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HUDUMA WIKI HII

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On 18th March 2024, PS Mr. Amos Gathecha, EBS, 'ndc' (K), State Department for Public Service, inaugurated a strategic plan workshop at Kenya School of Government, Embu, with Ag. CEO Mr. Mugambi Njeru. The workshop brought together department heads and the Strategic Plan Technical Committee to align departmental objectives with organizational goals.

On 19th March 2024, at Baringo Centre, Ms. Maragaret Thuo hosted Mr. Valentine Tsikhuzu, the Human Resource Manager for KRA's North Rift region, who supervised the performance of the KRA service desk.

On 20th March 2024, the President H.E. Dr. William Ruto inaugurated the 3-day Kakamega International Investment Conference, held at Masinde Muliro University of Science and Technology. Various corporate, National and County government entities were provided with stands to exhibit their products and services. Huduma Centre Kakamega utilized this opportunity to showcase the government services available at the Centre.

On 18th March, 2024, Kirinyaga Centre Manager, Ms. Rhoda Mwanza organized a Financial training session from Sanlam Insurance led by Mr. James Thiga.

Busia Huduma Centre held a meeting on 19th March 2024 to welcome the incoming Centre Manager ACC Mercy Chebet as they bid farewell to the outgoing Centre Manager ACC Caleb Musina.

Mr. Mugo Andrew, the Centre Manager, along with staff from Huduma Centre Nyandarua, received training on financial management and benefits of various insurance policies, facilitated by Britam Insurance Company led by Mr. Hezron Muchiri.

Huduma Centre Makadara on 20th March 2024, joined Nairobi City County Environment Department in a clean-up along Nyasa Road. The staff cleared bushes, unclogged drains and collected garbage in preparation for the long rains.

Taita Taveta County Governor H.E. Andrew Mwadime visited Huduma Centre Taita Taveta for government services, acknowledging the swift service. He pledged support for Huduma Mashinani events in the County.

KRA Jaza Mapema Initiative

On 13th and 14th March 2024, the KRA, Cyber and ICT staff from Nandi Huduma Centre, including Kennedy Bungei, Sarah Jeptanui and Sheldon Chirchir, provided tax filing services to prison officers at Kapsabet GK prison. A total of 300 customers were served.

On 21st March 2024, Nyamira Huduma Centre welcomed visitors from the Advocates Complaints Commission, led by Commissioner Mueni Kalola. The session aimed to educate on various aspects of complaint handling within the legal profession.

Mashinani Corner

This week, Centres across the country held several Mashinanis. Here's a sneak peak held by various Centres. A total of **1,519** customers were served.

Huduma Centre Eastleigh

Huduma Centre Kakamega

Mashinani Corner

Huduma Centre Taita Taveta

Huduma Centre Machakos

Huduma Centre Laikipia

Huduma Centre Kilifi

On 20th March 2024, Emerald Dental Clinic provided dental check-ups for the staff at Huduma Centre Kitui. The two-day initiative aimed to promote dental hygiene, raise awareness about oral health and offer easy access to professional dental care.

On 12th March 2024, Huduma Centre Mombasa attended a Health Talk at ICS College, focusing on HIV/AIDS awareness. Led by Ms. Adella Malemba from AHF Kenya VCT service desk, the team provided counselling and testing services, emphasizing prevention methods like condom use.

Huduma Centre Eastleigh

Huduma Centre Mombasa

Huduma Centre Busia

Huduma Centre Siaya

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SERVICE EXCELLENCE CALENDAR

MARCH-APRIL 2024

FOCUS ON CLIMATE AGENDA

- **Huduma Centre Adopt-A-Forest Initiative.**
- **Tree planting drives.**
- **Explore and deepen partnerships in the Climate Change Agenda.**

Adopt-A-Forest Corner

On 15th March 2024, as part of the bi-monthly theme, Huduma Centre Laikipa staff, led by Patrick Theuri, engaged in drip irrigation to water trees planted in the Centre compound.

