



HUDUMA WIKI HII

Keeping You Informed

ISSUE 73

Huduma Centres Celebrating a Decade of Service in 2024!

CENTRE	DATE
Machakos	3rd March, 2014
City Square	11th March, 2014
Makadara	17th March, 2014
Mombasa	23rd June, 2014
Nyeri	1st July, 2014
Kisumu	7th July, 2014
Kajiado	9th July, 2014
Kakamega	16th July, 2014
Nakuru	21st July, 2014
Eldoret	22nd July, 2014
Embu	13th August, 2014
Kisii	2nd September, 2014



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 Customer Service Excellence Training

In line with instilling the principles of servant-leadership, emphasizing the central role of the customer in service delivery, Huduma Kenya is delivering customer service excellence training aimed at fostering a culture where staff members prioritize and cater to the needs of the customers they serve.

DATE

16th – 19th January, 2024
23rd – 26th January, 2024
6th – 9th February, 2024
13th – 16th February, 2024
20th – 23rd February, 2024

5th – 8th March, 2024
12th – 15th March, 2024

VENUE

KSG, Lower Kabete Campus

KSG, Mombasa Campus





The best time to plant a tree was 20 years ago. The second best time is now! -Chinese proverb



Panda Mti Leo

#TreesForBetterLives
#Towards15BillionTrees



Huduma Kenya



huduma_kenya



HudumaKenya



020 6900 020



2024 Targets



The Huduma Jitume Digital Centre



The National Government, through the Ministry of Information Communication Technology (ICT) and Digital Economy, is rolling out a Digital Enablement Program involving the establishment of Digital Hubs across the Country in line with Bottom-up Economic Transformation Agenda (BETA).

Subsequently, three (3) Jitume Hubs designs, namely: Jitume Centre of Excellence, Jitume Standard Hub and Jitume Mini hub have been approved through the ICT Parliamentary Committees at the Senate and National Assembly.

In the spirit of 'One Government Approach,' it has been decided to set up a joint model dubbed 'Huduma Jitume Digital Centre' in the 290 constituencies. Among the 3 designs, the Jitume Centre of Excellence has been adopted to host the Huduma Jitume Centre at a cost of Kshs. 23Million

The Centers are expected to operate 24/7 and shall have the following facilities: Huduma Center, Learning Center, Working Center, Creative Hub, Wi-Fi hotspots and Co-working Spaces and Baraza Area – Outreach and Extension Services Meeting Point.



24hr expanded Contact Centre (1919)



The Government owned 24-hour Contact and Tele-Counselling Centre will serve as a central point for citizens to access a wide range of Government services, seek information, tele-counselling and address queries promptly.

This initiative aligns with our mission to streamline service channels and ensure that citizens can engage with Government services 24-7, anywhere, anytime, any time of the day.





The Huduma Self-Service 'ATM' will be installed at strategic locations across the country to enhance access to Government services and information.





