



REPUBLIC OF KENYA



HUDUMA WIKI HII

Keeping You Informed

ISSUE 13



Huduma Kenya



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HudumaKenya



1919

CS Justin Muturi Highlights Huduma Kenya's Service Improvements in Senate



On 25th September, 2024 in a recent Senate session, Hon. Justin Muturi, the Cabinet Secretary for Public Service and Human Capital Development, shared how Huduma Kenya is working to ensure everyone in the country can access essential services fairly.

To tackle issues of fair service access, Huduma Kenya is signing agreements with various government bodies to ensure there are enough staff at all Huduma Centres, which will help improve service delivery.

A key point in CS Muturi's speech was the eCitizen platform, launched by the President on June 30, 2023. This platform offers over 20,000 government services online, making it easier for

citizens to access what they need. Huduma Kenya supports this digital initiative by providing in-person help at cyber cafes in all 57 Huduma Centres for those who need assistance with online services.

Looking forward, CS Muturi talked about the Kenya Vision 2030 MTP IV plan, which includes setting up Huduma Digital Centres in all 290 constituencies. This ambitious plan involves a partnership with Members of the National Assembly, where the National Government Constituencies Development Fund (NG-CDF) will finance the construction of these centres, and Huduma Kenya will manage their operations.





Ms. Sintoyia Kasaine, Chief Executive of Ushiriki Wema Women's Association and Mr. Ben Kai Chilumo, CEO of Huduma Kenya met on 23rd September, 2024. In the meeting, they discussed potential collaborations aimed at empowering youth and women entrepreneurs. Ushiriki Wema is a charitable initiative of the Office of the Spouse to the Prime Cabinet Secretary of Kenya, to advance wellness for the vulnerable in society.



Mr. Wycliffe Njue from the HELB service desk, Embu Huduma Centre participated in the second edition of the Mwema Mwea National Reserve Half Marathon. He offered HELB mashinani services and raised awareness about other government services available at Embu Huduma Centre.

The Mwema Mwea National Reserve Half Marathon is an annual event that started in 2023. The event is held in Mwea National Reserve, Embu County. It aims to support underprivileged students by raising funds for their school fees. The marathon, which includes various races like a 10km run, also promotes local tourism. The event attracts participants from different regions, contributing to both athletic excellence and community empowerment. Proceeds from the marathon will support underprivileged students with school fees assistance.



Hon. Elijah Njoroge Kururia Gatundu North Area MP, Hon. Elijah Njoroge Kururia, paid a courtesy visit during the opening of the Gatundu North, Kamwangi Huduma Centre.



Huduma Centre GPO staff attended the burial of colleague Mr. Emmanuel Sasine's father from the Centre's NTSA service desk in Ngong.

Tana River Huduma Centre Manager, Mr. Jackson Letangule, welcome the new Security Inspector, Isack Sake Boru, to the centre.



Road Towards 290 Sub-County Level Huduma Centres Continues



No more 39-kilometer trips to Thika to access Government services. Residents of Gatundu North, Kamwangi have had a reason to celebrate since Monday, 23/9/24 with the opening of their very own Huduma Centre.

Thanks to the collaboration between Huduma Kenya and NG-CDF Gatundu North, the new facility offers a range of services under one roof. Whether you need to replace a defaced ID or register with the National Health Insurance Fund (NHIF), it's all available without the hassle and expense of travel.



Huduma Centre Mombasa Choir team preparing for Mashujaa Day celebrations.

Mombasa Huduma Centre continues to lead the way in Capacity Building



Mombasa Huduma Centre has once again demonstrated its commitment to service excellence in public service delivery through its robust capacity-building initiatives. The Centre has been involved in various initiatives aimed at enhancing the skills and capabilities of both its staff and the public.

