UNIVERSITY OF NAIROBI

SPEECH BY PROF. PETER M.F. MBITHI, VICE CHANCELLOR, UNIVERSITY OF NAIROBI DURING THE LAUNCH OF COLLEGE OF HUMANITIES AND SOCIAL SCIENCES ONE STOP SERVICE “CHSS-HUDUMA CENTRE” TO BE HELD ON MONDAY JANUARY 10, 2016 AT 10.00 A.M. IN ED 213.
The Deputy Vice Chancellors

Principals of Colleges

Deans/Directors

Heads of Department

Staff

Invited Guests

Ladies and Gentlemen
Happy New Year! I am pleased to join the management of the College of Humanities and Social Sciences in launching an enhanced one-stop shop delivery system, otherwise referred to as “Huduma Services”. To the University, this is another excellent effort towards improving ease of doing business and enhancing customer satisfaction. It goes a long way in enhancing efficiency with which we deliver our services and effectiveness with which the services delivered are felt within our customer base.

In the last couple of years, the University has been involved in service delivery innovations and automations by way of establishing new Information Management Systems, examples of which include: Online Leave Application,
Hospitalization, Student Management Information, Finance Information Management, Halls Allocation and most recently, Staff Movement Advice and Staff Clearance Information system.

Unlike the previous automations and innovations which were isolated, the CHSS-Huduma is an integrated system comprising several other systems. It therefore, has an advantage of availing all other service systems under one shop. The functions that have been integrated under “Huduma-Centre” include: Finance, Academic, Procurement and Human Resource and Administration hence reducing turnaround time.
In a nut shell, members of staff will be accessing most of the services from their workstations and all services from the “CHSS-Huduma Centre”. The reduced human traffic for purposes of tracking progress or to trouble shoot at the main offices shall be converted to productive man hours at the respective work stations.

I further wish to appreciate the work done by the College Management and staff towards the realization of this goal. Unlike other systems, the Huduma system was conceptualized and customized by the College and the programme was developed by our Information Communication and Technology (ICT) team.
Please join me in congratulating the two teams, CHSS and ICT for making proud our great Institution through this important innovation. I am sure this concept shall fast sell to other institutions which have already recognized its role.

I am made to understand that CHSS Huduma services will, in the next phase, link to the national Huduma Centres Service. May I urge other colleges and sections of the University to continue putting efforts towards enhancing service delivery for success at every section which eventually translates into University corporate success for the common good of all of us.
Ladies and Gentlemen, may I now declare, the “CHSS-Huduma Services” formally launched and wish you all the best.

God bless you all.

PETER M.F MBITHI, PhD, EBS
VICE-CHANCELLOR
AND
PROFESSOR OF VETERINARY SURGERY