REPUBLIC OF KENYA

huduma
KENYA
service excellence

HUDUMA WIKI HII

Keeping You Informed

ISSUE 13

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Celebrating the Phenomenal Women Behind Huduma's Success

In this special edition of the Huduma Wiki Hii newsletter, we shine a spotlight on the remarkable women at the helm of Huduma Centres across the country. These phenomenal ladies embody resilience, excellence, and an unwavering commitment to citizen-centric service delivery.

This year's theme, "Accelerate Action. Emphasis the urgent need to take decisive steps towards achieving gender equality. Addressing the slow pace of progress and empowering women and girls worldwide.

To the remarkable women of Huduma Kenya: we celebrate your dedication, ingenuity, and leadership in driving this mission forward. And to our readers, let this feature inspire you to advocate for and support the incredible women shaping the future of our nation.

Together, let's continue building a legacy of equality, innovation, and impact.

Let's celebrate the leaders who make Huduma happen!

"I raise up my voice—not so that I can shout, but so that those without a voice can be heard... we cannot all succeed when half of us are held back." — Malala Yousafzai Pakistani activist for female education and the youngest Nobel Prize laureate in history

Champions for Women Empowerment GBV Fighters, and Rights Advocates for PWDs

Hellen Chelangat Masit

Baringo Huduma Centre

Ms. Masit is a champion for the rights and education of the disabled.
She has been able to lead her staff on charity walks in support of deaf/blind learners at the Kabarnet School for the Deaf/Blind.

Jocinter Akinyi Soso

Homa Bay Huduma Centre

Ms. Soso's passion for empowering the girl child and fighting societal ills is evident in her campaigns against illicit brews and drug abuse. Her message this International Women's Day is clear: "Women are here to stay and we MUST be respected."

Susan Mwongeli Ndisya

Machakos Huduma Centre

Ms. Ndisya has worked with the Machakos School for the Deaf, providing free birth certificates and securing third place for the best-performing Huduma Centre.

Jael Mumbe Muthengi

Kwale Huduma Centre

Ms. Muthengi is a passionate advocate for mental health and a champion against Gender Based Violence (GBV). Through the Sambasport Youth Agenda Organization, she raises awareness on mental wellness and GBV, making a significant difference in her community

Rachel Nchana Nkasiaka

Nandi Huduma Centre

Ms. Nkasiaka promotes education and civic engagement, addressing high dropout rates, FGM, and early marriages. She collaborates with local leaders to launch back-to-school campaigns, advocating for education as a fundamental right.

Joyce Njoki Nyoike

Eastleigh Huduma Centre

Ms. Nyoike actively recognizes and celebrates women's achievements within the organization, advocating for equality and inclusivity.

Lydia Jemasunde

Kakamega Huduma Centre

Ms. Jemasunde champions gender equality, empowering women and girls through sign language training, mental wellness, and GBV awareness. What drives her you ask? Ensuring there is education for all.

Susan Wambui Wangu

Kiambu Huduma Centre

Ms. Wangu is a passionate advocate for Gender Based Violence survivors and the youth in the streets. As a mother to many, she is the instrument of peace.

Environmental Stewards

"We owe it to ourselves and to the next generation to conserve the environment so that we can bequeath our children a sustainable world that benefits all". - Wangari Maathai, Kenyan environmentalist, political activist, and Nobel Peace Prize laureate.

Ruth Wanjiru Wachera

Embu Huduma Centre

Meet Ruth Wanjiru Wachera, the Center Manager at Embu Huduma Centre, a true champion of environmental conservation!

Since joining Huduma Kenya in 2024, Ruth has been recognized as a National Hero under the Environmental Conservation Category for her outstanding work in embracing the Circular Economy in tree growing initiatives.

This is in line with Huduma Kenya Programme 'Adopt a Forest' initiative anchored on the "Four Pillars"

At the forefront in implementing the Presidential Directive on the National Tree Growing and Restoration Campaign of 15 Billion trees by 2032.

- Integrating efforts and partnership in Tree seedling growing to reduce Huduma Centres ecological foot prints.
- Making the environment healthier.
- Getting the whole community thinking about the environment.

As such this initiative has seen Embu Huduma Centre grow 1500 tree seedlings in the short rains of 2024 and in anticipation of growing 5,000 tree seedlings in the Long Rains of 2025.

