



REPUBLIC OF KENYA



**HUDUMA
WIKI HII**
Keeping You Informed

ISSUE 19



Huduma Kenya



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HudumaKenya



1919



Huduma Kenya CEO Mr. Ben Kai Chilumo, alongside KETRIB CEO Ms. Kigo Florence and other government officials at the inauguration of the KETRIB service desk at Huduma Centre Eldoret on April 10th, 2025. The

launch marked the rollout of KETRIB services in 10 Huduma Centres, aiming to streamline registration for engineering technologists and artisans across Kenya.



Deputy Centre Manager, Mr. Douglas Omwocha, engages students from PCEA Church schools during their familiarization visit to Narok Huduma Centre. The tour gave the students a chance to understand how government services are delivered efficiently in the one-stop-shop platform.



A boda boda breakfast workshop for Migori boda boda operators. The workshop organized by NTSA and CITAM Migori in collaboration with Migori Huduma Centre aimed at sensitizing the riders on road safety and government services, while also guiding 200 Form 4 leavers on obtaining driving licenses.



Cabinet Secretary for Interior and National Administration, Hon. Kipchumba Murkomen, issues an ID to a citizen at Hola Primary School during his visit on April 11, 2025. The CS had convened a consultative meeting on enhancing service delivery with government officials, including Tana River Huduma Centre Manager Jackson Letangule, County Commissioner David Koskei, and Governor Dhadho Godhana.





Huduma Centre Samburu staff at a stakeholders' engagement meeting with Samburu Water and Sewerage Company (SAWASCO) Managing Director Paul Leringato. The discussion focused on integrating

SAWASCO's services into the Huduma Centre platform, aiming to provide Samburu residents with streamlined access to water services from a single location.

The Centre Manager Nandi, Ms. Rachel Nchana, is joined by government officials and stakeholders to mark Huduma Centre Nandi's 9th anniversary.



Jacob Samoei-AGPO desk, Evans Ochieng-KRA desk, along with other members, were honored with tokens of appreciation during their farewell at the event.

**Access the Ombudsman Services
at our 12 select Huduma Centres
for any inquiries on Filing Complaints.**

**Nakuru
Embu
Taita
Kwale
Bungoma**

**Kisii
GPO
Kakamega
Nyeri
Meru**



A customer receives their ID card from Kwale Huduma Centre Deputy Manager, Ms. Veronica, at Kwale Bus Park. The event marked the distribution of ID cards to applicants who acces-

sed registration services a week ago, with support from the Assistant County Commissioner, County Registrar of Persons, and Area chief.

Huduma Centre Tana River NRB staff joined NPR colleagues to support duplicate ID processing and mobile registration during the event.





SERVICE EXCELLENCE CALENDAR

WE'VE GOT YOUR BACK

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



APRIL - JUNE 2025



Huduma Centre Mombasa staff donate blood during a donation drive in collaboration with the Coast Regional Blood Transfusion Centre. The



initiative also brought key partners such as Kenya Red Cross Society, Swahilipot Hub, Coast Media, and KRA Coast Region.

Laikipia East Makutano Huduma Centre staff, with Promise Spring Rescue Center at the starting line of a 5 km run to raise funds for shoes for vulnerable boys.

They also donated 300 trees, which were planted at the boys' rescue center.



West Pokot Huduma Centre KRA Staff Mr. Steve Mining'wo when he had a radio discussion on Radio Kalya educating listeners about tax amnesty and tax filing.



Huduma Centre Kajiado



Huduma Centre Tharaka Nithi



Huduma Centre Baringo



Huduma Centre Homabay



Huduma Centre Migori



Huduma Centre Siaya



841 pints collected

Relentless

By Boov

Relentless at Work: The Adorably Determined Office Warrior

In the wild world of the workplace, one-word rules all: RELENTLESS. Whether you're powering through emails like a caffeinated raccoon or surviving yet another "this could've been an email" meeting, being relentless is the secret weapon in your office arsenal.

It's not about working 24/7 or becoming a productivity robot—it's about showing up, pushing forward, and doing it all with the stubborn charm of someone who's had just enough coffee to be dangerous.

What Does "Relentless" Look Like at Work?

The art of getting things done even when your inbox is crying, your Zoom won't stop glitching, and someone just microwaved fish in the breakroom.

"Relentless means emailing back with grace... for the 5th time... about something already in the shared folder."

Being relentless at work doesn't mean being aggressive—it means being adorably unstoppable. Like: The intern who keeps asking questions even though they're 80% sure they're annoying everyone. "Sorry, quick question—again!"

You, replying to emails at 4:59 PM because "Inbox Zero" is not just a goal—it's a lifestyle.

"I'm not a morning person. I'm a relentlessly functional chaos goblin with a spreadsheet."

Let's be honest: if you can survive back-to-back meetings and still smile at the printer while it jams for the third time today, you are a force of nature.

