



REPUBLIC OF KENYA



HUDUMA WIKI HII

Keeping You Informed

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High-Level Delegation Inspects Huduma Services in Kapsabet and Eldoret



Cabinet Secretary for the Ministry of Public Service and Human Development, Hon. Justin B. Muturi, together with Huduma Kenya CEO Mr. Ben Kai Chilumo, paid a visit to Kapsabet and Eldoret Huduma Centres. They were joined by county commissioners to evaluate the quality of services provided to Kenyan citizens.

A key highlight of their visit was the Social Health Insurance Fund (SHIF) desk, designed to offer vital guidance and registration services to residents. This initiative is part of

the government's commitment to ensuring affordable healthcare for all, a crucial component of the Universal Health Coverage (UHC) agenda.

"This visit underscores our dedication to improving public service and making healthcare accessible to every Kenyan," stated CS Muturi. The initiative promises to significantly bolster the efforts toward achieving comprehensive healthcare coverage across the nation.







National Treasury PS Dr. Chris Kiptoo launched the Pensioners Self-Registration Portal, marking a step towards digital pensions management, with Huduma Kenya CEO Mr. Ben Kai Chilumo in attendance.



Huduma CEO Mr. Ben Chilumo with Hon. Abdi Khamis Chome, MP Voi, and Hon. Abubakar Talib Ahmed, Nominated MP Mombasa, at the Secretariat offices, discussing a new Huduma Centre in Voi and collaborations for Huduma Mashinani.



Huduma Kenya CEO Mr. Ben Kai Chilumo, along with the Kenya School of Government (KSG) and National Police Service (NPS), presented a joint report on the Customer Service Excellence training framework for NPS at KSG Nairobi. The event

was attended by IG NPS Mr. Douglas Kanja, NPS DIG Mr. Gilbert Masengeli, DCI Director Mohammed Amin, NPS Secretary Administration Madam Barnice Lemedeket, Director General KSG Prof. Nura Mohammed, and teams from the three partners.



Huduma Centre staff members during a mental health training session on self-motivation and confidence, facilitated by Samba Sports Youth Agenda.

Mr. Belingtone Lopua from the Pensions Desk being awarded for championing the rights of persons with disabilities



Huduma Centre Nakuru launched NPR services witnessed by Deputy County Commissioner Mr. Were Simiyu and Regional Coordinator Mr. Keitany.



Maara Huduma Centre staff at the funeral of Centre Manager Mr. Lewis Mwiti Njeru's father.



Kwale Huduma Centre during a farewell ceremony for ICT officer, Mr. Tom Nyalle, who has been deployed to the Office of Data Protection Commission.



Chuka Referral Hospital organized a successful blood donation drive at the Tharaka Nithi Huduma Centre.



Huduma Centre Kwale during a street cleaning campaign.



Amica Ventures at Huduma Centre Murang'a where they delivered a financial literacy and money management presentation to staff.

Staff of the Week!

Every morning, Mr. David Ongeru starts his day at Huduma Centre Mombasa by sweeping and mopping floors, dusting work surfaces, removing cobwebs, replacing empty supplies, and emptying bins. Keeping the environment clean and welcoming isn't just a job for David—it's a passion. Four years ago, David joined the Centre as a Centre Assistant on a renewable contract.



David Ongeru

**Support Staff,
Huduma Centre Mombasa**

Over the years, David's journey at the Centre has evolved significantly. He not only supports the cleaning staff but has also taken on the vital role of guiding customers as a floor manager. His efforts facilitate smooth traffic flow and make the customer experience more pleasant. David draws his inspiration from the core value of integrity, believing that greatness is not measured by wealth but by one's ability to positively impact those around them. For him, integrity has built trust, fostered a positive work culture, and supported ethical decision-making. His role model,

Centre Manager Mr. Harrison Yogo, has shown him the importance of commitment and the willingness to invest time and effort to achieve success.