On 19th March 2024, staff at Kwale Huduma Centre organized an event where twenty Tamarind seedlings were distributed to selected customers accessing public services and students from Golini Junior Secondary School.

International Day of Forests

This week, various Centres participated during the International day of forests. A total of **19,950** trees were planted.

Huduma Centre Kilifi

Huduma Centre Kirinyaga

Huduma Centre Kirinyaga staff visited the adopted tree nursery in partnership with One Acre Fund. They watered and weeded over 100,000 tree seedlings of various species.

Huduma Centre Kwale

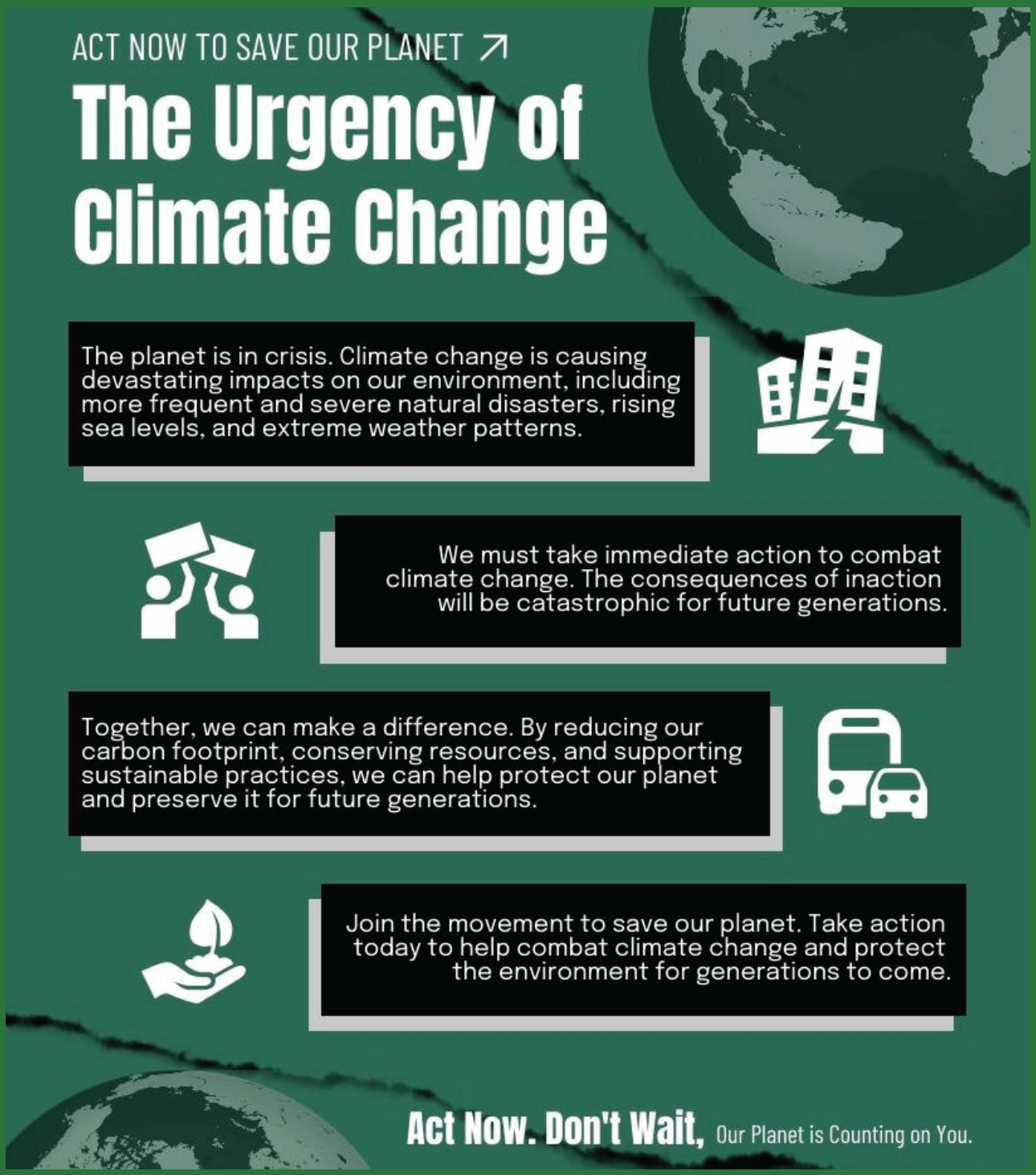
Huduma Centre Laikipia East

Huduma Centre Samburu

Huduma Centre Narok

Huduma Centre Kisumu

Ezra Kei HELB desk staff from Huduma Centre Mombasa participated in a mangrove planting activity at Majaoni Kidongo in Bamburi Division of Kisauni Sub county to mark the International Day of Forests.



The 3Rs Explained-(Re-use, Reduce, Recycle) for Waste Management on Combating Climate Change

In the face of escalating environmental concerns and the urgent need to combat climate change, innovative solutions are imperative. Among these, the principles of Reuse, Recycle, and Reduce (3Rs) stand out as pillars of sustainable waste management. Embracing these principles not only fosters environmental conservation but also contributes significantly to mitigating climate change impacts. In this regard, the integration of the 3Rs within Huduma Kenya Service Delivery Program (HKSDP) serves as a progressive step towards a greener and more sustainable future.

HKSDP has established one-stop service delivery channels that plays a pivotal role in facilitating access to government services by the citizens across all the forty Seven(47) Counties and the Huduma Centres have become the go-to service point for Government services. This extensive reach provides a huge opportunity to create awareness and Climate Change action. Recognizing this, the incorporation of the 3Rs within the operations of HKSDP presents a holistic approach to waste management and environmental stewardship.

