REPUBLIC OF KENYA

huduma KENYA
service excellence

# HUDUMA WIKI HII

Keeping You Informed

ISSUE 18

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Huduma Kenya CEO Ben Kai Chilumo attended a meeting at the Azerbaijani embassy with Sultan Hajiyev, the Ambassador of Azerbaijan and Permanent Representative to the United Nations. They discussed on a partnership between Huduma Kenya and the Azerbaijani government to improve public service delivery.

Huduma Centre Samburu staff Mariah Lesangurikuri, Police Abstracts Desk attended a training Session on Gender-Based Violence (GBV) Control and the Psyco-Social Support Process at Umbrella Mall Hotel, Maralal town. The training was sponsored by the Collaboration Centre for Gender and Development (CCGD), Samburu County.

Winnie Mdoe, Ombudsman Service Desk sensitized inmates on human rights at Kwale prison during the Legal awareness week.

Doctors from Optex Opticians conducted a free eye check up for staff at Laikipia Huduma Centre.

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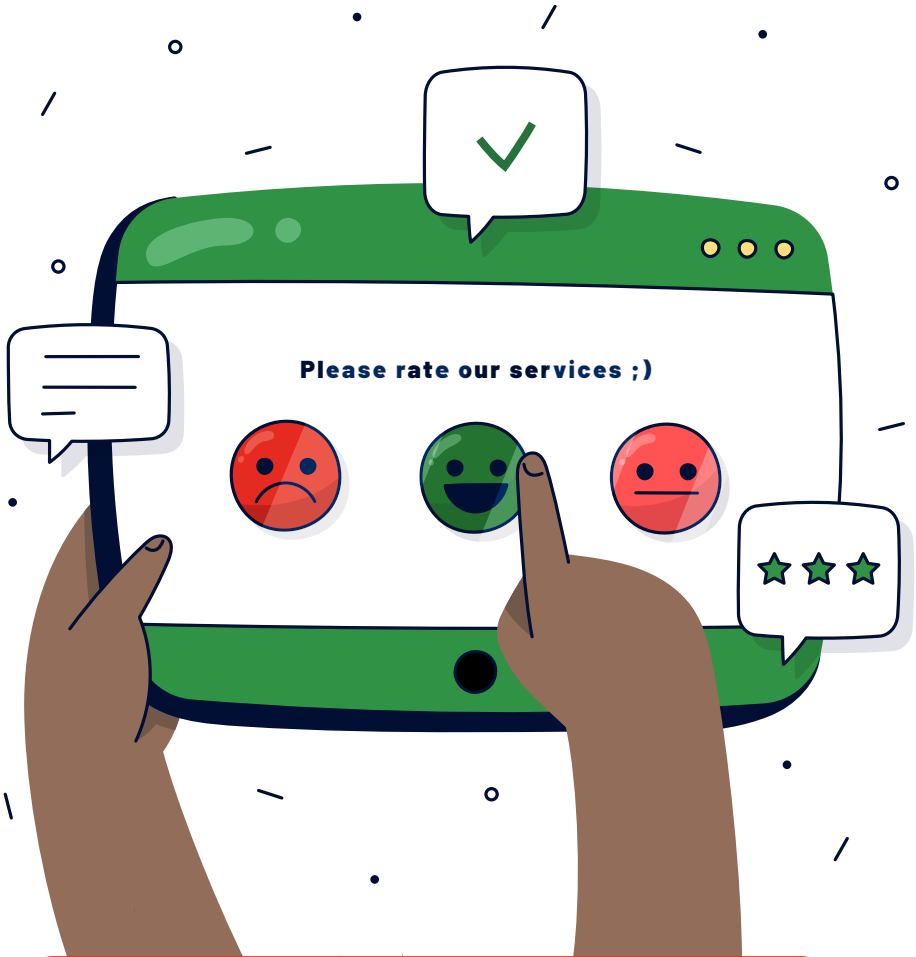
# SERVICE EXCELLENCE CALENDAR

## ABOVE & BEYOND

- **Create memorable experiences for customers.**
- **Modelling Huduma Centers as Centers of Excellence in service delivery.**
- **Holistic handling of customer complaints.**




**OCTOBER - DECEMBER 2024**

Huduma Centre Samburu welcomed Samburu County's National Environmental Hero Mr. Andrew Lokitambaa from Environmental Justice Team Samburu. He appreciated the staff on the mutual cooperation and partnership.

Narok Huduma Centre staff, led by Deputy Centre Manager Douglas Omwocha participated in the 1st Anniversary Celebration of the Overcomes Club at Jesus Gospel Power Church. The program aims to re- integrate members of the society who have been addicted to drugs and other societal evils back to society.

County Registrar of Persons Nandi Madam Emily Sile, launched the first-time application of the National Identity Card at Huduma Centre Nandi. She was accompanied by Madam Selina Too, Area Chief Kapsabet and Mr. Warren Shapaya, ICT officer, Ministry of State for Immigration and Registration of Persons.

