



**HUDUMA
WIKI HII**
Keeping You Informed

ISSUE 78



Huduma Kenya



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HudumaKenya

Cabinet Secretary Hon. Moses Kuria Leads Ministry Roadshow on Service Excellence



Cabinet Secretary Hon. Moses Kuria held a roadshow with Principal Secretaries in his Ministry; PS Veronica M. Nduva, CBS for Performance and Delivery Management, and PS Amos Gathecha, EBS (ndc) K, for Public Service.

The CS emphasized the Ministry's motto, "Serve to Perform and Deliver," urging all staff to ensure effective performance and seamless delivery of Government services to all Kenyans.

During the meeting, the Ag. CEO of

Huduma Kenya Mr. Mugambi Njeru affirmed the commitment of the organization to ensuring high-quality services are offered through the Huduma Kenya channels and adherence to service delivery timelines set by respective MDAs.

Also present at the meeting were PS Economic Planning James Muhati, Government Deputy Spokespersons Gabriel Muthuma, and Hon Mwanisha Chidzuga, along with all Heads of Departments.



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Huduma Kenya and Judiciary Forge Partnership to deploy services at Huduma Centres



Chief Justice remarked on how the Judiciary has embraced a Huduma Kenya-approach service delivery model to make their services more accessible to marginalized and vulnerable citizens. This initiative is in line with her vision of Social Transformation through Access to Justice (STAJ). The vision further seeks to ensure physical access is reduced to court stations to less than 100 km. Also present at the meeting was Ms. Mercy Kiiru Wanjau, Secretary to the Cabinet, Government Spokesperson Hon (Dr.) Isaac Maigua Mwaura CBS, PS Economic Planning, Mr. James Muhati, CBS, PS, Citizen Services Julius Kibet Bitok, High Court Judge Hon Kanyi Kimondo, and Huduma Kenya Ag. CEO Mr. Mugambi Njeru.

Hon. Lady Chief Justice Martha K. Koome, EGH and Cabinet Secretary Hon Moses K. Kuria, along with other Government officials convened a meeting at Sarova Panafric to discuss the deployment of Judiciary services at Huduma Centres in Nairobi and Kiambu. The

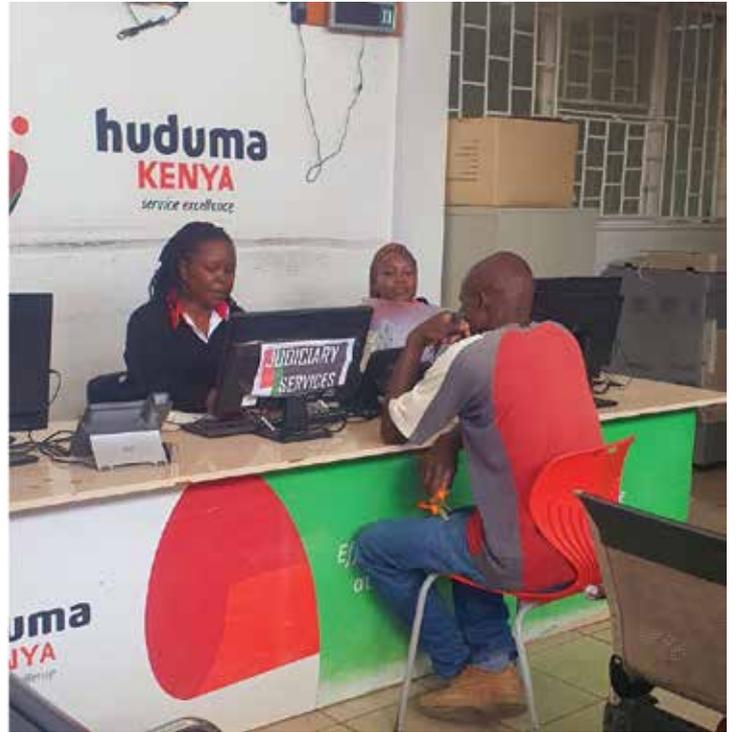


Baringo Huduma Centre in collaboration with Kabarnet Market Committee and NGAO led by ACC Kabarnet Mr. George Koolesh on 1st February 2024 where the staff engaged the public by sensitizing them on the services offered at the Centre and offered mobile services to traders.





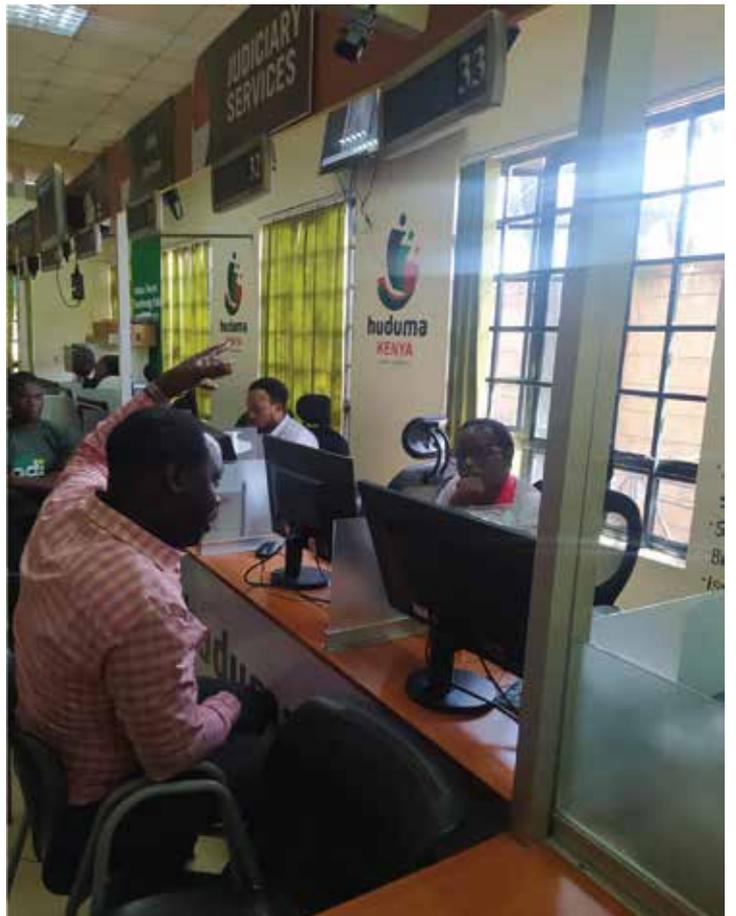
**Judicial services at City Square
Huduma Centre**



**Judicial services at Makadara
Huduma Centre**



**Judicial services at Eastleigh
Huduma Centre**

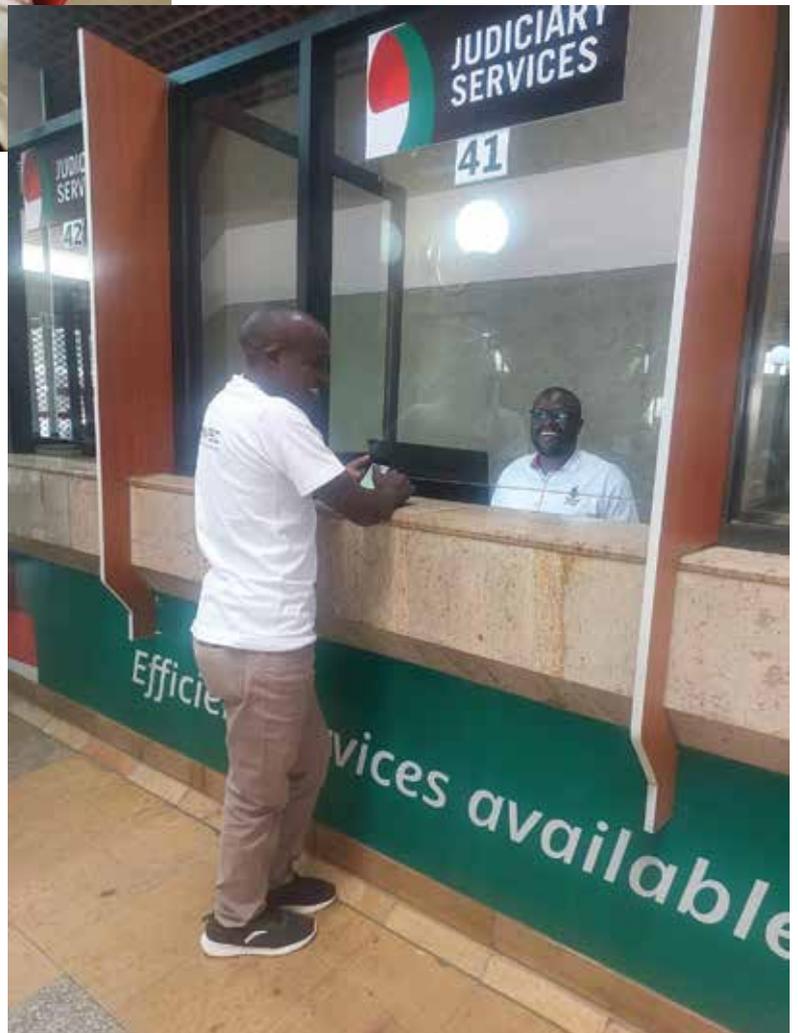


**Judicial services at Kibra
Huduma Centre**





Judicial services at Kiambu Huduma Centre



Judicial services at GPO Huduma Centre



Security officers from the National Police Service during the second week of the inaugural Huduma Kenya Customer Service Excellence and Security training at Kiganjo.



Huduma Kenya Contact Centre staff at a training on the provision of Judiciary services on 6th and 7th February 2024. The trained staff will be able to respond to queries from Wananchi on the services offered at the Huduma Centres.





Tharaka Nithi Huduma Centre staff at a church service on 6th February 2024, led by Rev. Felix Muthomi Nyagah of PCEA Ndagani Church.



Ms. Naomi Bonareri and Charity Bwire both from KRA paid a courtesy call to Huduma Centre Mombasa to audit the KRA service desk.



Samburu Centre Manager Mr. Henry Bidii takes his staff through the recently refurbished structure.





Huduma Centre Kakamega hosted students on 8th February 2024, from Shirumba Junior Secondary School, introducing them to public service transformation through digitization.



Samburu Centre Manager Mr. Henry Bidii bid farewell to the outgoing County Commissioner, Mr. Henry Wafula, acknowledging the collective efforts in enhancing security and Public Service Delivery in the county on 8th February 2024.





REPUBLIC OF KENYA



huduma
KENYA
service excellence

SERVICE EXCELLENCE CALENDAR

SHAPING THE HUDUMA OF THE FUTURE

- **Sustaining The Gains-What Next?**
- **Key Lessons For The Future Of Public Service Delivery.**
- **New Face of Huduma-The Digitilization Agenda.**
- **Operationalize New Service Delivery Channels.**



JANUARY-FEBRUARY 2024

Huduma Kenya Welcomes New Appointments



upholding its standards and values.

The new appointments include: Mr. Frederick Kimingi - Programme Officer for ICT Infrastructure and Support, Ms. Faith Mwendwa - Programme Assistant for Channels, Innovation, Research and Development Ms.

The Ag. CEO, Mr. Mugambi Njeru, congratulated the newly appointed and deployed staff on their appointments during a meeting. He stressed the importance of adhering to the Huduma Kenya Mandate and

Wakanyi Chege - Programme Assistant for Administration, Ms. Immaculate Njue - Support Staff and Mr. Allan Omondi has who was deployed as a Supply Chain Management Assistant.



Busia Huduma Centre staff held elections for two new Deputy Centre Managers, resulting in the selection of Mr. James Kaprop and Ms. Pamela Nabwire. The outgoing team leads, who served extensively at the Centre, provided insights into the

challenges and achievements during their tenure. Staff were encouraged to support the newly elected Deputy Centre Managers to fulfill their mandates and contribute to overall performance improvement at the Centre.



Huduma Kenya's ongoing Service Excellence Training



Huduma Kenya Secretariat continued its Customer Service Excellence training for the Financial Year 2023/24, aiming to train 600 staff members across various departments, including Huduma Centres, Contact Centre, Secretariat and Service Leaders, to enhance Public Service Delivery. The Ag. CEO, Mr. Mugambi Njeru, formally

inaugurated the session, urging participants to prioritize customer satisfaction in the ongoing transformation of Public Service. Mr. Njeru emphasized the significance of treating customers as a top priority and understanding their needs to ensure a positive and sustainable Customer experience.



On 7th February 2024, Huduma Kenya Secretariat held a leadership

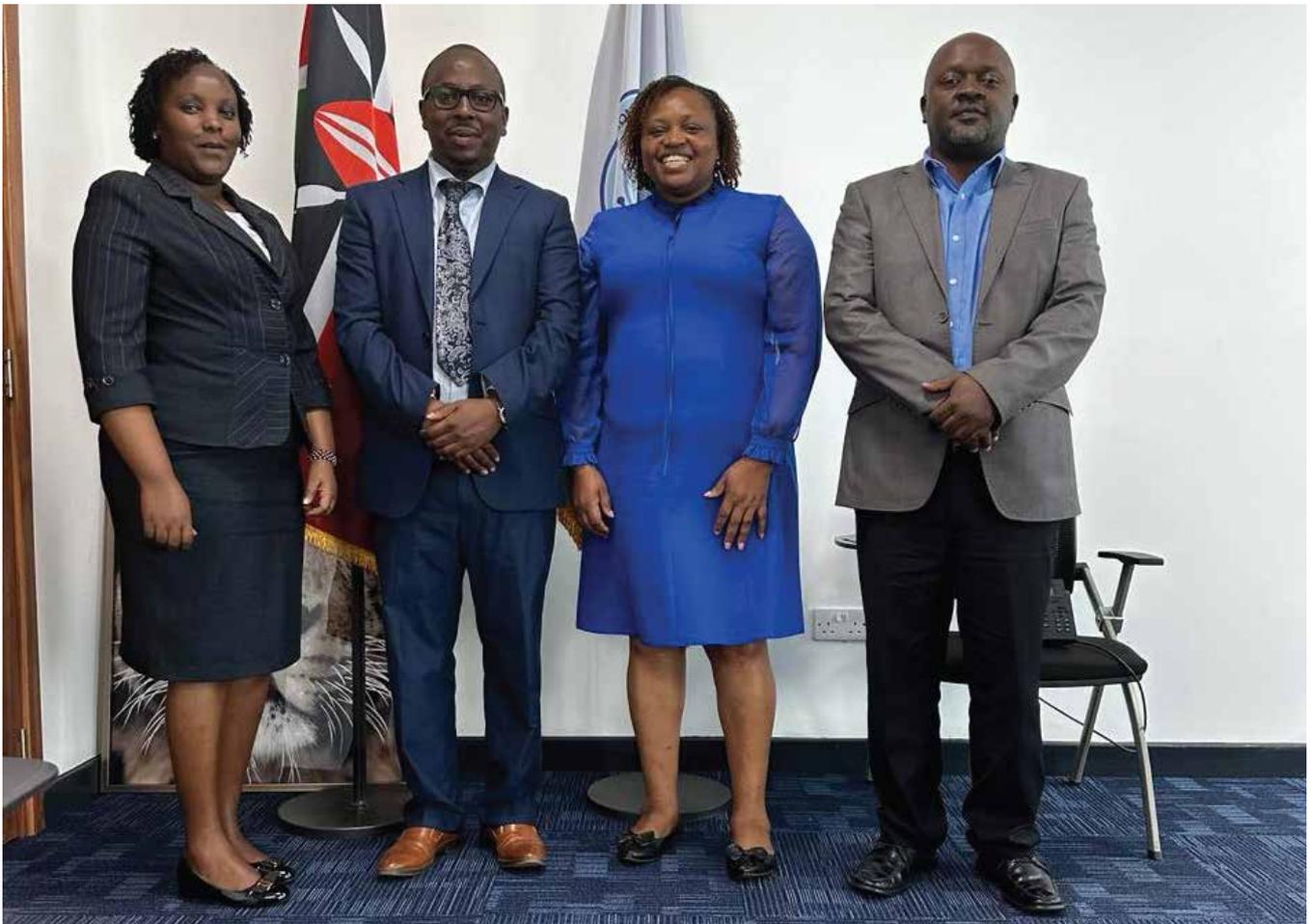
meeting at the Kenya School of Government to review the performance of Quarter 1 and Quarter 2 for the FY 2023/2024. Later they joined the CSE training of 70 participants that was also ongoing at the same institution.



