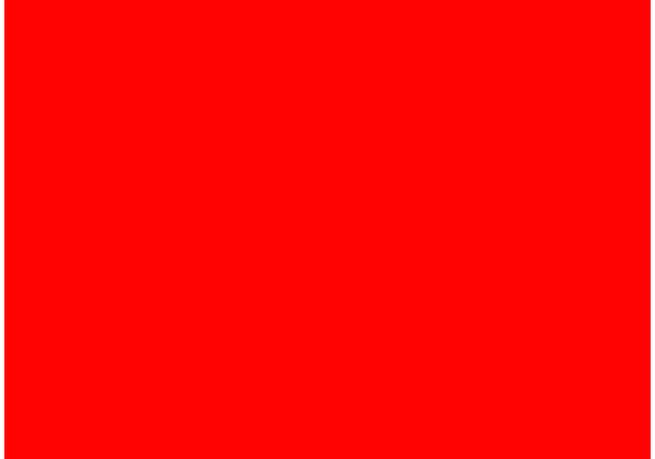




# 2023

IN RETROSPECT



# JANUARY 2023



# PS VISITS THE HUDUMA KENYA SECRETARIAT



The Huduma Kenya Secretariat received the PS, State Department for Public Service, Amos N. Gathecha EBS, ndc (K) for his inaugural visit on 30th January 2023.





Huduma Kenya begun its journey to enhancing all-inclusive access to People with Disabilities by engaging the Kenya Institute of Special Education (KISE). The areas of collaboration include: training of Huduma staff on Kenyan Sign Language, disability mainstreaming; deployment of sign language interpreters across the 52 Huduma Centers, translation of the Huduma Kenya Service Charter into Braille and audiovisual; deployment of services to Huduma Centers; Huduma Mashinani and joint awareness campaigns.

