REPUBLIC OF KENYA

huduma KENYA
service excellence

HUDUMA WIKI HII

Keeping You Informed

ISSUE 17

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Inaugural Africa Schools of Government Conference At KSG – Mombasa

Hon. Justin B. N. Muturi, EGH, Cabinet Secretary for Public Service and Human Capital Development, together with Amos Gatheca, EBS, Principal Secretary for the State Department for Public Service and Human Capital Development, were joined by Ben Kai Chilumo, CEO of Huduma Kenya, at the 1st Africa Schools of Government Conference held at the Kenya School of Government (KSG) in Mombasa from October 21-25, 2024.

The conference, themed **'Advancing Africa's Public Service Excellence: United in Pursuit to Realize Capable Institutions and Transformed Leadership,'** serves as a landmark gathering of public service leaders across the continent. The aim is to foster collaboration, enhance institutional capacity, and cultivate transformative leadership essential for Africa's socio-economic progress. This event marks a critical moment in uniting Africa's public service professionals toward a common vision of achieving excellence and sustainable development in governance.

KSG
Kenya School of Government
1st Africa Schools of Government
Conference

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KSG

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Kenya School of Government
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Mashujaa Day Celebrations

The Centre Manager Huduma Centre Kitale Scholastica Naremo joined county leaders in marking Mashujaa Day Celebrations at Kapkoi primary School, Kwanza Sub County Trans Nzoia County. In attendance was the County Commissioner Trans Nzoia County, Mr. Gideon Oyagi, the Governor, H.E George Natembeya and the area MP Mr. Ferdinand Wanyonyi.

The Centre Manager Huduma Centre Marsabit Geoffrey Ochieng attended Mashujaa day celebrations at Kubi Dibayu, Manyatta Jillo. The event was Presided over by the County Commissioner James Kamau and the Governor Marsabit County Mohamud Ali.

Mashujaa Day Celebrations

Staff from Gatundu North, Kamwangi Huduma Centre attended Mashujaa Day celebrations at Kamwangi primary school. In attendance was the area member of parliament Hon. Elijah Njoroge Kururia and Deputy County commissioner Madam Margaret Mbugua.

Homabay Huduma Centre Manager Jocinter Akinyi marked Mashujaa day celebrations at Wakiaga Polytechnic, Mbita Sub County. In attendance was County Commissioner Homabay, Mr. Moses Lilan and Deputy Governor, H. E Oyugi Magwanga.

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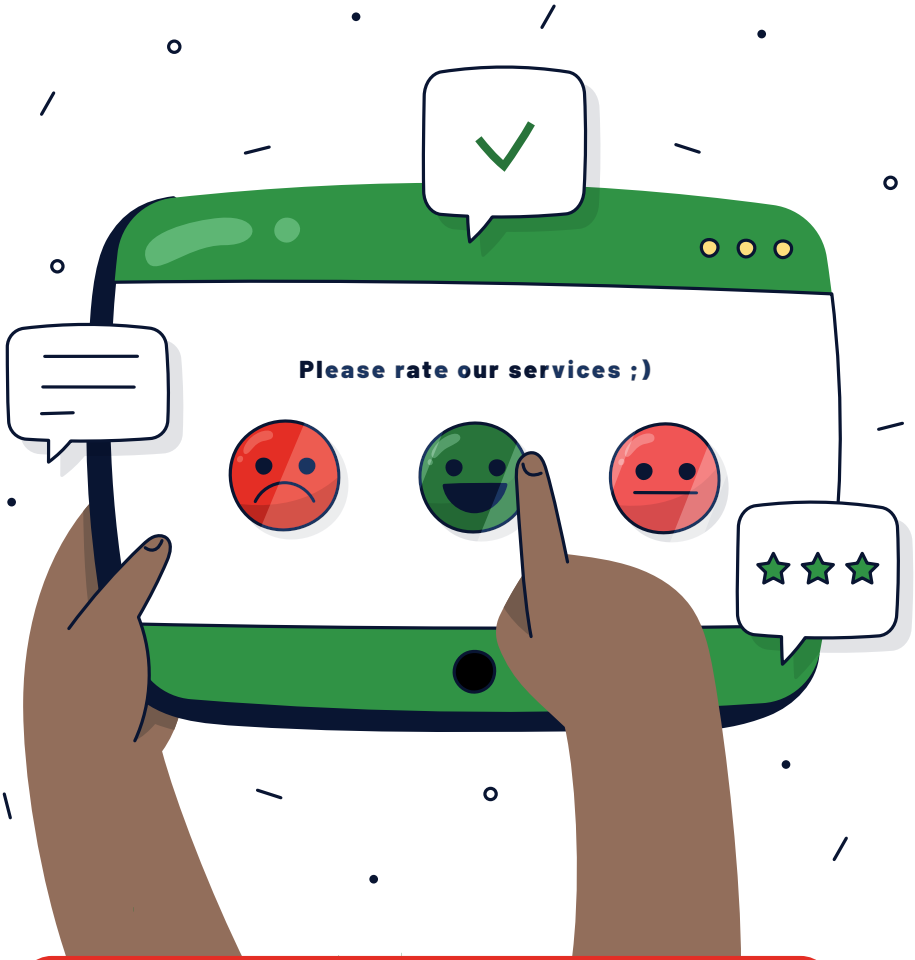
SERVICE EXCELLENCE CALENDAR

