



# HUDUMA WIKI HII

Keeping You Informed

ISSUE 75



Huduma Kenya



huduma\_kenya



HudumaKenya



020 6900 020



## Laikipia East Set to Inaugurate the New Huduma Centre Makutano Soon



The Laikipia East constituency is at the forefront with the upcoming inauguration of the Makutano Huduma Centre. This center represents the first of 290 constituency-based Huduma Centres, a groundbreaking initiative designed to bring government services closer to the grassroots level. The Makutano Huduma Centre, a modern facility featuring the trademark spacious layout of Huduma Centres, is fully equipped to comfortably serve both staff and visitors.

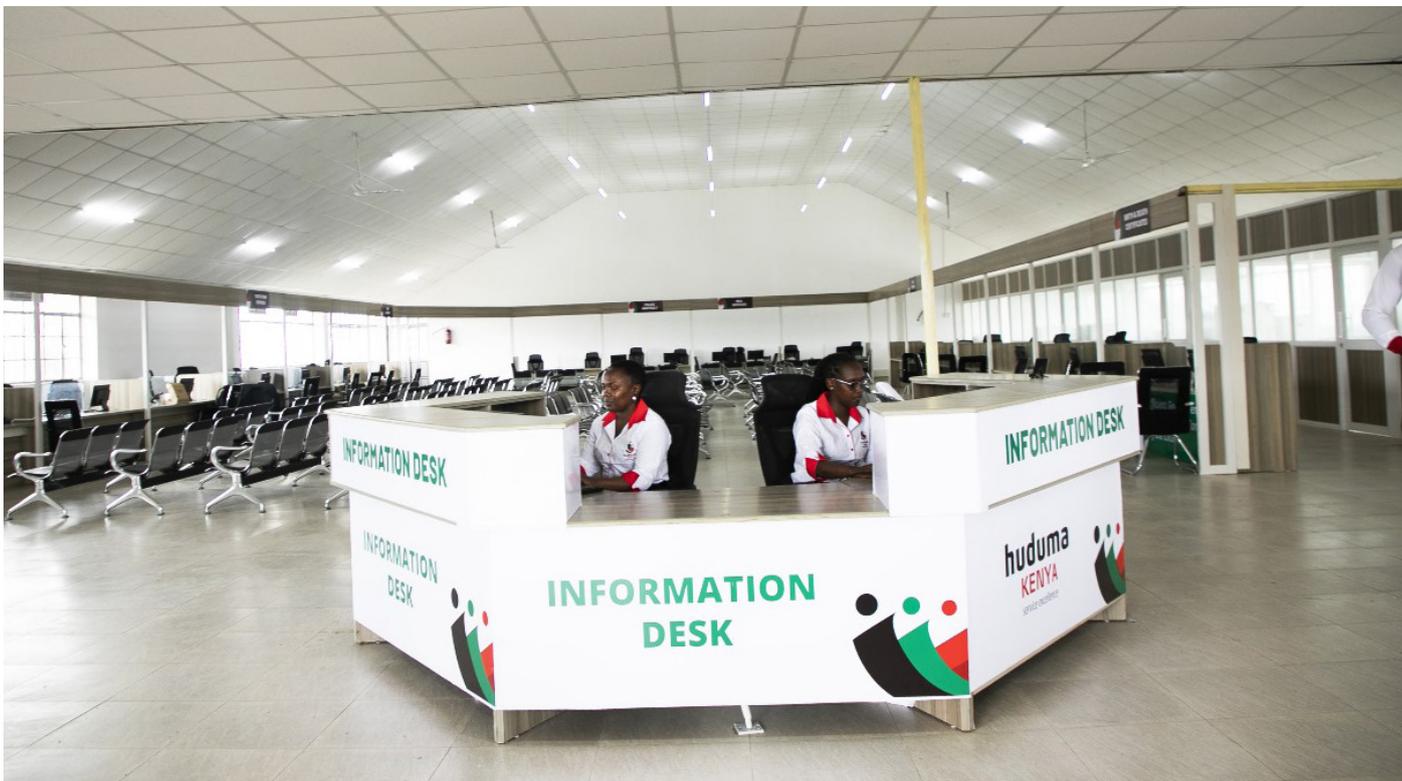
Situated in Nyambogichi Sub location within the Munyaka Division of Laikipia Central Sub County, Laikipia County, and extending to the larger Laikipia East Constituency, the center is strategically positioned along the Nyeri-Nyahururu Road. This location is pivotal, as it borders Laikipia, Nyeri, and Nyandarua Counties, offering a convenient alternative to residents who previously had to travel to Nyeri, Nanyuki, and Ol Kalou towns for government services.

