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HUDUMA WIKI HII

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Meru County Wins Big in Huduma Centre Expansion Plan



President William Ruto and Deputy President Prof. Kithure Kindiki this week commissioned Maua, Igembe South Huduma Centre during their Mt. Kenya regional tour.

Once the Centre is complete, it will serve six sub counties namely, Igembe South, North, Central, Mutuati, Tigania East and West registering a major statement in the devolution of Government services and at the same time enhancing convenience by moving essential services to the grassroots.

Residents from Maua and its environs currently are forced to travel over an hour to Meru town to access Government services.

Elsewhere, in Runyenjes, the Deputy Head of Public Service Mr. Amos Gathecha ndc (K) and Huduma Kenya

CEO Mr. Ben Kai Chilumo led a delegation when the President flanked by the Deputy President paid an inspection visit of the ongoing construction of the Huduma Digital Centre.

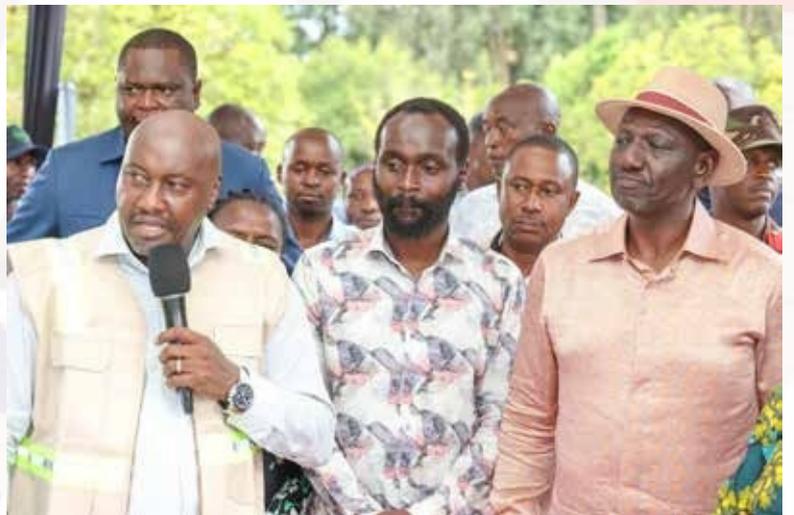
Among the dignitaries present were Embu Governor, Hon. Cecily Mbarire Eric Muchangi, and Mr. James Tembur MBS, Commandant General, NYS among others.

During the visit, the head of state stressed on the Government's commitment and focus on ensuring no region would be left behind in the quest to uplifting the lives of Kenyans, especially in rural areas.

The Centre will offer over 20 different Government services as well as create jobs hubs through the digital and creative hubs provisioned for in the facility.









Huduma Kenya CEO Mr. Ben Kai Chilumo and Hon. Patrick Osero, MP, Borabu Constituency in Nyamira County pose for a photo after a courtesy call from the MP where they discussed the establishment of a Huduma Centre within the constituency with the aim of enhancing service delivery and improving accessibility for residents.

Huduma Kenya CEO Mr. Ben Kai Chilumo and National Employment Authority (NEA) Director General Ms. Edith Okoki (Fifth Left) with teams from both organizations after a discussion on integrating NEA's services into the Huduma Kenya Service Delivery Platform (HKSDP).



Students from Friends Vuyika Secondary School are taken through a familiarization tour of services offered at Kakamega Huduma Centre.

Nandi County Governor Hon. Stephen Sang speaking at Nandi Huduma Centre during the launch of the second edition of the Kapsabet Half Marathon event. The event brought together local partners and sponsors like CITAM Ministries, ICEA Lion Life Assurance, and Britam Assurance. The marathon's theme this year is 'Run Green, Run Clean', focused on promoting environmental sustainability and healthy living.