ABOVE & BEYOND

- **Create memorable experiences for customers.**
- **Modelling Huduma Centers as Centers of Excellence in service delivery.**
- **Holistic handling of customer complaints.**

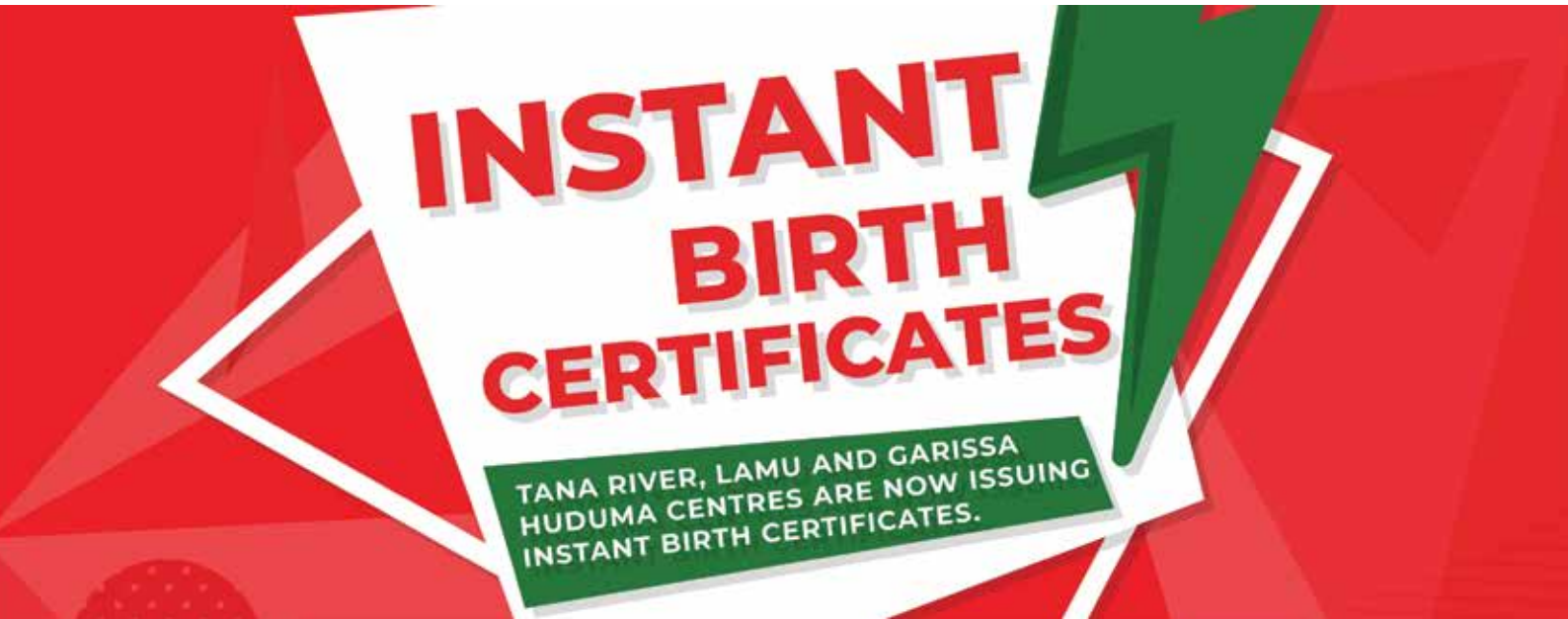


OCTOBER - DECEMBER 2024

Shout Out Corner

Ruth Wanjiru Wacera, Huduma Centre Embu Centre Manager is being honoured for her exemplary contributions in championing environmental and climate change matters in West Pokot County. She ran a project where she collected and recycled used milk packets for making seedling containers and distributed these seedlings free of charge to learning institutions in West Pokot thus contributing to waste management and the Government's agenda of growing 15 billion trees by 2032.

Cabinet Secretary, Hon. Justin Muturi, EGH, visited Huduma Centre Kiambu in Thika town as part of his nationwide tour to assess public service delivery. Accompanied by the Director of Service Delivery at Huduma Kenya, he emphasized the importance of providing every citizen with access to efficient, high-quality services. He encouraged all Kenyans to visit their nearest Huduma Centre to collect their documents without delay, highlighting the ease of access at the 57 Huduma Centres nationwide. The CS also announced plans to establish Huduma Centres in every constituency to further enhance service accessibility for all citizens.



