



HUDUMA WIKI HII

Keeping You Informed



ISSUE 68



"Believe you can and you're halfway there."

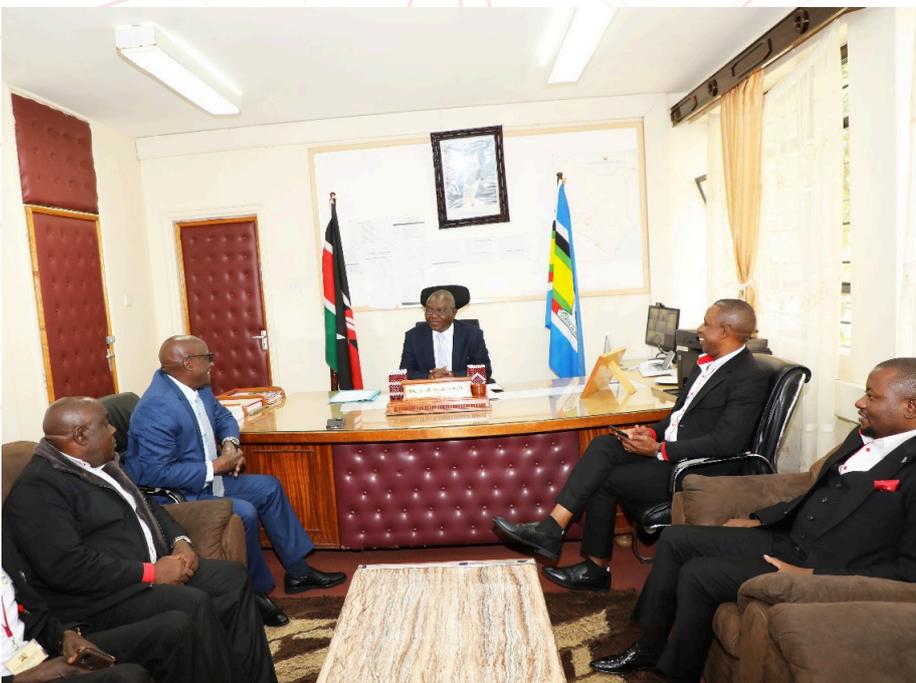
UFAA and Huduma Kenya Mashinani Event at Central Primary School in Uasin Gishu County

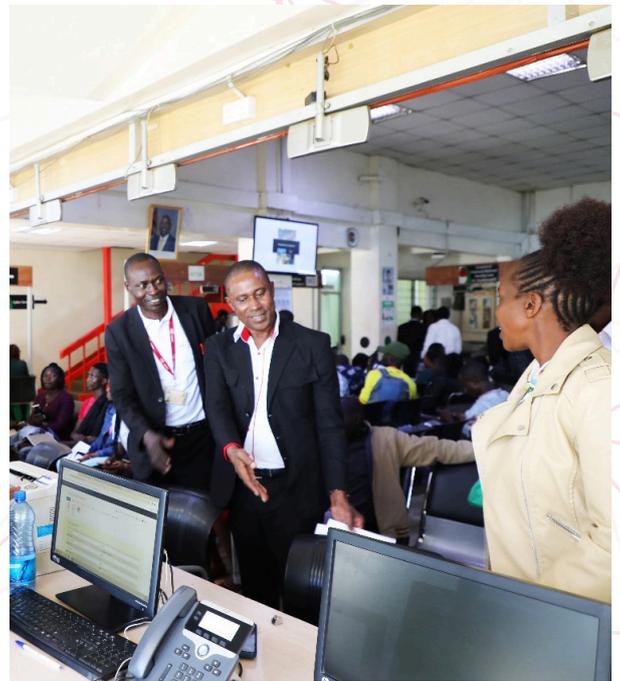


To kick start the 3 day affair at UFAA Huduma Mashinani in Eldoret, the CEO Mr. Ben Kai Chilumo and UFAA CEO FA. John Mwangi, accompanied by their colleagues, paid a courtesy call to Dr. Eddyson Nyale, the County Commissioner of Uasin Gishu. The focal point of the Mashinani event at Central Primary was to raise

awareness among Wananchi regarding the procedures for reclaiming lost and found assets under UFAA, in addition to providing Huduma Kenya services. To ensure widespread dissemination of information, NGAO representatives were also briefed to effectively convey the details to county residents. Following the outreach event,

