



# HUDUMA WIKI HII

Keeping You Informed



ISSUE 69



*"Man gives you the award but God gives you the reward."*

## Huduma Kenya Bags 1<sup>st</sup> Runners Up in the Institutional Category of Public Service Delivery at the Fourth Edition Huduma Ombudsman Awards



On 23<sup>rd</sup> November 2023, Huduma Kenya was feted as the First Runners-up for innovatively reaching out to citizens and redefining efficiency in public service delivery in the Huduma Ombudsman Award's fourth edition, specifically in the Public Service Delivery – **Institutional Category**.

The event, presided over by Hon. Florence Kajuju, Chairperson of the Commission of Administrative Justice (CAJ), featured the Chief Guest, Hon. Moses Kuria, Cabinet Secretary Ministry of Public Service, Performance and Delivery Management. Other invited guests included the CS Tourism and Wildlife E.G.H Dr. Alfred Mutua, PS, State Department for Public Service, Mr. Amos N. Gathecha, EBS, ndc (K), PS State department for Performance and Delivery Management Ms. Veronica Nduva, Governors and chairs of various institutions.

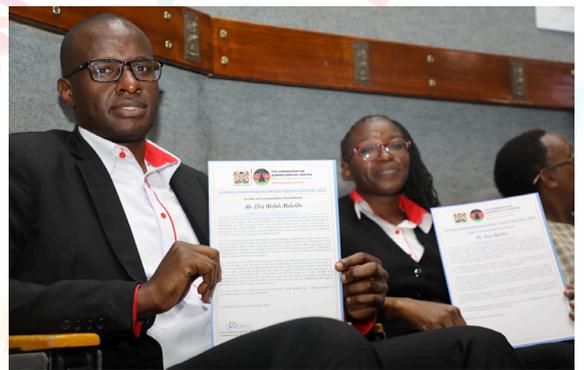
Also, during the ceremony, Ms. Rose Muthee, Migori Centre Manager and Mr. Elvis Makokha, West Pokot Centre Manager, were recognized and awarded certificates for their exemplary service in the **Individual Category for Public Service Delivery**.

Among the various initiatives contributing to this recognition, 'Huduma Mashinani' stood out for extending services to citizens in far-flung areas, including medical camps through strategic partnerships. Additionally, the rollout of the Service by Appointment (SBA) platform, the extension of working hours at the Contact Centre from 7 am to 9 pm, and the implementation of SMS systems for customer engagement played pivotal roles.

CS Kuria emphasized the Ministry's ongoing efforts, mentioning the development of a digital system dubbed Pasha to transform public service

delivery. The system aims to allow members of the public to report on public service delivery, contributing to increased transparency and efficiency. "I would like to assure citizens that our ministry shall hold monthly press briefings to share details about various institutions' performance to increase accountability and performance", he further added.

The Huduma Ombudsman Award is a significant recognition, promoting accountability, responsiveness, and a servant-oriented approach in public service. It encourages the right to access information, motivates public officers and institutions to prioritize service delivery and good governance, enhances professionalism, fosters trust in government, and identifies and shares best practices for the benefit of Kenyans.



## Equity Bank Foundation Sensitizes Tharaka Nithi Huduma Centre Staff on Financial Literacy



On 22<sup>nd</sup> November 2023, staff from Tharaka Nithi Huduma Centre, along with selected personnel from the back offices, underwent a

Financial Literacy training session. This evening session was facilitated by experts from the Equity Bank Foundation, led by Mr. Edwin Gathaka.

The training covered topics on Savings and Investments, Entrepreneurship, Financial Record Keeping, and Digital Marketing.

## Huduma Kenya and UFAA Host 3-Day Mashinani Event at Ihura Stadium in Murang'a



A team from Huduma Kenya Secretariat led by Mr. Martin Mugambi, Director Service Delivery and Mr. Stephen Ingabo, Director, PR & Communications joined the Chairman of UFAA Hon. Dr. Francis Kigo Njenga and CEO/Managing Trustee Mr. John Mwangi in Ihura Stadium, Muranga to kick off the Muranga edition of

UFAA's awareness campaign on 22<sup>nd</sup> November 2023.

The visit was kicked off by paying a courtesy call to the Murang'a East Deputy County Commissioner (DCC), Mr. Thomas Nyoro who received the team. As part of sensitization of citizens in the grassroots to heed the UFAA call of checking their status on unclaimed assets,

NGAO representatives from Muranga County were taken through a workshop.

A wide array of Government services including Issuance of duplicate IDs, birth certificates, NTSA, Pension, and Ministry of Health among others were offered through a Huduma Mashinani in the 3-day event.

