REPUBLIC OF KENYA

huduma KENYA
service excellence

ISSUE 06

HUDUMA WIKI HII

Keeping You Informed

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Huduma Kenya and Ushiriki Wema Forge Partnership to Enhance Access to Essential Services

- Huduma Kenya and Ushiriki Wema sign MOU for essential services.
- Focus on health, education, and economic initiatives.
- Aims to improve service quality and citizen satisfaction.

Huduma Kenya CEO Mr. Ben Kai Chilumo on 29th January, 2025 signed a Memorandum of Understanding (MOU) with Ushiriki Wema in Nairobi to enhance access to various essential services, including community health programs, educational support, and economic empowerment initiatives. This partnership aligns with Huduma Kenya's mandate to foster collaborations that enhance integrated service delivery, making Huduma Kenya a one-stop shop for comprehensive service delivery.

Huduma Kenya is committed to ensuring access to efficient, effective, and citizen-centric services. The partnership with Ushiriki Wema, an organization dedicated to community welfare and development, aims to accomplish this by leveraging their expertise in community engagement and service provision. Ushiriki Wema, which stands for "Partnership for Good," brings valuable experience to the table.

The collaboration is expected to have a profound impact on the lives of Kenyans. By bringing both Huduma Kenya's Government services and Ushiriki Wema's community programs closer to the people,

especially in underserved areas, it aims to significantly improve access to essential services. Additionally, the partnership will enhance service quality by leveraging Ushiriki Wema's expertise to improve the efficiency and effectiveness of services. This collaboration also focuses on increasing citizen satisfaction by ensuring that the services provided are citizen-centric and meet the needs of the community. Mr. Chilumo expressed his optimism about the partnership, stating,

This MOU marks a milestone in our journey towards achieving seamless service delivery for all Kenyans. By working together with Ushiriki Wema, we are confident that we can overcome existing challenges and set new standards in public service provision.

Huduma Kenya and Affordable Housing Board Explore Collaboration to Enhance Service Delivery

On 28th January, 2025 Huduma Kenya and the Affordable Housing Board (AHB) held a consultative meeting to explore opportunities for collaboration in enhancing service delivery for Kenyans seeking affordable housing.

The meeting, led by Mr. Ben Kai Chilumo, Sheila Waweru, Ag. CEO of the Affordable Housing Board and officials from both organizations, focused on leveraging Huduma Kenya's service delivery platforms to support customers accessing the Boma Yangu platform—the gateway to the Affordable Housing Program.

Mr. Chilumo emphasized the shared vision of the two institutions in streamlining service delivery for homeownership seekers. He noted that the collaboration would strengthen institutional partnerships and enhance efficiency in the implementation of their respective mandates.

Through this partnership, Huduma Kenya aims to support the initiative by integrating its service delivery expertise with AHB's affordable housing programme. The engagement underscores the government's commitment to providing accessible and transparent public services while empowering citizens to achieve their homeownership goals.

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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

Huduma Centre Isiolo Collaborates with KESSHA and CDE for Career Sensitization, Empowering Principals and Teachers to Guide Students.

Hon. Timothy Kipchumba paid a visit to Huduma Centre Elgeyo Marakwet and discussed collaboration on Mashinani Programmes with the Centre Manager.

Kamwangi Huduma Centre hosted talks with local magistrates and the CDF Office on Judicial Outreach and Service Integration.

Tharaka Nithi Huduma Centre served its first NPR Customer with NRB Approval.

Samburu Huduma Centre Upgrades Services with New Certificate Printing Machine from County Government.

Huduma Centre Kakamega staff engaged the local community at Rosterman Vocational Centre, where they sensitized the attendees on available services

KUCCPS Desk at Huduma Centre Isiolo organized a career talk for students from Kinna Mixed Day Secondary School and Algani Girls Secondary School.

Mombasa Huduma Centre Manager Mr. Harrison Yogo at Sauti ya Pwani FM's Gumzo Pevu radio talk show where he sensitized the public on Government services

DATA PRIVACY DAY

Each year, on January 28, the world observes Data Privacy Day. The day highlights the significance of privacy and data protection.

"Take control of your privacy"
Theme for 2025 Data Privacy Day

Uasin Gishu Huduma Centre Manager at the Data Privacy Conference which discussed digital Transformation and Economic Development.