Mr. Ben Kai Chilumo visited the Eldoret Huduma Centre, where he was welcomed by the Centre Manager Mr. Reuben Ogeda. During his visit, the CEO addressed the staff at the Centre, reinforcing the significance of their roles in delivering quality services to the public.





Huduma Centre Samburu Champions Financial Services Access in USAID Nawiri Workshop



On 15th November 2023, Huduma Centre Samburu, represented by the Deputy Centre Manager Ms. Jackline Siano, actively participated in a USAID Nawiri Partnership Workshop. The focus of the workshop was the validation of their grassroots Integrated Community Group Savings

The curriculum under review aims to strengthen financial services for Community Groups in areas lacking direct access to financial institutions, compelling them to travel to Maralal town for various public and business services.

and Loaning Training Manual, conducted at Elparaiso Hotel in Rumuruti town,

Laikipia County. The event saw a variety of participants, including representatives from National and County Government Departments, Civil Society Groups, the Business Community, Financial Institutions and local Community Groups operating in Samburu County.

RBA Collaborate with Kisumu Huduma Centre for an Educational Initiative on Retirement



In a bid to promote financial literacy and secure retirement planning, the Retirement Benefits Authority (RBA) organized a

four-day event at the Kisumu Huduma Centre. Their aim was to enlighten the public on the significance of having a robust retirement plan.

Throughout the event, customers visiting the Centre were sensitized on various aspects of retirement planning, including the importance of lodging complaints against pension schemes. Attendees had the opportunity to learn about the details of filing complaints, understanding statutory deductions and gaining insights into effective strategies for a secure and stress-free financial future.



CEO Huduma Kenya, Mr. Ben Kai Chilumo, at a photo session with Eldoret Huduma Centre staff.



City Square Huduma Centre staff convene for a meeting, addressing crucial topics such as Huduma Standards, staff welfare and the work environment on 15th November 2023.



The Advisory Committee on Human Resource Matters of the HKSDP led by the Chairperson Ms. Mary Maungu at Huduma Centre Makadara, Kajiado and Machakos respectively.



Ms. Mary Wachira Chief Officer and Head of Division overseeing Huduma Services accompanied by a team of HELB officials evaluated the performance of the cyber cafe in managing HELB services at Kirinyaga Huduma Centre in a feasibility visit at the Centre.



Huduma Centre Makadara delivers IDs and Birth Certificates to Sinai Residents at the ACC's Office. This follows a Mashinani held on 13th October 2023, at Sinai Memorial Hospital.

Samburu NSSF Branch Manager Lauds Huduma Centre Samburu's Customer-Centric Approach



During a staff meeting at Huduma Centre Samburu on 15th November 2023, Mr. Jeremiah Kapua, the Branch Manager of NSSF Samburu took the opportunity to express words of appreciation emphasizing the historical significance of NSSF, established as a Retirement Benefits Scheme by an Act of Parliament in 1965. Highlighting the ongoing commitment of NSSF

to benefit its members both during active employment and retirement, Mr. Kapua stressed the importance of working diligently to settle dues promptly upon retirement. He commended the Centre's adaptation to modernization, especially with the integration of member biometrics and other digital requirements. This aligns perfectly with the contemporary era of

digitalization, enhancing service delivery and maintaining a customer-centric approach. He extended gratitude to the Centre for their assistance and collaborative efforts in organizing events, particularly in mobilizing registration and raising customer awareness for NSSF and various public services during the Mashinani outreach.

CALL US ON 020 690 0020

Mon-Fri
7.00am-9.00pm
Weekends & Public Holidays
8.00am-6.00pm





This week, Centres around the country held several Mashinanis. Here's a sneak peak held by various Centres across the country. A total of 3,568 customers were served.



