



REPUBLIC OF KENYA



huduma
KENYA
service excellence



HUDUMA WIKI HII

Keeping You Informed

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Huduma Centres to Simplify First-Time ID Issuance Nationwide



Huduma Centre Nyamira



Huduma Centre Kajiado West

Huduma Kenya, in collaboration with the National Registration Bureau (NRB), is now in the process of rolling out first-time ID applications, also known as New Person Registration (NPR) IDs, to all Huduma Centres nationwide. This initiative aims to make the process more accessible and convenient for Kenyan citizens.

Currently, only the Huduma Centre in Machakos facilitates first-time ID applications, while other centres handle the issuance of duplicate IDs. Recognizing the need to expand this critical service, Huduma Kenya, in collaboration with the National Registration Bureau (NRB), is now in the process of rolling out first-time ID applications, also known as New Person Registration (NPR) IDs, to the other 56 Huduma Centres nationwide.

To achieve this milestone, the National Registration Bureau (NRB) is facilitating

comprehensive capacity-building programs for existing staff across the various Huduma Centres. This initiative is essential to ensure that the staff are well-equipped to handle the new service efficiently and effectively. The rollout will be gradual, with different regions coming online in phases to ensure a smooth transition.

The expansion of first-time ID issuance to all Huduma Centres is expected to greatly benefit Kenyans, particularly those in far-flung and underserved areas. By bringing this service closer to the people, Huduma Kenya aims to reduce the barriers to obtaining an ID, which is a crucial document for accessing various services and opportunities in the country.



Huduma Centre Kirinyaga



Huduma Centre Nyeri



Huduma Centre WestPokot



Huduma Centre Laikipia



Huduma Centre Embu



Huduma Centre Narok



Huduma Centre Marsabit



Huduma Centre Meru



Huduma Centre Homabay



Huduma Centre Siaya



Huduma Centre Turkana

Huduma Centre Taita Taveta



Huduma CEO Visits New Sub-County Level Huduma Centres



This week, Huduma Kenya CEO Mr. Ben Kai Chilumo embarked on a service delivery enhancement tour across various Huduma Centres. On October 2, 2024, he began his visits in Isiolo and Meru counties, making courtesy calls to the Isiolo County Commissioner's office, the DCC's office, and Chief of Staff Jamba Mbithi. These meetings focused on the positive impact of Huduma services and the upcoming introduction of universal agents for multi-skilled services. Additionally, Chilumo discussed onboarding additional county services at the Meru Huduma Center, including establishing a new Response Centre and improving the current customer satisfaction level of 75.12%.

Continuing his tour, Mr. Chilumo visited the newly opened Huduma Centres in Maara, Marimanti, and Chuka Igamba

Ng'ombe-Kathwana, which H.E. President William Ruto inaugurated on July 25, 2024. During these visits, he emphasized maintaining high standards of service excellence and integrity. He also highlighted the importance of good leadership in enhancing public service delivery and encouraged staff to prioritize customer satisfaction.

In meetings with government officials, including Marimanti Deputy County Commissioner Stephen Mavina and Kathwana County Commissioner David Gitonga, Mr. Chilumo acknowledged the service delivery challenges faced by the three centres and assured staff that he would work to resolve them.









Huduma Centre Narok celebrated the birthdays of September babies with a special event. Bishop Samuel Mooka from Narok Baptist Church graced the occasion.



Mr. Owen Mungai, Gatundu North, Kamwangi Huduma Centre Manager joined DCC Gatundu North Sub County Madam Margaret Mbugua for a NGAO meeting. Chiefs and Assistant Chiefs were informed about the operationalization of the Centre and the services offered. Centre.



Huduma Centre Uasin Gishu took part in a city clean-up exercise to promote a cleaner environment.



Baringo Huduma Centre welcomed PS Immigration and Citizen Services Amb. Julius Bittok, County Commissioner Baringo Mr. Stephen Sangolo Kutwa, and their team. The visit focused on the introduction of NPR live capture, Maisha Card, SHA, and Maisha Namba.



Huduma Kenya CEO Mr. Ben Kai visited Huduma Centre Mombasa, accompanied by officers from the Huduma Kenya Secretariat and Ministry of Public Works to inspect the ongoing Ministry of Public Works.



In a bid to extend Narok Huduma Centre's reach, the Centre participated in the first graduation ceremony of Maasai Mara Technical and Vocational College. The event was graced by Cabinet Secretary Ministry of Education Mr. Julius Ogamba Migosi and other high-ranking officials.

