



HUDUMA WIKI HII

Keeping You Informed

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Roll out of Private Sector services through the Huduma Kenya Service Delivery Programme



A team from Huduma Kenya Secretariat, led by Ag. CEO Mr. Mugambi Njeru, met with representatives from Webtribe. Webtribe is a service provider contracted to deliver Private Sector services through the Huduma Kenya Service Delivery Programme. The meeting discussed the rollout modalities for Private Sector services, aiming to enhance access to both Government and Private Services through the Integrated Huduma Service Delivery Platforms.





Ag. CEO Huduma Kenya, Mr. Mugambi Njeru, co-chaired a meeting with the Director General of Kenya School of Government (KSG), Prof. Nura Mohamed to discuss implementing the Customer Service Excellence training program across the Government. He also congratulated Prof. Mohamed on his appointment as Director General.





A team led by Ag. CEO Huduma Kenya, Mr. Mugambi Njeru, participated in the launch of the Kenya Yearbook Editorial Board's (KYEB) strategic plan for 2024-2028. The event took place at a hotel in Nairobi and was presided over by the former Cabinet Secretary (CS) for the Ministry of Information, Communications, and the Digital Economy, Mr. Eliud Owalo, FIHRM EGH. During the launch, Mr. Owalo emphasized the importance of digitizing government processes, urging all stakeholders to actively support this initiative. Notable attendees included PS, ICT Eng. John Tanui, EBS, and PS, State Department of Broadcasting and Telecommunications, Prof. Edward Kisiang'ani, CBS, among other key government officials.



8th July, 2024



Deputy Centre Manager, Mr. Emmanuel Lemako, attended a forum organized by the United Nations Population Fund Agency and the National Director of Medical Reproductive Health Services (MOH). The event, held at the Samburu County Referral Hospital, focused on the impacts, prevention, and management strategies related to teenage pregnancies, including critical reproductive health services.



Narok Huduma Centre hosted a free medical camp facilitated by Equity Afya Narok Branch. Services offered included blood sugar tests, blood pressure checks and general health consultations.



Prudential Life Assurance Marketing Officer, Mr. Raymond Muriithi, conducted a financial talk on insurance at Kirinyaga Huduma Centre. He covered different types of insurance, including medical, life, and education insurance covers.



9th July, 2024



A team from KCB Bank, Hola Branch, introduced Tana River Huduma Centre staff to their financial products, including loan options, savings plans, and various insurance products. This initiative aligns with the Centre's goal of partnering with corporate bodies to support Huduma Mashinani outreaches.



Samburu Huduma Centre Manager, Mr. Bidii Henry Kasena, delivered a staff presentation on the role of performance contracts in the Government and Public Service. The objectives of these contracts were outlined, preparing staff for the upcoming financial year in terms of planning, performance and execution of duties.





Deputy Centre Manager, Mr. Emmanuel Lemako, attended a workshop led by KCB Maralal Branch Manager, Mr. Paul Omala. The workshop aimed to promote the uniqueness of businesses and services offered in the workplace, emphasizing maintaining unique propositions.



Mr. Antony Maina from Huduma Centre Eastleigh, CRS service desk personnel handed over 92 birth certificates to the area assistant chief, Mohammed Gedo, in Githurai.



Head of Security at Huduma Kenya Secretariat, Commissioner of Police Mr. David Kabena, at familiarization and routine security monitoring visits to Makadara and Kibra Huduma Centres. Discussions covered security, human resources, and service delivery.





Staff at Baringo Huduma Centre participated in a fellowship led by Elder Cheron, Margaret Cheron, and Leah Cheshire.

10th July, 2024



Mr. Martin Mulera from the NSSF official Human Resource department visited Tana River Huduma Centre. Mr. Jackson Letangule, Centre Manager requested the NSSF official to expedite the process of deploying an NSSF staff member to the Centre.

Absa Bank and Imarika Property Ltd. conducted a financial wellness and wealth session at Huduma Centre Nakuru.