**JUDICIARY SERVICES
COMING SOON
AT HUDUMA CENTRES**



Huduma Kenya



Huduma_Kenya

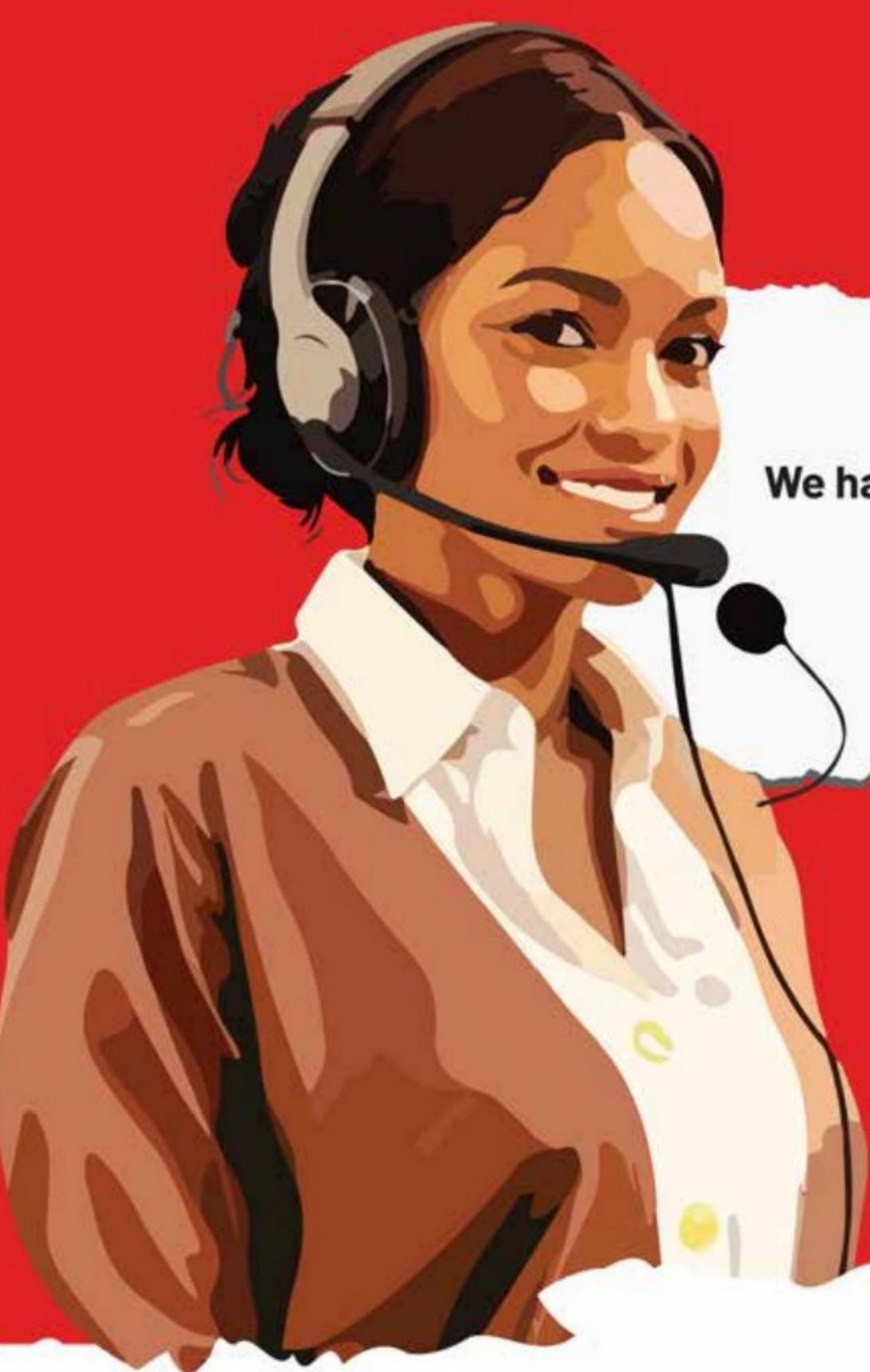


@HudumaKenya



020 690 0020





We have extended our working hours at the Contact Centre in order to serve you better.



020 6900 020

Monday to Friday 7:00am-9:00pm
Weekend & Public Holidays 8:00am-6:00pm



Huduma Kenya



huduma_kenya



HudumaKenya



Social Media Feedback



Daniel Mwakera

6 d · 🌐

Ningependa kumtambua huyu dada anayefanya kazi Katika huduma center wundanyi kama mfanyikazi wa mwaka.weledi wake katika kujibu maswali ya wateja na wake.huyu mama naomba kupata jina lake



Huduma Kenya's post



Huduma Kenya



Huduma_Kenya



@HudumaKenya



020 690 0020

24

9 comments 2 shares

Like

Comment

Most relevant



Davidson DNG Ngibuini
Hapo sawa.

2 w



Mworio Moses
This is wonderful! Keep up & add more & more government services

2 w



Njuguna PM
Splendid.
The customer service at Huduma Centre is exemplary.

2 w

09:16

88%

Post

549

469

2,191

291K



Sonko Wakadosi's Fate
@GichingaWa

Follow

Replying to @HudumaKenya and @TuJadili

I love huduma. You're the best service providers in Kenya. Thank you for the services. I replaced my id in a simple process and it only cost shs 100. before huduma I would have had to bribe someone to get it done

10:11 · 02 Jan 24 · 10.6K Views

24 Likes



Huduma Kenya @HudumaKenya · 2d
Replying to @GichingaWa and @TuJadili

We appreciate your positive feedback about our Services. We do take pride in transforming public service delivery and providing the needs of Kenyans countrywide the best way we can. If you want to inquire more about us anytime soon, don't hesitate to call us on 0206900020. ^IK

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1

16

9,637



Sonko Wakadosi's Fate @GichingaWa · 2d
You're doing exactly that. I was served at Makadara Huduma. I was impressed. I hope you can extend these services to other govt departments.

1

1

139



HON. OLIVER ADEKA @oliveradeka · 2d

Post your reply



MAKUTANO
HUDUMA CENTRE



FUNDED BY: LAIKIPIA EAST
NG CDF fy-2020-2022

Coming
SOON

huduma Centre-LAIKIPIA EAST



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KENYA

service excellence