The first principle, **"Reduce,"** emphasizes minimizing waste generation at its source. Some of the ways that HKSDP have implemented the Reduce 'R' is to moderate paper usage through digitalization and promoting electronic communication channels. By encouraging customers and staff to opt for digital transactions and forms, the volume of paper consumed is significantly diminished, thereby curbing resource depletion and reducing carbon emissions associated with paper production and disposal. Other ways will be to opt for products with a longer lifespan

rather than disposable items, and advocating for multiple-use items, use of water dispensers to reduce the need by staff and customers to buy water in small non-reusable plastic containers which would otherwise end up as litter waste, provision of food warming microwaves ensures staff are not only provided with convenience but are also encouraged to use containers that are microwave safe and therefore re-usable. Staff requirements for furniture, uniforms among others are ordered as per demand requirements.

The principle of **"Reuse"** refers to refurbishment and repurposing of materials and resources. In HKSDP, for example; furniture, electronics, and office supplies undergo refurbishment processes, repairs for serviceable furniture and electronic equipment, printing on both sides of paper to minimize paper wastage. This not only conserves valuable resources but also reduces the demand for new products, consequently mitigating the environmental impacts of resource extraction and manufacturing.

Lastly, **"Recycle"** serves as a cornerstone in waste management. Organizations are encouraged to deliberately explore measures for segregation and collection of recyclable materials such as paper, plastics, and metals. These materials measures should include delivering waste to recycling facilities where they undergo processing to be transformed into new products, closing the loop of resource utilization and minimizing the burden on landfills. Staff are encouraged to participate in community recycling programs use products made from recycled materials among others.

The integration of the 3Rs embodies a commitment to environmental sustainability and climate action. By embracing these principles, organizations like HKSDP not only streamline their operations but also should set a precedent for responsible waste management practices within the public sector. Moreover, the adoption of sustainable initiatives contributes to the broader national and global efforts towards achieving climate resilience and reducing greenhouse gas emissions.