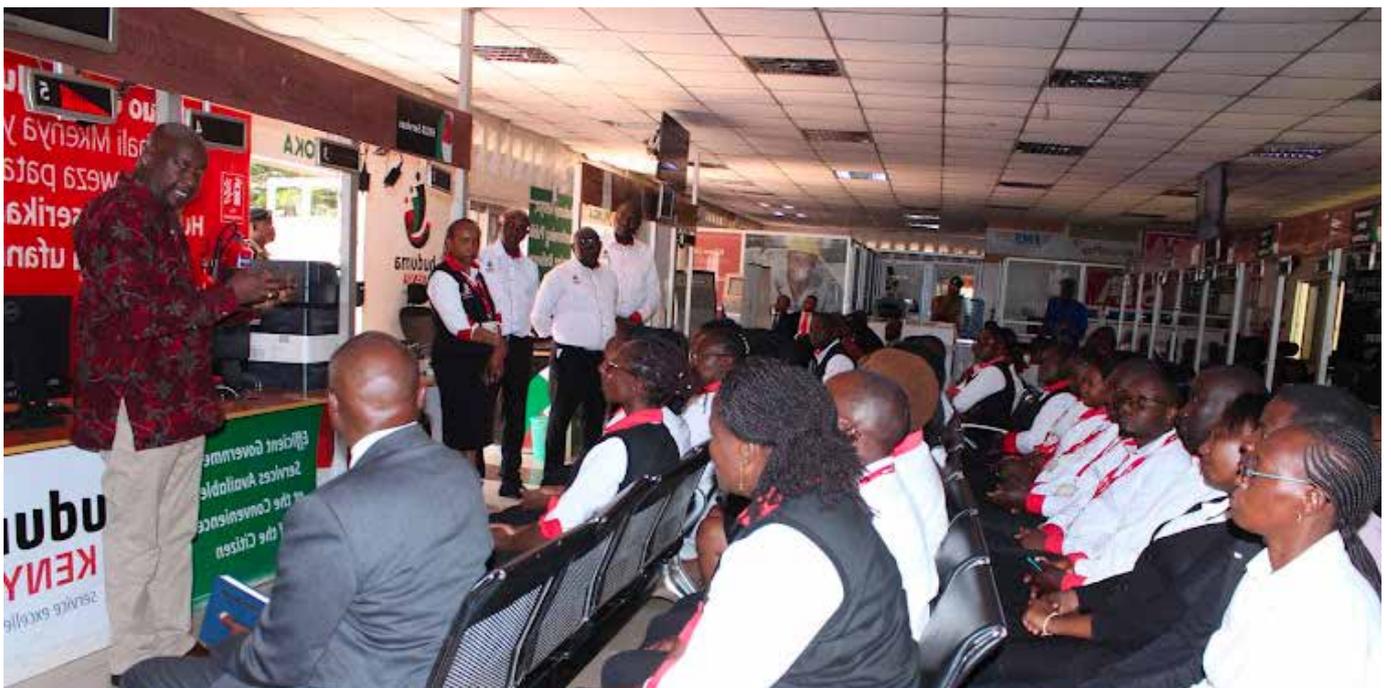




FEBRUARY 2023

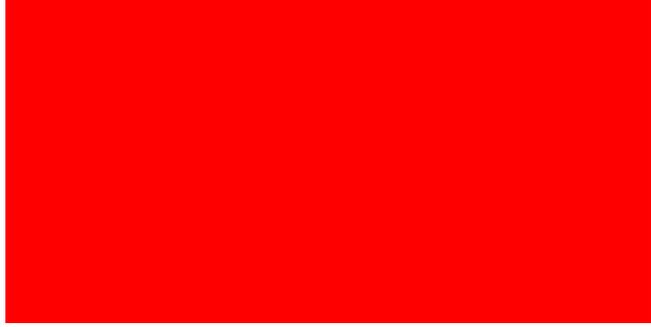


## PS VISITS HUDUMA CENTRE MURANG'A



PS, Amos N. Gathecha EBS, ndc (K), State Department for Public Service, Ministry of Public Service, Performance, and Delivery Management, made his inaugural visit to Huduma Centre.





MARCH 2023



# LAUNCH OF THE DISABILITY MAINSTREAMING ANNUAL STATUS REPORT



Cabinet Secretary, Ministry of Labour and Social Protection, Hon. Florence Bore accompanied by Principal Secretary State Department of Social Protection Mr Joseph Motari MBS launched the first Disability Mainstreaming Annual Status Report for the FY 2021/2022.

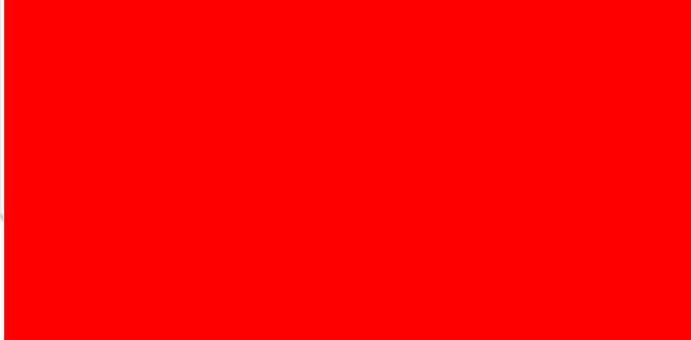


## PS VISITS HUDUMA CENTRE GPO NAIROBI



The PS, Amos N. Gathecha EBS, ndc (K), visited Huduma Centre, GPO to review the progress of the State Department for Public Service's interventions to strengthen the Huduma Kenya Service Delivery Programme.





APRIL 2023





  
**PRINCIPAL SECRETARY**  
**AMOS N. GATHECHA, EBS, NDC (K)**

The implementation of this Plan will deepen access to Government services

The Huduma Kenya Service Delivery Programme plays a vital role in providing highly sought-after citizen-facing Government Services through its One-Stop-Shop Huduma Kenya service delivery platforms.

These Huduma Kenya service delivery platforms have over time become the most popular Government service points. Citizens appreciate the convenience that results from accessing Government services from a single service point.

The Digitalization Plan is cognizant of the need to reposition the Huduma Kenya Service Delivery Programme to complement the Government's Digitalization Agenda. Huduma Kenya will establish platforms that are responsive to the current and emerging needs of citizens in a high demand and dynamic service environment.