Quarterly Theme Corner



To close off the first quarter's Service Excellence Calendar theme "service starts with you", the Laikipia Huduma Centre Manager led his team in gifting the most resilient staff member, Madam Caroline Ndiangui of the Social Services desk, sharing lunch to promote unity and togetherness in service delivery, discussing achievements and challenges faced by staff and cutting a Huduma Kenya -branded cake to celebrate serving over 68,000 customers in eight years.

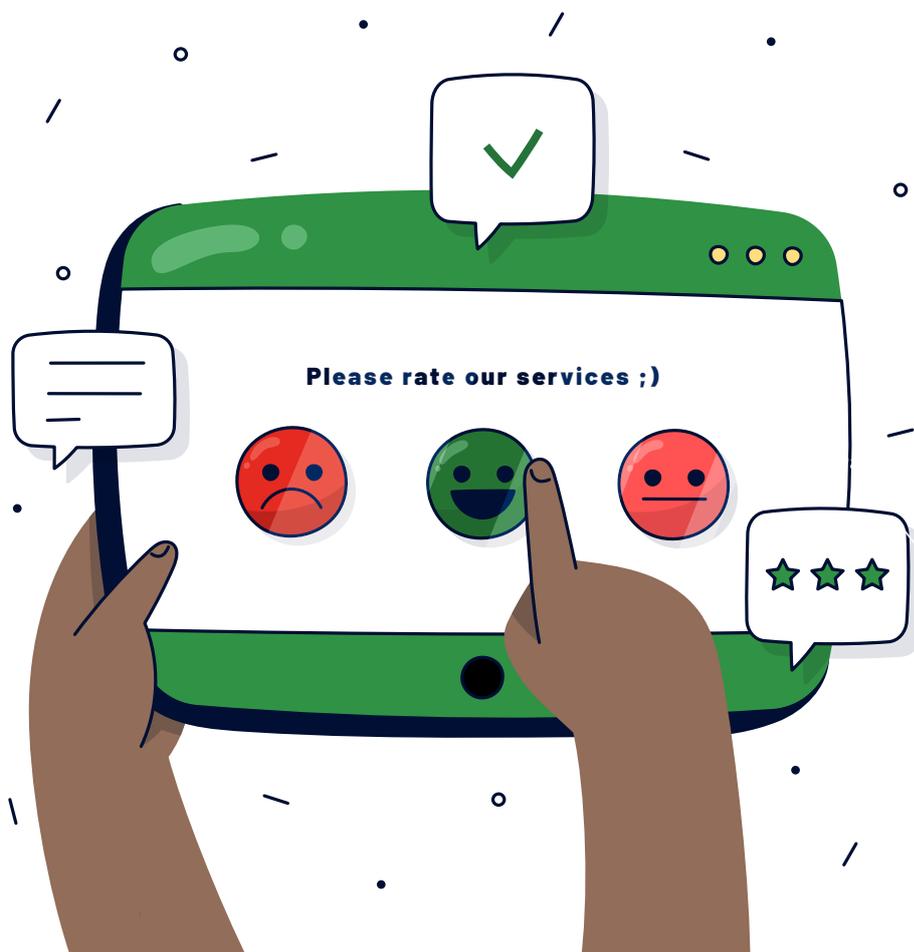




SERVICE EXCELLENCE CALENDAR

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

Embracing the 'Above and Beyond' Spirit: A Call to Elevate Our Service Excellence



Imagine a bustling Huduma Centre on a typical Monday morning. The air is filled with the hum of activity as citizens seek various services. Amidst this, a mother, juggling her infant and documents, approaches the counter. She is greeted with a warm smile and swift, efficient service that not only meets but exceeds her expectations. This is the essence of “Above and Beyond” – going the extra mile to ensure every customer leaves with a smile.

“Above and Beyond” is more than a theme; it’s a mindset. It challenges us to look beyond the ordinary and strive for excellence in every interaction. For our internal stakeholders, this means fostering a culture of continuous improvement, where every team member is empowered to innovate and enhance the customer experience. For our external

customers, it translates to receiving services that are not only efficient but also delivered with empathy and care.

Huduma Kenya is set to celebrate 2024’s Customer Service Week (CSW) from October 7th to 11th, 2024, which coincides with the event’s inspiring theme “Above and Beyond.” This year’s theme is not just a slogan but a clarion call to all staff and stakeholders to elevate their service delivery to unprecedented heights.

As we embark on implementing service excellence in our service delivery journey, we invite all HKS staff to embrace the “Above and Beyond” spirit. Let us be the change-makers who redefine service excellence. Whether it’s a simple act of kindness or a groundbreaking initiative, every effort counts. Together, we can create a ripple effect that transforms the customer service landscape.

“As we look to the future, let us carry the “Above and Beyond” ethos with us. Let it be the driving force that propels us towards greater heights”.

