REPUBLIC OF KENYA

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HUDUMA WIKI HII

Keeping You Informed

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The service desk at Mombasa Huduma Centre, led by Nawwar Hammad, facilitated a career talk at Lamu Girls Secondary School where candidates from five schools in Lamu Central attended the session.

15th July, 2024

Kakamega Huduma Centre celebrated its 10th anniversary.

Kwale Huduma Centre staff celebrated former staff members.

The guest of honor, Deputy Registrar Kwale Civil Registration Mr. James Ngoka, attended the event. Accompanying him were former ICT Officer Mr. Hamis Mafimbo, Mr. Elias Kimani from Kwale Civil Registration, and Mr. Omar Kiswa, a former National Registration Bureau (NRB) staff member.

Head of Human Services PIT, Ms. Mercy Kanyi, organized a sign language training session for Huduma Centre staff. Invited guests included Ms. Rhoda Nduko (deaf) and Ms. Margaret Waithera (teacher). Ms. Kanyi's vision is to equip all staff with sign language basics to assist non-verbal customers. The staff actively participated and appreciated the initiative.

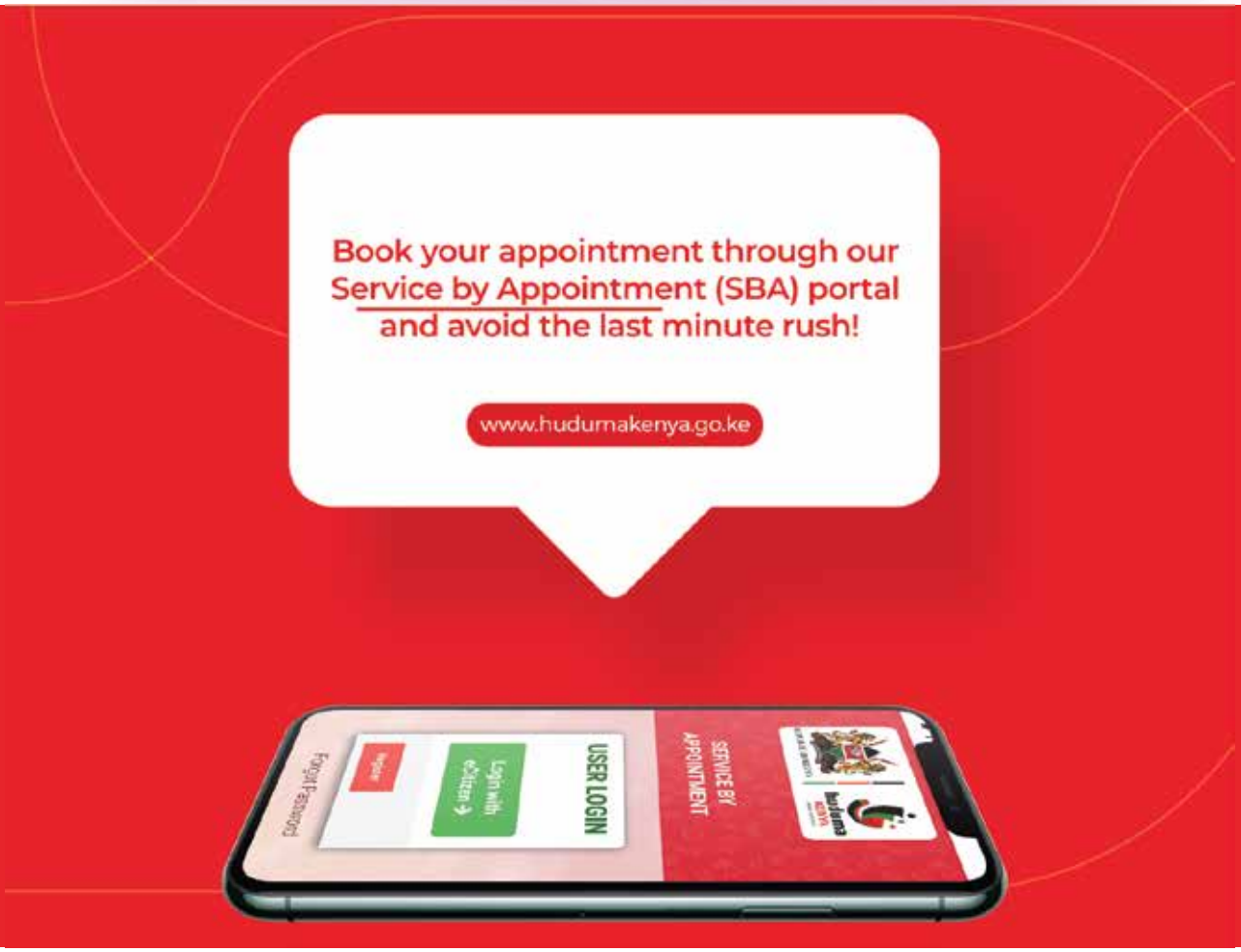
16th July 2024

Rev. John Muhuma of the WorldWide Gospel Church of Kenya led morning prayers at Laikipia East Huduma Centre.

The Tana River Sub County's CIPU Command Chief Inspector Chesitoy visited the Huduma Centre to discuss security measures during this challenging period.

17th July, 2024

Principal Secretary, State Department for Public Service, Mr. Amos Gathecha ndc (K) at the National Assembly's Departmental Committee on Labour for consideration of the 2024/25 Supplementary Estimates. Also present at the event was Ag. CEO Huduma Kenya, Mr. Mugambi Njeru.



17th July, 2024

Tana River Huduma Centre at their staff meeting where Centre Manager Jackson Letangule sensitized the team on the importance of Performance Improvement Teams (PITs) in a view of improving service delivery for action and escalation.

HELB Compliance Visits

Chief Strategy and Customer Experience Officer CPA Mary Wachira Muchee and Senior Officer Huduma Services Ms. Felicity Ndege visited Huduma Centre Mombasa, Taita Taveta where they engaged in discussions with Centre Manager Mr. Harrison Yogo on improving service delivery and better support the HELB staff at the centre.

