REPUBLIC OF KENYA

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service excellence

HUDUMA WIKI HII

Keeping You Informed

ISSUE 6

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The Principal Secretary, State Department for Public Service,Amos Gathecha, EBS, 'ndc' accompanied by the Ag.Secretary/CEO Huduma Kenya Mugambi Njeru paid a visit to the soon-to-be-launched Huduma Contact and Tele-Counselling Centre. This visit emphasizes the Government's commitment to enhancing public service.You can reach out to the contact centre through 1919.

Huduma Centres Receive New Centre Managers

We are excited to introduce the newly deployed Centre Managers of various Huduma Centres, including the soon-to-be operational Kamwangi, Gatundu South Huduma Centre.
Get to know them better through their bios and see how they plan to make a positive impact in their respective Centres. Welcome to the team!

Kennedy Omollo (KO), Vihiga Huduma Centre

Interviewer : How many years have you worked thus far and what motivated you to join Huduma Kenya?

KO : I have been in public service for over 10 years, most recently serving as an Assistant County Commissioner. What motivated me to join Huduma Kenya is my love for challenges and my keen interest in applying innovation, especially in implementing Huduma Kenya's digitization plan.

Interviewer: How do you plan to enhance the services provided at Vihiga Huduma Centre?

KO : I plan to leverage my experience in coordinating outreach events to engage the community effectively. By focusing on innovative solutions and digital transformation, I aim to streamline our services and make them more accessible and efficient for everyone.

Interviewer: Any challenges that you expect?

KO : Having worked in challenging environments like Turkana and Trans Mara, I am prepared for any obstacles that may arise. I believe that with a proactive approach and a dedicated team, we can overcome any challenges and achieve our goals.

Interviewer: What do you like to do in your free time?

KO : In my free time, I enjoy working out. Staying active helps me maintain a healthy balance and keeps me energized for the demands of my role.

Jael Mumbe (JM), Kwale Huduma Centre

Interviewer: How many years have you worked thus far and what motivated you to join Huduma Kenya?

JM : I have over 5 years of experience serving in the public sector, particularly in customer service departments. I wanted to be part of a customer-facing organization, and when I saw the opportunity, it was a no-brainer. I am driven to improve service delivery and serve Wananchi.

Interviewer: How do you plan to enhance the services provided at Kwale Huduma Centre?

JM : I am very keen on staff capacity building, especially focusing on their mental wellness. I believe a well-cared-for staff member can

handle different customers effectively, particularly in complaints management. Therefore, I intend to hold monthly sensitization forums on mental wellness and partner with organizations and experts to assist in this agenda.

Interviewer : Any challenges that you expect?

JM : I am quite young, though I have the required experience. I hope to bridge the generational gap with my staff.

Interviewer: What do you like to do in your free time?

JM : I am a Triple-Threat Advocate, addressing issues related to HIV, Gender-Based Violence, and Teen Pregnancies. I also enjoy traveling and spending time with the less fortunate.

Stella Mukami (SM), Kirinyaga Huduma Centre

Interviewer: How many years have you worked thus far and what motivated you to join Huduma Kenya?

SM : I have worked for 8 years across Kisii, Migori, and Kisumu. My recent role was as an Assistant County Commissioner. I am passionate about serving Wananchi, and this opportunity allows me to do just that.

Interviewer : How do you plan to enhance the services provided at Kirinyaga Huduma Centre?

SM : I am passionate about customer satisfaction. By aligning with the Centre staff, I aim to apply Huduma Kenya standards to ensure every customer leaves with a smile.

Interviewer : Any challenges that you expect?

SM : Limited funding, especially for fuel, is a challenge. I hope to secure funding to keep operations running smoothly, ensuring generators are powered during blackouts for continuous service.

Interviewer : What do you like to do in your free time?

SM : Exercising and socializing.

Maurice Barasa (MB), Nyeri Huduma Centre

Interviewer: How many years have you worked thus far and what motivated you to join Huduma Kenya?

MB : I have worked for 9 years, all in the public sector.

Interviewer : How do you plan to enhance the services provided at Nyeri Huduma Centre?

MB : Having worked in the field and as an Assistant County Commissioner in Turkana North, Mol, Kuresoi South and Tiaty East, my job has been primarily dealing with data. Top of my priority list is to harmonize the Service by Appointment (SBA) data and ensure its implementation. I understand the SBA platform is a key component of service delivery and it's one of the platforms used to gauge customer satisfaction,

which I am keen on.

Interviewer: Any challenges that you expect?

MB : The Centre faces a significant number of power blackouts and with the acquisition of a generator, service delivery to Wananchi should be maintained.

Interviewer: What do you like to do in your free time?

MB : I am a sports fanatic, reading informative books and magazines, and socializing.

Leenus Kipkoech
Isiolo Huduma Centre

Interviewer: How many years have you worked thus far and what motivated you to join Huduma Kenya?

Leenus : I started working with the Ministry of Interior in 2015. I was motivated to join Huduma Kenya for the opportunity to collaborate with various stakeholders, gain a deeper understanding of government services, and expand my social network.

