



**HUDUMA
WIKI HII**
Keeping You Informed

ISSUE 76

Judiciary Officers Trained on Customer Service Excellence in Readiness of Operationalization of Judiciary Services at Select Huduma Centres.



On 19th January 2024, the Ag. CEO of Huduma Kenya, Mr. Mugambi Njeru and Hon. Justice Kanyi Kimondo of the Judiciary presided over

the Huduma Kenya Service Excellence and Service Delivery Standards Refresher Training for Judiciary officers at the Kenya School of Government (KSG) Lower Kabete campus. The training aimed to prepare officers deployed to six Huduma Centres: GPO Nairobi, City Square, Makadara, Eastleigh, Kibra, and Kiambu.

Huduma Kenya and the Judiciary Takes Steps in Enhancing Access to Justice in Huduma Centres.

Huduma Kenya Secretariat (HKS) and the Judiciary have collaborated to improve access to judiciary services by establishing service desks in six Huduma Centres. This program, which is in line with the Chief Justice's vision of Social Transformation through Access to Justice (STAJ), attempts to automate and digitize court functions to make them more accessible to the general public.

The pilot phase is set to kick off on 29th January, 2024 in Nairobi GPO, City Square, Makadara, Kibra,

Eastleigh, and Kiambu. Phase II which is set to be rolled out soon will cover all the other 45 counties.

To ensure the staff deployed to deliver services to customers at the Huduma Centres, a collaborative training session was led by Honorable Justice Kanyi Kimondo. The training focused on Huduma Kenya Service Excellence and Service Delivery Standards for judiciary officers at the Kenya School of Government (KSG) Lower Kabete campus.



Huduma Kenya and National Police Service Hold Customer Service Excellence Training Talks



On 22nd January 2024, the Deputy Commandant of the National Police Training College (NPC) Ms. Wangeci Mwangi paid a courtesy visit to the Huduma Kenya Secretariat accompanied by Mr. Githinji an accountant at (NPC).

The team received by Ag. CEO Mr. Mugambi Njeru discussed the proposal to have an MOU to train officers from the National Police Service on customer service excellence.

Third Customer Service Excellence Training Takes Place



On 23rd January 2024, the Huduma Kenya Secretariat continued its Customer Service training for the Financial Year 2023/24 at the Kenya School of Government (KSG) Lower Kabete campus in Nairobi. The

program aims to train 600 staff members from various departments, including Huduma Centres, Contact Centre, Huduma Kenya Secretariat and Service Leaders to transform Public Service Delivery.





Joseph Katana ICT team leader at Huduma Centre Mombasa offered training on the upgraded SBA/TMS to NRB, NTSA, Information desk and CRS staff. The training held on 24th January 2024 gave the different departments an overview of how to use the system to reduce the backlog of cards at the Centre.



Huduma Centre Eldoret KEPHIS staff at a forum hosted by the International Fund for Agricultural Development (IFAD) on 23rd January 2024.





Huduma Centre Kakamega KUCCPS staff, Ms. Neville Lukaya, on 19th January 2024, led a career talk at St. Paul's Mushinakaa Secondary School in Khwisero Sub County, Kakamega. The session aimed to enlighten students on crucial aspects such as subject selection, subject and cluster requirements for course selection and the process of placement into tertiary institutions through the KUCCPS.



Huduma Centre Kirinyaga receiving Huduma customer service standards manuals on 22nd January 2024 during their staff meeting where they discussed strategies for sustaining gains, sharing key lessons learnt and shaping the future of public service.





Mr. Onesmus Makalo, an AGPO service desk officer receives his letter of promotion to Principal Clerical Officer from Ms. Jackline Otieno, Centre Manager, Huduma Centre Mombasa.

Baringo Centre Manager Ms. Margaret Thuo, at the head of departments meeting on 23rd January 2024, attended by representatives from both the National and County governments.



A team from the HKS during a site visit to a proposed Huduma Centre in Tharaka, Marimanti Town in Tharaka Constituency, Tharaka Nithi County to assess the completion status of a facility to host a Huduma Centre. In attendance were the DCC, Mr. Stephen Mavina, National Government – Constituency Development Fund (NG-CDF) representatives, contractor representatives and a Public Works officer.





REPUBLIC OF KENYA



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



Mr. Jackson Cheruiyot Leads CRS Staff at Huduma Centre Baringo in Product Knowledge Session.



Huduma Centre, Kisumu at a 2-day Huduma Mashinani during the International Data Privacy Conference held at Tom Mboya Labour College, Kisumu City. The event was courtesy of the Office of Data Protection Commissioner (ODPC).





Ms. Dorcas Luvuno Mbega Information Desk staff at Huduma Centre Mombasa, happily receives her promotion letter, handed to her by the Deputy Centre Manager Mr. Harison Yogo elevating her to Principal Clerical Officer I, under the National Treasury and Economic Planning.



Ms. Mary Hyacinth, the Centre Manager, Bilha Mose health desk staff and Jane Batasi from Huduma Centre, Nyamira completed training on basic Kenyan Sign Language and are relaying the knowledge to fellow staff members.