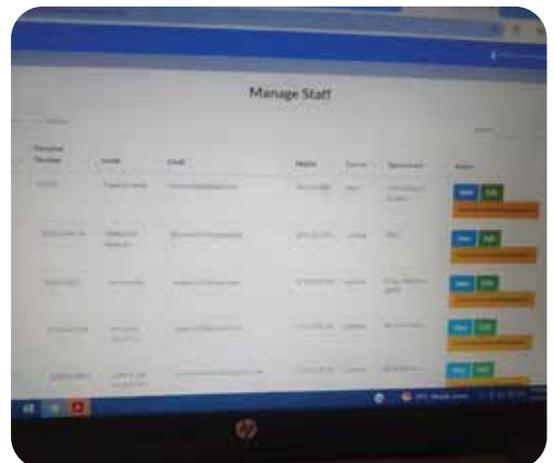
Staff at Makueni Huduma Centre participated in their routine weekly exercises.

11th July, 2024



Kibra Huduma Centre collaborated with the Nubian Rights Forum and Amani Kibra. They issued birth certificates to community members, sponsored jointly by the organizations. Judiciary Services Officer Gift Odhiambo highlighted the services offered by the Judiciary Services at the Centre. Centre Manager Steve Odoteh also mentored youth at the library during the event, resulting in the printing and distribution of 44 birth certificates.

Mr. Daniel Tupane, NRB desk staff at Laikipia Huduma Centre, introduced an online attendance system. The system, currently being trialed by 10 staff members for one week, aims to reduce paperwork, enhance time management, facilitate daily check-ins and check-outs, and improve access to and management of the Huduma Centre staff database.



12th July, 2024



Nyamira Huduma Centre hosted health experts from Nyamira Level 5 Hospital. Speaker Rosemary Otiende, Nutrition Coordinator for Nyamira County, discussed dietary management of Diabetes and Hypertension, risk factors, and strategies for control.



County Commissioner Laikipia, Mr. Onesmus Kyatha, along with Deputy County Commissioner Laikipia East, Mr. Patrick Muli at a courtesy call visit to Laikipia Huduma Center.



A team from KCB Bank's Narok Branch visited Narok Huduma Centre for an insurance talk with the staff. Topics covered included the Elimisha policy, endowment policy, and domestic package covers.





Mashinani Corner

Customers receiving Government services at Kayole, Soweto area courtesy of Makadara Huduma Centre. A total of 101 customers were served.