Interviewer : How do you plan to enhance the services provided at Isiolo Huduma Centre?

Leenus : I plan to focus on team cohesion to boost customer satisfaction and ensure we adhere to our workplan to achieve organizational objectives.

Interviewer : Any challenges that you expect?

Leenus : The diverse dynamics of staff from different MDAs can be challenging, but I see it as a positive opportunity to foster innovative ideas and enhance customer satisfaction.

Interviewer : What do you like to do in your free time?

Leenus : I enjoy farming, athletics, and coming up with innovative ideas.

Owen Mungai (OM),
Kamwangi, Gatundu
North Huduma Centre

Interviewer : How many years have you worked thus far and what motivated you to join Huduma Kenya?

OM : I have 11 years of experience, with the past 3 years in public service. I worked in Kajiado and served as Deputy Centre Manager at Kibra Huduma Centre for 4 months before my promotion.

Interviewer : How do you plan to make Kamwangi Huduma Centre a beacon of service excellence, more so as a constituency-level Huduma Centre?

OM : I intend to create a good working relationship with my staff and foster a positive work environment. With this, I believe achieving the organization's goals will be smooth. Additionally, with the help of local NGAO officers, we will use barazas to publicize the new Centre and ensure residents are aware of the services offered. The new Centre has significantly reduced the distance residents need to travel to access services, so it's crucial they know about this facility.

Interviewer: Any challenges that you expect?

OM : I hope that MDAs will be able to deliver on their turnaround times for services accessed by wananchi.

Interviewer : What do you like to do in your free time?

OM: I enjoy farming and teaching.

26th July, 2024

The Deputy Centre Manager Samburu Huduma Centre Mr. Emmanuel Lemako at a stakeholder's meeting on the upcoming Manyatta Festival Expo to be held from the 9th – 11th at the Yare Camel Derby Camp in Maralal town. The Samburu Huduma Centre will be showcasing its services as well as offering services at the event this weekend.

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Congratulations

Huduma Kenya congratulates **Hon. Justin B. N. Muturi, EGH** on appointment as the Cabinet Secretary, **Ministry of Public Service and Human Capital Development.**

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SERVICE EXCELLENCE CALENDAR

SERVICE STARTS WITH YOU

- **Underscoring the role of a customer service professional.**
- **Recognize exceptional customer experience by each staff.**
- **Stay inspired to deliver customer service excellence throughout the year.**

JULY - SEPTEMBER 2024

7th August, 2024

The Road Towards 290 Huduma Centres Continues

This week a team from Huduma Kenya Secretariat visited two construction sites for new Huduma Centres in Mogotio and Sotik constituencies. The partnership with Huduma Kenya is geared towards deepening access to Government services at the grassroots level.

Ms. Nancy Lerugum, County ICT Officer delivered computers and ICT equipment from the Samburu County Government's Department of Finance, Economic Planning and ICT to Huduma Centre Samburu. The equipment is aimed at assisting officers in boosting County Revenue Services and Operations at the Centre.

Laikipia Huduma Centre Standards Performance Improvement Teams (PIT) team led by Chairperson Angeline Wahu took the staff through the Q1 theme of the service excellence calendar and talked on Huduma Core Values, Huduma Standards and the upcoming Huduma Mashinani event slated for September.

Busia Huduma Centre staff appreciated attachees through a luncheon and cake cutting ceremony.

Renovations Corner

Meru, Thika and Nyeri Huduma Centres staff assembling new customer seats.

Mombasa Huduma Centre does window repairs.

Mr. Emmanuel Lemako, at Radio Ashe, Maralal to promote and publicize the up-coming Samburu County Manyatta Festival.

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MANYATTA FESTIVAL

Buy Samburu, Build Samburu!

Tupo Site!

Huduma Centre Samburu wataoffer Services za Gava in the Expo.

9th - 11th August, 2024

Yare Camel Camp, Maralal

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Scholarship & Loan application for Minors and applicants above 18 years old:

Good News! Hauna ID, Come Vile Uko,Tutakusort!

If you are below 18 years, you are allowed to apply for Loan and Scholarship using your KCSE Index number and attach a copy of your birth certificate in place of the National ID card.

If you are above 18 years and yet to be issued with a National ID card, you are allowed to apply for Loan and Scholarship using your KCSE Index number and attach evidence of ID application (waiting card) and KCSE result slip or KNEC KCSE results confirmatory message.

For further support contact us through,

contactcentre@helb.co.ke

@HELBPAGE @HELBPAGE 0711052000

Anniversary Towers Mezzanine1 Student Centre

Select Huduma Centres across the country

#LeavingNoStudentBehind

Come Vile Uko, Tutakusort!

