

**REMARKS BY HON. ANNE WAIGURU, OGW, CABINET SECRETARY,
DEVOLUTION AND PLANNING**

Your Excellency the President and Commander in Chief of the Defence forces of Kenya, Hon. Uhuru Kenyatta, the Attorney General, my cabinet colleagues present, Principal Secretaries, other State Officers, Chairperson, Commission on Administrative Justice, UN Resident Coordinator, Distinguished Guests, Ladies and Gentlemen.

Your Excellency,

May I take this opportunity to thank you most sincerely for finding time to grace this important occasion where we celebrate Huduma Ombudsman public service awards. It is a time when we recognize and reward outstanding public servants and institutions who have contributed in excellent service to the citizens and the country. Your presence during this celebration is an affirmation of the contribution that you expect from public servants and institutions while serving Kenyans.

Your Excellency,

Aware of your commitment to transform public service delivery and following your directive, the Ministry of Devolution and Planning is rolling out the one stop shop service delivery centres which we call Huduma Centres. Through Huduma Centres we seek to ensure that Kenyans will have an exemplary service delivery experience that is in line with the vision of the Jubilee Government.

So far, we have opened four Huduma Centres. Three in Nairobi and one in Machakos. We are in the process of setting up additional 10 centres in various other counties before the end of this financial year in June, and we will have another 47 Huduma Centres opened across the 47 counties hopefully before December.

In the four Huduma Centres, we are currently serving an average of 2,500 people per day and since opening the Huduma Centre in November last year, we have served a total of over one hundred thousand clients. The customer satisfaction at the Teleposta Centre has been a consistent 90 per cent. Further, at the end of April 2014, revenue collected from the four Huduma Centres stood at sh 172 million. With the opening of the additional 10 centre, this amount is expected to go up to sh 500 million.

Your Excellency,

Further, my Ministry has collaborated with the Commission on Administrative Justice to work to improve service delivery by establishing a mechanism for handling complaints touching on service delivery. As we address complaints, we also strive to recognise those Kenyans who have made the public service proud through their dedication and commitment to serve the citizens. The collaboration between the Ministry and the Commission on Administrative Justice serves to demonstrate that Kenyans will be served better when public agencies pull their resources together, create synergies and establish supportive mechanisms to achieve the common good. My Ministry is committed to continuing partnering and engaging with other public agencies to achieve the dream of transforming the public service and making it globally competitive. I would like now to take the opportunity and congratulate all the awardees.