

REPUBLIC OF KENYA



huduma
KENYA
service excellence



HUDUMA WIKI HII

Keeping You Informed



Huduma Kenya



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1919

CS Murkomen Launches LCUs in Rift Valley to Boost Service Delivery



The Cabinet Secretary for Interior and National Administration, Hon. Kipchumba Murkomen, continued with his tour in the Rift Valley with a series of visits across Huduma Centres in the region under the government's Jukwaa la Usalama initiative, to bolster citizen security, engagement, and service delivery.

He launched Portable Live Capture Units (LCUs) at Huduma Centers in Elgeyo Marakwet and Baringo counties, enabling real-time issuance of essential documents such as birth and death certificates.



Huduma Centre's Mark Milestones in Service Delivery

Maara, Marimanti, Kathwana, and Kilifi Huduma Centres celebrated their first anniversary since being commissioned by H.E. President William Ruto. Together, the Centres have served over 41,500 customers, bringing government services closer to the people and advancing the Bottom-Up Transformation Agenda. These Centres continue to play a vital role in transforming communities by making services more accessible and efficient.



Call us on;
1919

Monday - Friday
7:00am - 9:00pm

Weekends &
Public Holidays
8:00am - 6:00pm



HUDUMA WIKI HII NEWS ROUND UP



Deputy Centre Manager, Tana River Huduma Centre, addresses participants during a public participation forum on the Wildlife Conservation & Management Regulations, 2025. The forum was convened by the Ministry of Tourism & Wildlife through the KWS office in Tana River County. Mr. Hiribae also sensitized attendees on the various government services offered at the Centre.



Kathwana Huduma Centre staff joined Ms. Purity Wawira to condole with her during the burial of her father-in-law in Runyenjes, Embu County.



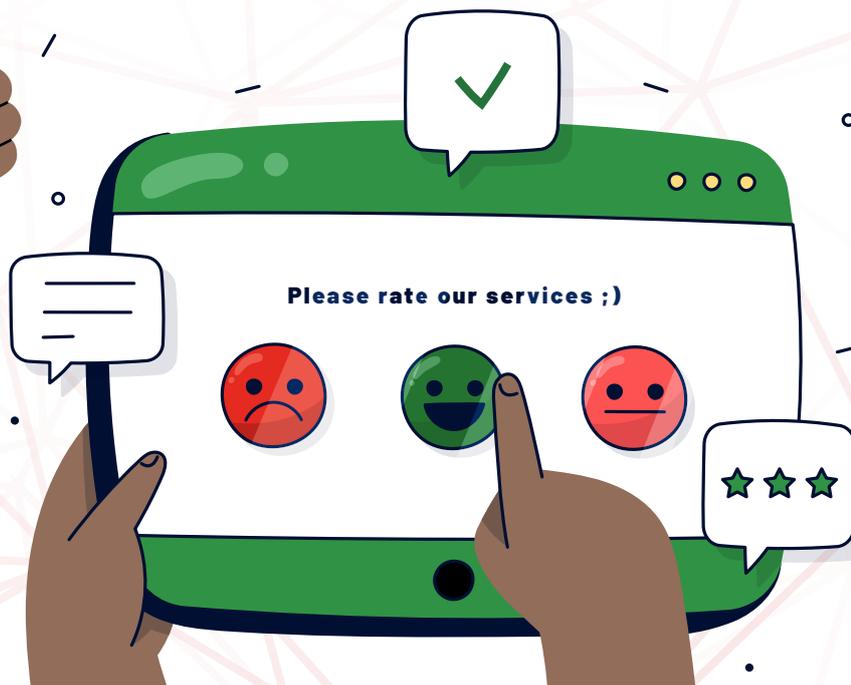
Lamu Huduma Centre staff held a celebration after achieving a 96.84% annual Customer Satisfaction Level, surpassing Huduma Kenya's target of 95%. The event featured a cake-cutting ceremony and short speeches recognizing the team's success.



SERVICE EXCELLENCE CALENDAR

START STRONG, SET SERVICE STANDARDS

Set the tone, own the experience
Onboarding best practices



JULY - SEPTEMBER 2025



Kajiado Huduma Centre staff and customers benefitted from a free medical camp organized by LifeCare Hospital, Mlolongo. The hospital team conducted a comprehensive health talk focusing on nutrition, lifestyle diseases, and preventive health measures.



Mr. Stephen Warui Executive Officer of the Nyeri Disability Network, handed over a donated wheelchair to Mr. Maurice Barasa, Manager of Nyeri Huduma Centre. The donation will enhance service accessibility for persons with disabilities.



Tana River Huduma Centre Staff participated in a sensitization session on optical wellness, conducted by a team from Eye Centa Care+. The team provided valuable insights on the causes of eye problems and practical tips for their prevention.

Ms. