



**HUDUMA  
WIKI HII**  
Keeping You Informed

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Huduma Kenya



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HudumaKenya



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# Huduma Kenya Shines at 2024 Africa Public Service Day



Last weekend, Huduma Kenya participated in the annual Africa Public Service Day celebrations held on June 23<sup>rd</sup>. The two-day event took place at the Kenya School of Government (KSG) campus in Lower Kabete. These celebrations have their origins in the first Pan-African Conference of Ministers of Public and Civil Service, which convened in Tangier, Morocco, in 1994. The event highlights the critical role of the public service in establishing democratic foundations and effective governance for any nation. The central theme of this year's celebration was **"Building a Resilient Education System: The Foundation for a Future Public Service as a Catalyst for Revitalizing the Economy."** This theme encouraged the public

service to envision a future-ready workforce that is forward-looking, adaptable, and responsive to the needs of diverse public servants.

During the closing and award ceremony on June 23, 2024, Mr. Amos N. Gathecha ndc (K), the Principal Secretary of the State Department for the Public Service, presided over the proceedings. Huduma Kenya, led by Ag. CEO Mr. Mugambi Njeru, received three awards at the event:

First Place in **"Leveraging ICT to Build Back a Better Public Service"**

Third Place in **"Fostering Innovation to Deliver Inclusive and Equitable Services for All, Including Through Digital Transformation"**

First Runner-up for **"Best Managed Organization"**





21<sup>st</sup> June, 2024



Eastleigh Huduma Centre staff and customers receiving free optical services and eyewear courtesy of Mother & Child Hospital

Narok Huduma Centre staff had a Men's Mental Awareness session at Ilkerin Gardens led by Joshua Nawankas, a retired banker and Kisii County Service Board Vice Chairperson Jackson Ondiba.



Laikipia East Makutano Huduma Centre staff joined by Edith Koech, Assistant County Commissioner Munyaka Division Laikipia Central Sub County celebrated serving 10,000 customers since it opened doors to customers on 4<sup>th</sup> March, 2024.



25<sup>th</sup> June, 2024



Assistant ICT Officer Benson Kaume Mwenda from the Samburu County ICT Authority sensitized Huduma Centre Samburu staff through the Authority's role in leveraging ICT in the digitalization

process in the country. The discussion also covered the roll out of the digital superhighway lay-down in various parts of the country including Samburu County.



NTSA Regional Manager Mr. Lazarus Monye at a visit to Huduma Centre Wajir where he discussed improvement of NTSA services in Wajir including smart DL registration.





## 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**



27<sup>th</sup> June, 2024



Elgeyo Marakwet Huduma Centre receive five refilled fire extinguishers facilitated by Kenya Red Cross, Iten Branch.



Dr. Brian Shiluli, a medical practitioner from Oasis Multispecialty Hospital takes Kakamega Huduma Centre staff through a mental health session.



Dr. John David from Kitengela Medical Hospital delivered an insightful talk in honour of Mental Health Month to Kajiado Huduma Centre staff and customers.



28<sup>th</sup> June, 2024



Kitale Huduma Centre staff, led by Centre Manager Scolastica Naremo held a farewell party to three National Registration Bureau staff who were transferred to back office. The welfare team presented shares to the outgoing staff each amounting 10,000 Kshs.



The Officer Commanding Police Division Nambale sub-county Mr. George Opere Ongozi paid a courtesy call to Busia Huduma Centre and filed his returns.





## Mashinani Corner

This week, Laikipia East Huduma Centre held a Mashinani at Laikipia East Vocational Training Centre. A total number of 364 customers were served. Here's a sneak peek.



Huduma Centre Laikipia East

## Tax Returns

*File your Returns before*

# 30<sup>th</sup> June

**Deadline**

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





# Renovations Corner



City Square Huduma Centre before and after facelift at the Information Desk.



GPO Huduma Centre received new furniture for the Centre staff, customer reception, Centre Manager and Deputy Centre Managers offices.



Huduma Centre Vihiga Renovations



# D for Disgruntled

by Bob

The term "disgruntled" originated in the early 17<sup>th</sup> century from the combination of "dis-" (indicating reversal or removal) and "gruntle," an old word meaning to grumble or complain quietly. Over time, "disgruntled" evolved to capture a broader range of negative emotions and sentiments, reflecting the discontentment of individuals in various contexts.



"Disgruntled" finds frequent use in both formal and informal settings.

The word "disgruntled" carries a somewhat negative connotation, suggesting more than just mild dissatisfaction. It implies a level of frustration or resentment that may lead to visible discontent or outspoken criticism. Organizations often seek to address

disgruntlement among employees or customers to prevent escalation and maintain positive relationships.

Beyond its literal meaning, "disgruntled" reflects broader societal attitudes toward fairness, justice, and individual well-being. It underscores the importance of addressing grievances and fostering environments where people feel valued and respected.

Understanding the distinctions of "disgruntled" enriches our ability to navigate interpersonal dynamics and organizational challenges effectively, fostering environments of mutual respect and satisfaction.

Managing disgruntlement requires sensitivity and proactive communication. Addressing issues through transparent dialogue, fair policies, and opportunities for feedback and improvement. Similarly, businesses strive to resolve customer grievances promptly, offering solutions that restore satisfaction and trust.

***"I could see that, if not actually disgruntled, he was far from grunted."***

***-P.G Wodehouse.***



# Road to 290 Huduma Centres Continues to Take Shape

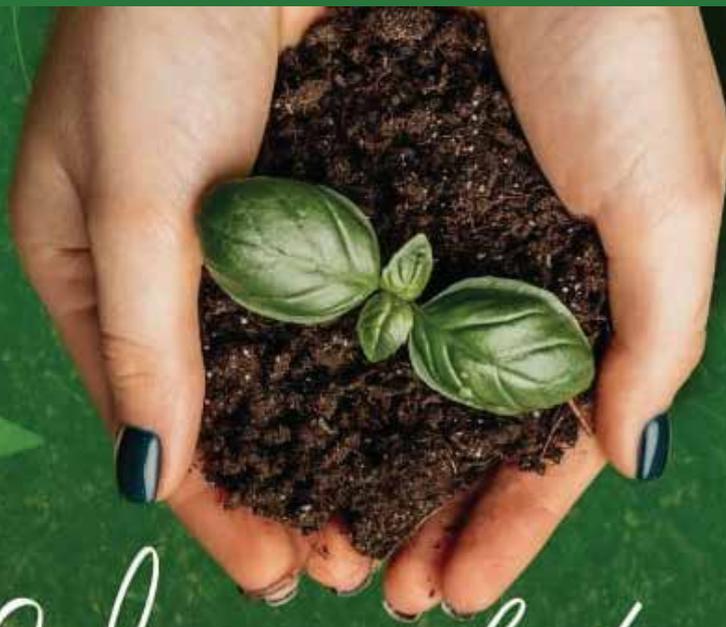




## Adopt-A-Forest Corner



Mr. Amos N. Gathecha ndc (K), the Principal Secretary of the State Department for the Public Service, plants a tree at Kenya School of Government during the Africa Public Service Day National celebrations.



*We are planting*

# 500 MILLION TREES

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

[#TreesForBetterLives](#) [#Towards15BillionTrees](#)

# *Celebrating June Babies*





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