Consequently, the successful implementation of this Plan will support the Government towards the realization of the bottom-up economic agenda by enhancing access to digitalized Government services.

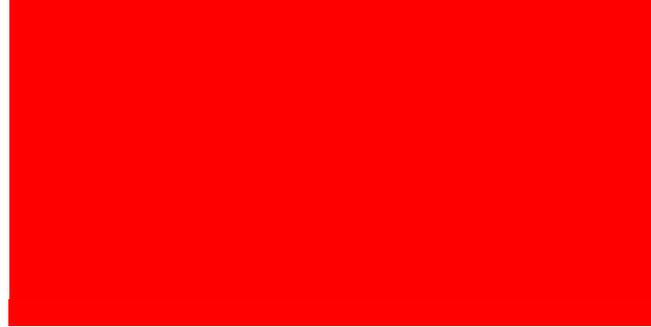
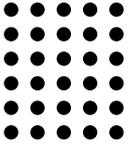


# HUDUMA KENYA SECRETARIAT PARTNERS WITH JUDICIARY



Huduma Kenya Secretariat explored the realization of the Chief Justice's vision of Social Transformation through Access to Justice (STAJ) with the Judiciary. The vision seeks to ensure physical access to justice for individuals and vulnerable groups by reducing the proximity of courts to less than 100 kilometers.





MAY 2023

 **GovTech**  
GLOBAL FORUM

**Governance in the Digital Era**  
May 3 - 4, 2023 • Washington DC

 **WORLD BANK GROUP**  
Governance

 **GovTech**  
Putting people first



# HUDUMA KENYA PARTICIPATES IN GOV TECH GLOBAL FORUM



PS, State Department for Public Service, Amos N. Gathecha EBS, ndc (K) and Huduma Kenya Ag. CEO Mr.Mugambi Njeru attended the World Bank's first GovTech Global Forum held in Washington, DC.

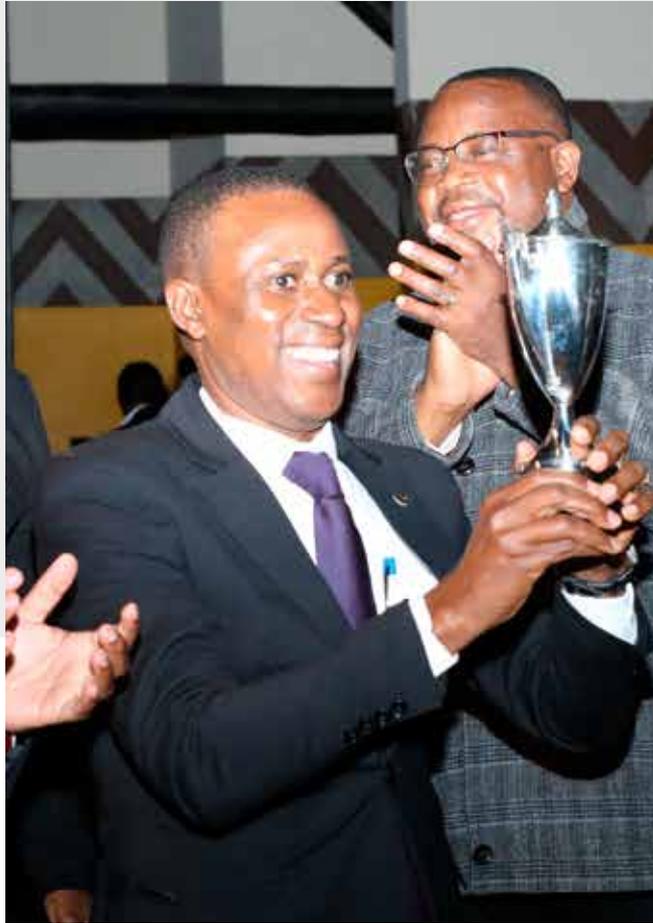
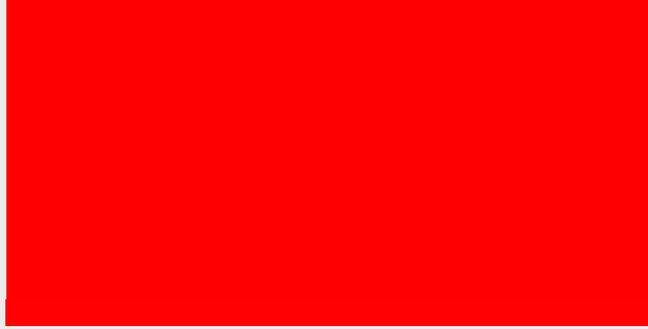
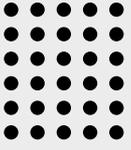
The forum convened the world's top thinkers, innovators, and practitioners where they exchanged ideas to shape the public sector digital transformation for a sustainable and equitable future.





