



**HUDUMA
WIKI HII**
Keeping You Informed

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Huduma Kenya



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HudumaKenya



1919

Huduma Kenya leads the Prayer Mass session held at Mai Mahiu for the recent flood victims



The Huduma Kenya team, led by Ag. CEO Mr. Mugambi Njeru, attended a prayer mass for the Mai Mahiu tragedy victims, presided over by Deputy President Hon. Rigathi Gachagua.

In line with the directive of His Excellency Dr. William Samoei Ruto, E.G.H., to address the challenges faced by Mai Mahiu residents

following the recent floods, Huduma Kenya has been in Mai Mahiu, providing crucial government documents to flood victims at no cost. So far, 811 Mai Mahiu residents have applied for the replacement of their documents since Huduma Center staff camped at Mai Mahiu.



Huduma Kenya Ag. CEO Mr. Mugambi Njeru officially launched RBA services clinic in Embu.



This week, the Retirement Benefits Authority sensitization clinic camped at Embu Huduma Centre. Huduma Kenya Ag. CEO Mr. Mugambi Njeru officially launched the clinic on 6th May, 2024 and urged the customers on the culture of saving to secure their sunset years.

Retirement Benefits Authority Head of Market Conduct, Tom Kiptanui, also urged the residents on the importance of saving and urged them on planning for retirement early. The clinic commenced will run till the end on the 9th of May, 2024.

Embu County Commissioner, Jack Obua, argued that unless most Kenyans adopt a culture of saving, they would face the risk of retiring without ample financial resources. RBA statistics show a sobering reality with pension coverage in Kenya standing at a mere 26% of its workforce.

The services offered were how people should save before their retirement, what options they have for self employment and how to file their complaints.



3rd May, 2024



Garissa Huduma Centre received 67 National Identity Cards.

6th May, 2024



The Deputy Governor Laikipia County, Mr Reuben Kamuri accompanied by County Executive Committee Member (CECM) County Public Service, Ms. Purity Kendi made a courtesy call to the Centre Manager Laikipia East, Makutano Mr. Omar Mafimbo, at his office, to discuss cooperation in providing service delivery.



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National Government Administrative Officers (NGAO) from Tana River were sensitized on the New guidelines governing Issuance of National IDs to citizens. The meeting was presided over by Tana River County Commissioner, Mr. David Koskei and Tana River County Registrar of Persons and members of Tana River County Security & Intelligence Committee.



Bliss Medical Hospital conducted a medical checkup at Huduma Centre Kirinyaga. Later on, they donated a cake to celebrate the Centre's 8th anniversary





Tana River County Commissioner Chaired the County's NGD-CICMC (County Implementation Coordination and Management Committee) meeting at the County Commissioner's Board Room. Present at the meeting was Mr. Jackson Letangule, Huduma Centre Tana River Centre Manager, Madam Sherry Litunya, Coast Regional Head, Government Delivery Service (GDS) and other regional heads.



Tharaka Nithi Huduma Centre held their weekly staff meeting and discussed among issues, expectations as Customer Service agents and how to interact with customers.



Staff from Kibra Huduma Centre attended the burial of Mama Rael Morogo, late mother to Pascoline Kanini Kilua, an officer at the DCI desk at Nanyuki, Laikipia County.



8th May, 2024



Laikipia East Makutano Huduma Centre conducted a staff briefing and discussed among issues; Bi-Monthly Mental health theme, SBA ticket closure and Huduma branding



Turkana East MP Hon. Nicholas Ngikolong paid a courtesy call to Turkana Huduma Centre and discussed taking Huduma Services to Turkana East.



Tana River Huduma Centre Manager and NCA Service Desk Officer Hesbon Ombong'i paid a courtesy call to Tana River County Forest Conservator, Mr. Jaffer Galole in Hola town and discussed the need to forge collaboration in the area of tree planting and climate action.





Huduma Centre Samburu Centre Manager Bidii Henry, made a courtesy call to the Office of the Senior Chief, Kisima town, Mr. Lodumpui Benson and his local NGAO team, to create awareness of all services offered at the Centre and plan for upcoming Huduma Mashinani events in the area.



Nandi Huduma Centre and Arbing Meet Africa joined the Kenya Red Cross to mark World Red Cross Day at the Kapsabet Women's prison and had a mental health session by Madam Lydia Cedric from the National Mediators and Counselors Council, Nandi Count.





We are on **24/7** let's Chat

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Renovations Corner



Before and after photos of Painting works undertaken at the Westpokot Huduma Centre's gate, to enhance visibility.



Mashinani Corner

This week, Centres across the country held several Mashinanis. Here's a sneak peek held by various Centres. A total number of 1,123 Customers were served.



Huduma Centre
Baringo



Huduma Centre Nakuru





Mashinani Corner



Huduma Centre Meru



Huduma Centre Embu in partnership with RBA





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



FREE

Counselling and
Wellness Services

YOUR WELLBEING MATTERS

DON'T SUFFER IN SILENCE

For free Counselling and Wellness Services visit

Huduma Centre GPO, Kibra, Thika

or call us on **020 690 0030**

#Tufunguke

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Adopt-A-Forest Corner



We are planting

500 MILLION TREES

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

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



HUDUMA KENYA



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planted 100 trees



Baringo Huduma Centre staff collaborated with Equity bank Kabarnet branch in a tree planting exercise. 2100 trees were planted.



The Centre Manager Laikipia East Huduma Centre issued Avocado seedlings to the staff members Seedlings distributed by the National Government through the County Commissioner Laikipia to boost Agriculture and food security in Laikipia County.





The Westpokot Huduma Centre Manager issued a total of 700 tree seedlings from the Centres tree nursery, to the Westpokot Huduma Centre staff and Clients and extended the same to security officers, encouraging them to join the whole country and take part in the tree planting activity as scheduled.





HEAVY RAINFALL & FLOODING

Avoid Floodwaters: If you come across a flooded road, remember: turn around, don't drown.

Indoor Safety: Remain indoors and keep clear of windows during heavy rainfall.

Travel Caution: Do not drive or walk through floodwaters under any circumstances.

High Ground: If you reside in an area susceptible to flooding, move to higher ground or seek a designated safe shelter.

Community Care: Please check on your neighbors, particularly the elderly and those with special needs.

Avoid Trees for Shelter: Never take shelter under trees during a storm.

Stay Informed: Keep up with the latest from local news channels for any updates issued by the government.

Follow Official Advice: Adhere to all guidance and weather forecasts provided by government authorities.



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service excellence