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HUDUMA WIKI HII

Keeping You Informed

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Huduma Kenya Advocates for Customer Service Excellence in Police Force

Mr. Mugambi Njeru, the Acting CEO of Huduma Kenya, gave an insightful lecture at the National Police Leadership Academy in Ngong.

> "Historically, the police force has been blamed for poor customer service in its interactions with the Mwananchi. Therefore, there is need for deliberate interventions that address this growing concern from the citizenry."

Mr. Mugambi Njeru
Ag. Secretary/CEO

The lecture, titled **'The Role of Huduma Centres in the Delivery of Government Services',** was attended by Sub-County Police Commanders, Dr. Musyoki Mutungi, the Commandant, and other senior trainers from the National Police College Kiganjo.

He also called upon the senior police officers to incorporate Customer Service excellence where they will serve the public with courtesy, respect, integrity and being friendly in their interactions with Wananchi.

24th May, 2024

County Commissioner, Kakamega, Mr. Meru M. Mwangi at a courtesy call to Kakamega Huduma Centre.

25th May, 2024

Huduma Centre Kakamega staff participated at the Mater Heart Run at Bishop Sulumeti Girls, Kakamega. The Run aims in raising funds to cater for children from economically disadvantaged background.

28th May, 2024

Form 4 graduates from Future Pillars CBO Mombasa visited Huduma Centre Mombasa where Nawwar Hammad from KUCCPS service desk took them through different matters on placements, inter-institutional transfers, and funding.

A team of project managers from the State Department for Public Works paid a visit to Huduma Kenya team to inspect the maintenance and refurbishment works at the Centre.

The Chairman and Vice Chairman for the Kenya National Chamber of Commerce and Industry (KNCCI)- Tana River Chapter were received at the Centre during a courtesy call to the Tana River Huduma Centre.

Huduma Kenya Advocates for Innovation and Digital Transformation at UN DESA Webinar

On May 29th, 2024, our Acting CEO, Mugambi Njeru, had the honor of participating as a panelist in a webinar hosted by the U**nited Nations Department of Economic and Social Affairs (UN DESA)**. The central theme of the webinar was the exploration of how innovation and digital transformation can significantly improve public service delivery, with a particular emphasis on reaching underserved and marginalized communities.

Mr. Njeru contributed to the discussion by highlighting the importance of good governance in public service delivery. He stressed the need for transparency, accountability, participation, adherence to the rule of law, and equity. The Webinar also facilitated a dialogue on the lessons learned in fostering an environment conducive to innovation and digital transformation, as well as the role of emerging technologies in the public sector. The UN 2.0 Quintet of Change, a key thematic area, was also discussed as one of the current challenges and opportunities in public administration.

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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

On May 29th, 2024, Huduma Kenya in collaboration with the Government Spokesperson's Office, hosted a Mental Health Discussion at Huduma Centre GPO. The event, led by Deputy Government Spokesperson Ms. Mwanaisha Chidzuga, focused on the Guidance and Wellness Desk at the Centre. Counselors Ann Kinyua and Laban Kibira highlighted the range of services available to the public.
The event served as a platform for sharing experiences, with many attesting to the positive impact of the Tele-Counselling desk on their wellness journey. Throughout May, Huduma Kenya has championed mental health under the theme **'Prioritize Mental Health',** rolling out a series of initiatives across different Huduma Centres. These efforts have benefited not only the staff but also had a wider impact, touching the lives of many Kenyans.

Huduma Kenya's emphasis on mental health demonstrates the power of empathy and understanding, and is a step towards breaking the stigma associated with mental health, offering a beacon of hope for a mentally healthier society.

Busia Huduma Centre staff were taken through a mental wellness training and sensitization session delivered by a team of doctors from the Busia County Referral Hospital (BCRH).

