



**HUDUMA  
WIKI HII**  
Keeping You Informed

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**Huduma Kenya**



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**1919**

## RBA LAUNCHES MASHINANI CLINIC IN GARISSA



Huduma Kenya Ag. CEO Mr. Mugambi Njeru and The Retirement Benefits Authority (RBA) CEO Mr. Charles Machira visited Huduma Centre Garissa on April 9, 2024 to launch the RBA Mashinani clinic. The clinic provided services from April 9th to 12th April, 2024.

At the event, Mr. Mugambi was ordained a Somali Galbert elder by the elders and planted a tree to commemorate the event and also interacted with the staff members pledging his support in enhancing service delivery.



The Centre Manager Mr. Mohamed Mohamud emphasized Huduma Kenya Secretariat's commitment to ensure that as many services as possible use the Huduma Mashinani platform to reach out to as many customers



9<sup>th</sup> April, 2024



The Project Implementation Committee for refurbishment of Huduma Centre Makadara constituting of Public Works Officers and Centre representatives handed over the site to the Contractor.

12<sup>th</sup> April, 2024



Mombasa Huduma Centre Project Implementation Committee officially handed over the Centre to the Managing Director, Mr. Abdinasir Adan from Imperial Investment Limited, along with Ms. Michelle Keya, an Assistant Architect from the Ministry of Lands, Public Works, Housing & Urban Development. This handover marks the beginning of the proposed refurbishment and maintenance works at the Centre.





The Migori Huduma Centre Refurbishment Works Site was officially handed over to the contractor by the Centre's project implementation committee. Leading the handover was Architect Oyaro and a team of engineers from Public Works.



Mr. Mike Otieno, the outgoing Centre Manager handed over the management of Huduma Centre Siaya to the Deputy, Michael Marlow Odhiambo.

**13<sup>th</sup> April, 2024**



Uasin Gishu Huduma Centre at a pre-wedding ceremony of one of its staff members, Mr. Elvis Kibenei of NRB desk at Iten, Elgeyo Marakwet.



14<sup>th</sup> April, 2024



Kisumu Huduma Centre collaborated with KUCCPS, HELB, KASNEB, and Counseling desks to attend an education and career guidance talk organized by the Better Living SDA church in Kisumu. Approximately 200 youths received guidance on career choices, learned about government services available at the Centre, and participated in counseling sessions led by the Centre's staff.

15<sup>th</sup> April, 2024



Mr. Bidii Henry Kasena, the Centre Manager Samburu, along with the staff, conducted an outreach program at the Office of Chairperson for Maralal Bodaboda Operators. The goal was to raise awareness about the services available at the Centre.





Rev. Ted Kisivuli, Chairman, Peer Counselors and Mediators Association, Nandi County, and Ms. Lydiah Zedric, Mediator and County Coordinator, National Mediation Committee, Nandi County delivered counseling sessions to Huduma Centre Nandi.



Busia Huduma Centre visited Busia Prisons and the Prison Commander SSP Elisha Odende to plan and set a date for tree planting exercise in reference to the month's theme (focus on climate agenda). The exercise will take place on 25<sup>th</sup> April, 2024, at the prison's grounds.



Huduma Centre Baringo Centre Manager led a team from the Centre to a courtesy call at the DCC Koibatek Sub County office hosted by David Cheruiyot ACC Ravine Division representative of DCC. Also in attendance were NGAO officers.





# SERVICE EXCELLENCE CALENDAR

## MARCH-APRIL 2024 FOCUS ON CLIMATE AGENDA



- **Huduma Centre Adopt-A-Forest Initiative.**
- **Tree planting drives.**
- **Explore and deepen partnerships in the Climate Change Agenda.**

## Service Excellence Calendar Corner



Kwale Huduma Centre Team March-April Environment Group undertook an intensive cleaning activity at the Centre and its environs as part of their duty towards a "Green" Kenya. The team cleared bushes and trimmed overgrown plants as a measure aimed at destroying hiding areas for predators and mosquitoes.



Climate Action Champions from Mombasa Huduma Centre partnered with Brain's Youth Group in a tree planting exercise where they transplanted 1,200 seedlings at the adopted Junda Creek Area.





Huduma Centre Mombasa participated in the first 4 out the 9 days Mombasa County Governor's Holiday Mentorship Program facilitated by Nawwar Hammad KUCCPS service desk staff member. She led Career talks at Star of the Sea high school, Alidina Visram (Mvita), Jomvu Girls (Jomvu) and Mrima Secondary School (Likoni). The program is aimed at ensuring the students spend their holidays in a constructive manner and keep away from bad influence.



Tana River County Head of NSSF, Mr. Amin Ali, accompanied by NSSF Officer Mr. Peter Imani paid a courtesy call to the Centre Manager, Tana River Huduma Centre, Mr. Jackson Letangule and discussed on the need to deploy a NSSF staff to the Centre.



