HUDUMA WIKI HII
Keeping You Informed

“The true meaning of life is to plant trees, under whose shade you do not expect to sit.” — Nelson Henderson.
Huduma Centre Samburu participated in the Environmental Justice Team (Samburu County Chapter) Stakeholders Forum held at Maralal Guest House Hotel on 25th October 2023.

The forum, led by Mr. Andrew Lokitambaa, founder of the Environmental Justice Team Samburu Chapter and Mr. John Jamaica, Samburu County Environmental Officer aimed at empowering and mobilizing communities for environmental justice, food security, green space preservation, mental health support and community-led initiatives against HIV/AIDS.

Other participants at the event included representatives from Samburu Forestry Conservancy, the DCC Office, County Government, NEMA, the Ministry of Environment, Red Cross, the Meteorological Department, Boma, NCIC, the Energy Department, and Smart Regional Consultants.

Eastleigh Huduma Centre Empowers Staff with Comprehensive Service Knowledge

In a bid to have staff all rounded with information on services offered at the Eastleigh Huduma Centre, the Centre had a sensitization session mid this week to equip all staff with essential knowledge and information regarding each desk’s operations, enabling them to adeptly respond to customer inquiries, both within and outside the Centre.

Ms. Margaret Nyanchuma from KRA and Mr. Mbuthia Kimunge, from the Social Services desk led the event where they took the staff through the offerings of their respective departments at the Centre.
Huduma Centre Makadara’s participation in the 60th Mashujaa Day celebrations in Sinai Industrial area, on 20th October 2023, was a testament to the commitment to serve citizens seamlessly and efficiently. Customers who had previously applied for birth certificates at a recent Mashinani event held just a week before on 13th October 2023 experienced a remarkable shift. They were given the opportunity to collect their documents during the celebration, and the swift response truly exemplified the essence of accessible and efficient public service. The event served as an example of how Huduma Kenya is bridging the gap between service requests and delivery, underscoring their mission to provide timely and essential services that significantly enhance the lives of the people they serve. It also enhanced the customer experience of accessing Government services by reducing the commute time to Government offices as well as easing the financial burden of fare.

Nandi Huduma Centre Hosts Thrilling Mashujaa Day Tournament

Nandi Huduma Centre hosted a sports event at Kapsabet Showground during this year’s Mashujaa Day. The tournament featured volleyball and football matches involving teams such as Nandi Huduma FC, Arbing Meet Africa FC, AIC Diguna, Tinderet FC, Ngetchek FC, Kapsabet GK Prison FC, Kenya Red Cross FC, Meswo Hospital FC and Net Ninjaz.
Busia Huduma Centre Extends CRS Services to Matayos residents.

Citizens access Government services at Kachibora market in Trans Nzoia East Sub County offered by Kitale Huduma Centre on 24th October 2023. A total of 223 customers were served.

Residents of Rhamu access government services on a 3-day Mashinani event organized by Huduma Centre Mandera. A total of 1,242 customers were served.
623 customers received an array of Government services on 25th October 2023 courtesy of Narok Huduma Centre at Olololunga Market.

Kajiado West Huduma Centre Launches Weekly Kiserian Outreach at the Chief’s Camp.

Kibra Huduma Centre’s Mashinani in Dagoretti Serves 521 customers.

Kaitheri and Kangari Residents Access ID Services courtesy of Kirinyaga Huduma Centre.
Elgeyo Marakwet Huduma Centre serve 258 customers at Kamoi and Kamwosor Centres.

Nyandarua Huduma Centre serves over 200 citizens in Tumaini Town.

Huduma Centre Lamu serves 124 citizens at Mokowe chief’s office.

