



REPUBLIC OF KENYA



Customer Service Week 2024

HUDUMA WIKI HII Keeping You Informed



Huduma Kenya



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Huduma Kenya Celebrates 2024 Customer Service Week with a focus on Service Excellence



Huduma Kenya kicked off its 2024 Customer Service Week with a bang! The celebrations were officially launched by Hon. Justin Muturi, Cabinet Secretary for the Ministry of Public Service and Human Capital Development, alongside Principal Secretary Mr. Amos Gathecha, at the Huduma Centre, GPO Nairobi. Running until October 11, the event themed “Above and Beyond,” aligned with Huduma Kenya’s Service Calendar theme for this quarter, emphasizing the organization’s commitment to customer service excellence.

Hon. Muturi emphasized the importance of exceeding expectations in public service, ensuring every interaction is

marked by compassion, courtesy, respect, and efficiency. The 57 Huduma Centres have been abuzz with a variety of activities to appreciate customers and recognize outstanding staff. These activities aim to reinforce the Huduma Culture and inspire staff to continue delivering above and beyond service.

The week-long celebration is a time to honor customers and commend the collaborative efforts of Ministries, Departments, Agencies, and Counties in providing equal access to Government services.



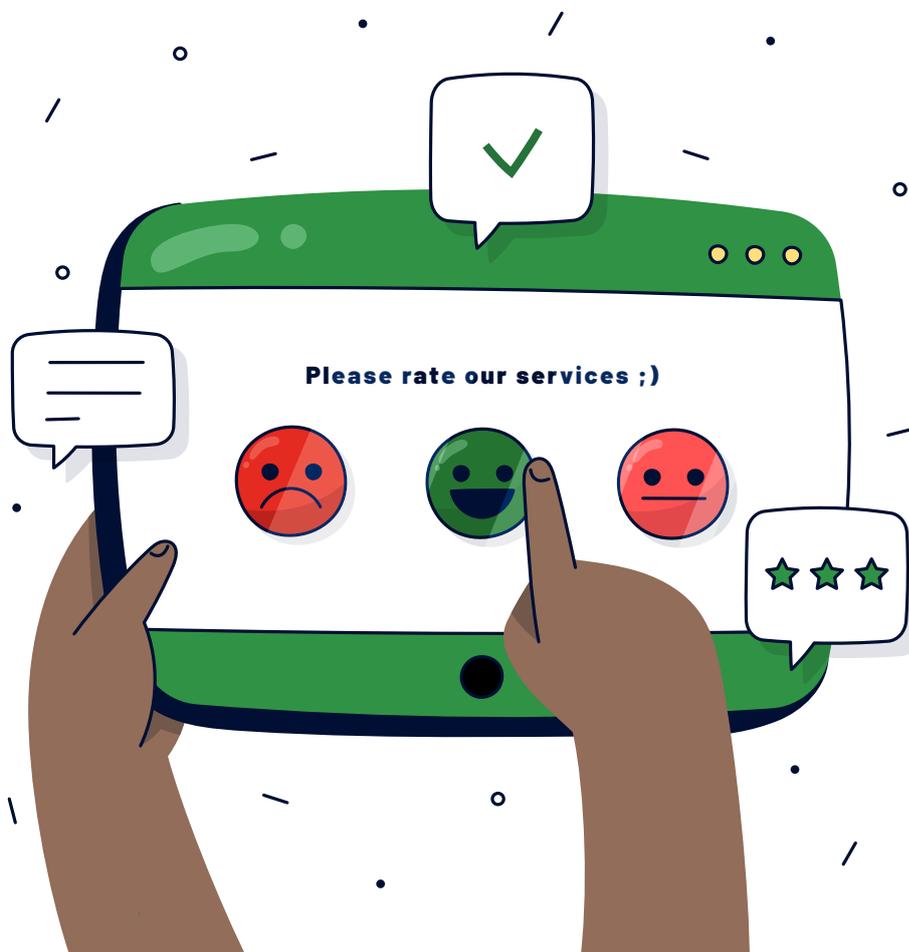




SERVICE EXCELLENCE CALENDAR

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

Pictorial spread showcasing the vibrant activities and celebrations from Huduma Centres during this special week!



Samburu HC



Kathwana HC



Maara HC



Kiambu HC



Nandi HC



Mombasa HC



Kamwangi HC



Nakuru HC



Marimanti HC



West Pokot HC



Kirinyaga HC



Elgeyo Marakwet HC



Garissa HC



Kibra HC



City Square HC



Kakamega HC



Nyeri HC



Embu HC



Busia HC



Vihiga HC



GPO HC



Taita Taveta HC



Meru HC



Lamu HC



Kitui HC



Kajiado HC



Laikipia East HC



Eastleigh HC



Tana River HC



Kajiado West HC



Elgeyo Marakwet HC



Kirinyaga HC



Nyandarua HC

FUN DAY



Huduma Kenya Secretariat Culture Day



A section of Huduma Centre Maara at the late Stephen Kaai's funeral (Jeremiah Kaai from the Police Abstract desk).