Huduma Centre Mombasa ICT Officer, Mr. Joseph Katana participates in the Office of Data Protection Commissioner's Conference held at the KSG Mombasa campus. Among areas of discussion was strategies and future trends in data protection.

REFURBISHMENT CORNER

Huduma Centre Kajiado ongoing refurbishment works at the entrance and exit areas

THE TALE OF THE EMPTY AND FULL SACK
BY ANON

In a world brimming with wise sayings, one stood out to me this week: "An empty sack will fall, and a full sack will not bend." At first glance, it may sound like a cryptic grocery list mishap, but dive deeper, and you'll uncover a nugget of wisdom more precious than a pirate's treasure.

Imagine two sacks. One, bursting at the seams with grains, stands tall and proud. The other, a forlorn, empty bag, flops to the ground like it had a long night out with no breakfast in sight. What can we learn from these everyday items that often carry our rice and potatoes? The sacks, are metaphors for us—our thoughts, our hearts, and how

we navigate the winding paths of life.

"Being an empty sack—void of kindness, empathy, and substance—leads to a fall. Yet, when we fill ourselves with virtues, knowledge, and love, we stand strong, unyielding to life's challenges."

Let's start with the workplace. We've all encountered the empty sack syndrome. It's that colleague who complains more than they contribute, who finds flaws in every plan but offers no solutions. They fall, they fail, and in their emptiness, they bring nothing to the table except a resounding thud.

But take a colleague who is the full sack. They're brimming with ideas, solutions, and positivity. Their fullness, their substance, keeps them standing tall. They weather the storms, adapt to challenges, and rarely "bend" under pressure. Full sacks don't just survive—they thrive, and in doing so, they support others, proving that a full heart is lighter than a hollow one.

In our friendships and family ties, the empty sacks are those relationships devoid of genuine connection and mutual support. They collapse under the weight of trivial disputes and misunderstandings. A full sack, however, is a friendship or family bond rich with love, trust, and shared experiences. It stands strong and firm, enduring the tests of time and tribulations, because it's filled with substance and depth.

And then, there's the social media landscape—a digital safari where empty sacks roam freely. We've all seen the posts dripping with negativity, the passive-aggressive comments, the baseless rants. These are the empty sacks, whose lives might look full on the surface but are, in fact, devoid of real meaning. Contrast this with those who use their platforms to spread positivity, share knowledge, and uplift others. Their fullness is apparent; it doesn't bend or break under the strain of likes and retweets.

Finally, let's not forget our interactions with so-called enemies. The empty sack is quick to anger, to react, to lash out. It falls at the slightest provocation. A full sack, however, is composed, resilient, and secure in itself. It doesn't need to stoop to conquer. Instead, it stands firm, grounded in wisdom and understanding.

In every aspect of our lives, the proverb holds true. Being an empty sack—void of kindness, empathy, and substance—leads to a fall. Yet, when we fill ourselves with virtues, knowledge, and love, we stand strong, unyielding to life's challenges.

So, next time you find yourself on the brink of an emotional tumble, take a moment to reflect: are you an empty sack or a full one? Remember, it's not about the weight you carry but what you choose to fill yourself with. Fill your sack wisely, and you'll stand tall, come what may.

Garissa Huduma Centre, in collaboration with Al Ansaar Initiative, KUCCPS, and HELB, provided career guidance to 632 students from Boystown, Al-Faruq, and County High Schools.

MASHINANI CORNER

Huduma Centre West Pokot

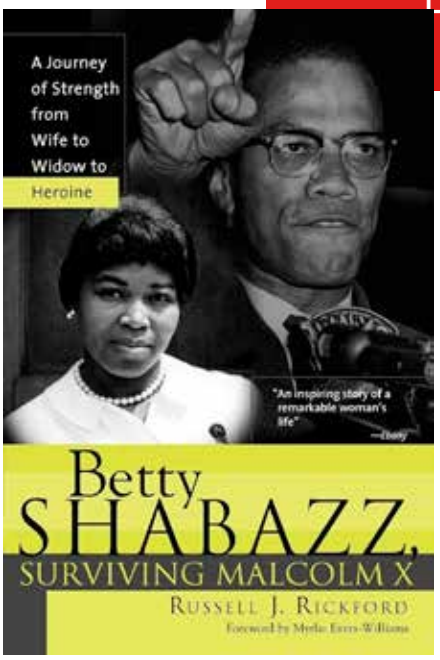
Dr. Jacob Oduor and Dr. Shadrack Mbani from Bliss Medical Centre, Maralal, conducted a staff wellness session at Huduma Centre Samburu. The presentation included information on the Social Health Authority (SHA) and TAIFA care scheme.