Planting today protecting tomorrow

Winnie Omollo

Kisii Huduma Centre

Ms. Omollo leads environmental stewardship efforts through tree-planting activities and green initiatives, promoting environmental responsibility.

Everlyne Naserian Katampoi

Narok Huduma Centre

Ms. Naserian Katampoi has contributed to community well-being through tree planting and serving on the Narok County Service Delivery Board.

Service Delivery Mavericks

"If your dreams do not scare you, they are not big enough."

Ellen Johnson Sirleaf, 24th President of Liberia. First woman to be elected head of state of an African country

Monica Dama Chengo

Kitui Huduma Centre

Ms. Chengo is a visionary leader driving change, fostering innovation, and ensuring a seamless and efficient citizen experience. Her leadership inspires excellence and progress in service delivery.

Jackline Achieng Otieno

GPO Huduma Centre

Ms. Otieno has served as a Centre Manager for over 9 years, ensuring seamless government services for over 3,000 citizens daily.

Linet Awuor Magwar

Kilifi Huduma Centre

Ms. Magwar empowers the deaf community, making significant strides in improving service accessibility for People with Disabilities (PWDs) at Huduma Centre Kilifi.

Laura Naingeru Lesokoyo

Kajiado West Huduma Centre

Ms. Lesokoyo fosters a collaborative spirit and ensures accessible government services. Her weekly Mashinani outreach at the chief's office in Kiserian is one of her key initiatives.

Sharon Nduku Nzao

Makadara Huduma Centre

Ms. Nzao has transformed customer service by constructing a spacious waiting bay, launching an express customer care desk, and empowering the community with seamless service delivery.

Stella Mukami Murage

Kirinyaga Huduma Centre

Ms. Murage is passionate about teamwork and has inspired her team through Mashinani outreaches, collaborating with local leaders to enhance customer satisfaction.

Margaret Kanuthu Thuo Mwaka

Migori Huduma Centre

Ms. Mwaka embraces teamwork and corporate social responsibility, planting trees and visiting prisons to offer services. Her leadership is truly exemplary.

Rosemary Warima King'ori

Tharaka Nithi Huduma Centre

Ms. King'ori prioritizes accessibility, inclusivity, and customer satisfaction in service delivery, breaking down barriers for citizens.

Mercy Jebet Timbilil

Busia Huduma Centre

Ms. Timbilil's leadership at the Centre proves that women are the foundation of progress, growth, and hope for a brighter future.

Joyce Wacera Gitau
Murang'a Huduma Centre

Ms. Gitau collaborates with various partners to enhance service delivery, particularly in rural areas, and raises awareness about Mashinani initiatives.

Scholastica Nantayo Naremo
Kitale Huduma Centre

Ms. Naremo ensures efficiency, accessibility, and customer satisfaction, enabling service access in remote areas through Mashinani initiatives.

Mwanajuma N. Massah

Kajiado Huduma Centre

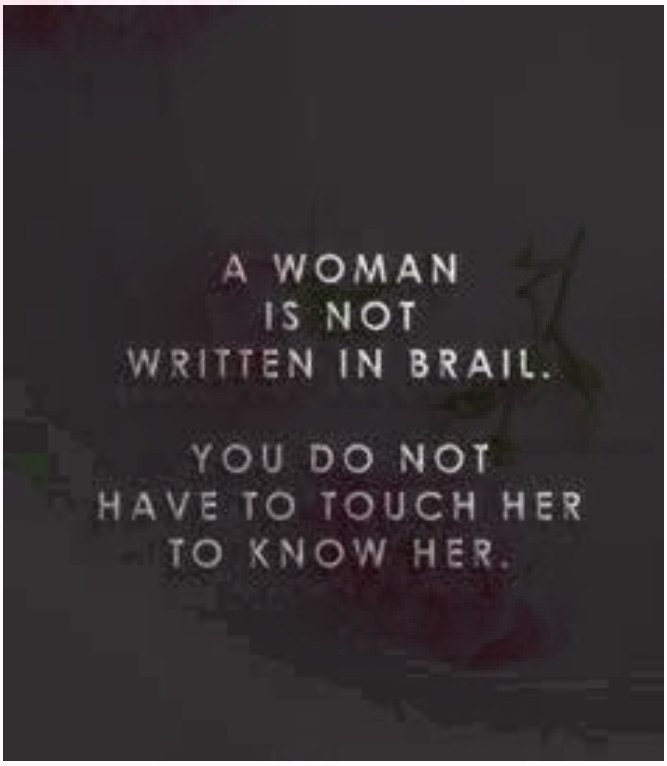
Ms. Massah introduced the first-ever Mashinani partnership between Huduma Centre Kajiado and Kajiado West Huduma Centre reaching more citizens ensuring customer satisfaction.