17<sup>th</sup> April, 2024



The Centre Manager Baringo led the staff in handing over donations to Rev. Joshua Katamei of AIC Kabarnet Town Church in aid of the victims of banditry in part of Baringo County.



Machakos Huduma Centre staff participated in a stakeholder's engagement on draft regulation at the National Industrial Training Institute, Machakos. The event was sponsored by the National Cancer Institute Authority.



A team from the Huduma Kenya Secretariat, at Kibra Huduma Centre for an assessment of the Centre's compliance with the Huduma Service Delivery Standards.





## Mashinani Corner

This week, Centres across the country held several Mashinanis. Here's a sneak peek held by various Centres. A total of 661 customers were served.



**Huduma Centre Kajiado**



**Huduma Centre Makadara**



**Huduma Centre Isiolo**



**Huduma Centre Samburu**



Huduma Centre Nandi participated at the Nandi County Trade Expo '24 held from 11<sup>th</sup> to 12<sup>th</sup> April, 2024 where they offered Government services.





# Mashinani Corner



Huduma Centre West Pokot

Huduma Centre Samburu



Huduma Centre Baringo





# huduma MASHINANI

Coming Near You this April

NO.	NAME OF CENTRE	DATE	VENUE
1.	Baringo	16/04/2024	ACC's Office- Torongo
2.	Bomet	15/04/2024	Mateka Town – Bumula
		30/04/2024	Kembu Town – Bomet East
3.	Busia	09/04/2024	Nambale Town
		26/04/2024	Bunyala – Budalangi
4.	Eldoret	18/04/2024	Uasin Gishu - Chepteret Centre
5.	Elgeyo Marakwet	11/04/2024	Marakwet East – Kapyego
		16/04/2024	Kocholwo
		17/04/2024	Turesha
		18/04/2024	Kapkayo
		19/04/2024	Kalwal
6.	Garissa	15/04/2024	Chiefs Camp. Township
7.	Homabay	30/04/2024	Pala – Pala Market
8.	Kajiado West	10/04/2024	Mile 46
9.	Kisumu	19/04/2024	Pap Onditi
10.	Kitale	26/04/2024	Trans Nzoia, Kwanza CBD
11.	Makadara	18/04/2024	Soweto Catholic Church
12.	Makueni	16/04/2024	Tawa Market
13.	Nandi	19/04/2024	Taptengele Centre
14.	Samburu	17/04/2024	Samburu Stadium
15.	Vihiga	18/04/2024	Shamakhokho
16.	Wajir	29/04/2024	Soko ya Ngamia Market
17.	Kiambu	24/04/2024	Ruiru sub county – DCC`S Office

COME UPDATE HUDUMA ZA  
GAVA CHAP CHAP





Before



After

Repairs and maintenance at Tharaka Nithi Huduma Centre.



Ongoing refurbishment of Bungoma Huduma Centre



Ongoing refurbishment of Kitalale Huduma Centre



## Adopt-A-Forest Corner



*We are planting*

# 500 MILLION TREES

Towards the 30% tree cover  
commitment by H.E President Ruto

[#TreesForBetterLives](#) [#Towards15BillionTrees](#)



HUDUMA KENYA



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Huduma Centre Kirinyaga staff members led by the Centre Manager participated in a tree planting exercise which took place at the Police County Commander's ground. The exercise was graced by the County Commissioner Mr. Hussein Alasow Hussein.

**200 trees were planted**



Baringo Huduma Centre alongside Mr. Barendo, Branch Manager, NHIF Kabarnet branch, 3 staff from Koibatek sub-county NRB and CRS and NGAO representatives from Torongo division planted 500 trees donated by KFS in a tree planting exercise at Torongo Primary School.



Huduma Kenya Ag. CEO Mr. Mugambi Njeru planted a tree at the Garissa Huduma Centre where RBA and Huduma Centre Garissa are holding a sensitization clinic on retirement benefits services.



A team of staff from Kirinyaga Huduma Centre led by the Centre Manager joined the NGAO team in Ngaru location for a tree planting exercise coordinated by the area Chief Ms. Bethroser Gaconde and two Assistant Chiefs, Mr. Nicholas Njiru and Laban Githaka of Kiamwenja and Ngaru Sub locations. The tree seedlings planted today were donated by One Acre Fund organization.

**300 trees were planted**



Staff from Meru Huduma Centre participated in tree planting activity organized by Kenya Forest Service (KFS). The Huduma team planted 150 trees.

