

HUDUMA WIKI HII

Keeping You Informed

ISSUE **19**



Huduma Kenya



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1919

Huduma Centre Kilifi Delivers Government Services Across Kilifi County



In a move to enhance public service delivery, Huduma Centre Kilifi, in collaboration with Malindi MP Hon. Amina Mnyazi, embarked on a 5-day tour across Kilifi County. This innovative Huduma Mashinani initiative brought essential government services directly to the people, breaking down the barriers of distance that often hinder access.

The tour started on Monday, October 4th, at Sosobora in Girimacha sub-location. The team then traveled to the Baolala, Langobaya Location Chief's office on October 5th, followed by Pishimwenga Primary School in Jilore Shopping Centre on October 6th. On October 7th, services were provided at Hoshi Centre Chief's

office, and the tour concluded at Ganda Chief's office on November 8th, 2024.

During these visits, residents had access to a wide array of vital services including KRA, SHA, NSSF, Civil Registration, Duplicate and Initial ID applications, Police Abstracts, Uwezo Fund, KIMAWASCO, AGPO, Pensions, Social Services, and Health Services.

The initiative saw over 1,712 customers access Government services, ensuring that even those in remote areas could benefit. The successful execution of this week-long event showcased the power of strategic partnerships in improving public service delivery.





Staff and customers at Eastleigh Huduma Centre received free medical services courtesy of Health Gate Eastleigh Hospital. Services included general medical consultations, blood sugar checks, and blood pressure assessments.



The Nandi Huduma Centre Staff Welfare visitation group was accompanied by Centre Manager Ms. Racheal Nchana for a visit to Mr. Phillip Chirchir at his home in Kapkobis Village, Chesumei Sub County



Kwale Huduma Centre team gathered for a thanksgiving session for Ms. Sarah Joseph. Sarah is recovering from an accident.

HELB Conducts Audit Visit in Push for Service Excellence at Huduma Centres



Huduma Centre Kitui

This week, auditors from the Higher Education Loans Board (HELB) visited the Mombasa, Nyeri and Kitui Huduma Centres, aiming to ensure the highest standards of service delivery across various Huduma Centres.

Mr. Peter Mutava and Mr. Solomon Wanyama conducted a thorough review at the Mombasa Huduma Centre, focusing on compliance and efficiency at the HELB desk. Simultaneously, Ms. Beatrice Atandi, Gilbert Wir, and Michael Lalampaa performed an in-depth audit at the Kitui

Huduma Centre.

These audits are crucial for maintaining transparency and efficiency within the Huduma Centres. They involve a comprehensive review of service delivery processes and adherence to regulatory standards. By identifying areas for improvement, HELB seeks to enhance the overall quality and effectiveness of services provided, ultimately benefiting the citizens who rely on them.

Currently, HELB service desks are located in 28 Huduma Centres across the country.



Huduma Centre Nyeri



Huduma Centre Mombasa



Huduma Centre Vihiga staff during a visit to their Deputy Centre Manager, Mrs. Mary Elegwa, at her home in Hamisi. They presented her with a thoughtful token to help with her medication expenses.

Homabay Huduma Centre staff attended Basic Kenya Sign Language (KSL) training at Voice of Salvation Church in Homabay town, sponsored by New Life Mission Deaf Aid.



Call us on:

1919

**Monday - Friday
7:00am - 9:00pm
Weekends & Public Holidays
8:00am - 6:00pm**





Huduma Kenya Secretariat held a health awareness forum, sponsored by CIC Insurance Group, featuring lifestyle disease education and a free health clinic with various tests.



Huduma Centre Nyandarua NRB staff, led by Deputy Centre Manager Mr. Francis Mururu, visited Munyeki and Simba Secondary Schools to register 18-year-old students for national identity cards. 26 students were registered during the exercise.

Office of the Data Protection Commission, led by Data Protection Officer Mr. Abdullahi Ali, visited Garissa Huduma Centre to discuss data protection collaboration with the Centre Manager Mr. Mohammed Abdullahi.



Huduma Centre Mombasa received a 5000-litre tank from Speaker Hon. Arub Ibrahim Khatri as part of a service delivery partnership.