STAFF OF THE WEEK

Congratulations Emmanuel Rotich for your remarkable achievement in developing an online system to replace the manual application book at the CRS counter. Your innovative approach showcases your technical expertise, problem-solving abilities, and

unwavering commitment to enhancing efficiency and accuracy. Your contribution is truly commendable.



Huduma Centres Continues with Capacity Building for First-Time ID Issuance Nationwide



Makeni Huduma Centre



Kisumu Huduma Centre



Busia Huduma Centre



Tharaka Nithi Huduma Centre

Huduma CEO Mr. Ben Kai Chilumo and a team from the Huduma Kenya Secretariat during a site visit to soon-to-be launched Kisumu West and Sotik Huduma Centres.



Huduma Centre Marsabit partnered with Marsabit Walk Movement, Open Minds Community Focus, and MARWASCO for a clean-up at Saku Market, followed by a peace walk.



Huduma Centre Mombasa's team held an informative session with the public on various services offered at the Centre during an event at Jaffery Islamic Centre. Also at the event were The Senior Citizens of Mombasa under the Patronage of K.S.I Jamat.





Huduma Centre Kakamega at a visit to Kakamega Women's Prison.



Huduma Centre Embu staff brought smiles and support during their visit to Jomo Kenyatta Children's Center, aiding special needs children, total orphans, and abandoned children.



Huduma Centre Busia at Mary Gladys Children's Rescue Centre with donations. The team spent quality time with the children spreading joy and hope.

Huduma Centre Kilifi at a visit to GK Prison. They interacted with both prisoners and management.



Huduma Centre Nakuru staff, led by DCM Mr. John Pursupore, extended a helping hand to Nakuru Probation Girls Hostel, donating essential supplies.



Huduma Centre Mombasa paid a visit to its adopted Mombasa Salvation Army Children's Home.



MASHINANI CORNER



Embu Huduma Centre



West Pokot Huduma Centre



Makueni Huduma Centre



Kilifi Huduma Centre



October is Breast Cancer Awareness Month. This year's theme is 'No one should face Breast Cancer alone'.

5 Little-known Breast Cancer Facts

1. Breast cancer doesn't always come in the form of a lump.

Breast cancer in its earliest stages usually doesn't have any symptoms. When symptoms do appear, it's not always in the form of a lump. Be on the lookout for any of the signs below and report them to your doctor right away.

- Lump in your breast
- Swelling in or around your breast, collarbone or armpit
- Skin thickening or redness in or around your breast
- Breast warmth and itching
- Nipple changes or discharge
- Breast pain lasting for more than three to four weeks

2. Having a male relative who's had breast cancer increases your chances.

You may be more likely to get breast cancer if you have a male relative who's had the disease. This is especially true if it's a close family member like a father, brother or son. If you fall in this group, talk to your doctor about genetic testing to find out if cancer runs in your family.

3. Maintaining a healthy weight

can reduce your breast cancer risk. Being overweight or obese — especially after menopause — may raise your cancer risks. To keep your cancer risk low, avoid weight gain by eating healthy foods and staying active. Stick with a plant-based diet rich in fruits, vegetables, whole grains and beans. And, try to fit in at least 30 minutes of physical activity in your day.

4. You don't need to learn how to do a self-exam.

Studies show that doing monthly breast self-exams isn't necessary.

Instead, it's more important to stay aware of how your breasts look and feel. If you notice changes, report them to your doctor without delay. This works just as well as doing a formal breast self-exam.

5. Drinking several glasses of alcohol, a day can up your breast cancer risk.

Having a glass of wine now and again is not bad for your health. But, drinking several glasses a day can increase your breast cancer risk.

Excerpt courtesy of The University of Texas MD Anderson Cancer Center



Embu Huduma Centre hosted Ms. Rose Kinoti, an oncology nurse from Embu Level 5 Hospital. The medic took them through a cancer awareness presentation.

Manasseh Masek from the KUCCPS Desk, Huduma Centre Mombasa during a career talk at Kenya High School Nairobi.



Kisii Huduma Centre Staff received a talk from Mr. Evans, a KRA Tax Supervisor. Topics covered included professionalism, personal hygiene and customer relations. The staff also visited Nyakome Friends Special School for the Deaf, where they donated foodstuff and toiletries.



ADOPT-A-FOREST CORNER

As part of 2024's Customer Service Week festivities, Huduma Centres embarked on tree-planting initiatives. Perfectly timed with Mazingira Day on October 10th, these efforts underline Huduma Kenya's commitment to the realization of Kenya's vision of planting 15 billion trees by 2032.