Staff members from Maara Huduma Centre attended a Bible Translation Society meeting at Kiegan-guru Social Hall, Maara Sub County and sensitized the members of the public on services available at the Centre.

Staff from Nyeri Huduma Centre had a training on Huduma Kenya Standards delivered by the Service Delivery PIT team.

Secretary Administration, Maalim Mohamed, MBS, State Department for Lands and Physical Planning visited Huduma Centre Mombasa for NTSA Services.

# MASHINANI CORNER

**Meru Huduma Centre**

**Kisii Huduma Centre**

**Eldoret Huduma Centre**

# SHOUTOUT CORNER

**Mary Hyacinth**
**Centre Manager, Nyamira**
**Huduma Centre**

My name is Mary Hyacinth Awino. The CM Nyamira HC. I am a Breast Cancer survivor. I want to share my story to raise awareness about breast cancer. was diagnosed with BC in October 2016 and my treatment started immediately .My treatment begun on 15.10.2016 with a mastectomy. This was a coincidence because it was on my birthday and October too is a World Breast Cancer Awareness month.

When I noticed a lump in my right breast, I was hesitant about going to the Doctor to have it checked out. At this point I didn't think Cancer was even a possibility. A few months passed by and I noticed that the lump was getting bigger, from the size of a bean seed to now the size of a medium size lemon. There was no pain at all and the lump was hard, not moving. When I noticed the nipple had turned inward is when I went to hospital to have it checked out.

I underwent a mammogram, then was referred to ultrasound, then a lumpectomy, which turned out to be cancerous at stage 3a.

I did not panic and did not cry. This is because I went in the internet and read everything about Breast Cancer, the symptoms, the treatment, infact just about every information I could gather about the disease as I waited for 3 weeks for the results so that incase they came out positive, then I would know how to handle the situation. The Doctor took me through the treatment plan and I left after we had booked a date for the mastectomy. After this I received eight cycles of chemotherapy, every 3 weeks, 30 cycles of radiations daily apart from weekends after which I took daily medication for five years.

It has been a long journey I am cancer free. I continue to get yearly mammograms and encourage everyone to know their body and get changes checked out with a doctor.

Screening tests can help find breast cancer before any symptoms develop. When breast cancer is found and treated early, the chances of successful treatment are better. By empowering8 women to take control of their health, more cases can be caught earlier and more lives can be saved.

Breast cancer treatment can cause physical changes such as body shape changes, hair loss, early menopause and loss of fertility

In my breast cancer journey, I noticed that there were major gaps in breast cancer for example:

1. AWARENESS: Many women in Kenya are not aware of what symptoms to look out for.
2. TREATMENT: Only few specialised healthcare providers and treatment centers exist and those that exist are few and far between, mostly in big towns.
3. COST: Patients often have had to bear significant treatment costs.

Just to note that cancer should not be taken as a death sentence. There are a lot of advances on cancer diagnosis and treatment in Kenya and in the world as a whole. This shows that there is Hope for cancer patients.

# Emotional Intelligence

## Five Key Behaviors that are Crucial in the Workplace

**Self-Awareness:** This involves recognizing and understanding your own emotions. Being self-aware helps you understand how your feelings affect your thoughts and behavior, which is essential for making informed decisions and maintaining professionalism.

**Self-Regulation:** This is the ability to manage your emotions and impulses. Self-regulation helps you stay in control, even in stressful situations, and maintain a calm and composed demeanor.

**Motivation:** This refers to being driven to achieve goals for personal reasons beyond external rewards. Motivated individuals are often more productive and committed to their work.

**Empathy:** This is the ability to understand and share the feelings of others. Empathy fosters strong relationships and teamwork by allowing you to connect with colleagues on a deeper level.

**Social Skills:** These are the skills needed to interact and communicate effectively with others. Good social skills help in building networks, managing relationships, and leading teams effectively.

Homabay Huduma Centre held a farewell party for the former Centre Manager, Mr. Charles Egaire.

Huduma Centre Mombasa received branded pens Platinum Ltd and Volcan Ltd.

## REFURBISHMENT CORNER

**Painting and branding in progress.**

Huduma Centre Bungoma

# FUN CORNER

## SUDOKU

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## TRIVIA

How many noses does a slug have?

answer in the next issue

## QUOTE OF THE WEEK

Choose to be optimistic, it feels better.
– Dalai Lama

## FUN FACT

We spend a year on the toilet in our lifetime.
We all know that nature calls, but did you know just how much time we spend answering?

On average, over the course of our lives, we spend an entire year sitting on the toilet.

That's a lot of time for deep thoughts and daydreaming!

**Access the Ombudsman Services at our 12 select Huduma Centres for any inquiries on Filing Complaints.**

- Nakuru
- Embu
- Taita
- Kwale
- Bungoma
- Kisii
- GPO
- Kakamega
- Nyeri
- Meru

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