Staff from Kwale Huduma Centre Winnie Mdoe and Fatuma Mwavitu attended the G7 summit held at Kinango Teachers College.

Staff from Huduma Centre Laikipia Makutano participated in a blood donation drive at Mount Kenya Hospital in Nyeri County.

Huduma centre Nakuru at a team building exercise led by the Centre Manager Michael Otieno at Thompsons Falls Nyahururu and Lantana Gardens

Students from Pioneer Secondary School Nyahururu visited Huduma Centre Laikipia East, Makutano.

PIT Welfare team, Huduma Centre Turkana condoled with John Orte ICT officer on the loss of his brother.

Outgoing Centre Manager Baringo Margaret Thuo welcomed the incoming Centre Manager Hellen Chelagat Masit. The DCC Baringo central Sub County Mr. Henry Wasike was in attendance.

Mashinani Corner

This week, Centres across the country held several mashinani events. A total number of **509 customers** were served. Here's a sneak peek

Huduma Centre Bomet

Huduma Centre Homabay

Huduma Centre Turkana

Tharaka Nithi Huduma Centre held its monthly fellowship led by Emily Gatwiri, County Services Desk and Terine Anyango, DCI Desk.

Access the Ombudsman Services at our 12 select Huduma Centres for any inquiries on Filing Complaints.

- Nakuru
- Embu
- Taita
- Kwale
- Bungoma
- Kajiado
- Kisii
- GPO
- Kakamega
- Nyeri
- Meru
- Makueni

The KRA desk officer Lenah Gakii appreciated a client by giving her a thermoflask as part of the KRA's initiative in appreciating customers nationwide.

The ABSA Queensway Branch team, led by Manager Madam Ekrah Wachira, conducted a financial literacy training session for the staff at the Huduma Kenya Secretariat, guided by Mr. Francis Ouma, Director of the Programme Management Division (PMD).

Representatives from Sanlam Insurance conducted a session on insurance and financial literacy, at Huduma Centre Kibra.

A team from Huduma Centre Kibra, led by the Centre Manager Steve Odotteh delivered birth certificates to residents of Lindi Sub-location in Kibra Sub- County.

Adopt-A-Forest Corner

Hon. Justin Muturi, EGH, Cabinet Secretary for Public Service and Human Capital Development and Huduma Kenya CEO Mr. Ben Kai Chilumo, planting a tree at Huduma Centre Mombasa.

Kirinyaga Center Manager joined the NGAO team in tree planting exercise that took place at Thaita Comprehensive School where a total of 150 seedlings were planted.

J': Je Ne Sais Quoi!

by Boov

NOUN: French: a pleasing quality that cannot be exactly named or described:

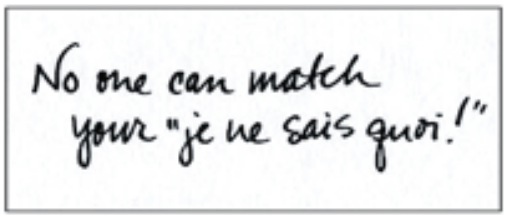
Je Ne Sais Quoi

"Jene sais quoi" is a French phrase that literally translates to "I don't know what." In English, it's often used to describe a certain elusive quality or charm that makes someone or something appealing, but that's difficult to define.

The term encapsulates the idea of an indescribable essence or special something that stands out—whether in a person's charisma, a work of art, or an ambiance. It suggests an allure that transcends mere explanation, inviting admiration without needing to dissect the components of its appeal.

In popular culture, "je ne sais quoi" is frequently employed to evoke sophistication or an ineffable quality, often associated with French style or attitude. It captures the essence of allure and mystery, making it a favorite phrase among those discussing beauty, fashion, and art.

"je ne sais quoi" emphasizes the charm of the indefinable, celebrating the aspects of life that resonate on a deeper level, beyond mere words.



"She was free in her wildness. She was a wanderess, a drop of free water. She belonged to no man and to no city." Roman Payne, The Wanderess

"And to make it your ambition to lead a quiet life: You should mind your own business and work with your hands, just as we told you"
(1 Thessalonians 4:11)

Fun Corner

Quote of the Week

Choose to be optimistic, it feels better.

– Dalai Lama

Last Week's Answer:
A Flamboyance

Did You Know?

We spend a year on the toilet in our lifetime.
We all know that nature calls, but did you know just how much time we spend answering?

On average, over the course of our lives, we spend an entire year sitting on the toilet.

That's a lot of time for deep thoughts and daydreaming!

How many noses does a slug have?

Answer is in the next issue..

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