



REPUBLIC OF KENYA



# HUDUMA WIKI HII

Keeping You Informed

ISSUE **20**



Huduma Kenya



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## *Huduma Kenya Strengthens Global Ties with Azerbaijan's ASAN*



This week, Huduma Kenya visited the Azerbaijan Service and Assessment Network (ASAN) in Baku, Azerbaijan. The visit aimed to explore areas of collaboration, particularly in leveraging technology to enhance public service delivery. Azerbaijan's Chairman of the State Agency for Public Service and Social Innovations, Mr. Ulvi Mehdiyev, and a team from ASAN met with a Huduma Kenya delegation led by Cabinet Secretary for Public Service and Human Capital Development, Hon. Justin Muturi, and Huduma Kenya's CEO, Mr. Ben Kai Chilumo.

In addition to the visit to ASAN, Huduma Kenya participated in the United Nations Climate Change Conference, known as the 29th Conference of the Parties (COP29), in Baku. The theme of this year's COP29 focused on climate finance and green energy solutions, providing an opportunity for Huduma Kenya to engage with global efforts to

combat climate change. During the conference, global leaders took stock of global progress and discussed strategies for channeling funds to developing nations dealing with the crisis.

Huduma Kenya launched its climate action efforts in 2022 towards achieving the Government's tree-planting target, led by HE President Ruto, of 15 billion trees by 2032 through the Huduma Centre Adopt-a-Forest initiative. This initiative involves Huduma Centres planting trees through their efforts or collaborations to nurture and conserve trees, reflecting their commitment to mitigating climate change and preserving natural resources.

Huduma Kenya's participation in COP29 marked a significant step towards advancing global climate action and fostering international collaboration to improve service delivery and sustainability.





National Police Service Police Commandant Lazarus Opicho (seated far left) and the NPS team at the Huduma Kenya Secretariat offices during a meeting chaired by Huduma Kenya PMD Director Mr. Francis Ouma on service delivery improvements for NPS services offered at Huduma Centres. Discussions included adding more NPS services for citizens to access. Currently, citizens can obtain police abstracts and good conduct services.



Mr. Harison Yogo, Centre Manager of Huduma Centre Mombasa, officiated the opening of the Induction Program in Public Service and Customer Service Excellence Training for Frontline Officers at Kenya School of Government, Mombasa Campus.

Huduma Centre Nyandarua NRB staff went above and beyond by visiting Mwihoti and Father Baldo Secondary Schools to register 18-year-old students for their first national identity cards. A total of 36 students were successfully registered during this exercise.





Huduma Centre GPO staff visited the Cardiology and Oncology Paediatric Wards at Kenyatta National Hospital and donated toiletries and assorted snacks.



Samburu Huduma Deputy Centre Manager Mr. Emmanuel Lemako participated in a training session for Community Counselling Shelter Managers, sponsored by GBVRC, the Danish Embassy, and Accelerate Kenya.

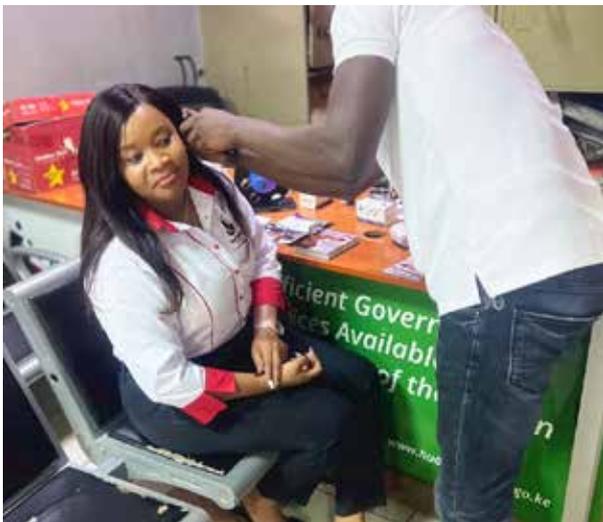
Kentice Ligami and Lilian Ndongolo from Huduma Kenya Secretariat during a security audit and staff welfare assessment at Kitui Huduma Centre.



Chuka Igamba Ngombe, Kathwana Huduma Centre Manager Mr. Boniface Ngoma joined NTSA and NACADA in a road show at Kathwana Market, educating residents on drug abuse dangers, safe driving, and vehicle maintenance



Kwale Huduma Deputy Centre Manager Veronica Kilonzo welcomed officials from the Civil Registration Office, Nairobi, gearing up for the launch of Civil Registration Services in Magarini, Kilifi County.



Doctors from Nairobi ENT clinic offered free ear screenings and consultations to staff at Eastleigh Huduma Centre.

Nyandarua Huduma Centre staff registered 66 students from Kahia Secondary School and Nyandarua High School for their first national identity cards.