Immaculate S Kimondiu

Kericho Huduma Centre

Ms Kimondio embodies the very essence of leadership, resilience, and empowerment in service delivery.

DID YOU KNOW? HISTORICAL WOMEN WHO PIONEERED REVOLUTIONS FOR WOMEN by the Legal Doc



International Women's Day (IWD) is celebrated annually on March 8 to honor women's achievements and advocate for gender equality. This year, the global campaign theme is "Accelerate Action," emphasizing the urgency of advancing gender parity.

Additionally, UN Women commemorates the 30th anniversary of the Beijing Declaration and Platform for Action with the theme "For ALL Women and Girls: Rights, Equality, Empowerment," focusing on empowering the next generation as catalysts for lasting change.

Both themes highlight the importance of swift and decisive actions to achieve gender equality and empower women and girls worldwide.

One of the best things that ever happened to me is that I'm a woman.

MARILYN MONROE

Historically a few notable women have been on the forefront of change and gender equality. They are:

1. Sojurner Truth ((1797–1883) – USA

She was a former enslaved woman turned abolitionist and women's rights activist who elivered the famous speech "Ain't I a Woman?" in 1851, challenging racial and gender inequalities

2. Emmeline Pankhurst (1858–1928) – UK

She was the founder of the Women's Social and Political Union (WSPU), she led militant campaigns for women helping secure voting rights for women.

3. Clara Zetkin (1857 - 1933) Germany

A key figure in the international socialist and feminist movements, Zetkin proposed the idea of International Women's Day in 1910 to promote gender equality worldwide.

4. Eleanor Rosselvelt (1884–1962) – USA)

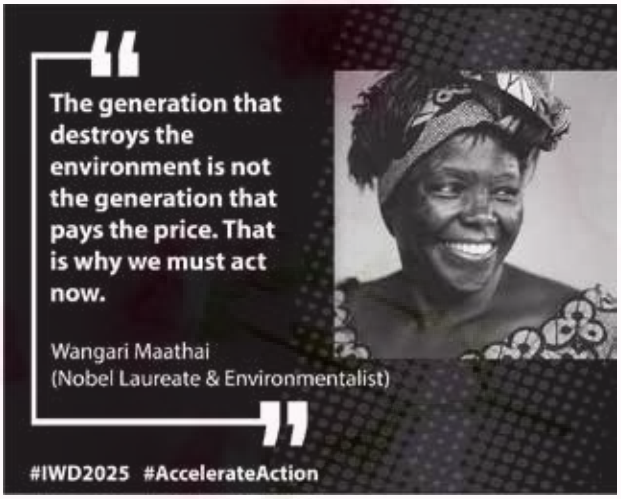
As First Lady and later as a UN diplomat, she was instrumental in drafting the Universal Declaration of Human Rights, ensuring gender equality was recognized globally

5. Simone de Beauvoir (1908–1986) – France

A philosopher and feminist, she authored The Second Sex, a groundbreaking book that laid the foundation for modern feminism by analyzing women's oppression.

6. Wangari Maathai (1940–2011) – Kenya

The first African woman to win the Nobel Peace Prize, Maathai led environmental conservation efforts and empowered women through the Green Belt Movement.



7. Malala Yousafzai (1997–Present) – Pakistan

Shot by the Taliban for advocating girls' education, Malala survived and became a global advocate for female education, winning the Nobel Peace Prize at 17.

8. Ruth Bader Ginsburg (1933–2020) – USA

A U.S. Supreme Court Justice, Ginsburg fought for gender equality through landmark legal cases that expanded women's rights in the workplace and beyond.