The upcoming Huduma Centre Makutano is earmarked as a prototype for Sub-County Huduma Centres, set to be established and operationalized through a collaborative effort between HKS and the NG-CDF. The center is gearing up to offer a range of services including NSSF, NHIF, NCA contractor registration, NRB, CRS, police abstract issuance, certificate of good conduct applications, Youth Fund services, KRA, pension, AGPO, NTSA, HELB, adult education, county government services, health services such as BMI, blood pressure and blood sugar checks, and NG-CDF services.

This development marks a significant milestone in our commitment to making crucial services more accessible at the sub-county level. The Makutano Huduma Centre is poised to play a key role in Huduma Kenya's ongoing mission to enhance the accessibility and efficiency of government service delivery.



# Pictorials



# COMING SOON

## Huduma Centres

No	Category	No of Constituencies
1	Five Pilot	<ol style="list-style-type: none"> <li>1. Aldai</li> <li>2. Runyenjes</li> <li>3. Gatundu South</li> <li>4. Kiambaa</li> <li>5. Molo</li> </ol>
2	Old Model Huduma Standard	<ol style="list-style-type: none"> <li>1. Gatundu North</li> <li>2. Laikipia East</li> <li>3. Chuka Igamba Ng'ombe</li> <li>4. Maara</li> <li>5. Sotik</li> <li>6. Kisumu West</li> <li>7. Embakasi South</li> <li>8. Kangema</li> <li>9. Ruiru</li> <li>10. Tharaka</li> <li>11. Mogotio</li> </ol>
3	Self Sponsored FY 2023/24	<ol style="list-style-type: none"> <li>1. Ikolomani</li> <li>2. Lamu East</li> <li>3. Turkana East</li> <li>4. Kitui East</li> <li>5. Kuria East</li> <li>6. Dagorreti North</li> <li>7. Soy</li> <li>8. Likuyani</li> <li>9. Kisumu East</li> <li>10. Mathare North</li> <li>11. Embakasi Central</li> <li>12. Kibra</li> <li>13. Lafey</li> <li>14. Narok East</li> </ol>



## Huduma Kenya's Training for Service Excellence



On 16<sup>th</sup> January 2024, Huduma Kenya Secretariat continued its Customer Service Excellence training at the Kenya School of Government (KSG) Lower Kabete campus in Nairobi. The training for the Financial Year 2023/24 aims to train 600 staff from various sectors, including Huduma Centres, Contact Centre, Huduma Kenya Secretariat and Service Leaders towards transformation of Public Service Delivery.

The training was officially opened by the Acting CEO, Mr. Mugambi Njeru, who encouraged participants to embrace customer obsession in the journey of public service transformation. He stressed the importance of recognizing the customer as the focal point, emphasizing that understanding this perspective is crucial for achieving and sustaining the desired customer experience while upholding the values envisioned in the Constitution.



## World Bank and ICTA Assess KDEAP Implementation at Huduma Kenya



On 16<sup>th</sup> January 2024, Huduma Kenya Secretariat hosted a team from the World Bank and International Communication Technology Authority (ICTA) as part of the 2nd implementation Mission for Kenya Digital Economy Acceleration Program (KDEAP). The meeting reviewed the implementation status of Huduma Kenya - KDEAP, namely: operationalization of multichannel Service Delivery channels (self-service kiosks, user portal, Huduma on trucks and digital assistant), expansion of the Huduma Contact Centre, operationalization of 5 borderlands

Centre, operationalization of 5 borderlands user portal, Huduma on trucks and digital assistant), expansion of the Huduma Contact Centre, operationalization of 5 borderlands Huduma Centres and NOFBI connectivity in all Huduma Centres. KDEAP aims to expand access to high-speed internet, improve the quality and delivery of education and selected government services and build skills for the regional digital economy.



## Huduma Kenya and Judiciary Assess Readiness for Judiciary Desks at Nairobi's Huduma Centres



The Acting Secretary/CEO of Huduma Kenya Mr. Mugambi Njeru and Justice Kanyi Kimondo of the Judiciary on 17th January 2024 conducted a supervisory visit to GPO Nairobi Huduma Centre. This was to assess the level of preparedness for the operationalization of Judiciary desks. The visit also aimed to streamline the accessibility of Judiciary services in six Huduma Centres namely GPO Nairobi, City Square, Makadara, Eastleigh, Kibra and Kiambu.