## Huduma Centre Samburu Acknowledges Maralal Prisons' Gratitude



**H**uduma Centre Samburu on 23<sup>th</sup> November 2023, welcomed inmates from Maralal Prisons, led by Chief Inspector Alex Nguthi Ngari. This visit was a token of appreciation for the outstanding public services extended by the Centre within the prison premises. During the visit, the Maralal Prisons

team expressed gratitude for the seamless registration services provided, including those for NSSF, NHIF and NRB. Deputy Centre Manager, Ms. Jackline Siano, delivered a motivational talk to the inmates, shedding light on the diverse public services available at the Centre. In a collaborative effort, the

inmates participated in the general cleaning of the Centre's compound, joining hands with the Centre Environment Stewards. As a token of appreciation for their efforts, the Centre staff presented the inmates and Maralal Prison's staff with essential items, including toiletries and stationery.

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## Nyamira Huduma Centre Receives Dental Check-up and Awareness Session by Nova Prime Health, Kisii



On 21<sup>st</sup> November 2023, Nyamira Huduma Centre received medical professionals from Nova Prime Health Kisii, led by Dr. Sarah Bodo. They conducted an oral health

awareness program and engaged the Centre staff in an interactive health talk. Later on, a check-up was offered during which staff members were informed about their

individual dental concerns and provided with advice on the optimal treatment options for different dental cases.

### SMILE

By Maryanne Ngugi,  
Thika Huduma Centre Counselor



In moments of despair about the world and our place in it, there's often a tendency to view situations through a pessimistic lens. Social pressures to maintain a disguise of happiness can lead to feelings of shame when one isn't genuinely content. This combination of shame and sadness creates a toxic blend, making it even more challenging to navigate through periods of sadness, depression or anxiety, especially when societal

expectations come into play. It's crucial to recognize that everyone is battling their own demons, making kindness and empathy essential as we may not fully understand the struggles others are facing.

Losing one's smile often means losing the ability to laugh wholeheartedly, unburdened by worries. The transformation is usually gradual and inconspicuous, only noticeable when encountering people after an extended period. It's a

compelling reason to self-reflect, considering what brought joy in the past and how circumstances may have changed. As the journey to rediscover a genuine smile begins, it's vital to remember that happiness isn't a ready-made product; rather, it emanates from within and is influenced by actions and perspectives. Every emotion is interconnected and has roots, and delving into our inner selves fosters emotional intelligence.

Actions to help regain a smile might include:

### 1. Avoiding Procrastination

Procrastination tends to evoke negative feelings. Staying organized and proactive in managing schedules can alleviate stress and contribute to a more positive self-perception.

### 2. Focusing on Results

Shifting the focus from blame to problem-solving when faced with challenges can reduce stress, enhance control, and make one more approachable.

### 3. Being Kinder

Resisting indifference towards others and consciously choosing kindness can contribute to emotional well-being and set a positive tone for the day.

### 4. Spending Time with Loved Ones

Allocating time for those who bring love and appreciation into one's life can significantly impact overall happiness.

### 5. Breaking Negative Thought Patterns

Consciously associating positive thoughts

with people or situations can counteract negative thought patterns and diminish their power.

### 6. Dressing Up

Personal grooming and wearing clothes that evoke confidence can have an immediate positive impact on self-perception.

### 7. Remembering Humanity

Practicing forgiveness, understanding that everyone, including oneself, is on a learning journey, contributes to overall well-being.

### 8. Not Taking Life Too Seriously

Cultivating a sense of playfulness and engaging in activities that bring joy can counteract the inner critic and promote self-appreciation. Take time to do things that give you more scope for "happy-time," like seeking the company of children, listening to music, dancing, cooking, reading, cleaning - anything that makes you feel like your best self.



**Hi Colleagues,**  
Huduma Kenya invites articles  
on your area of interest for  
its weekly e-newsletter  
**Huduma Wiki Hii.**

**Guidelines:**

- No more than 800 words
- MS Word Format

Submit your article online;  
[communications@hudumakenya.go.ke](mailto:communications@hudumakenya.go.ke)



380K  
Trees  
Planted





500 Number of tree seedlings planted.



On 18<sup>th</sup> November 2023, Eldoret Huduma Centre staff participated in a tree planting exercise at Saroiyot Primary School - Kesses Sub-County. The event was in collaboration with UFAA and KASS FM.

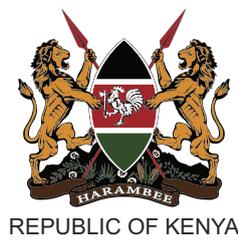


Nyamira Huduma Centre staff on 23<sup>rd</sup> November 2023, led by the Communication Performance Improvement Team, planted 150 tree seedlings at the Nyamira Level 5 Referral Hospital grounds.



Staff from Tharaka Nithi Huduma Centre joined the Chief Magumoni Location, Mr. Henry Ruganka, and his Assistant Chiefs at his office compound where they planted 100 trees.





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## Huduma Centre Machakos Welcomes Eswatini Delegation for Benchmarking Session



On 23<sup>rd</sup> November 2023, Huduma Centre Machakos hosted a delegation from Eswatini's Higher Education Financing body,

a division of South Africa's Ministry of Labour and Social Security. The visit was to conduct a benchmarking exercise, seeking insights

into the operations of HELB services within the Huduma Centres.