Taita Taveta Huduma Centre was paid a visit by HELB staff to ascertain compliance at HELB desk. The officers included Md. Mary Wachira-Chief Strategy and Customer Experience Officer, Ms. Felicity Ndege - Senior Officer Huduma Services and Md.Doris Kisahi Officer Quality Assurance and Risk. The team had a session with the Huduma Centre Manager Mr.John Kariuki and discussed ways of enhancing service delivery at the helb Service desk.

Later the entire team joined Hon. Danson Mwashako, Mp Wundanyi, Mr. Steve Charo NG-CDF Fund manager and madam Jane Kulola Wundanyi Constituency Manager at Wundanyi CDF boardroom and explored on how to sensitize members of the public and especially students on the new university funding model and other sponsorship opportunities available. Plans were laid down on how to implement the sensitization forums.

18th July, 2024

Samburu Huduma Centre led by Centre Manager Mr. Bidii Henry conducted a mentorship session emphasizing education's importance for girls at Kisima Girls High School.

West Pokot Huduma Deputy Centre Manager Ms. Elizabeth Loitasiwa at a public baraza where she engaged the public, highlighting Huduma services at Kapenguria Division.

Huduma Kenya Secretariat and Kenya School of Government Technical Team at KSG, Embu this week where they have been developing training materials for the CSE Training Framework to be offered at the newly launched Customer Centre for Excellence.

Call us on:

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

Eldoret Hospital conducted a health awareness talk at Kericho Huduma Centre, followed by free health checks and consultations.

Mr. Bidii Henry Kasena and Mr. Fredrick Otieno Misenya from Huduma Centre Samburu attended the County Statistical Abstract (CSA) Report Validation Stakeholders Workshop in Maralal. The workshop, led by the Kenya National Bureau of Statistics (KNBS) and the Samburu County Government, reviewed Public Services Delivery Information submitted by all departments for credibility and reliability.

598,642 Trees Planted

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