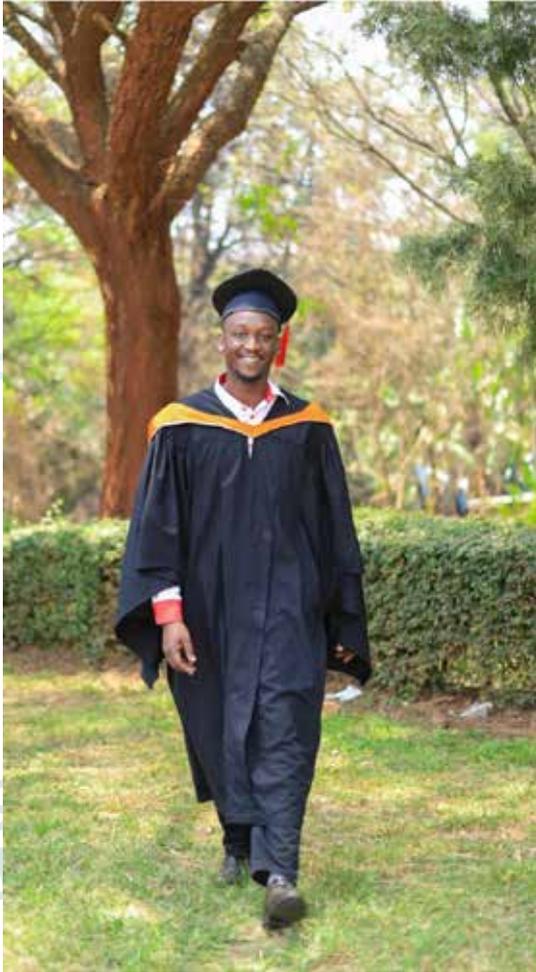
The staff organized an empowerment session for 30 youth at Swahili Pot Hub, an organization dedicated to

supporting youth in art, technology, and heritage. They set up a 'Huduma Corner' to provide essential Government services, including KRA PIN registration, filing returns and applying for tax compliance certificates.

Heko! We laud the Mombasa Huduma Centre for your exemplary work in capacity building and public service innovation.



Shout Out Corner!



Michael Ombati, a temporary staff member at the Civil Registration Desk, GPO Huduma Centre, has graduated from the University of Nairobi with a Bachelor of Commerce degree.



Jethro Metto, KRA, Nyamira Huduma Centre has been voted by his colleagues for his exceptional courtesy, keen listening skills, and friendly demeanor towards customers and colleagues.



Joseph Serem, the Security In-charge at Huduma Centre GPO, has been promoted from the rank of S/SGT to Inspector of Police.



Huduma Kenya CEO Ben Kai Chilumo and Uwezo Fund CEO Peter Lengapiani, MBS discussed finalizing a Service Level Agreement (SLA) on delivery of Uwezo Fund services through Huduma Kenya's platforms. This partnership seeks to enhance

access to financial resources for youth, women and Persons With Disabilities (PWDs) at their convenience, foster business and enterprise development through the Uwezo Fund. Uwezo Fund is currently operational in 35 Huduma Centres.

Uwezo Fund Services *Available at* Huduma Centres

Bomet
Uasin Gishu
Elgeyo Marakwet
Kwale
Isiolo
Kajiado
Kericho
Kibra

Kilifi
Kisumu
Kitale
Machakos
Meru
Mombasa
Murang'a
Nakuru
Narok
City Square

Nyamira
Nyeri
West Pokot
Bungoma
Baringo
Kajiado West
Busia
Homabay
Kakamega

Thika
Kitui
Laikipia
Nandi
Nyandarua
Taita Taveta
Tharaka
Embu

In
35
Centres

Enabling
Women

Enabling

Enabling
PwD

Access
Finances



Embu Huduma Centre staff marked the International Day of Sign Language with various activities to promote inclusivity and awareness.



A team from Huduma Centre Laikipia East Makutano at the burial of Master Roybrandon Kinuthia. The late was the son of Mr. Timothy Kinuthia, a staff member at the Centre. Master Roybrandon tragically lost his life in a fire incident at Hill School Endarasha Academy.



Vihiga Huduma Centre staff received TB awareness and screening from Dr. Adelaide Shikol of Vihiga Referral Hospital. The session was organized by the Centre's Human Resource Management PIT.



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

CUSTOMER SERVICE WEEK



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

“Above and Beyond”
Theme for CSW 2024



The Safety and Security PIT distributed motivational wristbands with the theme **“Service Starts With You,”** introduced by the Centre Manager ahead of Customer Service Week.



Huduma Kenya CEO, Mr. Ben Kai Chilumo, engaged in strategic discussions with Dell officials to explore innovative technological solutions aimed at enhancing service delivery and streamlining operations.



Meru Huduma staff attended a financial literacy talk by KCB/NBK, covering financial discipline, saving, and investment products.



Huduma Center Nandi staff visited Ms. Betty Jelimo, ICT support staff, at her home in Kapseret, Uasin Gishu County, to celebrate the birth of her baby girl.