9. Tarana Burke (1973–Present) – USA

Founder of the #MeToo movement, Burke has been instrumental in bringing awareness to sexual harassment and gender-based violence globally

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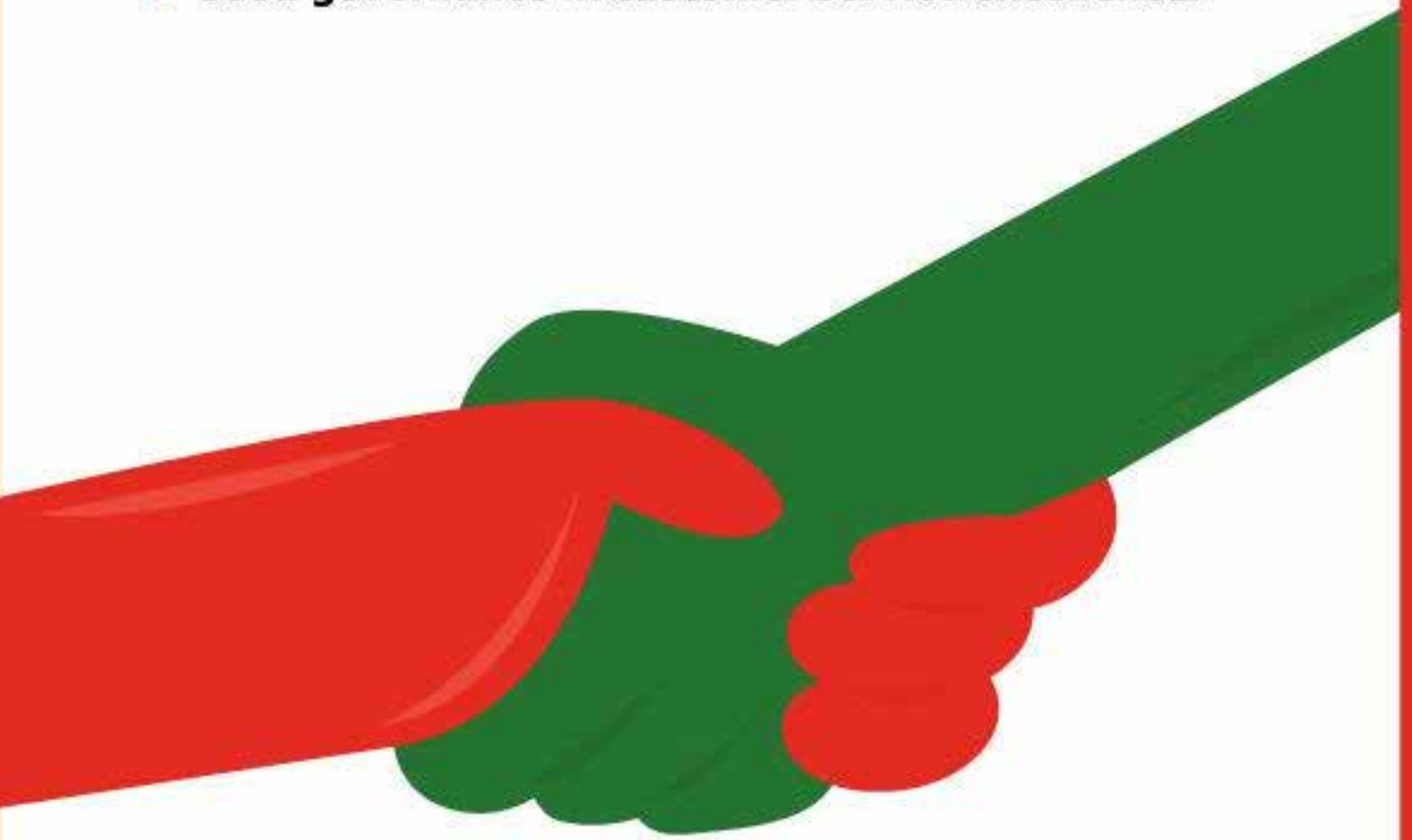
SERVICE EXCELLENCE CALENDAR

SOLUTIONS MADE SIMPLE

- **Innovating small changes with high impact.**
- **Strengthening Performance Improvement Teams.**
- **Good governance in customer service excellence.**



JANUARY - MARCH 2025

International Women's Day

Happy International Women's Day

#IWD2025 #AccelerateAction

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