## Huduma Centre Mombasa Lauds Staff for Service Excellence

On 23<sup>rd</sup> November 2023, Huduma Centre Mombasa held a special event to honor and acknowledge the exceptional service of its dedicated staff. Several outstanding individuals and service desks were recognized for their contributions.

Awardees of the awards included Consolata P. Muketi who received the Employee of the Year award for her exceptional service at the Information Service Desk. The Service Desk of the Year (MDA) was awarded to the Police Abstract desk, with Civil Registration Services (CRS) securing the second position and the National Registration Bureau (NRB) earning third place.

Individual recognitions for professionalism went to Jamila Mohamed, Ezra Kei, and Josephine Siro, who showcased their commitment to maintaining high standards in their roles, the Customer Service



Excellence category, Emmanuel Okeno Otieno, Jennipher Mbayi, and Anthony Githinji were celebrated as the best in their respective roles.

The selection process was guided by a panel which was formed to evaluate the candidates. They were guided by the Huduma DNA manual and an awards and recognitions manual tailored for this purpose. Additionally, staff members were encouraged to nominate their

peers who exemplified the virtue of integrity and demonstrated exceptional commitment to service delivery.

The event, graced by esteemed guests and representatives from various MDAs, aimed to celebrate the remarkable achievements of the staff and inspire a culture of continuous service excellence. Mr. Matthew Musyoka, the Coast Regional Manager of NSSF, honored the occasion as the chief guest. Other notable attendees included Evans Ouma, NSSF Branch Manager Lower Regional Office Mombasa, Nicholas Onger, Deputy Regional Manager NSSF, ACC Jabir Mohammed, and Itai Farah of the Ministry of Health.

A total of 19 categories of awards, rewards, and recognitions were presented, reflecting the diverse talents and dedication of Huduma Centre Mombasa staff.



## FLOODS

In recent times, relentless rainfall has unleashed catastrophic floods across our nation, submerging fertile lands, villages, and endangering lives. As the government and local authorities diligently work on enhancing alert and evacuation systems, it is imperative for individuals to adhere to preventive measures, safeguarding their well-being amidst the deluge.

### What is a Flood?

A flood, defined as the overflow of copious water on the Earth's surface, is a force of destruction. Whether triggered by intense rainfall, surging ocean waves, or the failure of dams and levees, floods can occur suddenly or gradually over an extended period, persisting for days or even weeks.

### Flood Weather terms:

It's crucial to be acquainted with flood-related terminology:

**Flood WATCH:** A flood is possible in your area.

**Flood WARNING:** Flooding is occurring or imminent.

**Flash Flood WATCH:** Flash

flooding is possible.

**Flash Flood WARNING:** A flash flood is occurring or imminent.

### Flood precautions

In the face of an impending flood, certain precautions are paramount:

- Secure your home by moving outdoor furniture and essential items to higher floors.
- Turn off utilities if instructed, disconnect electrical appliances, and avoid touching them when wet.
- Stay informed through weather forecasts and news updates.
- Consider relocating to higher ground temporarily.
- Safeguard important documents, possessions, and arrange floating equipment.
- Ensure a supply of drinking water, essential medications and non-perishable foods.

### During a Flood:

In the event of a flood, adhering to these measures can avert panic and chaos:

- Listen to radio or

television updates.

- Heed flash flood warnings and move promptly to higher ground.

- Stay wary of sudden flooding in areas like streams, drainage channels, and canyons.

- Avoid walking through moving water, and never attempt to drive on flooded roads.

- Follow government advisory rules and stay connected with family and friends.

### Post-Flood Safety:

Once floodwaters recede, additional precautions are necessary:

- Avoid moving water, damaged areas, and follow emergency worker instructions.

- Return home only when authorities deem it safe.

- Be cautious of weakened roads, hidden debris, and changes in familiar areas.

- Exercise extreme caution when entering buildings, ensuring they are safe and thoroughly cleaned.

- Do not drink tap water until declared safe by health authorities.



On 17<sup>th</sup> November 2023, City Square Huduma Centre underwent furniture repairs and maintenance to enhance the working environment and customer experience.



On 23<sup>rd</sup> November 2023, HELB Officials led by Ms. Felicity Ndege Engage Nyamira Huduma Centre for Service Evaluation.



This week, Huduma Centre Tana River held a Mashinani at Zubaki where 133 customers were served.





**Huduma Kenya** bags **1<sup>st</sup> Runners Up** in the Institutional Category of Public Service Delivery at the Huduma Ombudsman Awards, 4<sup>th</sup> Edition



Our commitment to delivering excellent services remains steadfast.

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Well done **Elvis Makokha** and **Rose Muthee** for being feted in the Public Service Delivery Award in the Individual Category at the Huduma Ombudsman Awards, 4<sup>th</sup> Edition



We're proud to have you as part of our outstanding team.

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