

**OPENING REMARKS BY MR. AMOS N. GATHECHA, CBS, 'ndc' (K),
PRINCIPAL SECRETARY, STATE DEPARTMENT FOR PUBLIC
SERVICE DURING THE 2ND CENTRE MANAGERS CONFERENCE HELD
AT THE KENYA SCHOOL OF GOVERNMENT, MOMBASA ON 20TH
JANUARY, 2025.**

Salutations;

The CEO, Huduma Kenya – Mr. Ben Kai Chilumo

**The Director, Kenya School of Government (KSG) – Mombasa – Dr.
Rukiya Atikiya**

The Regional Commissioner, Coast Region

**Heads of Departments from the State Department for Public
Service,**

The Directors, Centre Managers, and Staff of Huduma Kenya

Ladies and Gentlemen,

Good morning,

Introduction

1. I am delighted to join you for the 2nd Annual Centre Manager's Conference. It is a great pleasure to meet you again having had the privilege of participating in many activities of huduma Kenya.
2. This Conference serves as a forum to take stock of our successes and challenges and establish areas of improvement and collaboration; strategize on ways to actualize the Huduma Kenya mandate of transforming Public Service by ensuring access to efficient, effective, dignified, and citizen-centric services. Our goal is to enhance customer experience, where all our customers leave our platforms with a smile as per the theme of this conference '**Service with a Smile.**'

3. Excellent customer service experience has established Huduma Kenya as the trusted face of the Government. It has won the hearts of Kenyans and recognition both locally and internationally. It is, therefore, imperative for Huduma Kenya to maintain and build upon this excellent work.

4. The conference's theme captures our commitment to ensuring that every customer interaction leaves a lasting positive impression. It also underscores the importance of delivering services with warmth, empathy, and genuine concern for our citizens' needs. I applaud each one of you for your commitment, dedication, and passion; and by extension all the staff of Huduma Kenya.

5. I encourage you to keep up the hard work, embrace innovation, and continue making a positive impact on the lives of our citizens.

Ladies and Gentlemen,

6. One of the key pillars of the Bottom-up Economic Transformation Agenda (BETA) is providing government services online. In August 2023, during the 1st Conference, the government had just launched the eCitizen platform with 5,000 services. Today, this platform offers over 20,000 online services.

7. At that time, we interrogated the role of Huduma Kenya in the digital era. I am pleased to report that online services have made Huduma Kenya even more relevant. This is evidenced not only by the sustained demand of Kenyans to our Huduma Kenya platforms but also by the overwhelming requests by Members of the National Assembly to establish Huduma Centres in their constituencies.
8. The Bottom-up Economic Transformation Agenda also advocates for a **fit-for-purpose** Public Service that is more people centered. Towards this end, we launched the Customer Service Excellence Training Framework in collaboration with the Kenya School of Government.

9. The Training Framework aims to replicate the Huduma Kenya Service Excellence Culture across the Public Service. We have already established the Centre for Customer Service Excellence, trained the inaugural Masterclass for Principal Secretaries, and the Customer Service Excellence training is available in the KSG Training Calendar.
10. We are also at an advanced stage of finalizing an MOU between Huduma Kenya and National Police Service to train all police officers at the Centre for Customer Service Excellence.

Ladies and Gentlemen,

The 2nd Centre Managers' Conference

11. The Public Service is dynamic; therefore, we must equally be flexible to adapt to the ever-changing needs of our citizens.
12. This conference plays a pivotal role in achieving this by providing the necessary platform for the exchange of ideas and best practices identified in our various Huduma Centres.
13. During my visits to Huduma Centres, I have consistently emphasized the paramount importance of selfless dedication to service. Remember, every happy customer becomes a champion for your service, while an unhappy customer can quickly become your harshest critic. A happy customer will wish you blessings, but an unhappy one is likely to curse you and share their negative experience far and wide.

14. It is our desire to collect blessings from our customers.

Ladies and Gentlemen,

15. This conference is emphasizing excellent performance of Huduma Centres. I am informed that yesterday's speakers discussed issues of transformative leadership, and how to build successful teams which are both critical for effective management of Huduma Centres. I also noticed that you will delve into performance management for excellence where it shall emphasize the importance of setting, managing, and monitoring performance.

16. This conference will also give you an opportunity to review Huduma Centres Performance and effectiveness of the various system that are being employed by Huduma Kenya for public service excellence.
17. I therefore urge you to seize this opportunity to deliberate, engage, and discuss, to come up with actionable solutions that will enhance your performance in service excellence.
18. We must all commit to going above and beyond our call of duty in discharging our roles, embracing the principles of dedication, innovation, and selflessness in our service to the Public.

19. I also recognize that the Government is implementing austerity measures in budget implementation. I therefore encourage you to embrace the approach of doing more with less and to come up with creative and innovative solutions to bridge the resource gap.
20. As I conclude, I encourage you to build success teams and work with determination and enthusiasm to enhance public service standards.
21. By embracing the principles of customer service excellence, we ensure that every interaction is an opportunity to showcase our dedication, innovation, and commitment to serving the public with the highest standards of customer service excellence that they deserve.

Ladies and Gentlemen,

22. It is, therefore, my pride and honor to declare this conference officially open. I wish you well and fruitful deliberations.

THANK YOU