



**HUDUMA
WIKI HII**
Keeping You Informed

ISSUE 21



Huduma Kenya



huduma_kenya



HudumaKenya



1919

Celebrating Excellence: Huduma Centre Mombasa Staff Honored at Awards Ceremony



On 21st November, 2024, the Kenya School of Government Mombasa Campus hosted a dazzling awards ceremony to honor the exceptional staff of Huduma Centre Mombasa. The glamorous event was graced by Huduma Kenya CEO Mr. Benjamin Kai Chilumo, who served as the Chief Guest. Other distinguished attendees included Dr. Rebecca Kaguru, HOD at KSG, Mombasa County Commissioner Mr. Mohamed Noor, Mvita Deputy County Commissioner Mr. Ahmed Mohamud, Huduma Centre Mombasa Manager Mr. Harison Yogo, as well as representatives from various MDAs and partners. The event marked a significant milestone, celebrating the staff for their unwavering dedication and exemplary service delivery. Categories of recognition

included Staff of the Year, Outstanding Leadership, Talent, Extra Mile, Customer Service Excellence, and Above and Beyond in Service, among others. In total, 52 awards, trophies, and certificates were presented, acknowledging the exceptional contributions of the staff.

Huduma Kenya CEO Mr. Ben Kai Chilumo expressed his heartfelt gratitude to the Huduma Centre Mombasa team for their consistent excellence and commitment to going above and beyond in service delivery. The event not only highlighted the remarkable achievements of Huduma Centre Mombasa staff but also underscored Huduma Kenya's commitment to recognizing and rewarding outstanding public service.

HUDUMA CENTRE MOMBASA

Service Excellence Awards (Huduma Awards 2024)



Transforming Public Service Delivery
KUENDELEZA HUDUMA BORA

- Passion
- Integrity
- Courtesy
- Innovation
- Transparency





Outspan Hospital Embu practitioners visited Embu Huduma Centre, providing a health talk on diabetes and lifestyle diseases for World Diabetes Day, encouraging staff to adopt healthier lifestyles.



Huduma Kenya Secretariat staff during a courtesy call to Marsabit Huduma Centre.

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

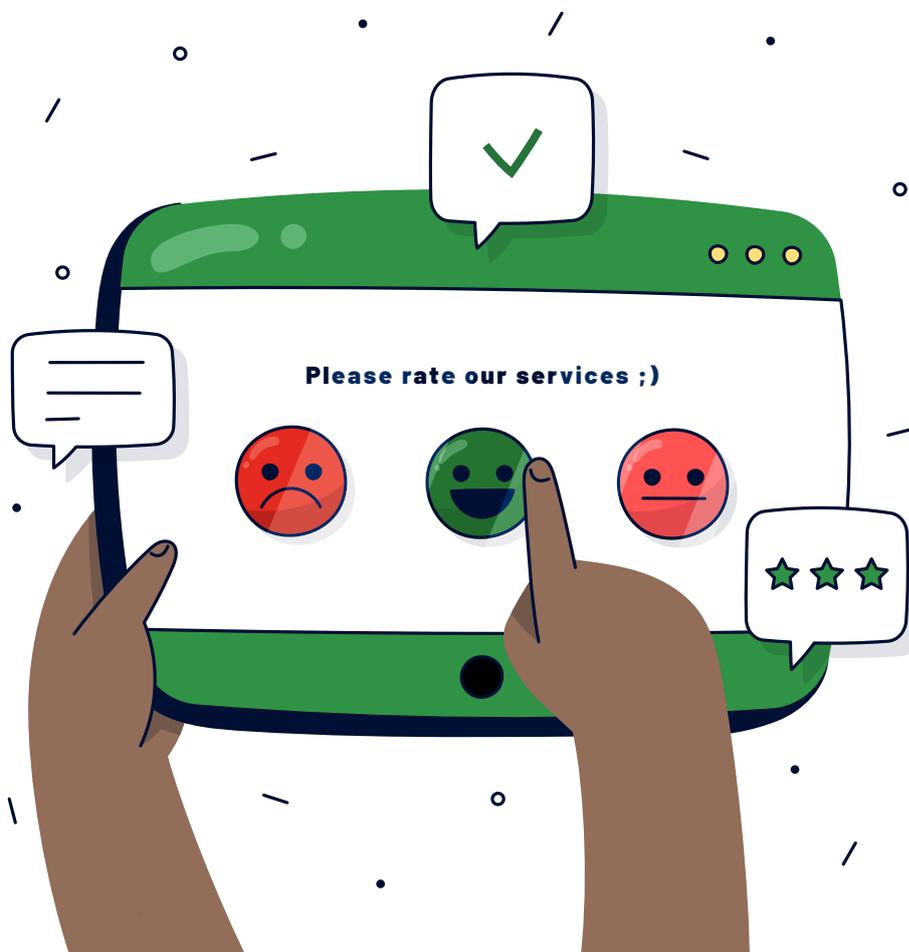




SERVICE EXCELLENCE CALENDAR

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



Nawwar Hammad from KUCCPS service desk at Huduma Centre Mombasa launched two books, **Ewe Mtima Nguruma and Our Role Models**, attended by family, scholars, and Centre Manager Mr. Harrison Yogo.