Huduma Kenya Secretariat received CEO Mr. Benjamin Kai Chilumo.





JUNE 2023



## AFRICA PUBLIC SERVICE DAY CELEBRATIONS



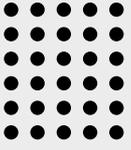
Huduma Kenya participated in the 9th Edition of the Continental Africa Public Service Day celebrations held from June 21st to June 23rd, 2023, in Zimbabwe.

The Huduma Kenya team, led by the Secretary/CEO, showcased five key innovations: Universal Service Agent/Business Process Outsourcing, Track My Service (TMS), Post Exit Surveys, Service By Appointment (SBA), and Huduma Center Adopt-A-Forest.

Huduma Kenya won the First Runners-Up Award in the Best Managed Organization category.







JULY 2023

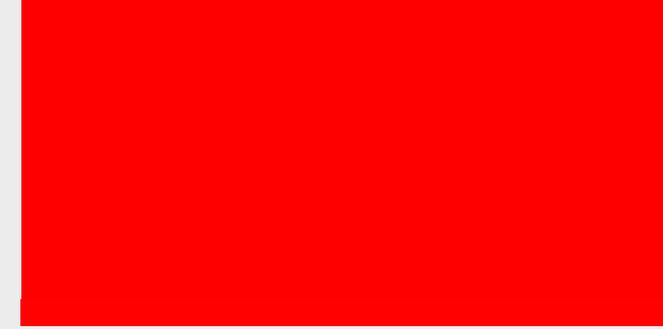
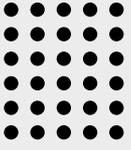