This initiative aligns with the Chief Justice vision that emphasis Social Transformation through Access to Justice (STAJ) for the years 2022-2023. The primary objective is to channel efforts on people-centric justice groups, with a special focus on the vulnerable and marginalized. It also aims to empower individuals to assert their legal claims and facilitate fair redress by minimizing the distance to court stations to less than 100 Kilometers.



# Judiciary Visit Pictorials



Huduma Centre CitySquare



Huduma Centre Kibra



Huduma Centre Makadara



Huduma Centre Thika



Huduma Centre Eastleigh



## Huduma Kenya and National Police Service Forge Alliance for enhanced Public Service



On 17<sup>th</sup> January 2024, a team from the Huduma Kenya Secretariat comprising of Luka Mwangi (Service Delivery), Susan convened with the Commandant, Mr. Nyale Munga, Deputy Commandant, Madam Wangeci Mwangi, and other senior officers at the National Police College, Kiganjo. The primary agenda of the meeting was to discuss on an upcoming training program focused on Customer Service Excellence for officers within the National Police Service, scheduled to take place at the institution

The discussions emphasized the imperative of enhancing Customer Service Excellence to elevate the overall customer experience. Furthermore, the team explored the prospect of establishing a long-term Customer Service Excellence Training Framework between the two institutions, aiming to preserve the training initiative and reach a broader field of officers, ultimately improving public service standards.





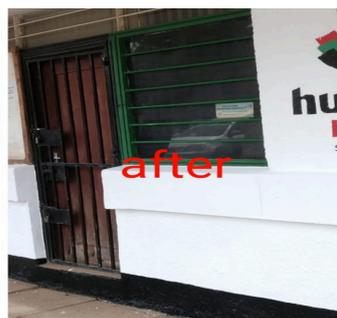
Huduma Centre West Pokot renovations



Huduma Centre Kirinyaga New Lighbox



Banking Hall Tana River Huduma Centre before and after



Machakos Huduma Centre repairs focusing on the walls and toilet facilities



**H**uduma Kenya Secretariat led by the Acting CEO Mr, Mugambi Njeru hosted a team from the Postal Corporation of Kenya, headed by the Post Master General, Mr. John Tonui. The purpose of the meeting was to strengthen and revitalize their existing partnership, exploring avenues for potential future collaborations.



**B**aringo Centre Manager Ms. Margaret Thuo oversaw the repair of potholes on the access road leading to the customer parking area. The team not only filled the potholes but also leveled the surface, enhancing the convenience for customers when parking their cars while accessing services at the Centre.



**O**n 18<sup>th</sup> January 2023, Kibra Huduma Centre held its first Staff Meeting of the year to strategize on excellent Service Delivery. The staff were reminded to adhere to the Huduma Service delivery standards and also to embrace teamwork at the Centre. The meeting was also attended by Rev. Stephen Muthondeki, Chaplain Administration Police, who gave a motivational talk and offered prayers.





**B**usara Centre explores Huduma Kenya's innovations at Kibra Huduma Centre. Kibra Huduma Centre was privileged to host a team of officers from Busara Centre, a Nairobi-based NGO, for an insightful visit to understand the Centre's operations. The team received a comprehensive overview of the services provided, experiencing the customer journey firsthand. They expressed admiration for the various innovations implemented at the Centre.



**T**his week, Kwale Huduma Centre held a Mashinani at Mackinon road, Al- Sherif Hall in line with the bi-monthly theme of 'Shaping the Huduma of the Future'. A total number of 1,288 customers were served.





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 Service Excellence Talk at Huduma Centre Embu



On 16<sup>th</sup> January 2024, Embu Huduma Centre was privileged to host Mr. George Obara, the Centre Manager of Isiolo Huduma Centre. He was invited to deliver a talk on Huduma Kenya Service Excellence, focusing on the January/February theme, "Shaping

the Huduma of the Future." The interaction was characterized by cordiality, and the Embu Huduma Centre fraternity expressed gratitude for the valuable insights shared during the talk.

### Bi-Monthly Theme Corner



In line with the Bi-Monthly theme "Shaping the Huduma of the Future" and the Digitalization Agenda on January 17<sup>th</sup> 2024, representatives Nawwar Hammad from KUCCPS, Ezra Kei from HELB, and Swalha Yasin from KASNEB service desks at Huduma Centre Mombasa visited Star Institute of Professional Studies, Kenyatta University Mombasa Campus and Coast Girls' High School. They enlightened students on the services provided by their respective organizations, emphasizing the transition from manual to digital processes for applications and payments through the

E-citizen platform. KUCCPS emphasized the shift to online school applications post-KCSE results, KASNEB highlighted the introduction of computerized exams and the KASNEB foundation (loan under HELB to facilitate tuition and examination fees) and HELB provided insights into available loan products, including the New Funding Model under the Higher Education Funding. The students, upon learning about the 7am-7pm services, seized the opportunity and visited after school to seek career guidance.



