

REPUBLIC OF KENYA



huduma
KENYA
service excellence



HUDUMA WIKI HII

Keeping You Informed

ISSUE 12

Principal Secretaries Lead the Way in Customer Service Excellence



On 20th September 2024, the first Customer Service Excellence (CSE) Masterclass for Principal Secretaries was held at the Kenya School of Government. This event, a collaboration between Huduma Kenya and the Kenya School of Government (KSG), aims to revolutionize public service delivery in Kenya.

The CSE Masterclass is part of a broader training framework designed to instill a culture of accountability and service excellence within the Public Service. The initiative equips public servants with the skills and knowledge needed to provide exceptional service, ensuring timely, efficient, and respectful interactions with citizens.

Chief of Staff and Head of Public Service, Mr. Felix Koskei, EBS, emphasized the importance of this initiative, aligning it with the Kenya Kwanza Bottom-Up Economic Transformative Agenda (BETA). He highlighted the commitment to a people-centered Public Service that meets the high-quality service demands of citizens.

The Principal Secretaries were recognized as champions of this transformation as they will play a crucial

role in implementing new service delivery standards. Their leadership is essential for shifting from traditional models to more agile and integrated approaches, vital for the National Development Agenda.

Cabinet Secretary for the Ministry of Public Service and Human Capital Development, Hon. Justin Muturi, EGH, noted the significance of the CSE Training in meeting the expectations of a digitally connected citizenry. He remarked on the empowerment of citizens through social media, which allows them to voice concerns and hold public servants accountable in real time. The masterclass is a beacon of change, guiding the Public Service towards unparalleled service delivery. Principal Secretaries are urged to embrace this journey with dedication and a shared vision of service excellence, ensuring the Public Service is fit-for-purpose and aligned with the needs of the Kenyan people.

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23RD SEPTEMBER, 2024

Tuko on!

HUDUMA CENTRE GATUNDU NORTH, KAMWANGI



Starting this Monday,
experience a new level of
service delivery in Kamwangi

Huduma Kenya huduma_kenya HudumaKenya 1919



Embu Huduma Centre staff had a farewell party for Mr. Peter Majiwah, former Centre Manager. Mr. Majiwah is now serving as the Centre Manager, Siaya Huduma Centre.