## ZIMBABWE BENCHMARKS FROM HUDUMA KENYA

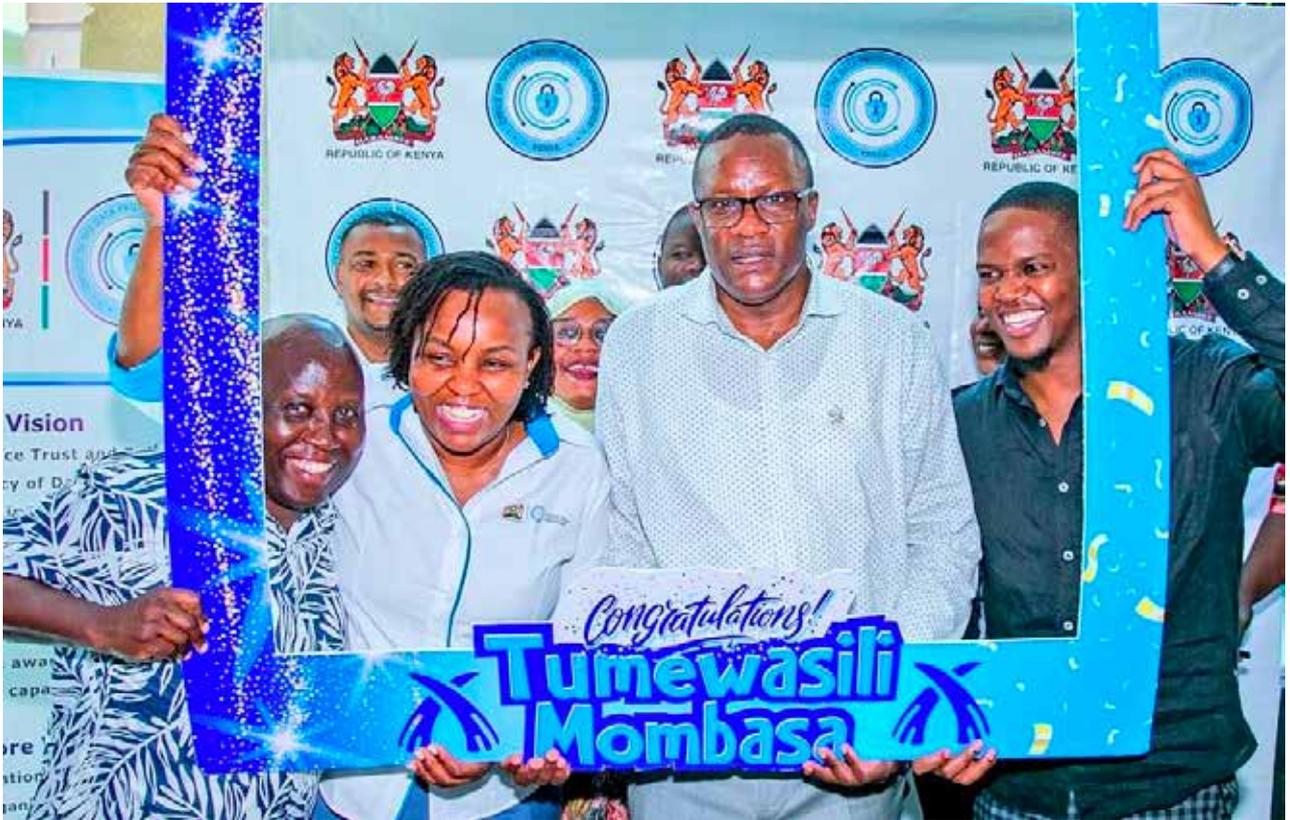


A delegation from Zimbabwe Public Service Commission paid a benchmarking visit on service delivery standards of Huduma Kenya.





AUGUST 2023



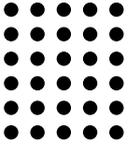
# LAUNCH OF THE OFFICE OF THE DATA PROTECTION COMMISSIONER'S OFFICE IN MOMBASA





Huduma Kenya participated in roundtable discussions on the Legislative Agenda. Part of the deliberations included the Huduma Kenya One-Stop-Shop Bill.





SEPTEMBER 2023



## KASNEB OFFICERS TRAINED ON CUSTOMER SERVICE EXCELLENCE



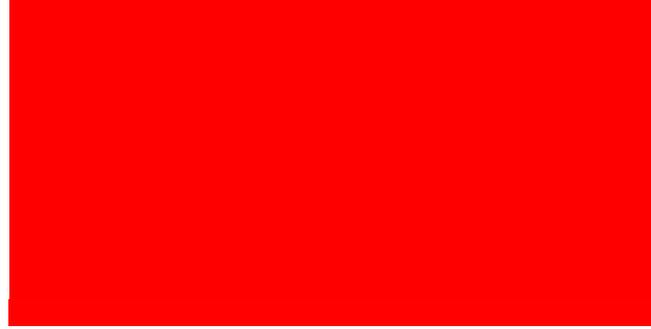
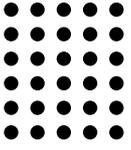


Huduma Kenya hosted the launch of the State Department of Social Protection and Senior Citizen Affairs (SDSP&SCA) who launched the Community Development Management Information System (CDMIS).



# 1<sup>ST</sup> ANNUAL HUDUMA CENTRE MANAGERS' CONFERENCE





OCTOBER 2023



# HUDUMA KENYA STAFF CELEBRATE CUSTOMER SERVICE WEEK 2023



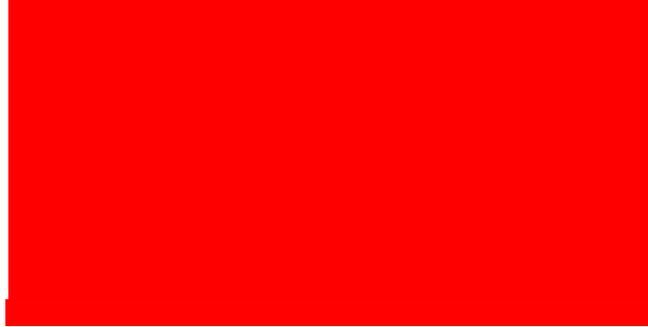
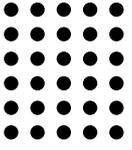
The Huduma Kenya Secretariat staff held a procession to mark the 2023 Customer Service Week on 4<sup>th</sup> October 2023.