Huduma Centre Baringo Staff at a colleague's father's Burial in Baringo North.

Huduma Centre Mombasa partnered with various consultants to educate high school graduates of 2024 on career choices and higher education financing. Experts from KUCCPS and HELB provided key insights.

Huduma Centre Mombasa Centre Manager, Mr. Harrison Yogo, spoke at KSG Mombasa Campus, emphasizing the mandatory Huduma Kenya-KSG Customer Service Excellence training for all public servants. This training aims to significantly enhance customer satisfaction across government services.

SURVIVING MALCOLM X
BY RUSSELL J. RICKFORD



*Available at the Huduma Kenya Secretariat Library

Surviving Malcolm X delves into the life of Betty Shabazz from early childhood to becoming a prominent figure in the civil rights movement. The book chronicles her experiences including her marriage to Malcolm X, the obstacles she faced after his assassination and her journey to becoming a renowned civil rights activist.

Rickford's story is intimate, providing a portrayal of Betty Shabazz's life, including her efforts to raise six children alone while earning a doctorate and her fight to build respect for Malcolm X's legacy.

The book also explores the wider context of the Civil Rights Movement and the challenges Betty faced as an African-American woman.

BORROW A

BOOK

TODAY!!

The Huduma Kenya Secretariat's Library has something for everyone.

Whether you want to better yourself, get lost in a fictional world, or be inspired by someone's life story, we've got the book for you.

Stop by and borrow a book today!

Q&A with the Top Huduma Centres and Innovators

This week we're thrilled to shine a spotlight on the Huduma Centres and initiatives that have set the gold standard in delivering efficient, effective, dignified, and citizen-centric government services.

Kudos to the top five Huduma Centres whose exemplary performance and unwavering commitment to excellence have earned them a place on the top list.

In this exclusive Q&A section, we delve into the stories behind their success, uncovering the passion, innovation, and dedication that drive their outstanding contributions to public service.

Jenta: What inspired you to create the Huduma Mashinani Initiative?

Reuben: My inspiration came from the struggles I witnessed in rural and marginalized areas when I was a District Officer in Wajir East District in 2010. Citizens had to travel far and wide to access basic government services. During the vetting exercise on IDs, I saw how challenging it was for people to travel long distances just to be registered. When I joined Huduma Kenya in June 2015, I noticed that Wajir Huduma Centre was the only one in the entire North Eastern Region, and seeing people travel from remote areas broke my heart. It motivated me to mobilize my staff and bring services closer to the people. The initiative started as a pilot during Customer Service Week in October 2015, and it was officially launched by former President H.E. Uhuru Kenyatta on May 20, 2016.

"Through partnership and collaboration, we can achieve a lot. Huduma Mashinani has shown that bringing services closer to the people can significantly enhance inclusivity and efficiency in public service delivery."
– Mr. Reuben Ogeda

Jenta: What would you say have been some key successes and impacts since the launch of Huduma Mashinani?

Reuben: Huduma Mashinani has significantly reduced the need for long and costly journeys to urban centers, promoting inclusivity in public service delivery. It has also fostered strong collaborations with NGOs, community groups, and private sector partners, facilitating additional services at lower costs and increasing community engagement. This joint partnership approach enhances service delivery and raises public awareness and engagement with government programs.

Jenta: Can you share a memorable experience from your outreach efforts?

Reuben: The pilot and launch of Huduma Mashinani in Habaswein in October 2015 was unforgettable. The excitement among the residents, who couldn't believe they could access services like birth certificates and KRA applications at their doorstep, was incredible. Another memorable moment was when non-governmental institutions fully sponsored Huduma Mashinani for one week, starting at Kenya Pipeline Corporation-Eldoret Depot in May 2021. The appreciation letter from the CEO of EAPTA and the support from Hon. Janet Sitienei Rotich M.P. Turbo, who sponsored a one-month Mashinani program, were game changers for me. These experiences demonstrated the power of partnership and collaboration.