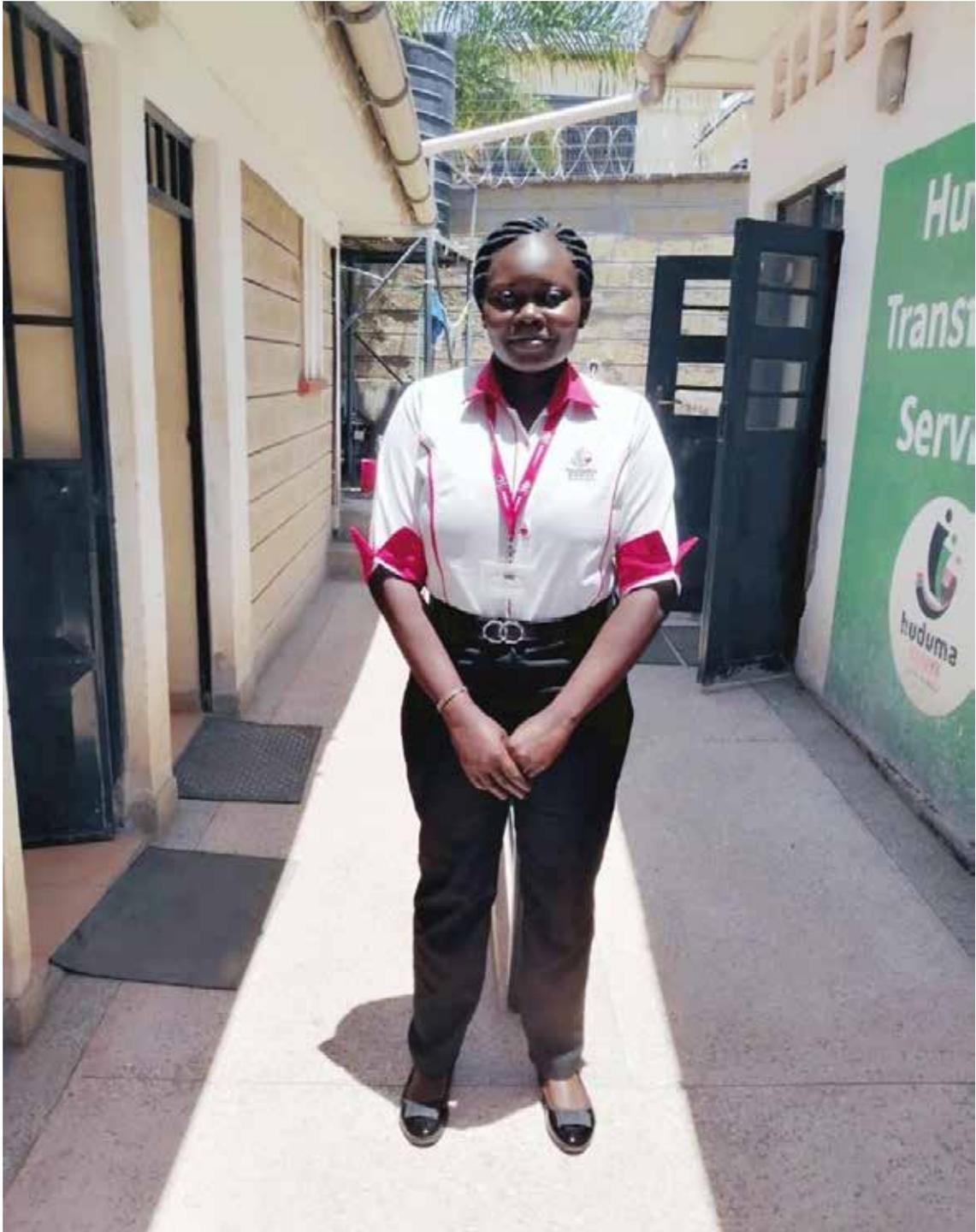


The Centre Manager Huduma Centre Makadara, Sharon Nduku, attended a public participation forum in Viwandani Division, Makadara Sub County, and highlighted the services offered at the centre.



Huduma Centre Samburu staff, led by Deputy Centre Manager Mr. Emmanuel Lemako, publicized services offered at the Centre. The talk show on Radio Ashe allowed the Centre Manager to discuss the ongoing Huduma Mashinani.

Shout Out Corner!



Carolyn Achiong Omollo - Huduma Centre Homabay!

Carolyn stands out as a self-motivated and cheerful officer, always ready to multitask to ensure both internal and external customers are satisfied with her service delivery. Keep up the fantastic work, Carolyn!



Janet Kwamboka, Cleaner - Nyamira Huduma Centre

Janet has been voted as the Staff of the Week at Huduma Centre, Nyamira.

Janet is acknowledged for her outstanding coordination, social nature, quick response, positive attitude, honesty, boldness, love for food, and infectious joy make her the heartbeat of our team!



Ms. Zipi Sayo, Ombudsman staff member at Embu Huduma Centre, participated in a Legal Aid Public Community Engagement forum in Embu Town. This event was organized by the Ombudsman office in collaboration with the NAMATI organization.



Centre Manager Kathwana Huduma Centre Boniface Ngoma attended the Multi-Sectoral Coordination and Collaboration Forum on Peace and Security at the Tharaka Nithi County Commissioner's boardroom. He emphasized the importance of providing essential services to citizens and highlighted the services offered at the centre.ing focusing on the Maisha Card in Kisamis, chaired by Deputy County Commissioner Lydia Munyi.