200 Customers benefit from Huduma Centre Kitui at Kabati Market.

Residents of Ngaremara receive Government services courtesy of Isiolo Huduma Centre.
Upcoming Mashinani Events

Come update Huduma za Gava Chap Chap

Certificate of Good Conduct
Police Abstract
NHIF Services
NSSF Services
Duplicate IDs Services
Self Help Groups Services

Birth & Death Certificates
NTSA Services
KRA Services
NCA Services
Pension Services
Cyber Services

31st October 2023
at Ngurubani Trading Centre – Chief’s Camp
Mwea East Sub County

Brought to you by
Huduma Centre Kirinyaga
SERVICE EXCELLENCE CALENDAR

SEPTEMBER-OCTOBER 2023

TEAM SERVICE

✓ Celebrating teamwork and diversity in service delivery.
✓ Acknowledging that success comes from breaking down barriers and removing titles in service delivery.
✓ A team is only as good as its weakest link.
✓ Focus on bringing staff together during cs week and throughout the year.
Personal Safety And Security Tips For Employees

In a world where criminals are constantly seeking opportunities to commit crimes, personal safety and security become paramount. Thieves often target running vehicles or individuals who leave their valuables in plain sight. This risk escalates during certain seasons, like when there are more shoppers and longer hours of darkness. Criminal opportunities arise when there are no witnesses or when someone appears as an easy target. To deter criminals, one can enhance their security by increasing the potential for witnesses and by staying vigilant. Avoid making it easy for criminals to victimize you. Here are some proactive methods to reduce criminal opportunities:

1. **Stay Alert and Aware** While walking, pay attention to your surroundings. Knowing who’s nearby is the first step to staying safe. If someone makes you uncomfortable, move toward a more populated area.

2. **Display Confidence** Walk with purpose, scan your surroundings, and make casual eye contact with others to show confidence. This reduces your chances of being targeted by criminals. Avoid wearing restricting clothing or shoes.

3. **Keep Your Hands Free** Carrying items can make you a more vulnerable target. Wear backpacks on your back to keep your arms and hands free. Avoid texting or using your cell phone excessively while walking alone.

4. **Avoid Walking Alone** Strength lies in numbers; walk in groups with co-workers whenever possible.

5. **Be Observant** Always stay alert to your surroundings, avoid distractions like cell phone conversations or texting.

6. **Choose Well-Lit and High Traffic Areas** Walk where you can see and be easily seen, using sidewalks and staying away from dark building entryways.

7. **Avoid Portable Music Devices** These can be distracting and make you less sensitive to potential danger.

8. **Let Someone Know Your Whereabouts** Inform someone of your destination and expected return time. Make a call if you’re late.

9. **Secure Your Vehicle** Park in well-lit areas and lock your car. Check for uninvited passengers before getting in.

10. **Plan Purchases in Advance** Carry only the necessary amount of cash. If you must carry a significant sum, distribute it among different pockets or areas.

11. **Secure Your Personal Items** Carry your purse close to your body, and if you’re carrying a wallet, keep it in a safe location.

12. **Keep Your Keys Handy** Have your keys ready before reaching your car or door.

13. **In Case of Robbery** If the attacker is after your possessions and not your life, it’s safer not to fight back. Your well-being is more important.

14. **Report the Crime** Always report the crime to the police immediately. Your actions can help prevent others from becoming victims.

15. **Secure Your Vehicle** Lock your car, close windows, and be aware of your surroundings.

16. **Control Your Keys** Remove identification tags from your key ring to prevent thieves from locating your car and home.

17. **Secure Valuables** Keep valuable items in your car trunk or ensure they’re hidden from view.

18. **Consider Anti-Theft Measures** Explore anti-theft options such as steering column locks, alarms, or fuel system interrupters.

19. **Trust Your Instincts** Above all, trust your instincts. If something doesn’t feel right, remove yourself from the situation immediately.

By Safety & Security Department
115K Trees Planted
Huduma Centre Kirinyaga Secures Free Tree Seedlings for Adopt-A-Forest Initiative at One Acre Fund Nursery Visit

This week, in a visit to the One Acre Fund tree seedlings nursery in Kirinyaga, Huduma Centre Kirinyaga managed to secure free seedlings towards its Huduma Centre Adopt-A-Forest initiatives. The participants partook in a weeding exercise at the nursery plot. Further, the staff were taken through farmer training, distribution and sale of essential farm machinery and inputs and market sourcing.

