



**HUDUMA
WIKI HII**

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Huduma Kenya



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HudumaKenya



1919

Huduma Kenya and Kenya School of Government Sign MOU to Boost Public Service Delivery to Customers



In a significant move towards enhancing Mwananchi's experience while accessing public services, Huduma Kenya and the Kenya School of Government (KSG) signed a Memorandum of Understanding (MOU) to roll out a Customer Service Excellence (CSE) Training Framework for the Public Service on 24th April, 2024 at the Kenya School of Government in Nairobi.

The MOU was signed by the Ag. CEO of Huduma Kenya Mr. Mugambi Njeru and the Ag. Director General of KSG Professor Nura Mohamed. The event was presided over by the PS, State

Department of Public Service Mr. Amos Gathecha EBS ndc (K).

The PS, State Department of Public Service, remarked on the occasion, "These two institutions, today, are signing a Memorandum of Understanding (MOU) to implement the Customer Service Excellence (CSE) Training Framework for the Public Service. This collaboration is aimed at replicating the Huduma Kenya Service Excellence Culture across the Public Service.





The focus is on transforming the mindset of Public Servants to ensure that every interaction is guided by a customer-centric perspective.”

The two institutions are set to establish a Centre of Excellence that will be jointly operated by KSG and Huduma Kenya. This centre will provide training programs targeting all cadres of public officers including executives, managers, quality standard

assessors, front office staff, and technical officers.

The MOU signifies a major step forward in the journey towards achieving a more efficient, effective, and citizen-centric public service in Kenya.







REPUBLIC OF KENYA



We are on **24/7** let's Chat

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Get information on Government Services
the Easy way!

19th April, 2024



Laikipia Huduma Centre accompanied by Centre Manager Mr. Geoffrey Nyale Lewa at the Laikipia County's Governor office Hon. Joshua Irungu. Among issues discussed included: the posting of a Health Officer at the Centre, partnerships for Huduma Mashinani, staff team building and planning for the upcoming Laikipia ASK Show.



Baringo Huduma Centre team led by the Chairman of the Human Resource Management PIT Mr. Kenneth Kirgotty accompanied Rev. Katamei and the AIC Kabarnet Town church in a donation drive to victims of banditry at their camp at Kabarantin village in Baringo North Sub County.



23rd April, 2024



Huduma Centre Samburu staff, accompanied by Centre Manager Mr. Bidii Henry at the Kenya Forest Service, Samburu County Office. The team met the County Forests Conservator Mr. Fredrick Shikoku Otsieno. Among issues discussed was tree planting, partnership with the Centre, networking and environmental mentorship and stewardship programmes in the County.



Baringo Huduma Centre staff attended the Baringo County 'Public Participation Forum on Affordable Housing Regulations, 2024' at the Kabarnet Vocational and Rehabilitation Centre officiated by the DCC Baringo Central Madam Monicah Wangare Ithatwa..



24th April, 2024



Officers from Capital Markets Authority, Mr. Konrad Afande and Ms. Anne Kinyua visited Kirinyaga Huduma Centre to discuss possible areas of collaboration.



Kirinyaga Huduma Centre Manager Ms. Rhoda Mwanza at the 'Public Participation Forum on the Affordable Housing Regulations, 2024'. In attendance at the event was the County Commissioner, Mr Hussein Alasow Hussein accompanied by NGAO officers and officers from the Ministry of Housing.





Kisumu Huduma Centre Manager Mr. Samuel Kirosu, AGPO officer Miss. Lillian Abok and County Government officer Mr. Caleb Gumbe addressed the Kisumu Jua Kali artisans at the launch of the 'EXCLUSSAPP' by FabLab Winam in collaboration with Jua Kali Artisans with support from GFA/GIZ, at Kisumu Juakali Grounds, Kamas.



Nyamira Huduma Centre had a birthday celebration for Ms. Cecilia Nzisa, ICT department.





Huduma Centre GPO Safety and Security Performance Improvement Team (PIT) met with representatives from the Kenya Red Cross, Ms. Eve Kobare and Beatrice Akinyi and discussed potential collaboration between the Centre and the Red Cross regarding staff training on First Aid and Fire Safety.



Laikipia Huduma Centre conducted its bi-weekly staff briefing and discussed among issues staff code of conduct and customer service, Uniform and HKS branding and tree planting.