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SERVICE EXCELLENCE CALENDAR

Service Starts With You

- **Underscoring the role of a customer service professional.**
- **Recognize exceptional customer experience by each staff.**
- **Stay inspired to deliver customer service excellence throughout the year.**



JULY - SEPTEMBER 2024



Ms. Jackline Kawira, Deputy Centre Manager of Isiolo Huduma Centre, participated in the Jumuisha Project County stakeholders' engagement meeting at Barsalinga Hotel.



OFFICE OF THE ATTORNEY GENERAL
services now available at
HUDUMA CENTRE KAJIADO

The Office Departments include:

- Civil Litigation Department
- Public Trustee Department
- Civil Marriage Department
- Advocates Complain Commission (ACC)
- National Legal Aid Services (NLAS)





Huduma Centre Kiambu received modern litter bins from the Rotary Club, Thika West.



Staff from Huduma Centre Nandi visited the Centre's NRB staff member Ms. Mirriam Cherotich in celebration of the birth of her baby boy.



Dr. Jamlic Mwendwa from Fortis Medical and Cancer Centre conducted a cancer awareness and prevention session for staff at Kirinyaga Huduma Centre. He highlighted the different types of cancer and symptoms to look out for.

The Road Towards 290 Huduma Centres Continues



A team from Huduma Kenya Secretariat, led by CEO Ben Kai Chilumo, toured the soon-to-be-launched Kamwangi – Gatundu North Huduma Centre. The CEO remarked on staff deployment, Huduma standards, and the need to ensure customer service excellence.





Ms. Susan Wangu, Centre Manager of Kiambu, participated in the Thika West Sub County's public baraza. She sensitized the public on services offered at the Centre.



The Centre Manager Huduma Centre Kiambu awarded certificates to staff trained on first aid



Ms. Margaret Thuo, Centre Manager of Baringo Huduma Centre, attended a NGAO staff meeting officiated by the newly posted DCC Baringo Central Sub County, Mr. Henry Wasike. She talked about Huduma Mashinani outreach programs, tree planting exercises, and Maisha Cards.



Huduma Centre Vihiga hosted Ms. Lydia Jemasunde, the Centre Manager of Kakamega Huduma Centre. They discussed enhancing service delivery within the centres and proper management of the centres



Ms. Jocinter Akinyi, Homabay Centre Manager, attended the county service delivery meeting held at Dicese Hall, County Commissioner's compound. She spoke about Huduma Mashinani outreach programs, services offered at the centre, and valuable customer feedback on service delivery.



The Centre Manager Nyeri Huduma Centre Maurice Barasa partnered with Bliss healthcare to sensitise the staff on health wellness. Topics chronic health conditions, healthy living habits and overall wellbeing. Additionally, Kenya Institute of Management director Mr. John Muya took the staff through a catalogue of short courses offered by the institution.



KUCCPS Director for Placement Dr John Oluoch and Nawwar Hammad KUCCPS service desk Huduma Centre Mombasa organized and facilitated a two - day workshop at Msambweni for Career Teachers and students. They were sensitized on seeking the right guidance when choosing a course and on college placement.



Busia Huduma Centre staff engaged the public on the services offered at the centre during a county commissioner's community Baraza at Nangoma Chief's office.



Mashinani Corner

This week, Huduma Centres nationwide hosted Huduma Mashinani events, serving a total of over 1,187 customers.



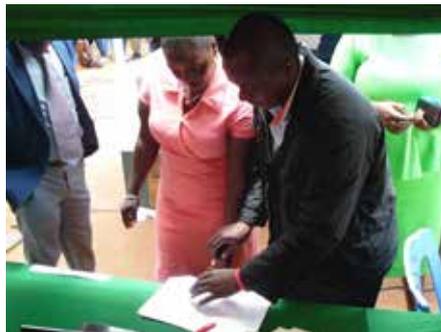
Huduma Centre Kibra



Huduma Centre Nyeri



Huduma Centre Laikipia



Huduma Centre Machakos



Huduma Centre Nakuru



Huduma Centre Kakamega



Huduma Centre Samburu



Wellness Wednesday at Makueni Huduma Centre



Amb. Prof. Julius Bitok, Principal Secretary of Immigration, graced the International Identity Day marked internationally on 16th September at Vota Sub-county, Katoloni Scouts ground, Machakos County.