Ministry of Education

#NFM NEW FINANCING MODEL

Uwezo Fund Services *Available at* Huduma Centres

In 35 Centres

Enabling Women

Enabling Youth

Enabling PwD

Access Finances

Promote Businesses and Enterprises

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Uwezo Fund Services *Available at* Huduma Centres

Bomet	Kilifi	Nyamira	Thika
Uasin Gishu	Kisumu	Nyeri	Kitui
Elgeyo Marakwet	Kitale	West Pokot	Laikipia
Kwale	Machakos	Bungoma	Nandi
Isiolo	Meru	Baringo	Nyandarua
Kajiado	Mombasa	Kajiado West	Taita Taveta
Kericho	Murang'a	Busia	Tharaka
Kibra	Nakuru	Homabay	Embu
	Narok	Kakamega	
	City Square		

In 35 Centres

Enabling Women

Enabling Youth

Enabling PwD

Access Finances

Promote Businesses and Enterprises

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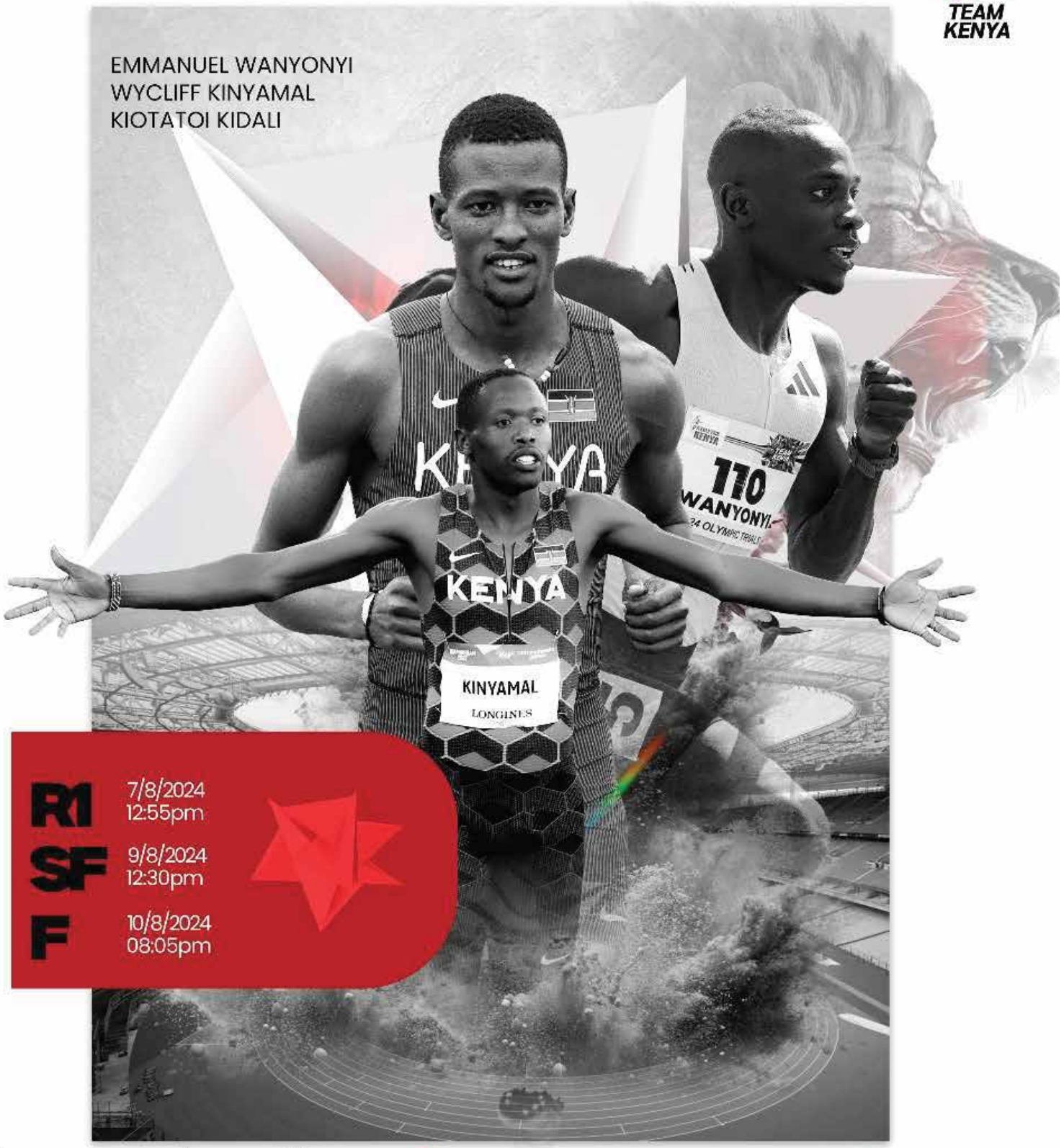
800M MEN

TEAM KENYA

EMMANUEL WANYONYI
WYCLIFF KINYAMAL
KIOTATOI KIDALI



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SF	9/8/2024 12:30pm
F	10/8/2024 08:05pm

MINISTRY OF YOUTH AFFAIRS, CREATIVE ECONOMY AND SPORTS

Safaricom | m-pesa

TUSKER CHAMPIONS OF CHEERS

NATIONAL OLYMPIC COMMITTEE OF KENYA

PARIS 2024

MULTICHOICE KENYA

cfao MOBILITY

Deloitte. VISA

CHIROMO


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