Both customers and colleagues appreciate David's unwavering support and dedication to service delivery. David's efforts were recently recognized with a special reward of Ksh.5,000 from Huduma CEO Mr. Ben Chilumo. He also emerged as the **Employee of the Year** at the 2024 Huduma Centre Mombasa Awards held on November 21, 2024. David's story is a powerful reminder of the impact one person's dedication and integrity can have on those around them, inspiring everyone to strive for excellence.

57 HUDUMA CENTRES
ACROSS THE COUNTRY

**Visit any of our
Centres near you**





Huduma Centre Bungoma at the International Day celebrations for Persons Living with Disabilities on 3rd December, 2024 at Uwanja wa Ndege grounds.

In Kenya, persons with disabilities make up approximately 1 million people, which is about 4% of the population. Despite legal mandates for 5% employment reservation in public institutions, only 4% compliance has been achieved. This year's theme, 'Amplifying the Leadership of Persons with Disabilities for an Inclusive and Sustainable Future,' highlights the need for greater inclusion and leadership opportunities for persons with disabilities in Kenya.



INTERNATIONAL
Day of
PERSONS WITH
DISABILITIES



Mashinani Corner



Huduma Centre Marsabit



Huduma Centre Kajiado



Huduma Centre Homabay



Huduma Centre Nyeri



Huduma Centre Bungoma

Adopt-A-Forest

This week, different Huduma Centres across the country, in alignment with the Government's ambitious goal of planting 15 billion trees by 2032, made significant strides in environmental conservation and reforestation efforts.

Huduma Kenya applauds the dedication and enthusiasm demonstrated by the staff at all Huduma Centres. The efforts in planting thousands of trees are commendable and play a crucial role in our national reforestation campaign. The success stories from various Centres, where hundreds and even thousands of seedlings

have been planted, are inspiring and serve as a beacon of hope for a sustainable future.

Huduma Kenya is committed to saving Mother Nature for its customers by fostering a greener and more sustainable environment. Huduma Kenya is grateful to our partners, including the Kenya Forest Service (KFS), National Government Administration Officers (NGAO), and various private entities, for their invaluable support in making this initiative a success.

Enjoy checking out the photos of the Centres' initiatives across the country and be inspired to contribute to this noble cause.



The Cabinet Secretary for the Ministry of Public Service and Human Capital Development Hon. Justin B. Muturi, NYS Deputy Commandant General, Mr. Jamlick Chabari, and Huduma Kenya CEO Mr. Benjamin Kai Chilumo planted 6,000 tree seedlings made up of 4,000 tree and 2,000 fruit seedlings. They planted them at Turbo National Youth Service (NYS) Field Unit.





Adopt-A-Forest



Homabay Huduma Centre planted 200 seedlings in Asego Hills Forest.

Nyeri Huduma Centre partnered with the Women Enterprise Fund, Ustadh Nyeri Muslim Community and planted 400 trees.



Kilifi Huduma Centre planted 100 tree seedlings in its compound.



Adopt-A-Forest



Turkana Huduma planted 55 seedlings at Lodwar Prisons.

Kibra Huduma Centre together with various national government representatives and participants from Climate Worx planted 936 seedlings at Ruthimitu Mixed Secondary School, Dagoretti.



Kathwana Huduma Centre planted 600 trees at the Chief's Office in Kajuki.

Adopt-A-Forest



West Pokot Huduma Centre planted 100 trees at Makutano Baptist Church, Mnagei.

Huduma Centre Murang'a planted 100 trees at the Murang'a Children's Remand Home.



Gatundu North Huduma Centre – Kamwangi planted 300 seedlings in Kamwangi Primary School.

Adopt-A-Forest



Narok Huduma Centre partnered with the Narok Bible College and planted 128 trees.

Huduma Centre GPO and City Square planted 350 trees at Our Lady of Mercy Girls Primary School, Shauri Moyo and at Visa Oshwal Primary School, Parklands where they planted 350 indigenous trees.