Mashinani Corner



Huduma Centre Busia



Huduma Centre Nyandarua



Huduma Centre Kisii



Huduma Centre Tharaka Nithi



Huduma Centre Kibra



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SERVICE EXCELLENCE CALENDAR

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- **Building strong teams for exceptional service delivery.**
- **Employee wellness as a vital component for Customer Service Excellence.**
- **Community Service done differently.**





Huduma Centre Samburu Staff joined youth and the community of Maralal town in a charity walkathon aimed at raising Ksh. 3 million for Mr. Nelson Wanjau suffering from a critical heart condition. The event garnered strong community support and was graced by prominent local leaders including Samburu County Chief Officer for Sports, Mr. John Lenchondor and Maralal Town Police Station OCS, Mr. Francis Muli.

Huduma Centre Samburu staff during a visit to the Kenya Red-Cross Society, Samburu County . The visit discussed partnership on an upcoming blood donation drive scheduled to take place at Huduma Centre Samburu. The meeting also focused on collaborative efforts and engagement strategies with the intention to ensure the success of public health initiatives and other community outreaches.



Kisumu West, Ojola Huduma Centre staff Ms. Magdaline Obiero conducted a pensions outreach programme at Kodiaga Prisons. 4 inmates benefitted from the wide array of pension services offered by the MDA.



Ms. Linda Ogusu from Huduma Centre Kakamega Ombudsman service desk during a training on public complaints and access to the Information Act at Masinde Muliro University of Science and Technology.



Huduma Centre Chuka Igamba Ng'ombe Kathwana celebrated the birthdays of Mr. Michael Njue of the Police Abstract Desk and Mr. Morris Mwenda of NCA Desk with cake-cutting, speeches and light refreshments.

ABSA Bank Area Sales Manager Rift and Western Region Mr. Richard Otela and his team during a courtesy call to the Migori Huduma Centre Manager Migori Ms. Margaret Mwaka where they discussed wealth management and financial literacy with staff.



The Centre Manager Nyeri, Maurice Barasa joined NGAO officers, Metropolitan Sanctuary Foundation in celebrating cerebral palsy Awareness Day at Nyaribo Division ACC's office. The Centre Manager sensitized residents on services offered at the centre.

The Centre Manager Nyandarua Mr. Erick Nturuai in a multi agency committee meeting. The meeting was held at the County Commissioner's office.



The DCC, Maara Sub-County, Mr. Machira Gathungu during an inspection visit to Maara Huduma Centre to assess the ongoing renovations following a leaking roof and flooding incident.



Why did the student eat his homework?

Because the teacher told him it was a piece of cake.



Quote Of The Week

“The beautiful thing about learning is that nobody can take it away from you.” Bob Marley



Trivia of the Week

What is the sum of $(9 \times 2) - 10$?

Answer in the next issue

Last Weeks answer = The largest animal in the world is the **Blue Whale**

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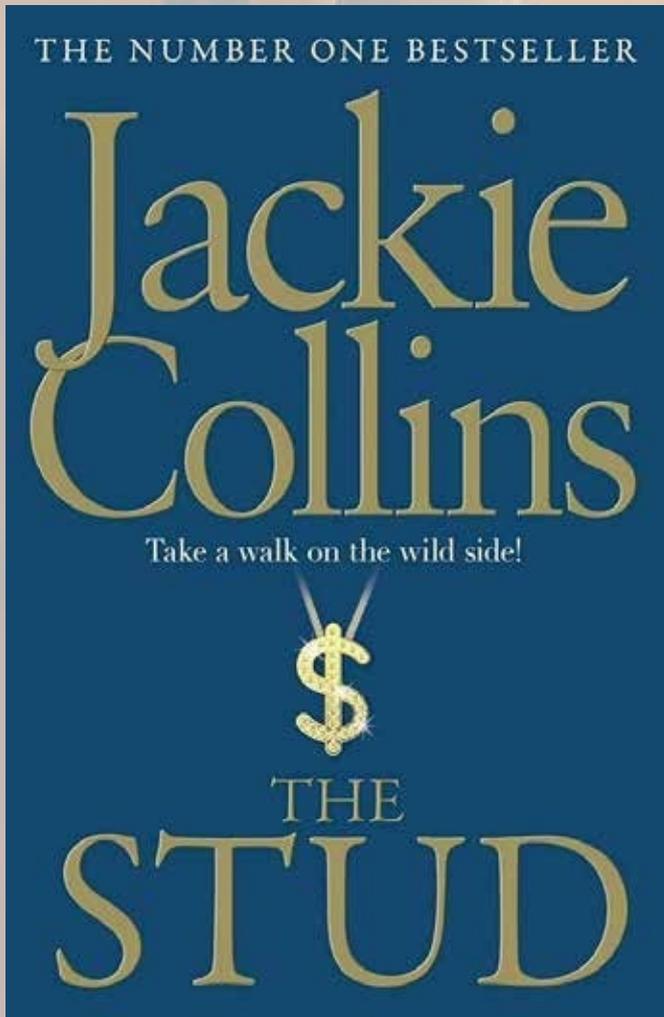
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Huduma Bookworm Haven