Nyamira Huduma Centre staff participated in the Affordable Housing Regulations 'Public Participation Forum on the Affordable Housing Regulations, 2024'. at the CDF Hall, Nyamira South County.

Nawwar Hammad, of the KUCCPS service desk, Huduma Centre Mombasa participated in a partnership program with the Changamwe MP's office during the Changamwe Bursary issuance ceremony and Eid Baraza.





BIRTH CERTIFICATES	IDs	SMART DLs
54,890	138,997	45,129

UNCOLLECTED CUSTOMER DOCUMENTS AT THE 53 HUDUMA CENTRES

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 **huduma_kenya**

 **hudumakenya**



West Pokot Huduma Centre Manager Elvis Makokha met with the West Pokot County Disability Coordinator and West Pokot Sub-County DCC Mr. Munanda to chart the way forward on the action plan for the signed MOU between Huduma Kenya and the National Council for Persons with Disabilities (NCPWD).



Huduma Centre Samburu Staff at the Maralal Vocational Training Institute during the 'Public Participation Forum on the Affordable Housing Regulations, 2024' officiated by the County Commissioner Samburu County Mr. John Cheruiyot.





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.**



Mashinani Corner

This week, Centres across the country held several Mashinanis. Here's a sneak peek held by various Centres. A total of 1,187 customers were served.



Huduma Centre Kisumu



Huduma Centre Nyeri



Huduma Centre Nandi

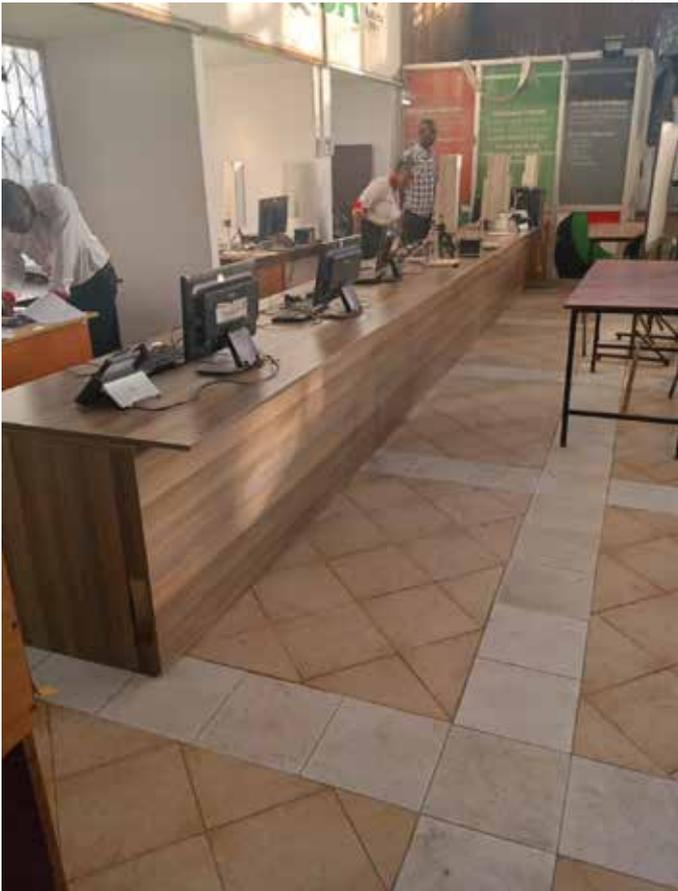




Huduma Centre Samburu partnered with Kenya Forests Service (KFS) Samburu County and KRA to conduct a Jaza Mapema KRA Returns Filing event at the KFS Offices in Maralal. 30 Kenya Forests Service staff were served.



Renovations Corner



Ongoing refurbishment and maintenance works at Huduma Centre Mombasa.