Huduma Centre Makadara



Renovations Corner

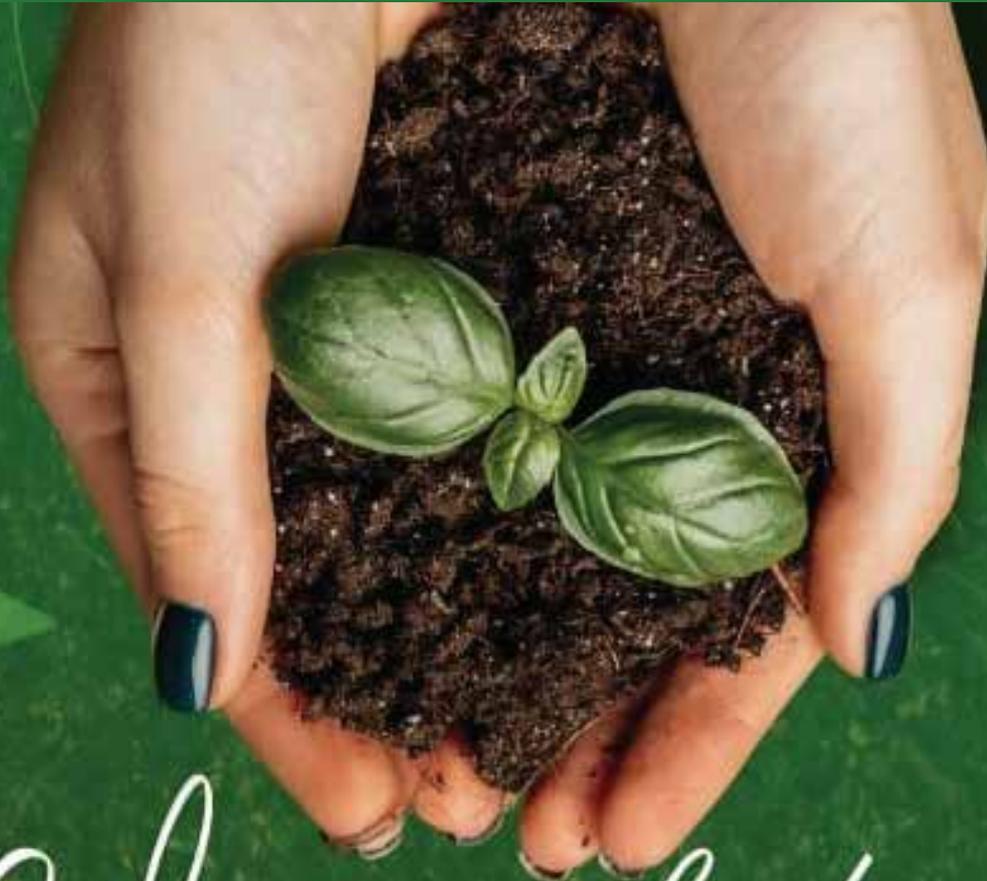


Mombasa Huduma Centre



Huduma Centre Tana River





We are planting

500 MILLION TREES

**Towards the 30% tree cover
commitment by H.E President Ruto**

#TreesForBetterLives #Towards15BillionTrees



E for Ennui

by Bob

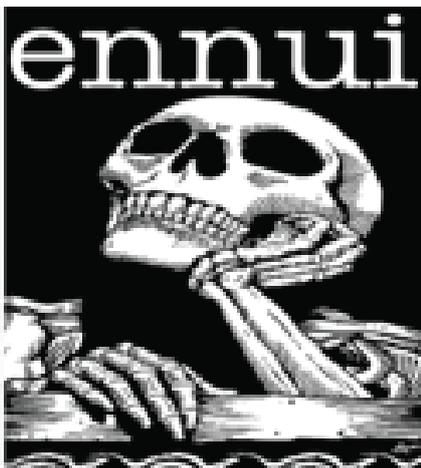
Ennui –noun –

"In the state of ennui the world is emptied of its significance. Everything is seen as if filtered through a screen; what is filtered out and lost is precisely the element that gives meaning to existence. Music is no longer an aesthetic world of sound, but a series of notes. Instead of a painting, one sees only a conglomeration of meaningless colors on a canvas; a book becomes a series of words, one strung after the other. It is a sensation very similar to that of watching a television program with the sound turned off...

We can tentatively define ennui as the state of emptiness that the soul feels when it is deprived of interest in action, life, and the world (be it this world or another), a condition that is the immediate consequence of the encounter with nothingness, and has as an immediate effect a disaffection with reality."

—

From "The Demon of Noontide: Ennui in Western Literature" By Reinhard Clifford Kuhn (2017)



Techniques that you can use to overcome ennui and chronic boredom include:

- Think about what you really want to do. You can use the principle of memento mori, and ask yourself "what do I want to do with the limited time that I have?".
- Talk to someone.
- Change your routine. Often, changing your routine can help break away the monotony that causes you to experience ennui.
- Try new things. A useful concept to be aware of is carpe diem, which is a Latin phrase that means "seize the day". This concept encourages people to focus on the present, appreciate the value of every moment in life, and avoid postponing things unnecessarily, because every life eventually comes to an end.
- Go out of your way to interact with people.
- Eliminate unnecessary things that promote your ennui.
- Make things that you have to do feel more exciting.
- Adopt a mindfulness-based mindset. Mindfulness involves paying attention to the present moment as you're experiencing it, and accepting it, together with any thoughts and emotions, without judgment.
- Engage in journaling. When doing this, try to focus primarily on the positive aspects of your life, and feel gratitude toward them.
- Rest and recharge.





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service excellence