# Staff Of The Week

Chuka Igamba Ng'ombe Kathwana Huduma Centre welcomes new staff members



**Mr. Reuben Mwenda- Temporary Staff, Cleaner**



**MS. Lilian Gacheri - Temporary Staff, Cleaner**



Social Health Authority (SHA) officers during a consultative meeting at the Huduma Kenya Secretariat offices with a team from the Secretariat. The meeting focused on the status of deploying SHA services across all Huduma Centres nationwide and addressing challenges. Key topics included the creation of adequate knowledge and information on SHA's requirements and benefits to customers.



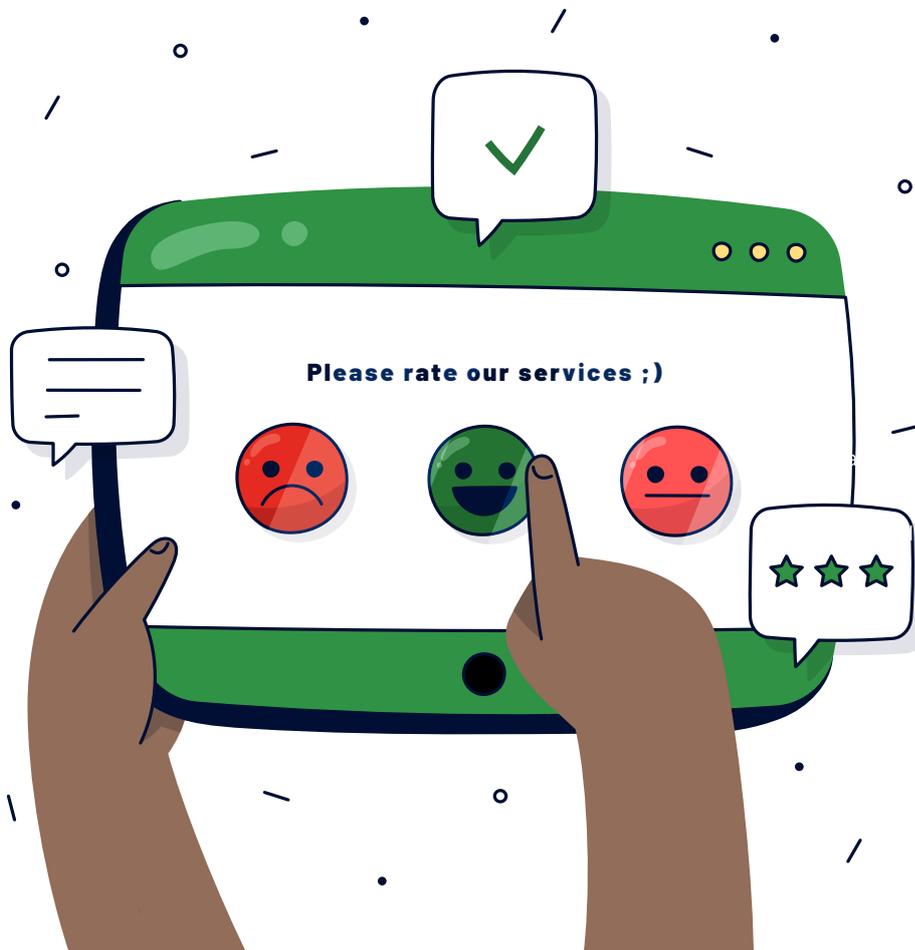
REPUBLIC OF KENYA



# 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

# Road towards the First Huduma Digital Centre, Runyenjes



Ground Breaking Ceremony of the First Huduma Digital Centre at Runyenjes on 5th April, 2024



Current construction progress



# Mashinani Corner

**Huduma Centre Migori**



**Huduma Centre Isiolo**



**Huduma Centre Kwale**

# Adopt-A-Forest Corner



Uasin Gishu Huduma Centre staff, in collaboration with ELDOWAS, participated in a tree-growing exercise at 2-Rivers Kiprogot Dam. The collaboration saw a total of 1,000 trees planted.



Environmental conservation took center stage during a meeting held by representatives from Mudasa Academy and Huduma Centre Vihiga on possible areas of collaboration.



West Pokot Huduma Centre staff planted 250 trees at Kapenguria BCFC Christian Academy.



Chuka Igamba Ng'ombe, Kathwana Huduma Deputy Centre Manager Mr. Dennis Mwenda at a tree planting exercise at the Centre's grounds where they planted 30 seedlings.



Maara Huduma Centre staff participated in a tree planting exercise at the Centre's compound. They planted a total of 250 tree seedlings, generously donated by the Conservator's Office, Maara Sub County.



Kirinyaga Huduma Center planted a total of 500 tree seedlings at Kerugoya AP line.



Marimanti Huduma Centre, in collaboration with Deputy County Commissioner Stephen Mavina and Sub County Administrator Fred Kiriri, organized a tree planting initiative. A total of 200 seedlings were planted.