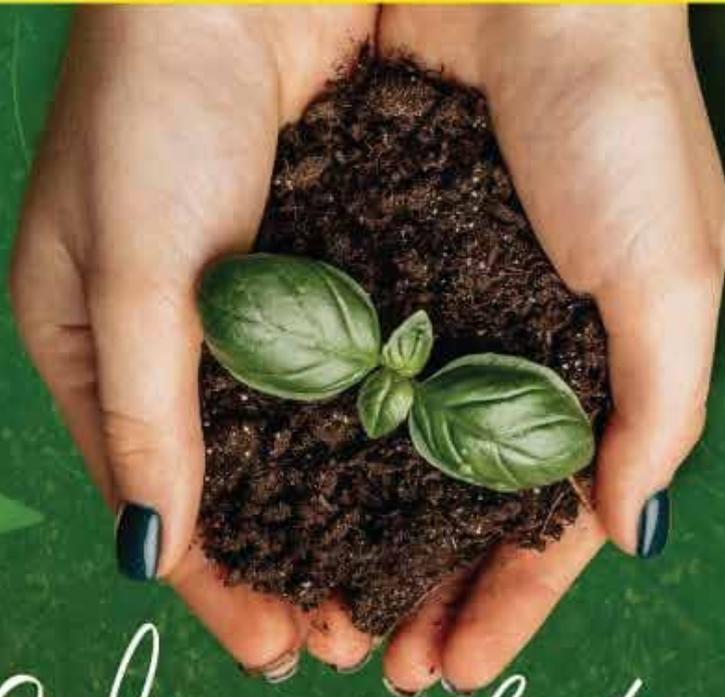
West Pokot Huduma Centre Repair, branding and painting works



Adopt-A-Forest Corner



REPUBLIC OF KENYA



We are planting

500 MILLION TREES

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

#TreesForBetterLives #Towards15BillionTrees

408,292 trees planted by Huduma Kenya



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planted 200trees

Steps of Planting a New Seedling



1. Don't plant straight away

Get your seedlings used to the local conditions in the basket, for a few days and water them often!

2. Choose the perfect spot

Different plants like different amounts of sun. Anything that produces a 'fruit' – the part we eat – like tomato, eggplant and cucumber, will need at least 8 hours of sunlight per day. Leafy greens and herbs can do well with less but will still like at least 6 hours of sun. Planting herbs close to your kitchen can give you easy access for garnishing and adding flavour while cooking.

3. Prepare the soil-Before you start planting, you'll need to get the soil ready. When planting in a pot, either buy garden soil that has compost added to it or add your own. When planting directly into the ground loosen it with a garden fork. Wiggling the fork back and forth should do the trick and add some compost.

4. Get the plant in the ground

Firstly, avoid the heat of the day by planting in the early morning or early evening. To plant your

new seedlings, whether it's in a pot or in the ground, dig a hole about the same size as the bottom of the seedling – the part that's in the soil. Gently remove the seedling by **squeezing the sides of the seedling bag**. Once you've removed it, you may like to gently loosen the roots a little, especially if they look like they're tightly woven together.

Be mindful some plants don't like having their stems covered with soil. Aim for the same soil level – where the soil sits on the stem – that the plant had in the punnet.

Gently pat the soil down around the plant. If it's not at the right height, we suggest you start again. Tomatoes are the exception as they don't care how deep you bury them.

5. Give the seedlings some nourishment

Give your freshly planted seedlings a big drink of water and some liquid seaweed treatment, to lessen the shock of transplanting. Then, add some mulch around the plant, leaving a gap between the mulch and the stem.

(extract from

<https://www.greenadelaide.sa.gov.au>)





Staff from Tharaka Nithi Huduma Centre participated in a tree planting activity. 100 trees donated by the Centre's HELP desk officers were planted at the Embu-Meru highway. The activity was made possible in partnership with the Chuka Municipal Manager, Mr. Morris Mwiti.



Laikipia Huduma Centre staff and the DCC Laikipia East Mr Patrick Muli **planted 200 trees** at the County Commissioner's compound.



Busia Huduma Centre partnered with Agricultural Finance Corporation (AFC), Kenya Forest, Kenya Prisons Busia in a tree planting exercise at the Prison Grounds. **A total of 3,000 trees were planted**



Nyamira Huduma Centre staff participated in the Nyamira Long Rains Tree Planting Campaign launch at Motagara Girls' Secondary School in Nyamira South Sub County. The event was presided over by Nyamira County Commissioner Mr. Erastus Mbuyi and Assistant County Conservator Madam Rachel. **4,000 seedlings were planted.**



Staff from Huduma Centre Muranga and Prison Warders participated in a tree planting exercise at Muranga GK Prison. A total of 100 trees were planted. The activity was organized by the Centre's Service Delivery and Communication and Branding PIT teams.

Cake, smiles, and cheers!

Ag. CEO Mr. Mugambi Njeru, led the Huduma Kenya Secretariat staff in celebrating April babies.





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KENYA
service excellence