Huduma Centre Kibra hosted the Secretariat and the 5 Nairobi Huduma Centres for an exhilarating sports day on 5th October 2023 at Moi Girls' High School Grounds.





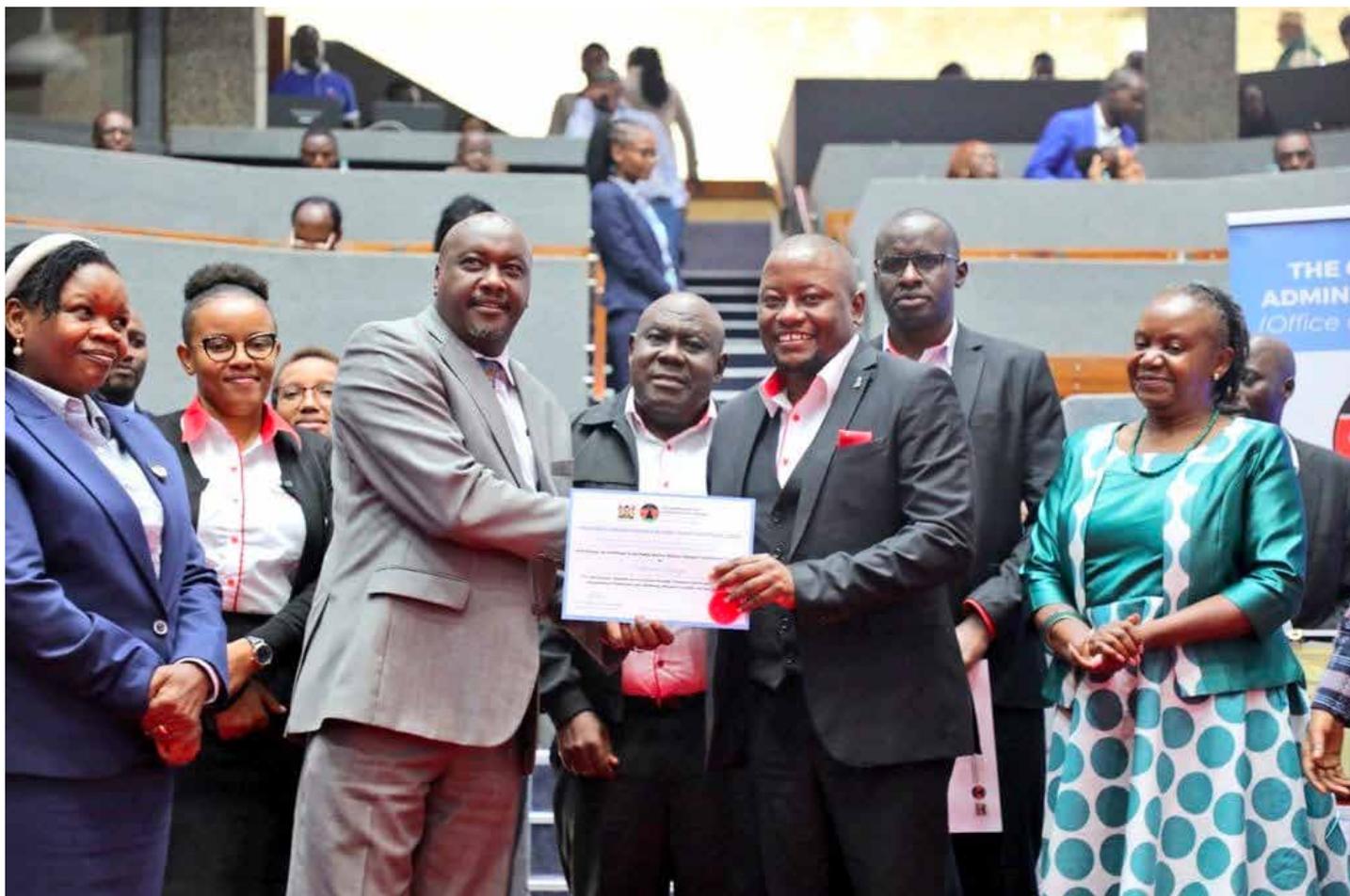
NOVEMBER 2023



# HUDUMA KENYA'S 10<sup>TH</sup> ANNIVERSARY CELEBRATIONS



## HUDUMA KENYA FETED



Huduma Kenya bagged the First Runners Up in the Institutional Category of Public Service Delivery at the Fourth Edition Huduma Ombudsman Awards.

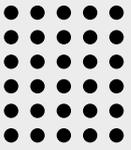


# HUDUMA CENTRE ADOPT-A-FOREST



The Huduma Centre Adopt-A-Forest initiative towards the 15 billion national target managed to plant 382,000 in the #JazaMiti campaign in 2023.