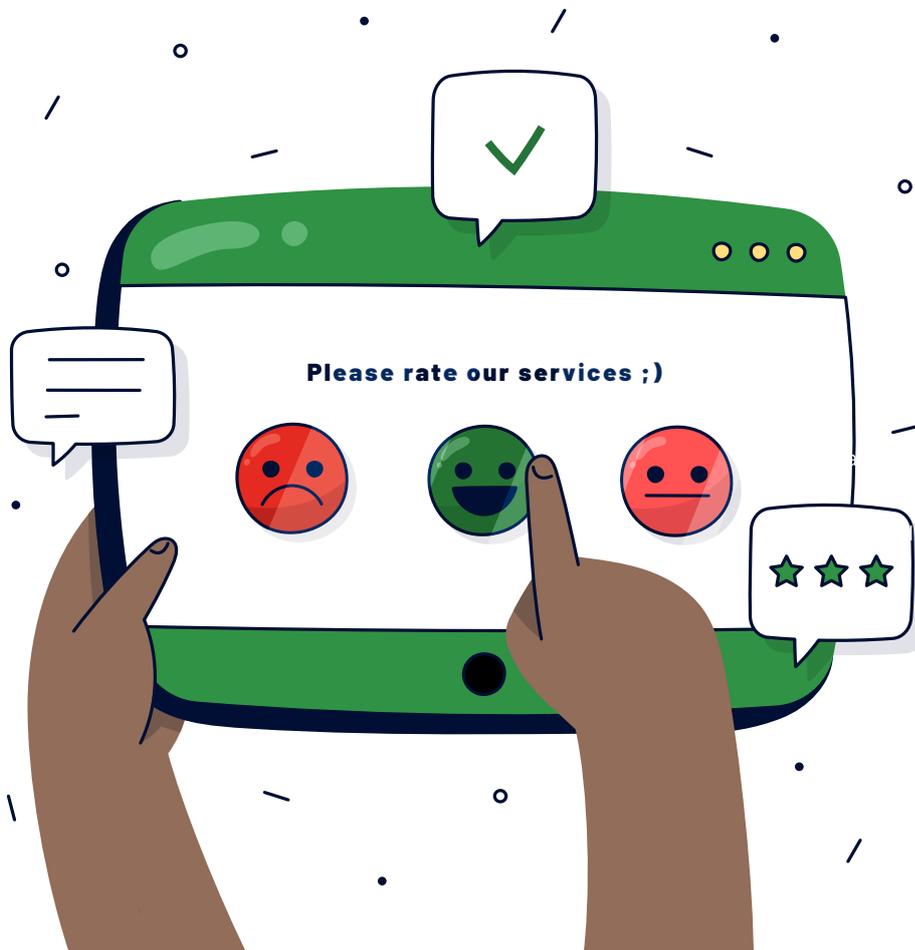
REPUBLIC OF KENYA



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

Staff Of The Week



Susan Wambui Wangu - Centre Manager Kiambu

In times of need, true community spirit shines through. This week, we feature Ms. Susan Wambui, the Centre Manager at Huduma Centre Kiambu, whose recent efforts have made a significant impact on a local family. Susan's dedication and compassion have touched many hearts. Here's how she stepped in to support Terry Charity and her family during a challenging time.

18-year-old Terry Charity, a King David Junior and Secondary School student in Juja, is facing a tough challenge. Terry, who has a serious heart condition, relies on an oxygen cylinder and tubes to take her KCSE exams. Her parents, Mrs. Lucy Mumbi and Mr. Paul Njiru, start their day early to prepare Terry for her exams. They hire a taxi to take her to school from their home in Sewage Estate, near Jomo Kenyatta University of Agriculture and Technology. Terry's condition worsened last December, leading to a long hospital stay. Since then, she has needed continuous oxygen support.

The family has struggled financially due to the costs of Terry's oxygen therapy and other treatments. Seeing their plight, Susan Wambui stepped in to help. She has been rallying friends, colleagues, and community members to support the family, easing their financial burden.

Susan kudos for showing Huduma Kenya how simple acts of kindness can have a profound impact on people's lives.

Well-wishers can reach Terry's mum, Lucy Mumbi on **0727 792560**.



Mashinani Corner



Huduma Centre Kajiado West



Huduma Centre Kitale



Huduma Centre Kilifi

Refurbishment Corner



Exterior light fixture repairs at Kitui Huduma Centre



**Sewer repair & plumbing works
at Busia Huduma Centre**

Adopt-A-Forest Corner



Bomet University Environmental Group students during a visit at Huduma Centre Bomet. They also planted a total of 47 trees in the Centre compound.





Huduma Kenya Stands with Women

Let's protect women from gender-based violence. Huduma Kenya is committed to ensuring the safety and dignity of every woman.

 **STOP**
VIOLENCE AGAINST
WOMEN 

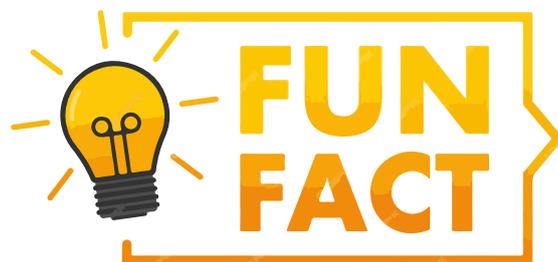




Fun Corner

Quote of the Week

"You don't have to see the whole staircase, just take the first step". Martin Luther King Jr.



Deaf people are known to use sign language in their sleep

A case study of a 71-year-old man with rapid eye movement disorder and a severe hearing impairment showed him using fluent sign language in his sleep, with researchers able to get an idea of what he was dreaming about thanks to those signs.



Last Weeks answer: A slug has 4 noses

This Week's trivia:

Who was the First African Woman to win a Nobel Peace Prize?

Answer in the next issue



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SECRETARIAT

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