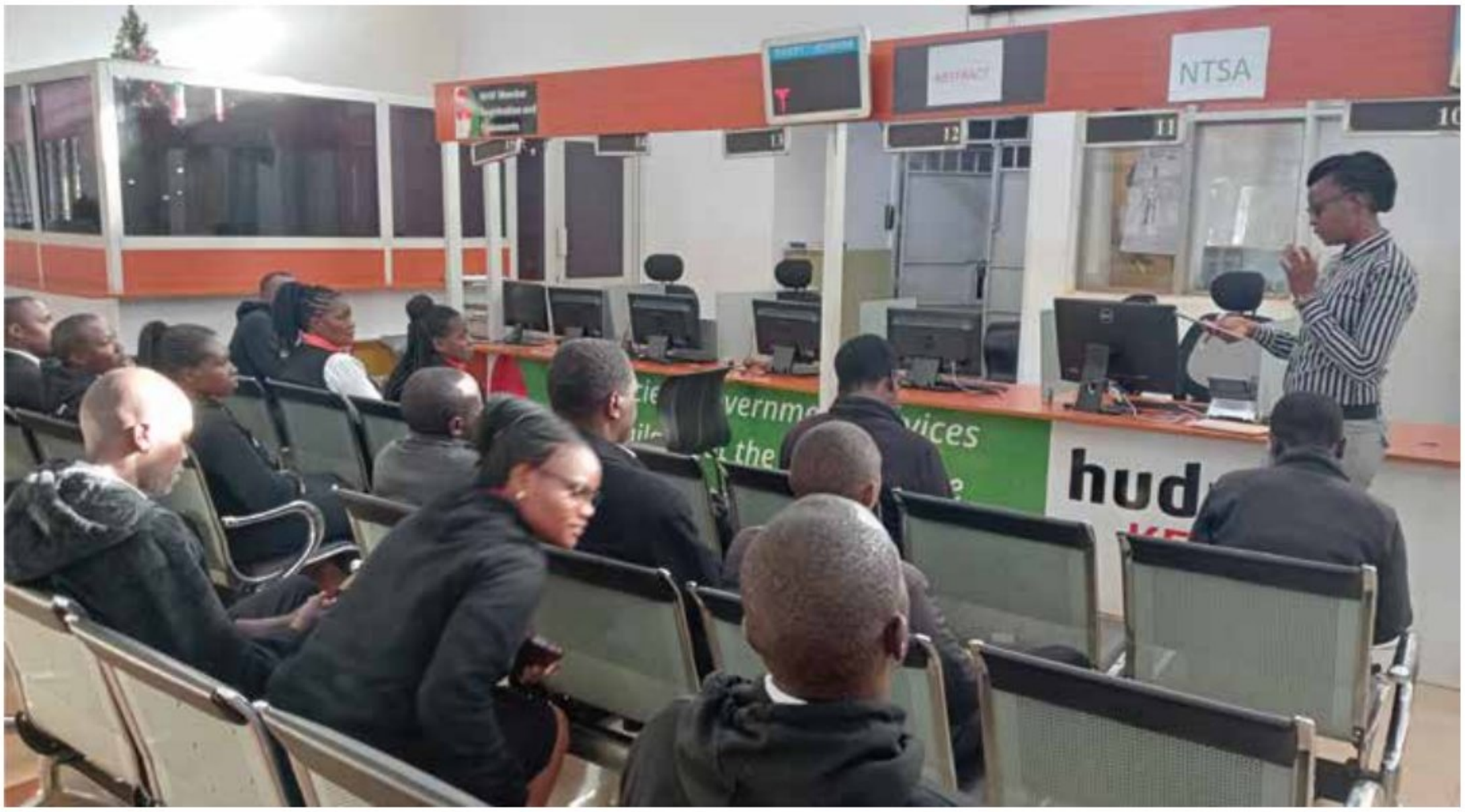
Equity Afya Chuka Branch staff delivered a mental health wellness and hypertension session to Tharaka Nithi Huduma Centre staff.

Winnie Chepkorir and Holly Mukali from Bliss Healthcare discussed issues such as how mental health affects physical health and how to manage stress with staff from Kericho Huduma Centre.

Homabay Huduma Centre received a mental health talk delivered by Counselling Officer Ms. Debra Achieng from the Homabay County Headquarters.

Nyamira Huduma Centre had a mental health talk delivered by Sheiklar Nyong'a from Oasis Doctor's Plaza. Among issues discussed were causes of mental health, signs and symptoms and risk factors.

Tana River Huduma Centre Staff had a session on mental health wellness by the medical team from Bushraa Medical Centre at the Centre's Banking Hall. The talk centered on indicators of mental wellness, burden of mental illnesses in the country, determinants of mental health, causes of mental health illnesses and solutions to the societal problems posed by mental health illnesses. The team later provided free medical checkups to the staff.



Nyamira Huduma Centre staff were taken through a mental awareness talk by Linet Onyango, a Clinician from Kisii Medical medical centre. She talked about triggers of mental health, how to manage stress and symptoms to watch out for. She further reaffirmed on prioritizing mental health.

Mashinani Corner

This week, Centres across the country held several mashinanis. A total number of 656 customers were served. Here's a sneak peek.

Huduma Centre Migori

Huduma Centre Kakamega

Huduma Centre Tana River

Adopt-A-Forest Corner

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We are planting

500 MILLION TREES

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

#TreesForBetterLives #Towards15BillionTrees

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This week a total of **15,300** trees were planted courtesy of Tana River Huduma Centre and Kwale Huduma Centres with the latter planting **15,000** tree seedlings.

Tana River Huduma Centre Staff, Shakababo Community Conservancy, NGAO, and Tana River County's KFS Conservator in a tree planting initiative at Tarasaa Polytechnic, Tana Delta Sub County.

Kwale Huduma Centre, led by Deputy Manager Veronica Kilonzo joined forces with key dignitaries including Hon. Aisha Jumwa, H.E Fatuma Achani, and others at a tree planting event at Shimba Hills airstrip, organized by the Ministry of Gender, Culture, Arts and Heritage.

Renovations Corner

2 Walk-in Security Machines were installed at Narok and Tana River Huduma Centres in a significant stride towards enhancing the safety of staff and customers visiting the Centres.

Elgeyo Marakwet Huduma Centre got a fresh look with newly repaired tiles in the service hall, kitchen, and sentry.

Celebrating May Babies

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