CS Public Service Leads Huduma Kenya in Major Tree-Planting in Kisumu



Huduma Kenya marked Mazingira Day in a tree-planting initiative at Maseno Boys in Kisumu West Constituency, Kisumu County. Leading the event was the Cabinet Secretary for Public Service and Human Capital Development, Hon. Justin B. Muturi, EGH, alongside the Principal Secretary for the State Department for Public Service, Mr. Amos Gathecha, and Huduma Kenya CEO, Mr. Ben Kai Chilumo.

The Huduma Kenya team, in collaboration with local stakeholders, successfully planted a total of 3,000 trees.

This effort underscores Huduma Kenya's commitment to environmental sustainability and aligns with Kenya's national goal of planting 15 billion trees by 2032.

The event not only contributed to the green initiative but also exemplified the spirit of community service and environmental stewardship championed by Huduma Kenya. The collective efforts of all participants highlighted the importance of such initiatives in fostering a sustainable future for Kenya.

ADOPT-A-FOREST CORNER



Huduma Centre Nakuru planted 150 tree seedlings at Nakuru Probation Girls Hostel. The Centre's security in-charge Sgt. Leila Mohamed led CIPU officers based in Nakuru East sub- planted an additional 350 trees.

Huduma Centre Nyeri planted 500 trees at Mathari Primary School, followed by a friendly football match between Huduma Nyeri FC and Veterans FC.

ADOPT-A-FOREST CORNER

Huduma Centre Kwale planted 2,000 mangroves in Msambweni Subcounty, championing coastal ecosystem restoration.



Huduma Centre Samburu and partners, including Lokuto Primary School and Kenya Forest Service, united to plant 1,243 trees



Huduma Centre Mombasa planted trees at Shimo Borstal Institution and Boys Education Centre.



ADOPT-A-FOREST CORNER

Kibra Huduma Centre planted over 650 trees at the Kibra Sub-county DCC's Grounds.



Embu Huduma Centre teamed up with Social Protection Department to plant 150 exotic tree seedlings at Embu Vocational Rehabilitation Center.

Laikipia East Huduma Centre planted 500 trees at the Chief's Compound and Makutano Market.



'I': IMPETUOUS, IMPOLITIC, IGNORAMOUS, IDIOCY!

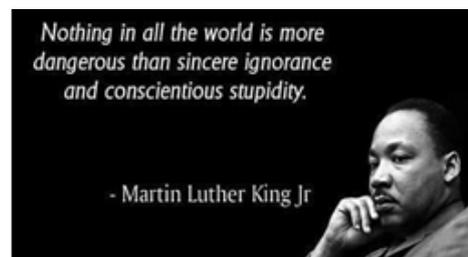
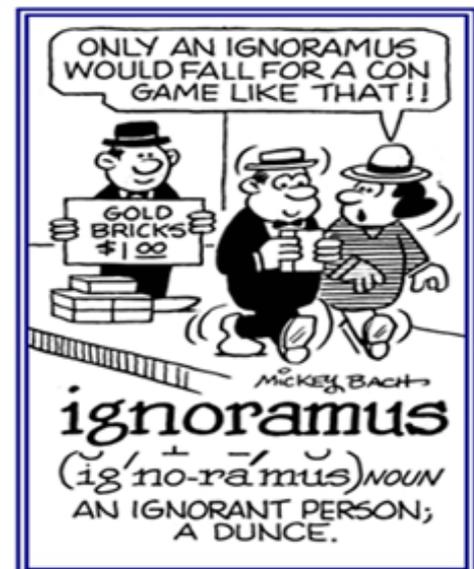
In the frenetic dance of life, one often encounters the impetuous individual, whose actions are driven by impulse rather than careful thought. This spirited enthusiasm can lead to moments of brilliance, but it may also precipitate reckless decisions that leave a wake of unintended consequences.

Conversely, the impolitic choices of others serve as a reminder of the importance of tact and diplomacy. When one acts without regard for the social fabric, they risk alienating those around them. In politics and personal relationships alike, the failure to navigate sensitive situations can transform a minor disagreement into a major fallout.

Amidst these dynamics, we often find the ignoramuses, those who, blissfully unaware of their ignorance, contribute to the noise rather than the dialogue. Their lack of understanding can be frustrating, but it also highlights the need for education and enlightenment, reminding us that knowledge is a continuous journey.

In contemplating these concepts, we recognize a spectrum of human behavior. From the passionate yet reckless to the unaware and the willfully ignorant, each plays a role in the intricate tapestry of our shared experience. Understanding these traits can lead to greater empathy and insight as we navigate our own journeys.

“He that reads and grows no wiser seldom suspects his own deficiency, but complains of hard words and obscure sentences, and asks why books are written which cannot be understood. ...”





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service excellence