382K  
Trees  
Planted





# Panda Mti Leo

#TreesForBetterLives  
#Towards15BillionTrees



# HUDUMA KENYA STAFF LIBRARY



## HOW TO BORROW A BOOK FROM THE LIBRARY

- 01 Visit the Huduma records office
- 02 Fill the book request form
- 03 Collect the book after 2 hours

**OVER 800**

Books Available

### CATEGORIES AVAILABLE

Management, Inspirational,  
Mental Health, Human Resource,  
Finance & accounting and  
Technology



@Huduma Kenya

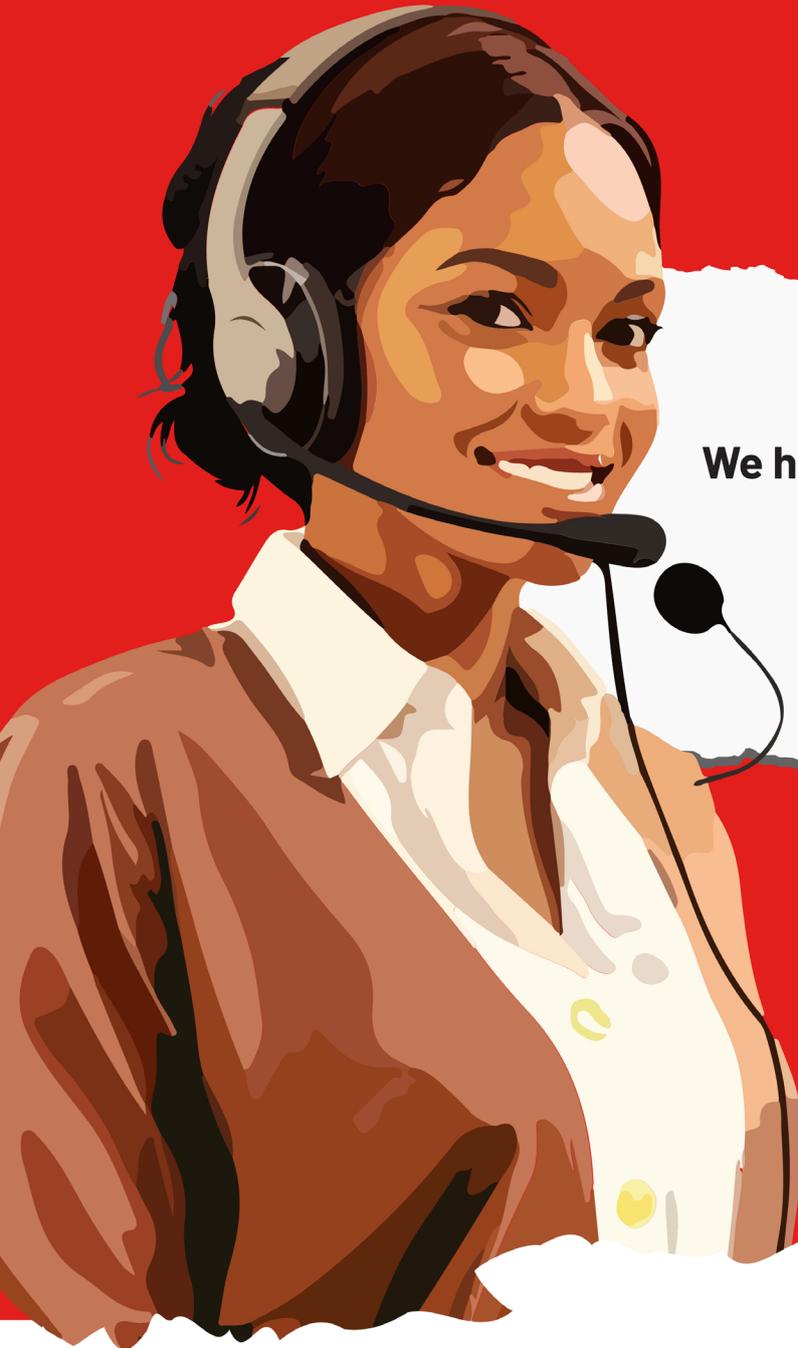


@Huduma Kenya



@Huduma Kenya





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**





**huduma**  
**KENYA**  
*service excellence*