Mashinani Corner



Huduma Centre Tharaka Nithi at ACC Magumoni office compound where a total of 106 people were served.



A team from the Huduma Kenya Secretariat (HKS) attended a week's training on compliance with the Data Protection Act at the Office of the Data Protection Commissioner Nairobi.





"To be without trees would, in the most literal way, to be without our roots. He that plants trees, loves others besides himself. If we lose the forests, we lose our only teachers. Learn character from trees, values from roots and change from leaves."

Adopt-A-Forest Corner



Huduma Centre Samburu, led by the Centre Manager Mr. Henry Bidii participated in the World Wetlands and Tree Planting Day Celebrations at Kisima Wetlands Lake, Kisima town, Samburu Central Sub-County.

The event, themed '**Wetlands and Human Wellbeing**,' emphasized the vital role of wetlands in sustaining ecosystems and promoting healthy communities.



Adopt-A-Forest Corner



Public Service EBS (ndc) K Amos Gathecha and the Ag. CEO Huduma Kenya Mr. Mugambi Njeru (below) plant trees at the official closing of the inaugural Customer Service & Security Training.



PS Amos Gathecha Closes Huduma Kenya Security and Customer Service Excellence Training



On 9th February, 2024 the PS, State Department For Public Service EBS (ndc) K Amos Gathecha officially closed the inaugural Huduma Kenya Customer Service Excellence and Security training.

The PS was accompanied by the Deputy Inspector General National Police Service Douglas Kanja, Ag. CEO Huduma Kenya Mr. Mugambi Njeru, Commandant Munga Nyale, National Police College, Kiganjo among other Govt officials.

The State Department for Public Service proposed establishing a Huduma Faculty of Customer Service at the National Police College for broader implementation.



FAQs on Citrix VDI



to a short turnaround time. Additionally, it has compatibility with existing infrastructure and runs on the software version with enhanced security and updates.

4. How many users have successfully transitioned to the Citrix Solution?

Presently, approximately 477 users across all the HKSDP out of a target of 800, have successfully transitioned to the Citrix Solution.

1. What is Citrix VDI?

It's a virtualization platform where one can virtualize desktops from a centralized server for many users.

2. Why did Huduma Kenya decide to transition from VMware to Citrix?

Using the VMware software involved virtualizing a single machine for every user which termed to be costly whereas the Citrix solution involves virtualizing a single desktop for many users which is cost effective. Furthermore, VMware reached its end of support and Huduma Kenya had to secure a better software that's why Citrix was introduced.

3. How has the Citrix solution contributed to an enhanced customer service experience at Huduma Kenya?

It is more stable and fast which leads

5. Have there been any challenges transitioning to the Citrix software solution?

A number of challenges have been experienced in the transition phase which include; compatibility with thin clients (desktop terminal), user challenges and training of ICT staff to support the users.

6. Have the issues being resolved?

Yes. Training of the staff has been done to familiarize with Citrix solution. As for the incompatible devices reconfiguration was done to integrate perfectly with the Citrix solution.





**A bad attitude
is like a flat tire,
you can't go anywhere
until you change it.**

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