

**10<sup>TH</sup>**  
*Anniversary*  
Service Excellence & the Digital Era



## Keeping You Informed



**10 Years of Service Excellence  
and the Digital Era**



Huduma Kenya



@HudumaKenya



huduma\_kenya



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## Huduma Kenya's Marks 10<sup>th</sup> Anniversary Celebrations in Nakuru



On 8<sup>th</sup> November 2023, the CS Ministry of Public Service, Performance and Delivery Management, Hon. Moses Kuria, PS State Department for Public Service, Mr. Amos Gathecha EBS (ndc) 'K' and Huduma Kenya CEO Mr. Ben Kai Chilumo, spearheaded Huduma Kenya's 10th-anniversary celebrations. The vibrant event took place at

Huduma Centre Nakuru.

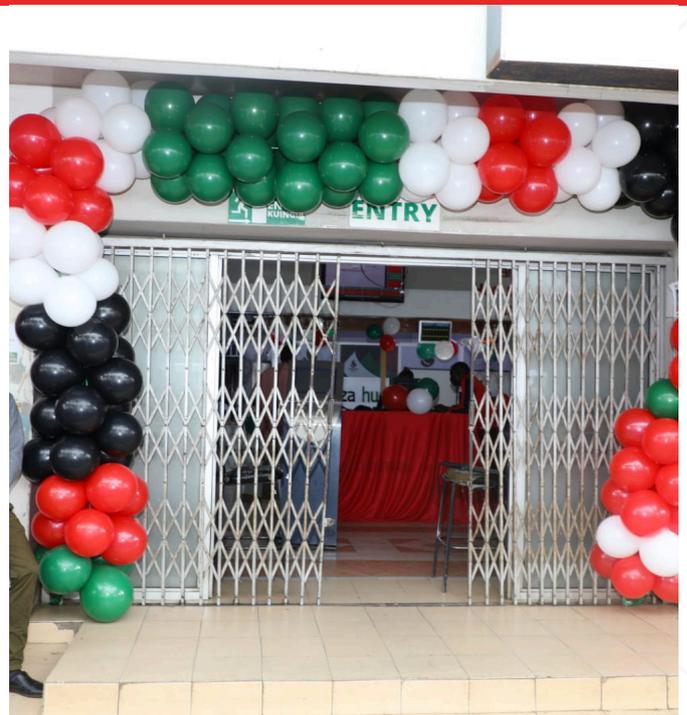
The festivities commenced with the CS flagging off a procession that walked through Nakuru Town. Members of staff from the Secretariat, several Centre Managers and Nakuru residents participated in the walk alongside the leadership.

During the celebration, guests were provided with first-hand experience of the

Centre's operations, exploring the diverse services available at each desk. To display the remarkable journey of Huduma Kenya over the past decade, a special video presentation showcased its evolution. The climax of the event was marked by a cake-cutting ceremony, during which attendees enjoyed a slice of cake.







## HELB Explores Deploying Services at Isiolo Huduma Centre



On 7th November 2023, Huduma Centre Isiolo received officials from HELB led by Ms. Felicity Ndege, the Service Leader, HELB. The visit was to assess the feasibility of deploying HELB services at the Centre. This has been brought about by the consideration of traffic and demand of the service at the Centre. Further, the visit was to explore potential partnerships with KUCCPS for the provision of HELB services.

## Huduma Centre Mombasa Partners with SUPKEM for a Blood Donation Drive



On 7th November 2023, Huduma Centre Mombasa marked Huduma @10 by collaborating with Supreme Council of Kenya Muslims (SUPKEM) in a blood donation drive at the Centre. Ms. Chesire Kampala from the Health service desk, Ms. Adela Malemba from the AHF VCT Health Desk and Mr. Nassoro Swaleh an Administration Police Officer stationed at the Centre were at the forefront in mobilizing Internal and external customers to participate in the noble exercise.



**ONE-STOP-SHOP**  
*For All Government Services*

Visit any Huduma Centre near you!