8,000 Tree Seedlings Fostered in One-Year Milestone for Adopt-A-Forest Initiative

On 25th October 2023 Huduma Centre West Pokot marked a year since the Centre established a tree nursery to demonstrate its commitment to the Huduma Centre Adopt-A-Forest initiative. Thus far, around 8,000 tree seedlings with approximately 3,000 of these seedlings planted in various educational institutions, while the Centre currently nurtures another 5,000 seedlings in preparation for future planting.

The Centre’s target is to cultivate a total of 15,000 seedlings by the end of the financial year.
Mr. Amos Kibui, Hospital Administrator of Equity Afia Medical Centre in Kabarnet, at a visit to Baringo Huduma Centre on 25th October 2023.

Kirinyaga Huduma Centre this week at their weekly team building activity at the Kerugoya Catholic Church.

Huduma Centre Lamu Celebrates 7 Years of Service Delivery on 19th October 2023.

ACC Mr. Murage Muchira, Samburu delivers a motivational talk to the Centre staff on 24th October 2023.

Staff and customers engage with Radio Milele’s Jackline Nyaminde (Wilbroda) and Francis Luchiywa when they visited West Pokot Huduma Centre on 26th October, 2023.

Nandi Huduma Centre Undergoes Repairs and Maintenance on 19th October.
What is Digital ID?
Digital ID, short for Digital Identity, is a unique representation of an individual, organisation, or device in digital form—a virtual representation of your physical ID. It typically includes information such as personal attributes, credentials, and authentication methods. Digital IDs provide:
• Digital identification tools
• Authentication tools
• Data/attribute wallets
• Authorisations
• eSignatures
The newly launched Digital ID, which serves as the virtual representation of your physical ID, will be utilised to verify and authenticate the identity of individuals or entities in various online transactions and interactions. The Digital ID will offer a secure and convenient means to access digital services and safeguard against identity theft.

What do you mean by a virtual representation of my physical ID?
A virtual representation of an individual’s physical ID is a representation of their identity in the digital realm. It is electronic or digital and may include personal information, biometric data, or other identifying attributes. This virtual identity is used for online interactions and authentication, allowing individuals to establish their identity electronically without physical documentation.

What is online authentication?
Online authentication is the process of verifying the identity of a user or entity that is accessing digital services over the internet. It ensures that the person or entity trying to access a system or service is who they claim to be. Online authentication can involve usernames and passwords, biometric data (such as fingerprint or facial recognition), security tokens, two-factor or other methods to confirm identity.

What is the National Public Key Infrastructure (NPKI)?
The National Public Key Infrastructure (NPKI) is a framework used to support secure digital communication and transactions. It relies on public and private cryptographic keys, digital certificates, and trust authorities. The NPKI provides a foundation for secure online activities, including digital signatures, encryption, and authentication. Governments and organisations typically use it to establish trust and security in their online services.

What is a digital signature?
A digital signature is a cryptographic technique employed by an individual to digitally sign their documents, enabling the recipient to authenticate the legitimacy and integrity of the respective digital record, message, or transaction. It involves using a private key to create a unique digital signature that can only be generated by the key owner. When someone receives a digitally signed document, they can use the corresponding public key to verify that the legitimate sender created the signature and that the document has not been altered since it was signed.

What will be the disclosure process to safeguard the information collected from unauthorised access?
This process will align with the Data Protection Act, specifically Section 43 and the related Subsidiary Legislation in Sections 37 and 38.

Will the personal information collected through the Digital ID system be used for surveillance and negative profiling by the state?
No, the government will only use the data/information for the specific purpose for which it was collected, per the Data Protection Act (DPA) requirements.

Will I know what the government is doing with my data?
Yes, you will. The Data Protection Act mandates us to provide you with information regarding how your data is used. As a user of the digital ID, you will retain control over your identity and data. Any entity or individual seeking access to your data will need your authorisation as the owner.

Who can access personal data?
What approvals will be necessary? And can individuals control what data is stored and how it is shared? These actions will comply with the provisions outlined in the Access to Information Act and the Data Protection Act regarding data access by individuals and entities. Like the National ID, it can be used to access commercial and public services through the E-citizen platform.

Frequently Asked Questions About The New Identification System
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