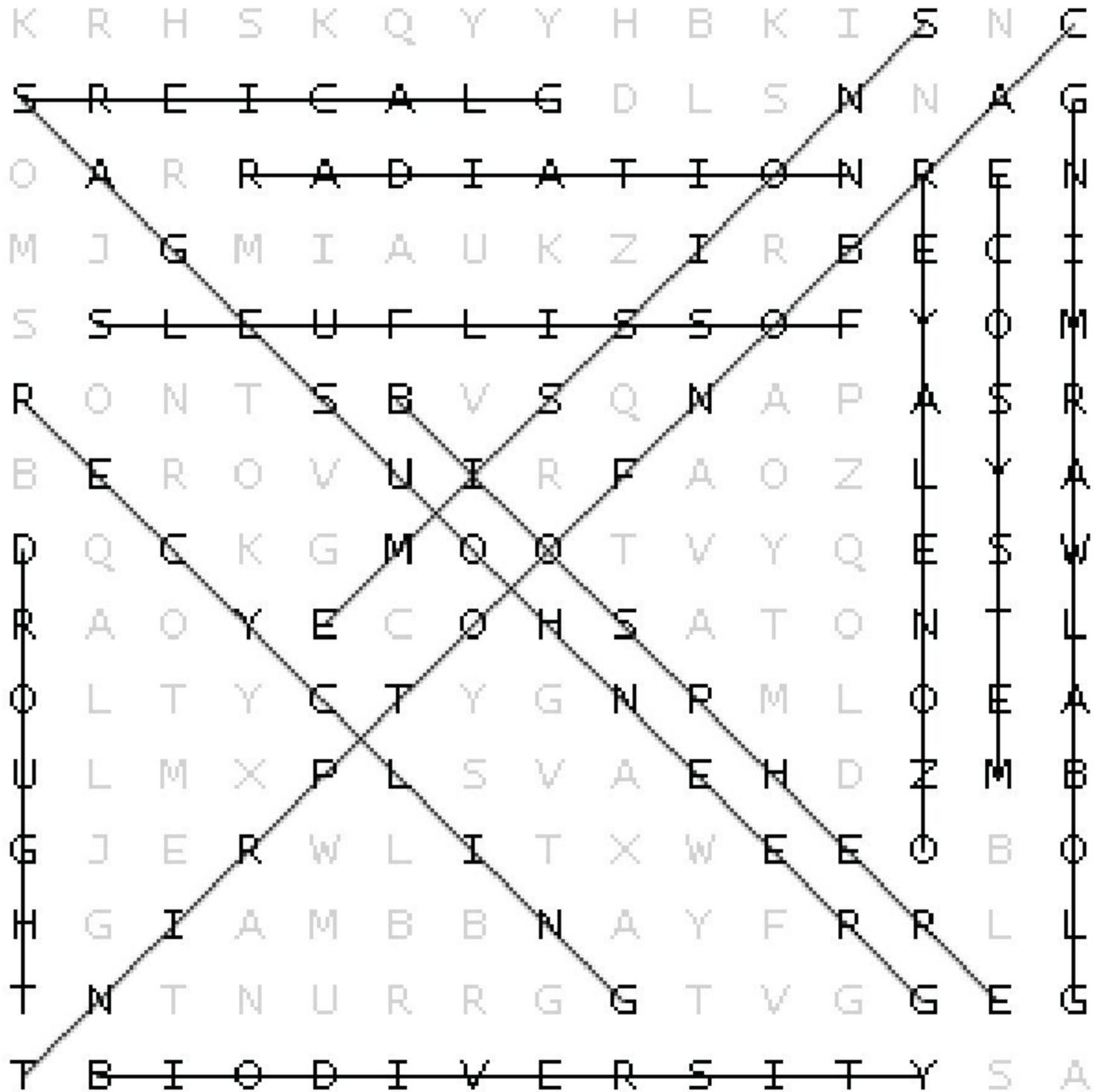


Huduma Centre Isiolo participated in a tree planting exercise at the Waso Chiefs office compound.