Jenta: How do you balance Huduma Mashinani with maintaining high-quality service?

Reuben: Balancing innovation with high-quality service involves strategic planning and resource allocation. Both Huduma Mashinani and Huduma Centres complement each other, with Mashinani focusing on outreach and Centres serving as permanent hubs. We use technology to ensure efficient service delivery, regular staff training, and performance monitoring to maintain high standards. Feedback from citizens helps us continuously improve. Teamwork is crucial, and we use temporary staff and a call center approach to support both initiatives seamlessly. This way, we ensure quality service delivery at both Mashinani and the Centres.

Jenta: How do you ensure that Huduma Mashinani meets the diverse needs of cultures in various locations?

Reuben: We adopt a flexible and responsive approach to meet the diverse needs of citizens. This includes tailoring services based on local needs through continuous community engagement. We collaborate with local leaders and gather feedback to adapt service offerings to regional variations. Regular staff training equips our team to handle diverse needs, and technology maintains consistency and efficiency. Collaboration with National Government Administrative Officers (NGAOs) has been essential, and aligning with County Commissioners' public engagement events helps us understand and address specific needs.

Jenta: As an award-winning innovator and centre manager, what advice would you give to other public servants aiming to make a positive impact?

Reuben: My advice is to prioritize the needs of the people and seek out practical solutions. Collaboration is key—work together with colleagues, local leaders, and the community. Be flexible and open to change, and leverage technology to improve service delivery. However, don't forget the importance of personal connections and empathy. Lead by example, set high standards, and motivate others. Consistency is crucial, so focus on continuous improvement, regular feedback, and clear communication. Always aim to serve the public effectively and look for ways to innovate and enhance your work. Innovation should be customer-focused and designed to meet their needs while improving efficiency.

Q&A Summary with Mr. Fredrick Kimingi, Innovator of the Service By Appointment (SBA) Platform

Jenta: What motivated you to develop the SBA platform?
Kimingi: The SBA platform was developed to enhance service delivery efficiency at Huduma Centres by reducing long queues and wait times. The COVID-19 pandemic accelerated the need for a contactless, organized approach.
Jenta: How does the SBA platform work?
Kimingi: Citizens book appointments online for various services at Huduma Centres, receive a confirmation, and present it upon arrival. The backend module ensures seamless service flow and improved efficiency.
Jenta: What challenges does the SBA platform address?
Kimingi: The platform tackles long queues, unpredictable wait times, service overload, and enhances customer satisfaction by offering structured and predictable service delivery.
Jenta: How has the SBA platform impacted the efficiency and user experience at Huduma Centres?
Kimingi: SBA has improved efficiency by ensuring timely service, better workload management, reduced overcrowding, and a more organized and user-friendly environment at Huduma Centres.
Jenta: Can you share some of the successes and improvements observed since the launch of the SBA platform?

Kimingi: Successes include reduced wait times, improved customer satisfaction, optimized resource allocation, data-driven decision-making, and scalability for expansion to other government services.

Jenta: What were some obstacles you faced during the development and implementation of the SBA platform, and how did you overcome them?

Kimingi: Challenges included user adoption, infrastructure limitations, and resistance to change. However these were overcome through public awareness campaigns, technical upgrades, and staff training.

Jenta: How does the SBA platform align with the broader goals and vision of Huduma Kenya?

Kimingi: The SBA platform supports Huduma Kenya's mission of efficient, citizen-centric public services and aligns with the government's digital transformation agenda.

Jenta: What future enhancements or features can we expect for the SBA platform?

Kimingi: Future features may include integration with more government services, AI-powered queue management, and AI-powered sentiment analysis.

Jenta: As an innovator, what advice would you give to others looking to improve public service delivery?

Kimingi: Focus on user needs, create simple and impactful solutions, engage stakeholders early, and prioritize efficiency, transparency, and inclusivity in public service innovation.

Q&A with Huduma Centre Mombasa Manager – Mr. Harrison Yogo Winner - Best-performing Huduma Centre for Financial Year 2023/2024

Jenta: Congratulations on your performance! What key initiatives led Huduma Centre Mombasa to become the top performer?