Huduma Centre City Square



Huduma Centre Bungoma



Huduma Centre Bomet



Huduma Centre Nyandarua

Huduma Centre Samburu Champions for Equality in Community Land Summit



On 16th November 2023, Huduma Centre Samburu staff participated in the third edition of the Community Land Summit, a collaborative effort by Impact Kenya, Samburu County Government and the Paran Alliance. The summit held at the

“It is essential for participants to visit the Centre for comprehensive information sharing, acquisition and advisory services on all land-related matters.”

Ms. Jane Chapa, Lands Service Desk, Huduma Centre Samburu.

Maralal Vocational Training Institute, focused on addressing Community Land rights

and developmental concerns within Samburu County.

The event provided a crucial platform for the local communities to engage in discussions on inclusivity in land governance, particularly amidst the economic challenges faced in the region.



In need of an NSSF card?



Visit any Huduma Centre near you!

ONE-STOP-SHOP
For All Government Services



Visit any Huduma Centre near you!



262K
Trees
Planted





National Tree Growing Day

Earlier this week, various Centres across the country participated in the event. The Centres include:



Huduma Centre Baringo



Huduma Centre Bomet



Huduma Centre Busia



Huduma Centre Elgeyo Marakwet



Huduma Centre Embu





Huduma Centre Garissa



Huduma Centre Kakamega



Huduma Centre Kericho



Huduma Centre Kiambu



Huduma Centre Kirinyaga



Huduma Centre Kisii





Huduma Centre Kitui



Huduma Centre Kwale



Huduma Centre Manderu



Huduma Centre Migori



Huduma Centre Mombasa



Huduma Centre Muranga





GPO Huduma Centre



City Square Huduma Centre



Huduma Centre Eastleigh



Huduma Centre Kibra



Huduma Centre Makadara



Huduma Centre Nandi





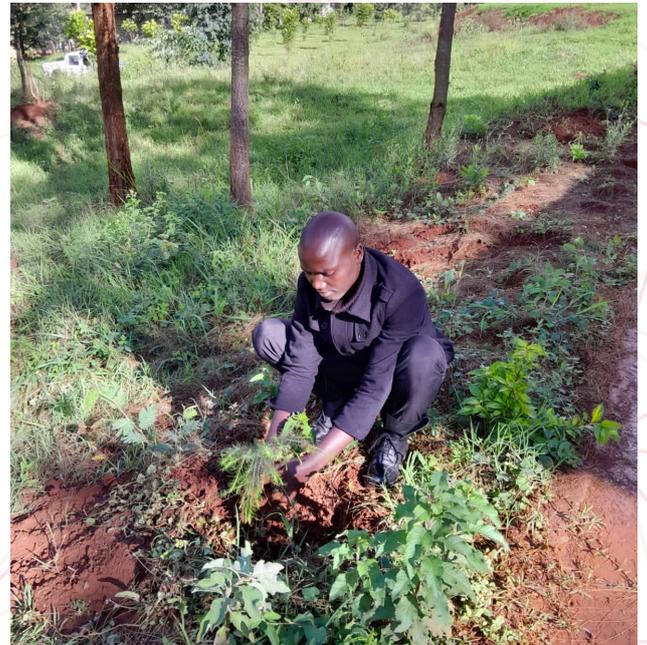
Huduma Centre Nakuru



Huduma Centre Narok



Huduma Centre Nyamira



Huduma Centre Nyeri



Huduma Centre Taita taveta



Huduma Centre Samburu





Huduma Centre Siaya



Huduma Centre Tharaka Nithi



Huduma Centre West Pokot



Huduma Centre Eldoret



Huduma Kenya Secretariat staff





Free **Counselling** and **Wellness** Services



visit us;

Huduma Centre GPO
Huduma Centre Thika
Huduma Centre Kibra

or call us;

 **020 6900 030**



Huduma Kenya



huduma_kenya



HudumaKenya



huduma
KENYA
service excellence