

# Proposal for Upgrading Huduma Kenya Platform

PRESENTED BY [ BHARATHBRANDS LIMITED ]

## 1. Introduction



✅ Huduma Kenya is a critical initiative that brings together government services under one platform, offering efficiency and accessibility to the citizens of Kenya. To further extend the reach and impact of Huduma Kenya, Bharathbrands Limited proposes an upgrade of the current platform to introduce localized Huduma kiosks powered by our proven service automation, API integration, and agent service delivery portal for both web and mobile applications.

✅ This proposal outlines how these upgrades will enhance service delivery, create employment opportunities, and ensure better governance.



## 2. Key Components of the Proposal ✨

### 2.1 LOCALIZED HUDUMA KIOSKS

#### Objective :

- ★ Empower unemployed youth to run localized Huduma kiosks in their villages, wards, and locations, where they can offer a full range of Huduma services to their communities.

#### How it Works:

- ★ Youths will be trained and certified to manage the kiosks.
- ★ Services currently offered in centralized Huduma Centers will be accessible in local kiosks, allowing citizens to avoid long queues and traveling to designated centers.
- ★ Each kiosk operator will earn a **commission** for every service rendered, encouraging **entrepreneurship** and reducing unemployment.



### 2.2 SERVICE AUTOMATION AND API INTEGRATION

#### Seamless Integration:

- ★ Bharathbrands' existing **service automation platform with API integration** will seamlessly integrate with Huduma Kenya's system, allowing for real-time processing of services such as:

● ID issuance and renewal

● Business registration

● NHIF and NSSF services

● Tax and utility payments



#### Customizable:

- ★ The platform can be tailored to meet Huduma Kenya's specific needs, ensuring all available services are digitized and available through kiosks.

### 2.3 YOUTH EMPOWERMENT THROUGH KIOSK MANAGEMENT

#### Job Creation:

The initiative will create thousands of job opportunities for youth across Kenya, empowering them to:

- Operate localized Huduma kiosks in their own communities.
- Offer a wide range of government services, making them key service providers in their regions.
- Earn a sustainable income through a **commission-based model** while contributing to national development.

#### Training and Certification:

- Bharathbrands will offer **comprehensive training** for kiosk operators on the platform's use, digital services, and customer interaction. Once trained, agents will receive a **certificate** authorizing them to run a Huduma kiosk.



## 2.4 ONE-DASHBOARD MONITORING PLATFORM

### Real-Time Monitoring:

- ★ Bharathbrands' one-dashboard monitoring platform will provide real-time service monitoring across all kiosks, ensuring the ministry and management can track performance effectively.

### Service Delivery Reports:

- ★ The dashboard will generate assured service delivery reports that offer insights into:

Service completion rates

Agent performance metrics

Service delivery times



### Data-Driven Decision Making:

- ★ The dashboard will offer data visualizations and insights that allow the ministry to make informed decisions on service improvement, resource allocation, and scaling operations.

## 3. Proposed Benefits

### 3.1 EXPANDED REACH OF HUDUMA SERVICES

#### Access to Remote Areas:

- ★ With kiosks located in villages and wards, even citizens in the most remote areas can access government services without traveling to distant Huduma centers.

#### Reduced Queues:

- ★ Citizens will no longer need to endure long queues at centralized centers, as they can approach local kiosks for fast and convenient service.

### 3.2 JOB CREATION AND YOUTH EMPOWERMENT

#### Youth Employment:

- ★ This proposal will create sustainable jobs for youth, offering them an opportunity to earn while contributing to their communities..

#### Entrepreneurial Spirit:

- ★ By managing kiosks, youth will develop entrepreneurial skills and become key players in delivering government services locally.

### 3.3 IMPROVED SERVICE EFFICIENCY

#### Faster Service Delivery:

- ★ With more kiosks available, service delivery times will be drastically reduced, allowing for faster processing and satisfied citizens.

#### Digitization of Services:

- ★ By automating and integrating services digitally, the process becomes more efficient, reducing the likelihood of errors and delays.

### 3.4 INCREASED TRANSPARENCY AND ACCOUNTABILITY

#### Real-Time Oversight:

★ Through the **one-dashboard monitoring platform**, management and ministry officials can easily monitor service delivery, track agent performance, and ensure that every service request is handled efficiently.

#### Improved Governance:

★ The dashboard will offer **customizable reports**, making it easy for the ministry to oversee operations, ensure accountability, and make data-driven improvements.

## 4. Technical Approach

### 4.1 SERVICE AUTOMATION AND API INTEGRATION

★ Bharathbrands' platform is designed with **scalability and interoperability** in mind. The APIs will enable Huduma Kenya to automate workflows, handle real-time data processing, and ensure continuous service delivery without manual interventions.



### 4.2 WEB AND MOBILE ACCESS

★ The platform will be accessible both **via web and mobile applications**, enabling agents to operate their kiosks from any location with an internet connection. Citizens will also be able to track their service requests online.

### 4.3 KIOSK SETUP AND INFRASTRUCTURE

#### Kiosk Infrastructure:

★ Bharathbrands will provide the necessary digital tools, including **web and mobile access**, for kiosk operators.

#### Local Support:

★ Localized support through youth-run kiosks will ensure that each community has a personalized service provider, reducing the dependency on centralized locations.

# idea → plan → action



## 5. Implementation Plan ✨

### 5.1 PILOT PROGRAM

- ✦ Start with a **pilot phase** in select counties to test the system's scalability and effectiveness.
- ✦ Train and certify **youth agents** in these counties to operate kiosks.
- ✦ Measure the **success** of the pilot through service delivery times, agent performance, and citizen satisfaction.

### 5.2 NATIONAL ROLLOUT

- ✦ Following the success of the pilot program, gradually roll out the platform across all counties in Kenya.
- ✦ Continuously update and optimize the platform based on feedback from the pilot phase.

### 5.3 ONGOING TRAINING AND SUPPORT

- ✦ Bharathbrands will provide continuous training programs to certify new agents as more kiosks are set up.
- ✦ Technical support will be available 24/7 to ensure that any issues with the platform or services are addressed promptly.

## 6. Financials ✨

### PLATFORM DEVELOPMENT AND CUSTOMIZATION COSTS:

- ✦ Based on Huduma Kenya's specific needs.

### TRAINING AND CERTIFICATION COSTS:

- ✦ To cover agent training, certification, and kiosk setup.

### ONGOING SUPPORT AND MAINTENANCE:

- ✦ Includes 24/7 technical support and platform updates.





# Conclusion

## 7. CONCLUSION

✦ By upgrading the current Huduma platform with Bharathbrands' service automation, API integration, and one-dashboard monitoring platform, we will not only expand Huduma's service delivery channels but also provide job opportunities for the youth and empower local communities. This initiative will enhance accessibility, efficiency, and transparency in government services, while fostering a culture of entrepreneurship and self-reliance among Kenya's youth.



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# Thank You!