Laikipia (Nanyuki) Huduma Centre, with Faith Focus Foundation led by Rev. Laban Wamae, facilitated the registration and replacement of lost ID cards for street families. The Deputy Registrar of Persons, Laikipia East, Ms. Michelina Lanyasunya was also in attendance.

Staff from Tharaka Nithi Huduma Centre attended a public baraza at Kiang'onde Primary School, Chuka Sub-County, educating the public on services offered at the Centre, with County Commissioner David Gitonga in attendance.



Mr. Peter Omwenga, Director of Tsavo Comprehensive Hospital, trained Taita Taveta Huduma Centre staff on stress management and customer care.



Turkana Huduma Centre staff participated in a blood donation exercise organized by Lodwar Referral Hospital.

MASHINANI CORNER



Bomet Huduma Centre



Mombasa Huduma Centre



Kwale Huduma Centre

NOTICEBOARD

EVENT	DATE	VENUE
Huduma Mashinani	26th November, 2024	Ngurubani, Mwea Kirinyaga
Huduma Mashinani	1st December, 2024	Cheptulu Market, Vihiga
World Aids Day	1st December, 2024	Worldwide
Nationwide Treeplanting Initiative	2nd - 3rd December, 2024	Nationwide



16 DAYS OF ACTIVISM AGAINST GENDER-BASED VIOLENCE

Towards Beijing +30: UNiTE to End Violence Against Women and Girls

25TH NOVEMBER - 10TH DECEMBER, 2024.



Staff from NRB and CRS desks, Huduma Centre Kilifi, in collaboration with Haki Africa and UNHCR, registered the Pemba community for Maisha cards and birth certificates, serving 53 customers.



Tharaka Nithi Huduma Centre staff participated in a tree planting and candlelight ceremony at Nithi Bridge for World Day of Remembrance for Accident Victims, with County Commissioner David Gitonga and NTSA Director General George Njao.

The Chuka Igamba Ng'ombe Kathwana Huduma Centre welfare team visited Sergeant (APS) Severina Kijiru at Komarock Hospital, presenting a health package as her child was hospitalized.



ADOPT-A-FOREST CORNER

This week, our Huduma Centres have once again demonstrated their unwavering commitment to environmental stewardship by planting an impressive **10,743 trees** ahead of the national tree-planting initiative scheduled for the 2nd and 3rd of December, 2024. These efforts not only contribute to achieving the government's ambitious target of 15 billion trees by 2032 but also highlight the dedication of our centres to nurturing and conserving our natural resources.

As we approach the national tree-planting days, we encourage all Huduma Kenya staff to actively participate and contribute to this significant cause. Your continued efforts are vital in ensuring we make a lasting impact on our environment, securing a greener and healthier future for generations to come.

Kajiado West Huduma Centre staff, led by Centre Manager Laura Lesokoyo, in collaboration with KFS and KWS, planted 2,600 Acacia seedlings at Ngong Hills Forest.



Huduma Centre GPO, along with NGAO from Westlands Sub-County, planted 150 trees at Muguga Green Junior Secondary and Primary School. Key attendees included DCC Moses Gicheru, ACC Phebians Olungah, and Sub-County CIPU Commander ASP Koech.





Kathwana Huduma Centre staff planted 400 seedlings at the County Commissioners compound.



Kirinyaga Huduma Centre staff engaged in a tree planting exercise at Jeevanjee Gardens, Kerugoya. 500 tree seedlings were planted.



Marimanti Huduma Centre Manager Galgalo Diba led a tree planting at Kamatungu Secondary School for the Deaf, planting 200 seedlings with DCC Stephen Mavina and Sub-County CIPU Commander Julian Wairimu.

Kibra Huduma Centre staff, led by Deputy County Commissioner Mr. Mohammed Abbas, planted 533 seedlings at Old Kibra Primary School, with Climate Worx members participating.



10,743 Number of trees planted this past week.

ADOPT-A-FOREST CORNER

Kwale Huduma Centre staff participated in a tree planting exercise at Kiteje mangrove site, Matuga subcounty, planting 3000 mangrove trees.



Kisii Huduma Centre partnered with Kisii Probation Officers for a tree planting exercise at Nyanchwa Primary School, planting 450 trees.



Kitui Huduma Centre staff in a tree planting exercise at St. John's Eudes Rehabilitation Centre, planting 350 exotic trees.



Kirinyaga Huduma Centre staff during a tree planting exercise at St. Paul's Primary School, Kutus, planting 2000 tree seedlings.





Huduma Centre Nyandarua NRB staff visited Mihuti and Huruma secondary schools, registering 107 18-year-old students for their first national identity cards.



Deputy Centre Manager Ms. Jane Longa and team warmly welcomed NRB Registrar Ms. Ruth Harusi Dulu.

REFURBISHMENT CORNER

Marsabit Huduma Centre is currently undertaking a face-lift exercise.



FUN CORNER



QUOTE OF THE WEEK

You become what you believe.

- Oprah Winfrey

FUN FACT

One in 18 people have a third nipple!

Known as polythelia, the third nipple is caused by a mutation in inactive genes.

TRIVIA

In which animated movie was a famous Kenyan song '**Hakuna Matata**' featured?

**Answer in next issue*

Last week's answer: A group of Pandas is called an embarrassment.





huduma
KENYA
service excellence