**100 tree seedlings were planted**

climate change

answers



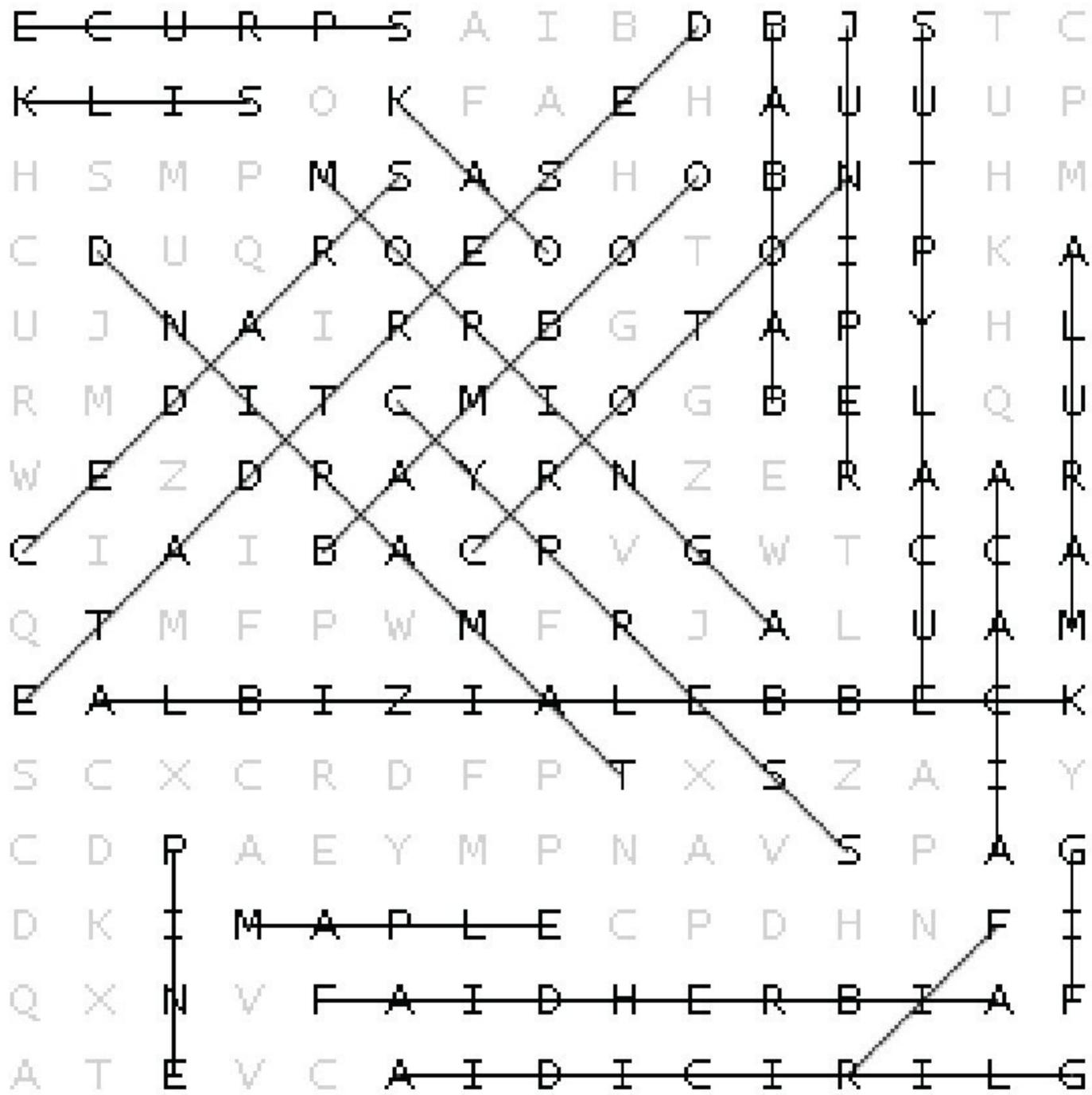
BIODIVERSITY  
DROUGHT  
FOSSILFUELS  
GREENHOUSEGAS

RECYCLING  
BIOSPHERE  
ECOSYSTEM  
GLACIERS

OZONELAYER  
CARBONFOOTPRINT  
EMISSIONS  
GLOBALWARMING  
RADIATION

types of trees

answers



ACACIA  
BAOBAB  
CYPRESS  
FAIDHERBIA  
GLIRICIDIA  
MARULA  
PINE  
TAMARIND

ALBIZIA  
ALEBBECK  
CEDARS  
DESERTDATE  
FIG  
JUNIPER  
MORINGA  
SILK

BAMBOO  
CROTON  
EUCALYPTUS  
FIR  
MAPLE  
OAK  
SPRUCE





### **Types of Trees Puzzle Champions**

1. Jerop Nelly – Homabay HC
2. West Pokot – HC
3. Janet Keraro – HKS
4. T.O. Mafimbo – CM Laikipia East, Makutano
5. Nawwar Hammad Mohamed – KUCCPS, Mombasa HC
6. Mercy Luseno -CMs Office
7. Narok HC
8. Janet Ngetich – NRB, Nakuru HC
9. Nancy Apiyo – Siaya HC
10. Natalie Nyanga – Kilifi HC

### **Climate Change Puzzle Champions**

1. Civil Registration – Nyeri HC
2. Geoffrey Mbatha – Isiolo HC
3. West Pokot – HC
4. Irene Sigira – NSSF, Nakuru HC
5. ICT – Nyeri HC
6. Matthias Kogei – Baringo HC
7. Simon Kipkurui – Information Desk, GPO HC
8. Philamon Chelang'a -Marakwet HC
9. Jane Kagira -Nakuru HC
10. George Mecha - Nakuru HC



**huduma**  
**KENYA**  
*service excellence*