



ISSUE 93

**HUDUMA
WIKI HII**
Keeping You Informed



Huduma Kenya



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HudumaKenya



1919

Huduma Kenya Programme Kicks off 8th Edition of Transformative Public Service Delivery Training



In a move that underscores the critical role of customer service in public service delivery, the Kenya School of Government in Nairobi launched a four-day Customer Service Excellence (CSE) training session on June 4th, 2024. The event brought together staff from Huduma Centres in Eldoret and Nyamira, including newly appointed Centre Managers and their deputies.

The Huduma Kenya Programme has been a beacon of customer satisfaction, boasting an impressive average satisfaction index of 92% over the years. This remarkable achievement is a testament to the power of standardized access to Government services across the

nation and the relentless pursuit of excellence through continuous staff training in experiential transformative CSE and Huduma Service Delivery standards.

Acting CEO, Huduma Kenya, Mr. Mugambi Njeru, in his opening address, highlighted the essence of placing the customer at the heart of public service delivery. He passionately urged the attendees to serve customers with the respect and dignity they deserve, thereby reinforcing the importance of a customer-centric approach in delivering exceptional public service. This event is a clear indication of Kenya's unwavering commitment to elevating the standards of public service delivery.



1st June, 2024



Samburu Huduma Centre Staff joined in the Madaraka Day cele-

brations held at the Loosuk Stadium. Also, in attendance at the event led by County Secretary, Mr. Wilson Lesuuda were representatives from the local National Government Administration Officers, National Government Departments represented by the Ag. Deputy County Commissioner (Samburu Central Sub-County), Mr. Peter Mutiso among others

Baringo Huduma Centre represented by staff members Geoffrey Kipkios and Mathias Kogei joined the public in the Madaraka day celebrations at Emining in Mogotio sub county presided by the County Commissioner Baringo Stephen Sangolo Kutwa.



Meru Huduma Centre team represented by Centre Manager Brian Tendet Chepkwony attended the County Madaraka Day celebrations held at Kinoru Stadium.





A section of Laikipia Huduma Centre staff at Kalalu Grounds in Laikipia East, Laikipia County for Madaraka Day celebrations.

Kibra Huduma Centre Manager Steve Odoteh attended the Madaraka Day celebrations at the Dagoreti Sub-county Deputy County Commissioners' Ground.



Taita Taveta Huduma Centre Manager John Maina Kariuki at Nyache Primary School for Madaraka Day Celebrations. 60 tree seedlings were planted during the event.





SERVICE EXCELLENCE CALENDAR

PRIORITIZE MENTAL HEALTH

- ♥ **Mental health and wellness support for all staff.**
- ♥ **Mental awareness focus groups and discussions.**
- ♥ **Seeking partnership support in mental awareness initiatives.**



MAY-JUNE 2024

Prioritize Mental Health

Dr. Abel Omondi a psychologist at Samburu County Referral Hospital, Maralal town takes Samburu Huduma Centre staff through a mental health and awareness talk. Staff were taught various signs and symptoms meant to identify stress as well as management of stress and self-care practices.



GPO Huduma Centre celebrated former Centre Manager Mr. John Obaka. The team lauded him for the great leadership, mentorship and support during his tenure. Mr. Obaka now serves as a Programme Officer, Administration at the Huduma Kenya Secretariat.

Call us on:

1919

Monday - Friday

7:00am - 9:00pm

Weekends & Public Holidays

8:00am - 6:00pm



3rd June, 2024



Laikipia Huduma Centre former Centre manager, Madam Debora Mwarania officially handed over the Centre managerial position to Mr Geoffrey Nyale thereafter the staff congratulated her for her timely promotion to be the Deputy County Commissioner Mathira East.



Amani Kibera Organization representative Mr. Ben Ooko and Nubian Rights Forum representative Dushman Ali made a courtesy call to Kibra Huduma Centre Manager Steve Odoteh. The purpose of this meeting was to discuss various community-related

issues in the Kibra slums and explore opportunities for collaboration. Both organizations have been working closely with the Centre to facilitate the issuance of birth certificates to disadvantaged community members.

Nandi Huduma Centre staff held presentations from the National Capital Authority (NCA), National Transport Safety Authority (NTSA) and Social Service desk.



4th June, 2024



Kirinyaga Huduma Centre, had a visit from the Absa Bank Kerugoya branch. They delivered a personal finance management talk.



member from Samburu Huduma Centre Staff attended the Kenya National Chambers of Commerce and Industry (KNCCI) Samburu Chapter's training on the Jinue Growth Programme Training of Micro, Small and Medium Enterprises (MSMEs) in the County held at the Umbrella Hotel in Maralal town.

Joyce Lekurayio an AGPO staff

Tax Returns

File your Returns before

30th June

Deadline

**File Your Tax Returns,
Avoid Unnecessary Penalties!**



Samburu Huduma Centre Manager Henry Kasena Bidii attended the 4th Medium Term Plan (MTPIV) Public Dissemination Forums Session for the County at Samburu Guest Hotel hosted by the National Treasury on 31st May, 2024.

5th June, 2024



Health Desk staff nutritionists, Dickson Ogucha and Evelyne Nyangacha delivered a transformative health talk on reproduction at Nyamira Huduma Centre.



Nyamira Huduma Centre hosted eye specialists from Ram Hospital, Kisii. Staff and customers were taken through best eye care practices and also received free eye checkup.





Mashinani Corner

This week, Centres across the country held several mashinanis. A total number of 556 customers were served. Here's a sneak peek.



Huduma Centre Mombasa



Huduma Kenya

Join our
WhatsApp Channel
to get information on Government Services
the Easy way!





Adopt-A-Forest Corner



REPUBLIC OF KENYA



We are planting

500 MILLION TREES

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

#TreesForBetterLives #Towards15BillionTrees



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World Environmental Day



In observance of World Environment Day 2024, several Huduma Centres, including those in Elgeyo Marakwet, Samburu, and GPO, participated in tree-planting activities, collectively planting **3,350 trees** to commemorate the occasion. The event saw the gracious involvement of key sponsors including Kenya Forest Services, World Vision, Kenya Red Cross, and the National Environmental Management Authority.





Garissa Huduma Centre repairing the 4-link waiting benches



Service Charter mounted at City Square and Eastleigh Huduma Centres

Safaricom visited the Kirinyaga Huduma Centre and installed fiber cables to stabilize internet connections at the Centre.





huduma
KENYA
service excellence