Huduma Centre Mombasa participated in the 5th International Construction Research Conference and Exhibition (ICoRCE 2024) organized by the National Construction Authority (NCA). The Centre offered various Government services during the 2-day event at Pride Inn Hotel.



Huduma Centre GPO held an advanced Excel training for 30 staff members, conducted by the Kenya Institute of Management (KIM) as part of its CSR program. The training aimed to enhance staff productivity, data management, and career growth.



Huduma Centre Elgeyo Marakwet hosted a one-day mentorship workshop for students on attachment, focusing on life skills, government structures, customer service, etiquette, and complaints handling.



Mashinani Corner

This week, Centres across the country held several mashinani events. A total of 3,622 customers were served. Here's a sneak peek:



Huduma Centre Nakuru



Huduma Centre Tana River



Huduma Centre Marsabit



Huduma Centre Eldoret



Mashinani Corner



Huduma Centre Homabay



Huduma Centre Kwale



Huduma Centre Laikipia East



Huduma Centre Embu

Isiolo Huduma Centre Celebrates International Deaf Awareness Week with Road Procession



The Isiolo Huduma Centre staff joined local community members and representatives from various organizations advocating for the rights of deaf people in a procession to mark International Deaf Awareness Week. The event aimed to raise awareness about the importance of sign language and the need for inclusive communication practices.

“Sign Up for Sign Language Rights”

The theme highlights the critical need to recognize and implement linguistic human rights for deaf individuals worldwide.

Huduma Kenya has made significant strides in ensuring its services are all-inclusive. Through the Huduma Centre platform, there has been integration of sign language interpreters and provision of materials in braille to cater to the needs of the Deaf and visually impaired communities. These efforts reflect Huduma Kenya’s commitment to accessibility and inclusivity, ensuring that all citizens can access essential services without barriers.



Tharaka Nithi Huduma Centre Manager, Ms. Rose Warima, and her team visited Maara Huduma Centre for mentorship and a progress review in service delivery.

H: Hope!

NOUN: To cherish a desire with anticipation: to want something to happen or be true or to desire with expectation of obtainment or fulfillment.



hope is dope

Duncan-Andrade (2009) states that “there are three kinds of hope:

- (1) Material Hope, which is the sense of control when given the resources to deal with forces that affect everyday lives;
- (2) Socratic Hope, which provides opportunities to question the unjust society; and
- (3) Audacious Hope, which provides opportunities to Healing from oppression and provide the capacity to transform it.”

Ginwright (2015), further expands on the concept of radical healing and argues for the three types of hope that create spaces of opportunities:

- (1) Relational Hope— changing conditions with communities based on trust and relationship;
- (2) Restorative Hope— creating conditions and opportunities for communities to prosper and thrive; and
- (3) Political Hope— engaging in political decisions in everyday lives to articulate opportunities to flourish.

Remember, in all things, in all ways let us put our Hope in Christ the Lord and He will make His ways known to us.

“Dear God, I tried my best, but if today I lose my Hope please tell me that your plans are better than my dreams. AMEN.”



Adopt-A-Forest Corner



Huduma Kenya CEO Mr. Ben Kai Cilumo planting a tree at Huduma Centre Kajiado West



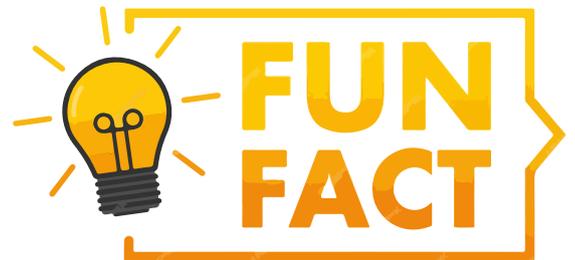
Huduma Centre Nakuru planted 200 tree seedlings and donated 1,300 seedlings to Rift Valley Institute of Science and Technology College.

Fun Corner

Quote of the Week

**"Don't be pushed
by your problems.
Be led by your
dreams."**

**- Ralph Waldo
Emerson**



The Japanese word 'Kuchi zamishi' is the act of eating when you're not hungry because your mouth is lonely. We do this all the time.



RIDDLE ME THIS: I am a house, you enter blind, but come out with sight...



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KENYA
service excellence

HUDUMA
KENYA
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