CUSTOMER SERVICE WEEK



CSW 2024 kicks off this year from 7th to 11th October.

“Above and Beyond”
Theme for CSW 2024



Deputy Government Spokesperson Mr. Gabriel Muthuma visited Huduma Centre Muranga, focusing on the SHA desk for an update on SHA registration.

Shout Out Corner!



Huduma Centre Mombasa is going above and beyond on the Huduma DNA value of Innovation. They've introduced white dust coats for DCI and NSSF staff to protect their uniforms from ink and slab stains. This thoughtful initiative ensures that staff uniforms last longer and reduces the need for frequent replacements.



Lilian Mochama- Security Officer, Nyamira. Lilian consistently goes above and beyond her security duties, always ready to take on additional tasks whenever assigned. Her dedication and versatility make her an invaluable member of the team.



World Teachers' Day

5th October, 2024

Empowering Educators: Strengthening Resilience, Building Sustainability



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Staff of the Week!



Almar Choni Nyamwai - Huduma Centre Mombasa KRA desk officer,

This week we are thrilled to announce that Almar Choni Nyamawi, a dedicated member of the Huduma Centre Mombasa KRA staff, has been recognized not only within our organization but also on a broader scale. This recognition underscores that our staff's efforts extend beyond the Huduma Centres, inspiring us all to aim even higher.

Almar recently received the prestigious "Integrity Award" at the Convention Centre, Times Tower Nairobi. The award ceremony was graced by the KRA Commissioner General, adding to the significance of this honor.

The Integrity Award is part of the Taxpayer's Month T.E.C.H.I.S Excellence Award Ceremony, highlighting the exceptional contributions of individuals in the field.

In a gesture of appreciation and motivation, the Centre Manager, Mr. Harison Yogo, ensured that the staff were dressed according to the event's dress code, further enhancing the sense of pride and accomplishment among the team.

Congratulations, Almar, on this well-deserved recognition! Your dedication and integrity set a shining example for us all.



Staff at Tharaka Nithi Huduma Centre received training on Public Service Values and Principles, led by Chuka Sub-County HR Officer Ms. Anisia Riungu. The session covered key values such as professionalism, efficient and effective use of resources, equitable service provision, transparency, accountability, and political neutrality



Wednesday Wellness day at Makueni Huduma Centre.



Equity Afya - Kwale conducted a health talk for staff, focusing on lifestyle diseases. Free medical check-ups, including consultations, BMI, blood pressure, and sugar level tests, were also provided.



Mashinani Corner

This week, Centres across the country held several mashinani events. A total of 2,371 customers were served. Here's a sneak peek:



Huduma Centre Nyandarua



Huduma Centre Bungoma



Huduma Centre Nakuru



Huduma Centre Nyamira



Huduma Centre Makadara



A team from the Auditor General’s office, headed by Mr. Dennis Oluoch and including Ms. Samantha Masamaro and Ms. Regina Ayiamba, conducted a field verification exercise at the Huduma Centre in Gatundu North, Kamwangi. The team verified the equipment procured for the operationalization of the Centre and reviewed the accounts records.



The Centre Manager of Baringo Huduma Centre Ms. Margaret Thuo at a courtesy call to Ms. Wendot and Deputy Warden Mr. Shikanga from the County Kenya Wildlife Service office. They discussed collaboration for the upcoming 2024 Customer Service Week.

The County Director of Human Resources Mr. Benard Otieno engaged with staff on the HR manual, mental wellness, and other pertinent issues.



Adopt-A-Forest Corner



Huduma Kenya CEO, Ben Kai Chilumo planting a tree at Huduma Centre Maara, Tharaka Nithi County

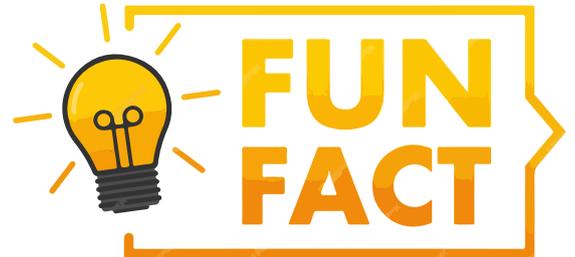


Education CS Beatrice Askul participated in a tree-planting drive at Alupe Hospital. Busia Huduma Centre staff also took part in the exercise, which was organized by the County Commissioner's office, Kenya Forest Service, and Kenya Prisons

Fun Corner

Quote of the Week

What you get by achieving your goals is not as important as what you become by achieving your goals – Zig Ziglar



There is actually a word for someone giving an opinion on something they know nothing about.

An 'ultracrepidarian' is someone who voices thoughts beyond their expertise.



RIDDLE ME THIS:

What kind of cup doesn't hold water?



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