Yogo: Thank you for your kind words. Our success stemmed from prudent resource management and a deep commitment to customer satisfaction. We trained all 133 staff members in customer service excellence and motivated them through rewards and recognition programs. Establishing partnerships enhanced our service delivery—we embraced innovation by forming a choir to publicize our services, creating a football team for staff wellness, and introducing "Happy to Serve You" badges. These initiatives fostered enthusiasm and a culture of excellence within our Centre.

Jenta: How have partnerships like those with Mombasa Cement and Swahilipot contributed to your performance?

Yogo: Partnerships have been pivotal. Collaborations with organizations like Mombasa Cement and Swahilipot Foundation significantly expanded our outreach and resource capacity. For example, the Huduma Empowerment Corner with Swahilipot empowered close to 300 youths by providing training on essential services like business registration and accessing government funds. Our partnership with Mombasa Cement led to serving over 30,000 customers in a single Huduma Mashinani event—a record achievement. These collaborations not only provided resources but also boosted staff morale and fostered a sense of community.

Jenta: How did you address and overcome challenges encountered while implementing the work plan?

Yogo: Involving the entire team in decision-making encouraged new ideas and fostered ownership. By focusing on "we" rather than "I," we empowered staff to find innovative solutions, which built confidence and resilience.

Jenta: What major obstacles did you face during the financial year?

Yogo: We faced disruptions from anti-Finance Bill protests that led to property damage and service interruptions. Limited resources posed a constant challenge as we strived to meet dynamic demands. Additionally, staff turnover due to transfers and departures temporarily affected productivity and increased workloads for the remaining team members.

Jenta: How did you and your team tackle these challenges?

Yogo: Collaboration and adaptability were key. We sought support from partners and stakeholders for renovations and adjusted our budget to prioritize essential activities. Engaging team leaders and Process Improvement Teams helped in effectively implementing programs. Partnerships with organizations like the Kenya School of Government and the Red Cross Society provided venues and essential training, enhancing our capacity to navigate challenges.

Jenta: As the top-performing Centre, how do you plan to maintain your position and continue excelling in the coming year?

Yogo: Proactive planning is essential. We held a Strategic Workplan Workshop focusing on enhancing service excellence and customer satisfaction.

Empowering the team with top-notch resources and training encourages innovative ideas. Leading by example and involving staff in various committees ensures they have ownership of their roles, fostering a motivated workforce. We aim to stay proactive through forward-thinking and continuous improvement.

Jenta: What are your primary goals and objectives for this financial year?

Yogo: Our main goal is to leave a smile on every face that interacts with Huduma Centre Mombasa. We aim to enhance service delivery, collaborate closely with the Huduma Kenya Secretariat, and increase customer satisfaction to 95%. Strengthening staff capacity through training and welfare programs is a priority. We plan to expand service accessibility through Huduma Mashinani outreaches and strengthen stakeholder collaborations. Becoming a Centre of Excellence and a benchmark for others is an aspiration we hold dearly.

Jenta: Are there any new initiatives or projects you're excited about?

Yogo: Absolutely! We're focusing on exceeding customer expectations and enhancing feedback mechanisms. For our team, we're introducing wellness, mentorship, and recognition programs to create a culture where they feel valued. Community outreach excites us—we're organizing Huduma Mashinani events, volunteering with local charities, and conducting educational programs. We're nurturing talents through our football team and choir, promoting wellness and team spirit. Environmental and social initiatives, like tree adoption programs and supporting children's homes, are also on our agenda. Promoting the Huduma Kenya brand through local media and working with leaders to establish more Centres for easier accessibility are priorities. Empowering women is key—we aim to involve and mentor more female staff in leadership roles, equipping them to contribute uniquely to service delivery.

"By focusing on 'we' rather than 'I,' we empowered staff to find innovative solutions." -Harrison Yogo

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

Nakuru
Embu
Taita
Kwale
Bungoma
Kisii
GPO
Kakamega
Nyeri
Meru

Q&A with Huduma Centre Nyamira Manager – Charles Rajwayi The 2nd Best-performing Huduma Centre for the last FY

Jenta: Congratulations on being recognized as the 2nd best-performing Huduma Centre! Can you share a bit about your journey and what this achievement means to you and your team?

Charles: Thank you! Being recognized as the 2nd best-performing Huduma Centre is a significant milestone for us. This achievement results from relentless dedication, teamwork, and a shared commitment to delivering excellent services to the public. It confirms that we are on the right track and motivates us to strive for even better service delivery.