DECEMBER 2023

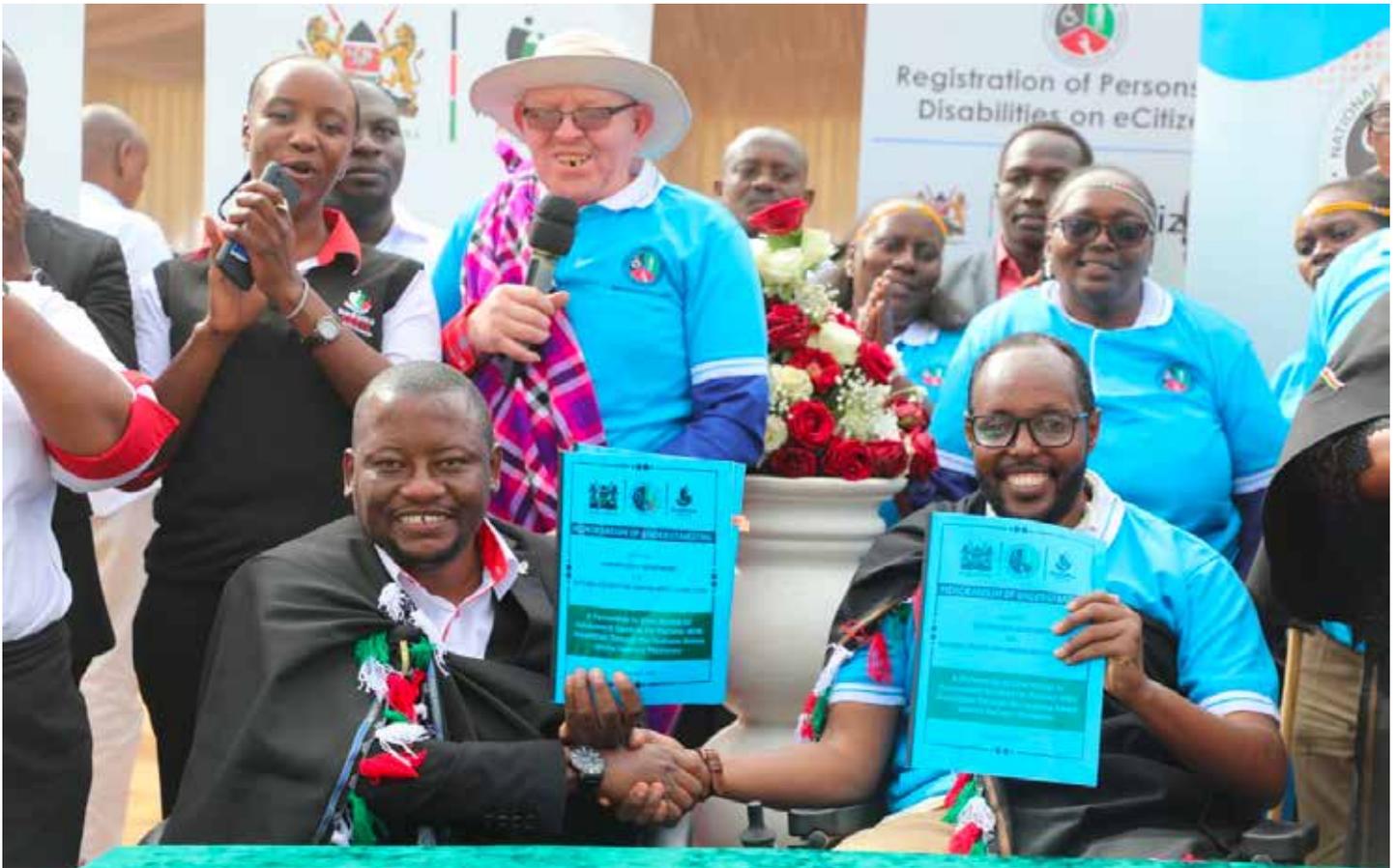


# DIASPORA INVESTMENT CONFERENCE 2023



H.E. Deputy President Rigathi Gachagua was received by our Ag. Secretary/CEO Mr. Mugambi Njeru at our Huduma Mashinani booth during the closing ceremony of the Diaspora Investment Conference at KICC.





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

The event was held at Makutano Stadium, Kapenguria to commemorate the International Day of Persons with Disabilities.





Huduma Kenya marked its first step in its 290-constituency expansion plan on 18th December, 2023. The expansion kicked off with a handover of the Makutano Huduma Centre facility in Laikipia East Constituency to Huduma Kenya Secretariat (HKS).



# 2024 TARGETS



# THE HUDUMA JITUME DIGITAL CENTRE



The National Government, through the Ministry of Information Communication Technology (ICT) and Digital Economy, is rolling out a Digital Enablement Program involving the establishment of Digital Hubs across the Country in line with Bottom-up Economic Transformation Agenda (BETA).

Subsequently, three (3) Jitume Hubs designs, namely: Jitume Centre of Excellence, Jitume Standard Hub and Jitume Mini hub have been approved through the ICT Parliamentary Committees at the Senate and National Assembly.

In the spirit of 'One Government Approach,' it has been decided to set up a joint model dubbed 'Huduma Jitume Digital Centre' in the 290 constituencies. Among the 3 designs, the Jitume Centre of Excellence has been adopted to host the Huduma Jitume Centre at a cost of Kshs. 23 Million

The Centers are expected to operate 24/7 and shall have the following facilities: Huduma Center, Learning Center, Working Center, Creative Hub, Wi-Fi hotspots and Co-working Spaces and Baraza Area – Outreach and Extension Services Meeting Point.