The Stud - by Jackie Collins -



Jackie Collins' *The Stud* is a wild story of one Fontaine Khaled, a glamorous and manipulative socialite who owns a nightclub and has a handsome stud, Tony Blake, a charismatic opportunist, tangled in a web of lust, power, and betrayal.

At the center of this decadent scene, one man plays all the angles, never missing a chance to score with the beautiful women who desire him, through the glitzy world of the rich and reckless in 1970s London.

Collins'

signature style, bold and scandalous makes this a guilty pleasure read. The characters are exaggerated but entertaining, and the plot is driven by drama, ambition, and desire. While not for those seeking literary depth, *The Stud* delivers juicy escapism and a peek into a decadent, high-stakes world where everyone's playing a game.

BORROW A

STOP BY AND BORROW A BOOK!



Adopt - A - Forest Corner



Huduma Centre Kajiado staff joined Kajiado Municipality, ACK Emmanuel Cathedral, and various youth groups in Kajiado in a cleanup and tree-planting exercise today. 250 trees were planted at the recreational park and KCB Grounds.



Kirinyaga Huduma Centre staff participated in a tree planting exercise at Kangaita Forest where a total of 7,020 trees were planted.



Kamwangi Huduma Centre staff joined NGAO and Athi Water company in a tree planting exercise at Karimenu Dam compound. A total of 300 seedlings donated by former Agriculture Cabinet Secretary Hon. Dr. Andrew Karanja were planted.

Maara Huduma Centre staff planting trees during a tree planting exercise across several schools in Muthambi Sub-County, Tharaka Nithi County. 300 seedlings were planted.



April's Unique Spirit: A Lesson in Resilience and Excellence

By Carolyne Achieng, Huduma Centre Homabay (Information Desk)



April stands out as a month of transition and renewal, a time of growth and moving forward in new and positive ways. It is a time when nature awakens with fresh energy after months of dryness. The rains may come with storms, but they also bring life, turning barren fields into lush landscapes. Just like the changing season, we as Team Huduma are called to embrace renewal, resilience and a steadfast commitment to excellence no matter the challenges we face.

Everyday citizens walk through our doors with trust and expectations. They seek efficiency, professionalism and a human touch that reassures them they are valued. We have the power to make their experience seamless, uplifting and impactful. The smile we offer, the patience we show and the solutions we provide define what service excellence truly means. This is our moment to rise above any challenges that may hinder our services, just as nature does. A tree does not stop growing because of strong winds, instead it strengthens its roots. Likewise, we must deepen our commitment to finding new ways to serve, innovate and support those who depend on us.

April teaches us an important lesson that growth happens in difficult seasons

It is during the rains that seeds break open and sprout into strong plants. Let's see this season as an opportunity to refresh our energy, renew our dedication and remind ourselves why we do what we do. Like the dawn that follows a storm, our collective effort will bring light, hope and progress. April is not just another month but a call to remain steadfast, to grow and to serve with unwavering excellence.



This month, let us embrace the spirit of April; fresh, dynamic and full of possibility. Let us take pride in our role as the heartbeat of public service. The work we do today lays the foundation for a more efficient and customer-friendly future. Every act of service, no matter how small, contributes to a greater impact, just like every raindrop contributes to a mighty river.

Together as Team Huduma, we are not just delivering services but we are shaping a culture of excellence that will be remembered and appreciated for years to come. Cheers!!!!!! Let's make April a month of renewed energy, exceptional service and unwavering commitment to those we serve!



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