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

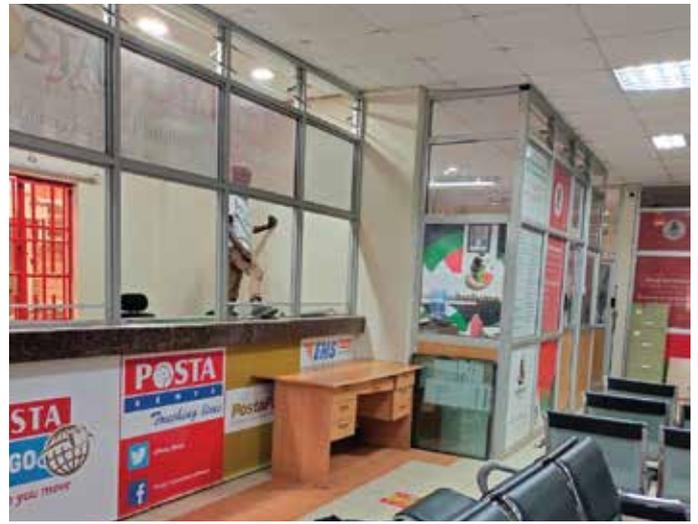
Huduma Centre Samburu holds talk on Sustainable Tree growing initiatives



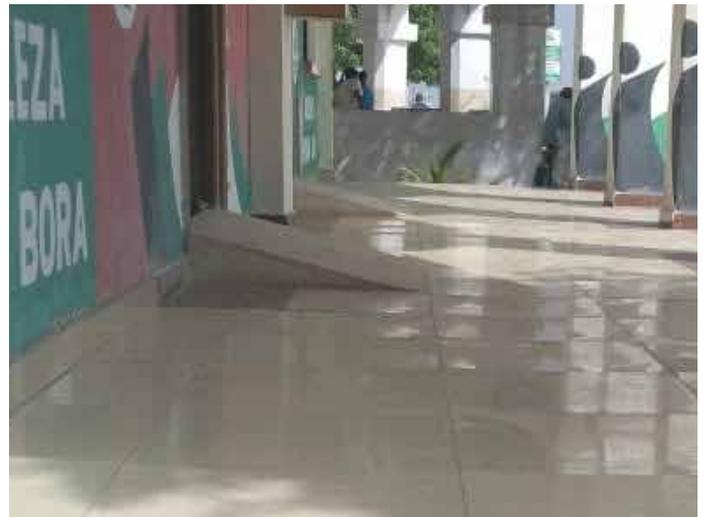
Huduma Centre Samburu held its weekly presentation from Mr. Lubanga Osango, the Forest Manager of Kirisia Forest Samburu County. Osango's talk, titled "Let's not just plant trees but grow them too," focused on the importance of nurturing newly planted trees so as to survive for at least three years, thereby mitigating the effects of climate change. The staff were thus educated on topics such as ecological

zones, planting lessons, caring and nurturing of trees, identifying suitable land masses and tree species, security for trees, technical guidance on tree planting and harvesting and reducing greenhouse gas emissions through tree suitability. Accompanying the Forest Manager were Gypson Kimeywa and Roba Guyo from Kenya Forest Service (KFS) Samburu County.





Baringo Huduma Centre expands Posta shop and enhances CCTV coverage.



Lamu Huduma Centre in undergoing tile repair.



The ICT CS, Mr. Eliud Owalo EGH who was the Chief Guest paid a visit to the Huduma Mashinani booths. He was accompanied by the Data Commissioner, Kenya, Ms. Immaculate Kassait, MBS, Kisumu County Commissioner Mr. Hussein and Representatives of the Kisumu County Government among other dignitaries.





Huduma Kenya Cares Welfare Pillars

This welfare will support staff on emergent life events, and unforeseen situations like sudden illness of a staff or his/her dependents, deaths. Similarly, joyous times such as birth of a child or a wedding also call for celebration in any form. In addition, the Welfare should take into consideration issues that will lead to employee satisfaction and morale like financial and mental health issues.

1. Sensitization and awareness.
 - (a). The benefits to members
 - (b). Objectives of the welfare
 - (c). Membership
 - (d). Limits allowed for different expenses & cessation of Membership
 - (e). Continuous communication through Huduma Wiki Hii and other Online platforms
2. Accountability and Transparency: Books of Accounts and Appeal Process
3. Systems and Automation
4. Recruitment and elections in one year's time
5. Constitutional Review and Funding Model
6. Constitutional review

Huduma Kenya Cares Welfare Leadership



Jeferson Nyakamba
CHAIRMAN



Leah Mathenge



Wangare Woresha



Beryl Odiembo



Mathew Kivava



Elizabeth Hiuko

“At the heart of Huduma Kenya Cares Welfare mission, lies a steadfast dedication to the well-being of each member. We prioritize the happiness and fulfillment of every Welfare Member, fostering a harmonious blend of productivity, collaboration and shared success”

Social Media Feedback

7:05

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Post



maggieogonga
@maggieogonga

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Perfect experience at Huduma makadara Miss Sharon

Shes only person who noticed I was struggling with my ailing husband on the corridors, she came to my aid and after finishing she told me she was the manager May God bless you 🙏 always Maggie ogonga Hsc

14:22 · 24 Jan 24 · 17 Views



Huduma Kenya @HudumaKenya · 16h

Replying to @maggieogonga

Hello @maggieogonga, Thank you for your positive comments. We are glad to hear that you enjoyed accessing our services! Keep us posted on more of your experiences whenever you visit any of our Centres. Remember to call us at 0206900020 if there is anything we can help you with.... [Show more](#)



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Celebrating January Babies

happy



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KENYA
service excellence