



REPUBLIC OF KENYA

## HUDUMA MASHINANI: ACCESSING PUBLIC SERVICES, LEAVING NO ONE BEHIND

March 13, 2019 || 1:30 p.m. to 2:45 p.m. || Conference Room 1, UNHQ, NY

### CONCEPT NOTE

#### Introduction

This side event will share the Republic of Kenya's efforts as well as challenges in public service delivery. Easing access to essential services frees women to engage in more productive work and enables them to access economic opportunities. In this regard, the Government is committed to transforming the delivery of public services by making it more efficient, citizen-centred, cost-effective and by recognizing that it is every citizen's constitutional right to access and receive quality services from the Government. Countries with similar initiatives to Huduma Mashinani will also share their experiences during this side event.

#### Background

The Kenya Vision 2030, 2nd Medium Term Plan (2013-2018) adopted a one-stop shop- **Huduma Kenya integrated service delivery model** to transform service delivery by providing citizens' access to various public services and information. Prior to the setup of the Huduma Centres, citizens were required to spend time and money accessing public services from the provincial headquarters. Women, especially those living in rural areas, faced challenges in accessing basic services such as renewal of identity cards, registration of businesses, as well as basic health services. The programme, five years old now, has positively transformed the delivery of public services to citizens of Kenya.

**Huduma Mashinani** is the citizen-centred mobile outreach programme which has been established at all 52 Huduma Centres and serves Kenyans at the grassroots level in all corners of the country including 'hard to reach' areas. Since its launch in 2017, the programme has served over a million people, majority of whom are women. This platform has also drawn key lessons through experience sharing by women who have accessed these facilities.

#### Guiding Questions

1. What are the legislative and policy frameworks currently in place? Expanding on the foundation of these initiatives, effectiveness, challenges and anticipated reforms, if any.
2. What measures have been put in place to address barriers that women and girls face in accessing public services?
3. What is the role of other actors and strategic partners in enhancing, scaling and replicating working models for deployment of services to the public?
4. What are the types of public services that can be decentralized to improve the access to public services for citizens?
5. What has changed in the lives of women as a result of these initiatives: socially, economically and even politically?

#### Objectives of the side event:

- Showcase how Government takes services closer to citizens;
- Demonstrate how high level leadership engages with citizens directly; listens to their needs and articulates government policy and direction;
- Demonstrate the impact of citizen's access and participation in acquisition of vital documents and services such as NHIF, IDs to access Agricultural, Housing and other credit facilities etc.;
- Discuss legal frameworks required for decentralized national and county government public services;
- Demonstrate the effect of efficient and effective public service delivery on women and girls; and
- Show the value of remote platforms like huduma mashinani as drivers and avenues for advancing national agendas.

## Panelists:

1. Prof. Magaret Kobia, Ph.D, MGH - Cabinet Secretary, Ministry of Public Service, Youth and Gender Affairs
2. Minister for Gender Affairs South Africa (TBC)
3. Hon. Gladys Atieno Nyasuna - Member of Parliament, Kenya
4. Ms. Jacqueline Otworu - Director, Huduma Kenya
5. Gov. Dr. Joyce Laboso Cherono, EGH- Governor, Bomet County, Kenya
6. Gov. Anne Waiguru, EGH OGW– Governor, Kirinyaga County, Kenya

## Program

Introduction	Hon. Rachel Shebesh, - Moderator <b>Chief Administrative Secretary – Ministry of Public Service, Youth &amp; Gender Affairs, Kenya</b>
Documentary: <i>Huduma Mashinani, Bringing Services Closer to the people, Empowering Women, Empowering Communities</i>	Jacqueline Otworu <b>Director, Huduma Mashinani Kenya</b>
Opening Statement: <i>The One stop model and impact on Gender Equality &amp; Women’s Empowerment</i>	Prof. Margaret Kobia, PH.D, MGH, <b>Cabinet Secretary - Ministry of Public Service, Youth and Gender Affairs, Kenya</b>
Opportunities and priority actions for enhancing gender equality and the empowerment of women and girls <i>Engendering public services</i>	Hon. Bathabile Dlamini <b>Minister of Women in the Presidency Republic of South Africa</b>
County Government perspectives on the One Stop Shop Model for Accessing Public Services <i>How has it worked?</i>	Gov. Dr. Joyce Laboso <b>County Government of Bomet – Kenya</b>  Gov. Anne Waiguru <b>County Government of Kirinyaga - Kenya</b>
The role of legislature in facilitating access to public service	Hon. Gladys Atieno Nyasuna <b>Member, Departmental Committee on Labour &amp; Social Welfare- National Assembly– Kenya</b>
<b>Open Discussion</b>	
Summary & Closing Statement	Prof. Margaret Kobia, PH.D, MGH