Huduma Centre Kamwangi, Gatundu North, NGAO officers, and Ngorongo residents participated in a tree planting exercise at Chania divisional offices and Ngorongo Health Centre, planting 500 seedlings. This event was made possible by the generous donation of seedlings from the Kieni Forest Office



## K for Kill;

*noun: an act of causing death, especially deliberately*

The concept of killing has long been a source of human conflict, whether in war, self-defense, criminal acts, or the moral dilemmas surrounding the death of another person. Killing is often examined through a complex combination of legal, ethical, and emotional perspectives.



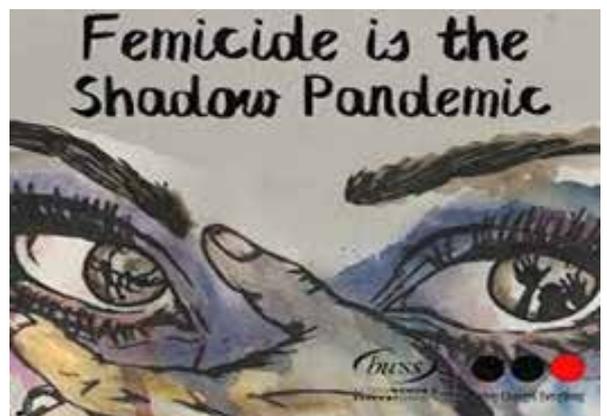
**Murder and Manslaughter:** In most legal systems, the act of intentionally causing the death of another person without lawful justification is considered murder. Manslaughter refers to killing that occurs without premeditation, often due to provocation or negligence.

**Self Defence and Justifiable Homicide:** In some situations, killing may be considered justifiable. Many legal systems provide for the right to defend oneself from imminent harm or death. In such cases, the death of an aggressor might be deemed legal if the individual acted in self-defense or in defense of others.

**Androcide:** The term androcide refers to the systematic killing, violence, or oppression of men and boys. Though less widely discussed than femicide, androcide is an important concept in understanding gender dynamics and social structures. Violence against men can be rationalized through patriarchal norms that view men as expendable, seeing their value primarily in terms of their roles as providers, protectors, or soldiers. This can normalize male suffering or death, especially in wartime contexts where men are expected to serve as military conscripts or defenders of national integrity.

In addition, toxic masculinity, which pressures men to conform to narrow, hyper-aggressive definitions of manhood, can lead to both self-inflicted harm and violence against others. While not always viewed as a direct form of androcide, toxic masculinity has profound implications for men's mental health, which is often stigmatized or ignored.

**Femicide:** this is the gender-based killing of women, often linked to intimate partner violence, sexual assault, or other forms of abuse that escalate to murder.



“According to Deputy Inspector General (DIG) of Police Eliud Lagat, law enforcement has recorded 97 femicide cases in just the past three months. That’s roughly one woman killed every day. At the Nairobi Women Hospital’s gender violence recovery centres, the situation is equally grim, with approximately 4,000 gender-based violence (GBV) cases reported monthly” NTV KENYA



## Preventing femicide requires a combination of legal, cultural, and social efforts:

- > Stronger laws are essential to protect women and hold perpetrators accountable. Legal systems must ensure swift justice and provide survivors with support services, including access to restraining orders, emergency housing, and other protective measures.
- > Changing societal attitudes and challenging harmful gender norms are crucial for reducing violence against women. Education programs in schools, media campaigns, and public discussions promoting gender equality, mutual respect, and women’s rights can shift perceptions and reduce the acceptance of violence.
- > Practical support for women at risk is key. Safe spaces like shelters, crisis hotlines, mental health services, and financial assistance should be made available. Community-based programs can raise awareness of domestic violence, help women recognize abuse, and teach the public how to intervene safely. Empowering women with the knowledge and resources to escape abusive situations helps break the cycle of violence.



## 16 Days of Activism Against Gender-Based Violence

25 November - 10 December

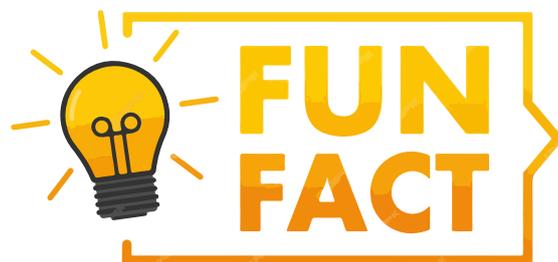




## Fun Corner

### Quote of the Week

**“What lies behind you and what lies in front of you, pales in comparison to what lies inside of you.” — Ralph Waldo Emerson**



**Wearing a tie can reduce blood flow to the brain by 7.5 per cent.**

A study in 2018 found that wearing a necktie can reduce the blood flow to your brain by up to 7.5 per cent, which can make you feel dizzy, nauseous, and cause headaches. They can also increase the pressure in your eyes if on too tight and are great at carrying germs.



**Last Weeks answer: The First African Woman to win a Nobel Peace Prize was Wangari Maathai, in 2004 for her contribution to sustainable development, democracy and peace.**

**This Week's trivia: What is a group of Pandas called?**

**\*Answer in the next issue\***



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