## PS Amb. Julius Bitok visit at Huduma Centre Kericho



On 3rd November 2023, Huduma Centre Kericho was honored to host the PS Immigration Services, Hon. Amb. Julius Bitok. During his visit, the PS toured various service desks within the Centre, commending the

teams for their exemplary work. Additionally, he inspected the proposed immigration office to be established in Kericho County.

The PS was accompanied by various guests, including Kericho County Senator Hon.

Aaron Cheruiyot, MP Ainamoi Constituency Hon. Benjamin Langat, Kericho East DCC Mr. Stephen Orinde and other immigration officials.

*He emphasized the importance of publicizing and implementing the Maisha Card.*

## Tana River's Medium-Term Budget Making Process



On 6<sup>th</sup> November 2023, Tana River County Commissioner Mr. Mohamed Nur Hassan led the Stakeholders' Public Participation Session for the 2024/25 - 2026/27 Medium-Term Budget Making Process, Tana River Chapter. The

session was facilitated by officials from the National Treasury, led by the Secretary of Administration in the State Department for National Planning, Ms. Kula Hache. In attendance were the County National Government Department

Heads and members of the local community. Tana River Centre Manager Mr. Jackson Letangule engaged in the discussions and assured attendees of the excellent public services provided by the Centre.



Huduma Centre Baringo



Huduma Centre Isiolo



Huduma Centre Nyamira



Huduma Centre Nandi



Huduma Centre Eastleigh



Huduma Centre Kajiado West



GPO Huduma Centre



Huduma Centre Kiambu



Huduma Centre Kwale



Huduma Centre Laikipia





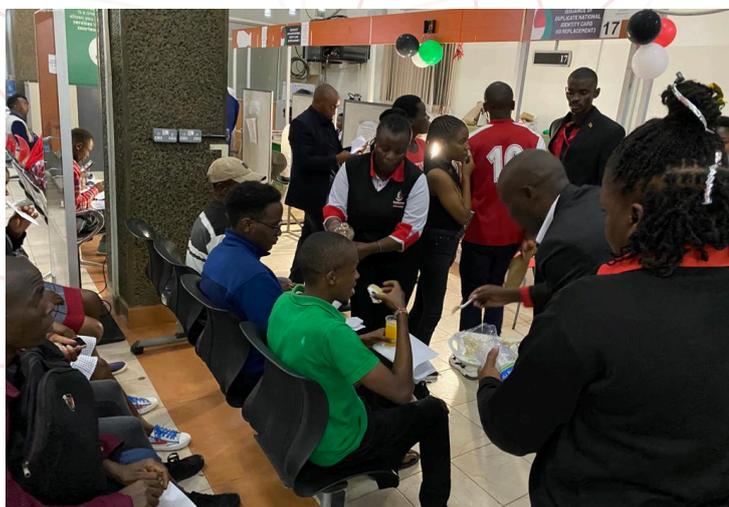
Huduma Centre Kakamega



Huduma Centre Tana River



Huduma Centre Taita Taveta



City Square Huduma Centre



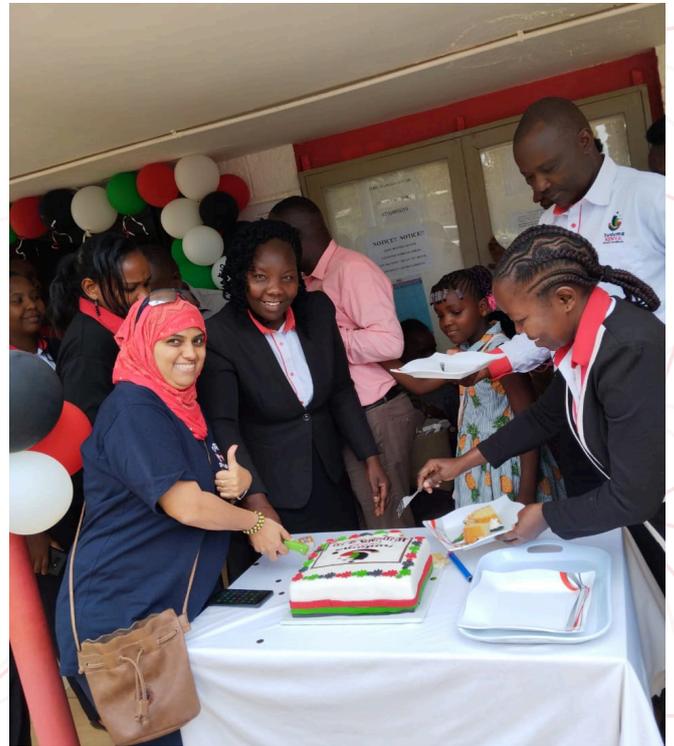
Huduma Centre Kirinyaga



Huduma Centre Lamu



Huduma Centre Makadara



Huduma Centre Embu



Huduma Centre Bomet



Huduma Centre Kibra



Huduma Centre Nyandarua



Huduma Centre Samburu



Huduma Centre West Pokot



117K  
Trees  
Planted



## Tharaka Nithi Huduma Centre Adopt-A-Forest Initiative



On 7<sup>th</sup> November 2023, staff from Tharaka Nithi Huduma Centre joined Mitheru Pastor's Association, staff from Equity Bank, Chuka and the

local community for a tree planting exercise at Our Lady of Mercy Catholic Church, Karimba.

*A total of 1,100 trees were distributed and planted during the event with some of the trees being allocated to the local community to plant on their farms.*



West Pokot Huduma Centre donates 100 tree seedlings to customers in preparation for the National Tree Planting Day.



Machakos tree planting initiative



Meru Huduma Centre staff plant 900 trees at Mucii Mukuru Forest.



