

TO: THE KENYAN DIASPORA IN THE USA

RE: INTRODUCTION OF HUDUMA SERVICES IN THE DIASPORA

As you may be aware, the Government of Kenya has established the Huduma Centres as a multi-channel one-stop shop for convenient provision of Government services.

These services have been a success in the country and the Ministry of Public Service, Youth and Gender Affairs, State Department of Public Service and Youth Huduma Kenya Secretariat, would like to roll them out to Citizens and other interested parties in the Diaspora.

In light of the above, please find the attached questionnaire for completion and return by **31st October 2017** to bpr@hudumakenya.go.ke with a copy to diaspora@kenyaembassydc.org that will facilitate the State Department of Public Service and Youth to consider extending similar services to the Citizens in the Diaspora and other customers.

For any clarification on the same, please feel free to contact Jane Miano Mugweh at janemugweh@kenyaembassydc.org / 2023876101 ext. 224.

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EMBASSY OF THE REPUBLIC OF KENYA WASHINGTON DC

20TH SEPTEMBER 2017

1. Name _____
(Optional)
2. Contact (email address) _____
3. Country of residence _____
4. Length of stay (if Kenyan) _____
5. What services do you, as a Citizen living abroad require from the Government of Kenya? **(for Kenyan Citizens only)**

i.

ii.

iii.

iv.

v.

vi.

vii.

6. What services do you as a foreign national require from the Kenyan Government?

i.

ii.

iii.

iv.

v.

vi.

vii.

7. Did you/have received all the services listed above _____ Yes _____ No

8. If not, which services have you not received to date and why?

| | Services not received | Why |
|----|-----------------------|-----|
| 1. | | |

| | | |
|----|--|--|
| 2. | | |
| 3. | | |

9. Describe your (customer) journey/steps you went through for each service you received

| | Name of Service | Customer journey |
|----|-----------------|------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |

10. What challenges you face (d) in accessing these services?

i.

ii.

iii.

iv.

v.

11. How else/better would you like the service(s) to be provided to you.