The incorporation of the 3Rs within HKSDP would represent a paradigm shift towards a more sustainable and environmentally conscious approach to service delivery. Through the collective efforts of staff and customers alike, this would demonstrate that joint actions can yield significant environmental benefits. By reducing, reusing, and recycling, Huduma Kenya paves the way for a greener future, where waste is minimized, resources are conserved, and the impacts of climate change are mitigated.

A preliminary delegation from Huduma Kenya Secretariat conducted a site visit to Runyenjes, Embu County to assess the proposed location for a Huduma Digital Centre. Led by Stephen Ingabo and Moses Nooseli, the team conducted a thorough inspection and outlined necessary preparations prior to groundbreaking. The team paid a courtesy call to the Deputy County Commissioner, Embu East Ms. Jane Waruinge. The team also paid a courtesy call to Huduma Centre, Embu.

Garissa Huduma hosted Mr. John Gakunu and Martin Obuba from Retirements Benefits Authority who were conducting a pre- visit on an outreach program in Garissa which will commence on 15th April 2024.

Meru Deputy Centre Manager attended training of Heads of Departments of the National Government in Meru County. The training was organized by EACC in collaboration with County Commissioner's office .

Aliyare Sheikh Hassan, an Assistant County Commissioner in Kenya and Centre Manager for Huduma Centre Mandera, has been selected to attend the Mandela Washington Fellowship for Young African Leaders in 2024.

This prestigious seven-week program offers Mr. Hassan the opportunity to enhance his leadership skills and foster relationships with fellow African leaders and U.S. counterparts. He is eager to leverage this experience to contribute to Kenya's development upon his return, aiming to improve public service delivery and serve his country diligently. Scheduled to arrive in the United States in June, Mr. Hassan is committed to representing Kenya with excellence throughout the fellowship.

Embracing the Future: Migrating to a Modern Email Platform

In today's fast-paced digital landscape, efficient communication channels are crucial for businesses to stay competitive and drive productivity. Recognizing the need for change, our organization has made a strategic decision to migrate from our old mailing platform to a new, modern solution. This shift aims to address several challenges faced by our previous system, including operating on outdated software and requiring extensive maintenance as a locally hosted solution.

Challenges of the Past:

Our previous mailing platform suffered from several shortcomings. To begin with, it operated on an outdated operating system and an old version of Exchange, which hindered our ability to access the latest features and security enhancements. Additionally, as a locally hosted solution, it required extensive maintenance and management, resulting in increased operational overhead and resource allocation. The instability of our old mailing infrastructure posed significant risks, affecting uptime, reliability, and our ability to deliver seamless communication services. Moreover, users encountered inconsistencies and reliability issues, leading to frustration and inefficiencies in day-to-day operations.

The Promise of the New:

The transition to our new mailing platform represents a significant upgrade in several key areas. Hosted in the cloud, the platform offers unparalleled scalability, flexibility, and reliability compared to traditional on-premises solutions. Cloud hosting ensures continuous access to email services from anywhere, enhancing team productivity and agility. Migrating to the latest version of Zimbra provides access to modern features and enhancements that empower our organization to communicate and collaborate more effectively. Improved reliability and consistency ensure seamless email delivery, enhanced performance, and an overall improved user experience. Additionally, Zimbra offers productivity-boosting features such as integrated calendars, task management tools, and real-time collaboration capabilities, enabling our team to work smarter and more efficiently.

Looking Ahead:

Moving forward, all official email communication within our organization will take place on the corporate email platform powered by Zimbra. This migration represents a significant step forward in our digital transformation journey, enabling us to embrace the future of communication technology and drive innovation across our organization. By upgrading to a modern email platform, we aim to empower our teams, enhance collaboration, and ensure our organization remains agile and competitive in today's dynamic business landscape. With Zimbra as our partner, we're confident that we're well-equipped to meet the evolving needs of our workforce and customers, today and into the future.