"Relentless is pretending to take notes while actually planning your entire week's meals in your head—and still hitting your deadlines."



"They told me I couldn't do it. So I put it in a PowerPoint, added transitions, and proved them wrong in Comic Sans."

"Relentless is replying to an email that started with 'per my last message...' and not throwing your laptop out the window."

"Some people clock out at 5. I clock out when my to-do list stops judging me."

You build resilience, which is HR-speak for "you survive chaos with flair."

You get to say things like, “It wasn’t in the job description, but neither was being awesome.”

Final Thoughts: Be the Office Cat

Relentless doesn't mean overworked or burned out. It means showing up, staying curious, being annoyingly positive (but in a lovable way), and refusing to give up—even when Microsoft Teams decides to crash

mid-presentation.

So yes, be relentless—but also take your lunch break, hydrate, and occasionally send memes to your work bestie.

Stay strong, office warrior. You’re not just surviving the 9–5—you're thriving in it with style, sass, and probably a very detailed color-coded calendar.



Access KETRB Services at the following Huduma Centres:

Bomet

Eldoret

Garissa

Kakamega

Kisumu

Makadara

Makueni

Meru

Mombasa

Nyeri



Huduma Kenya



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MASHINANI CORNER



Huduma Centre Kitui



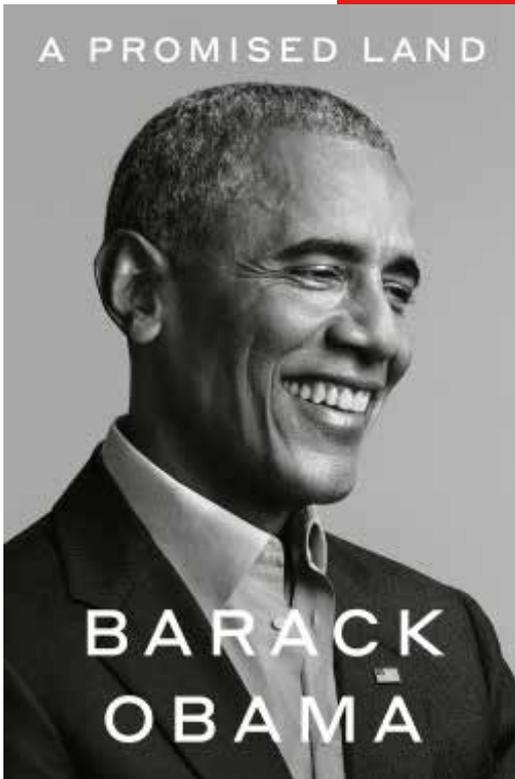
Huduma Centre Taita Taveta



ADOPT-A-FOREST CORNER

Turkana Huduma Centre received 50 grafted mango seedlings from Kerio Valley Development Authority (KVDA).

A Promised Land – Barack Obama



"A Promised Land" by Barack Obama is a thoughtful memoir covering his early political career and first term as U.S. President. He offers an inside look at major events like the Affordable Care Act and the raid on Osama bin Laden, while also reflecting on the personal toll of leadership and life in the White House.

Obama's writing is reflective and honest, exploring themes of democracy, race, and political division. The book balances personal insight with historical detail, making it a compelling read for anyone interested in politics, leadership, or modern American history.

*Available at the Huduma Kenya Secretariat Library



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book
TODAY!!**

The Huduma Kenya Secretariat's Library
has something for everyone.

Whether you want to better yourself, get lost in a
fictional world, or be inspired by someone's life
story, we've got the book for you.

Stop by and borrow a book today!

FUN CORNER



QUOTE OF THE WEEK

Never ever let somebody stop you or shame you from being yourself.
— Lizzo

Joke of the week

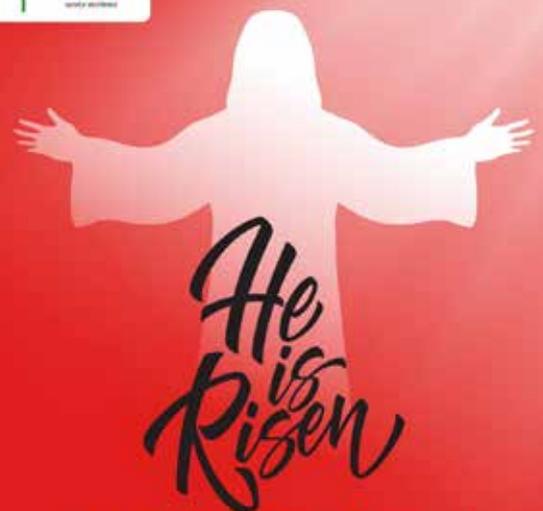
I went to the aquarium this weekend, but I didn't stay long. There's something fishy about that place.

This week's trivia: What is the smallest country in the world?

TRIVIA



GOOD
Friday
BLESSINGS



HAPPY EASTER!



huduma
KENYA
service excellence