A team from Huduma Centre Nandi visited Victor Maiyo and his wife at Mediheal Hospital Eldoret to congratulate them on the arrival of their baby girl.



Huduma Centre Mombasa successfully completed its customer service delivery refresher training for Cohort 4 at the Swahili Pot Hub.

Neema Opticians conducted a free eye examination for staff at Laikipia Huduma Centre.



G for Glee & Grace

noun: glee;

The word "glee" means a feeling of joy or delight, *especially from one's own good fortune or another's misfortune* the same is often associated with laughter or merriment.

"Glee" comes from the Middle English word "gle," which means "joy" or "pleasure." This, in turn, traces back to the Old Norse word "gl," meaning "to rejoice."



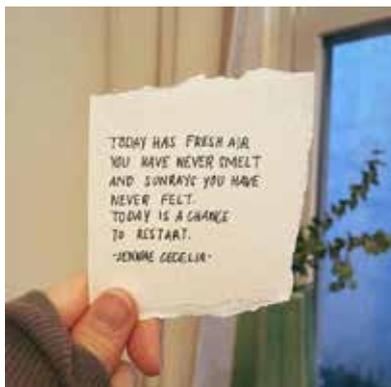
noun: grace;

The word "grace" has multiple meanings, including: Elegance or beauty in movement or expression, Favor or goodwill, often in a spiritual or divine context, A state of being in favor with God, particularly in Christian theology & Politeness or courteousness in behavior.

"Grace" comes from the Latin word "gratia," meaning "favor, thanks, or goodwill." This Latin term has its roots

in "gratus," which means "pleasing" or "thankful." The word entered Old French as "grace" before making its way into Middle English. Over time, "grace" has retained these meanings, evolving to encompass both physical elegance and a sense of moral or spiritual favor. Its usage spans literature, art, religion, and everyday conversation, illustrating the concept's broad significance in human experience.

Find Grace in the little things!





MENTAL HEALTH AWARENESS

Mental Health Awareness Month

For **FREE** Counselling and Wellness Service

visit Huduma Centre GPO, Kibra, Thika

Call us on;
1919

Monday - Friday

7:00am - 9:00pm

Weekends & Public Holidays

8:00am - 6:00pm



Adopt-A-Forest Corner

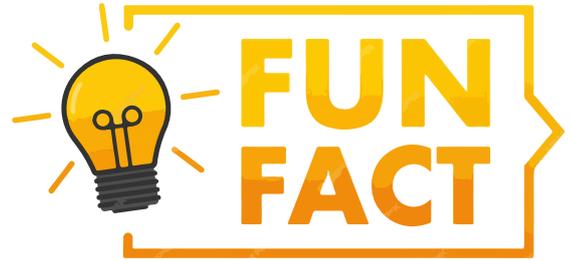


Kwale Huduma Centre staff participated in a tree planting exercise at Shimba Hills forest reserve, organized by the State Department for Gender and Affirmative Action and Kenya Forest Services. **5,000 Number of trees planted**



Nyamira Huduma Centre staff marked World Bamboo Day at Ekerenyo DCC grounds. The exercise was officiated by KEFRI and Kenya Forest Service. In attendance were Governor Nyamira County Hon. H.E. Mr. Amos Nyaribo and Deputy County Commissioner Nyamira North Sub County Mr. Simon Osumba.

Fun Corner



Quote of the Week

There will always be hurdles in life, but if you want to achieve a goal, you must continue.”

Malala Yousafzai

A chicken once lived for 18 months without a head. Mike the chicken's incredible feat was recorded back in the 1940s in the USA. He survived as his jugular vein and most of his brainstem were left mostly intact, ensuring just enough brain function remained for survival. In the majority of cases, a headless chicken dies in a matter of minutes.



FILL IN THE BLANKS!



First of all, _____ you and actually do _____ your _____ .





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