By: Henry Wanyonyi Kituyi
PO Information Systems

One on One with Jackline Otieno

We're rolling out the red carpet for an exclusive Q&A with none other than the dynamic Jackline Otieno! As the outgoing Centre Manager of the Mombasa Huduma Centre, she's been a beacon of service and dedication since 2016. From her tenure at Kilifi Huduma Centre till 2019, to her recent stint at Mombasa since March 2022, she's left an indelible mark. Now, as she bids adieu to the Coast, we've got her in the hot seat. Buckle up and join the conversation as we bid her a fond farewell!

Q1: Can you tell us about your journey at Huduma Centre Mombasa since you joined in July 2016?

Jackline Otieno: When I joined Huduma Centre Mombasa in 2017, I was excited about the opportunity to serve the public through the Huduma Kenya Programme as I am keen on being a part of the people that deliver the transformation agenda. Over the years, I've had the privilege of working with a dedicated team, partners and serving a diverse community. It's been a journey of growth, learning, and meaningful impact.

Q2: What were some of the key milestones achieved by the Centre under your leadership?

Jackline Otieno: During my tenure at Huduma Centre Mombasa, we achieved several key milestones. We implemented bi-monthly themes and ensured service delivery was in accordance with Huduma Kenya standards. We also diligently implemented the Customer Service Week and carried out various CSR activities, including visits to Mombasa Children's Home, Shimo la Tewa Prison, and Mombasa School for the Deaf.

In response to climate change, we planted 700 mangrove trees at June Creef and Majoni Kadongo. We started sharing morning inspiration messages on WhatsApp and partnered with different stakeholders such as Mombasa Cement who greatly assisted in serving lots of citizens and in the realization of service excellence in public service.

We formed a Centre Choir, which recorded two audio songs and one video. We recognized and rewarded staff for their hard work and dedication. We also launched Huduma Mashinani on Mashujaa Day at Shimo la Tewa and Kibarani.

We trained our staff in Basic Fire and Safety and Basic First Aid. We undertook rebranding, tiling, and maintenance of the centre. We reviewed customer service and satisfaction and addressed complaints. We also conducted team building activities and featured in HWH almost weekly. Lastly, we initiated a mentorship program in schools. These achievements have been a testament to our commitment to serve the community better. Under my leadership, we've managed to improve service delivery by reducing waiting times and introducing digital solutions. We've also expanded our services to reach more people and launched several community outreach programs.

Q3: How has your experience been working with the team at Huduma Centre Mombasa?

Jackline Otieno: Working with the team at Huduma Centre Mombasa has been a rewarding experience. The team's dedication, professionalism, and commitment to service

have been inspiring. We've worked together to overcome challenges and achieve our goals.

Q4: What are some of the challenges you faced during your tenure and how did you overcome them?

Jackline Otieno: One of the main challenges was improving service delivery within a limited budget. We overcame this by leveraging technology to streamline our processes and improve efficiency. We also focused on staff training to enhance service quality.

Q5: As you prepare to leave Huduma Centre Mombasa in 2024, what are your thoughts and feelings?

Jackline Otieno: Leaving Huduma Centre Mombasa is bittersweet. I'm proud of what we've achieved and I'll miss the team and the community we serve. However, I'm also excited about the new opportunities and challenges that await me at the new Huduma Centre.

Q6: What advice would you give to your successor at Huduma Centre Mombasa?

Jackline Otieno: My advice would be to listen to the needs of the community and the team. Be open to new ideas and always strive for excellence in service delivery. Remember, our work at Huduma Centre is about making a difference in people's lives.

Q7: Can you share with us your expectations as you transition to the new Huduma Centre?

Jackline Otieno: As I transition to the new Huduma Centre, I expect to encounter new challenges and opportunities. I look forward to learning, growing, and making a positive impact in the new community.

Q8: Any final words for the Huduma Centre Mombasa community as you embark on your new journey?

Jackline Otieno: I want to express my deepest gratitude to the Huduma Centre Mombasa community. Your support and feedback have been invaluable. As I embark on this new journey, I carry with me the lessons and experiences from Huduma Centre Mombasa. Thank you for the opportunity to serve you.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