"Being recognized as the 2nd best-performing Huduma Centre is a testament to our hard work and dedication. It motivates us to strive for even better service delivery."

-Mr. Charles Rajwayi

Jenta: What initiatives were critical to Huduma Centre Nyamira's outstanding performance?

Charles: Key initiatives include community engagement, fostering a collaborative culture, continuous improvement programs, rotating staff at desks, morning routines, enhanced customer service training, digital transformation, and performance tracking.

Jenta: How do you foster a culture of excellence and commitment within your team?

Charles: We foster excellence through clear vision and goals, empowerment and ownership, ongoing training and development, recognition and rewards, open communication, and customer excellence training for all staff.

Jenta: Can you share a particularly rewarding moment or achievement from the past year?

Charles: A rewarding moment was assisting a client who had been waiting over seven years for NSSF benefits, and his gratitude was heartfelt when he received them.

Jenta: What are your strategies for sustaining and improving this level of performance?

Charles: Our strategies include maintaining Huduma Kenya standards, regular staff training, integrating customer feedback, performance monitoring, expanding community outreach, enhancing collaboration, motivating staff, and embracing innovation.

Jenta: What goals or plans do you have for the future?

Charles: Our future goals include expanding outreach programs, enhancing collaboration, maintaining high performance standards, and increasing public awareness of our services. We aim to remain a trusted, accessible, and efficient hub for public services.

Q&A Highlights with CM Ndisya Susan, Machakos Huduma Centre The 3rd Best-performing Huduma Centre for the last FY

Jenta: What innovative approaches did Huduma Centre Machakos adopt to secure the 3rd position in the Financial Year 2023/24?

Susan: Through a strong focus on teamwork, forging valuable partnerships, and boosting staff morale with internal recognition. Our collective effort has been instrumental in our achievements.

Jenta: Can you highlight specific programs or strategies that stood out?

Susan: During last year's Customer Service Week, we went above and beyond to ensure exceptional service. We held 12 Huduma Mashinanis which customers gave feedback on how the initiative helped them and that has really inspired us to do more. We also worked with the Machakos School for the Deaf and interacted with learners and issued free birth certificates. Partnerships with Royal Dental Smiles and Machakos Children Clinic also helped reach the marginalized in our local communities.

Jenta: How did your team maintain high standards of efficiency and effectiveness throughout the year?

Susan: Regular reminders during meetings about the Huduma DNA have been key. Encouraging staff to be courteous and efficient has kept our standards high.

Jenta: What practices or systems were put in place to ensure consistent service quality at your Centre?

Susan: We emphasize delivering an excellent customer service experience consistently.

Jenta: What feedback have you received from citizens about your services, and how has it influenced your work?

Susan: Citizens have praised our cheerful service, attentiveness to their diverse needs, and our determination to make them satisfied despite challenges like system downtimes.

Jenta: Could you share examples of changes or improvements made based on citizen feedback?

Susan: One significant change is ensuring that birth certificates are issued as quickly as possible.

Jenta: What lessons have you learned from the past year that you will apply moving forward?

Susan: We've learned the importance of forming more partnerships with stakeholders to reach remote areas; providing continuous customer service excellence training to all staff and increasing staff motivation through team-building activities and recognition programs.

"Through a strong focus on teamwork, forging valuable partnerships, and boosting staff morale with internal recognition."
-Susan Ndisya

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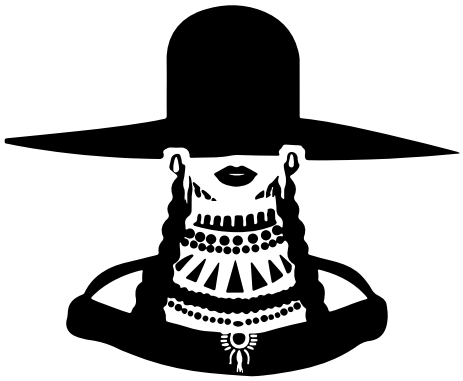
FUN CORNER



QUOTE OF THE WEEK

I don't like to gamble, but if there's one thing I'm willing to bet on, it's myself

- Beyoncé

Joke of the week

What did one toilet say to another?
You look flushed.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