Kajiado West Huduma Centre and the Deputy County Commissioner Ms. Lydia Munyi and her staff to plant 70 trees at the compound.

This week, Centres around the country held several Mashinanis. Here's a sneak peak held by various Centres across the country. A total of 1,234 customers were served.



Huduma Centre Meru



Huduma Centre Garissa



Huduma Centre Kitale

## Huduma Kenya Technology

Huduma Kenya (HK) stands as a beacon of excellence in customer service standards, garnering accolades both domestically and internationally. Notably, no country in the global south has successfully implemented government services that rival the seamless integration achieved by HK. The intricacies of consolidating diverse government operations and systems onto a single platform pose a formidable challenge, especially when considering the technological complexities of securely interlinking disparate government agencies across

different locations.

Little is talked about the technology that runs Huduma Kenya operations which brings together highly specialized and skilled staff in computer networks, cloud, security, systems administrators, developers and support. Their collective efforts have enabled the harmonization of technology across all Huduma Centres (HC), ensuring a standardized user experience for staff regardless of their location, be it Turkana HC, GPO Nairobi, Kilifi HC, or any other Centre. The location of a Centre is not a limiting factor in the

provision of Government services.

As Huduma Kenya commemorates its remarkable 10-year journey of service to citizens, it is important to applaud the dedicated team that plan the technological balance. Their expertise and commitment have been instrumental in propelling Huduma Kenya to the forefront of innovative and efficient government service delivery.

Cheers to Huduma Kenya and the visionary team that continues to shape the future of public service.

By Moses Nooseli  
ICT Director



**Hi Colleagues,**  
Huduma Kenya invites articles  
on your area of interest for  
its weekly e-newsletter  
**Huduma Wiki Hii.**

**Guidelines:**

- No more than 800 words
- MS Word Format

Submit your article online;  
[communications@hudumakenya.go.ke](mailto:communications@hudumakenya.go.ke)



Huduma Kenya



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*Huduma Contact Centre training on Tele-counselling and Customer Service Excellence.*



*Huduma Kenya CEO Mr. Ben Kai Chilumo at Radio Milele with hosts Francis Luchivya and (Wilbroda) Jackie Nyaminde.*





# National Tree Growing Day

**13<sup>th</sup> November, 2023**

Huduma Kenya challenges Kenyans to plant a tree during the National Tree Growing Day.

#JazaMiti

#HudumaKeAdoptAForest



**CALL US ON  
020 690 0020**

**Mon-Fri**

**7.00am-9.00pm**

**Weekends & Public Holidays**

**8.00am-6.00pm**





**huduma**  
**KENYA**  
*service excellence*