## 24HR EXPANDED CONTACT CENTRE (1919)



The Government owned 24-hour Contact and Tele-Counselling Centre will serve as a central point for citizens to access a wide range of Government services, seek information, tele-counselling and address queries promptly.

This initiative aligns with our mission to streamline service channels and ensure that citizens can engage with Government services 24-7, anywhere, anytime, any time of the day.





# HUDUMA EXPRESS



The Huduma Self-Service 'ATM' will be installed at strategic locations across the country to enhance access to Government services and information.



## IDEAS FOR 2024 NEW YEAR RESOLUTIONS

Focus your efforts throughout the year

### ● **Prioritize Health and Well-being**

Commit to regular exercise, balanced diet and adequate sleep

### ● **Career Development**

Set professional goals and establish a healthy work-life balance

### ● **Financial Planning**

Create a budget and stick to it

### ● **Learning and Personal Growth**

Set aside time for reading and learning new skills

### ● **Social Connections**

Nurture relationships with family and friends

### ● **Environmental Responsibility**

Adopt eco-friendly practices in daily life

### ● **Mindfulness and Mental Health**

Practice mindfulness or meditation for stress reduction

### ● **Travel and Exploration**

Explore attractions and cultural experiences

### ● **Giving Back to the Community**

Find meaningful ways to contribute to the well-being of others

### ● **Digital Detox**

Set boundaries for screen time and digital devices

2024

HAPPY NEW YEAR



**huduma**  
**KENYA**