Laikipia Huduma Centre planted 120 trees in 150 fruit trees at the Centre's compound.

Adopt-A-Forest



Taita Taveta Huduma Centre planted 50 tree seedlings at Sungululu Primary School.

Makueni Huduma Centre planted 703 tree seedlings at the South Eastern Kenya University (SEKU), Makueni Campus and 350 tree seedlings at the Kenya Medical Training College, Wote.



Kitui Huduma Centre planted 100 trees in its compound.

Adopt-A-Forest



Marimanti Huduma Centre planted 100 trees in its compound.

Kirinyaga Huduma Centre partnered with the local NGAO authorities and planted 650 tree seedlings at the County Commissioner Kirinyaga's Central residence, Kamukunji Chiefs Camp.



Maara Huduma Centre partnered with NGAO and KMTCC Chuka and planted 280 tree seedlings at the KMTCC Maara ground.

Adopt-A-Forest



West Pokot Huduma Centre planted 150 tree seedlings at Kamorrow Primary School.

Busia Huduma Centre in partnership with KFS and NGAO officers planted 200 seedlings at St. Mathias Secondary School.



Baringo Huduma Centre in partnership with KFS and NGAO officers planted 300 tree seedlings at Kabarnet School for Learners.

Adopt-A-Forest



Siaya Huduma Centre planted 100 tree seedlings at Uloma Kadero Primary School.

Nyandarua Huduma Centre planted 100 tree seedlings at the County Commissioner's compound.



Marsabit Huduma Centre planted 120 tree seedlings at Our Lady of Consolata Cathedral.

Adopt-A-Forest



Lamu Huduma Centre in partnership with KFS planted 150 indigenous trees at Wiyoni Primary School.

Embu Huduma Centre planted 1,400 tree seedlings at the Embu Vocational Rehabilitation Center.



Meru Huduma Centre planted 200 tree seedlings at Posta grounds.

NOTICEBOARD

9/12/2024

Kajiado West
Huduma Centre

Mashinani

16 DAYS OF ACTIVISM AGAINST GENDER-BASED VIOLENCE

*Towards Beijing +30: UNiTE to End Violence
Against Women and Girls*

25TH NOVEMBER - 10TH DECEMBER , 2024.

10 DECEMBER, 2024

INTERNATIONAL HUMAN RIGHTS DAY

Our Rights, Our Future, Right Now.



Huduma Centre Kitale staff during a team-building exercise at Tiret Riverside Resort, Eldoret.



Kibra Huduma Centre staff enjoyed a day of bonding and fun at Olooltepes Picnic Site in Kajiado County.



Huduma Centre Marsabit received new NRB staff members, Ali Kato and Barille Jillo at the Centre.



Ms. Risper Murugi from the Kathwana Huduma Centre CRS office took to the streets, enlightening the public on children's rights, campaigns, and essential services offered by the County Civil Registration office and the Huduma Centre.



Huduma Centre Samburu teamed up with the NTSA Central Region Office and NTSA Nairobi Headquarters for a mass registration event, ensuring road safety and vehicle compliance.

Staff from Embu Huduma Centre celebrated the Annual Remote at Embu Women Prison, bringing joy and essentials to the inmates in a touching display of community care.



FUN CORNER



QUOTE OF THE WEEK

You don't have to see
the whole staircase,
just take the first step.
-Martin Luther King, Jr.

FUN FACT

Snakes can predict earthquakes.
Did you know that snakes have a sixth sense?

These slithery creatures can sense an upcoming earthquake from a staggering 75 miles away, up to five whole days before it happens.

Talk about nature's own earthquake detectors!

The golden poison frog (*Phyllobates terribilis*) can be golden-orange, golden-yellow, or pale green.

The golden poison frog is considered one of the most poisonous animals in the world. It secretes an alkaloid toxin called batrachotoxin, which can kill up to 20,000 mice or 10 humans.





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KENYA
service excellence

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SECRETARIAT

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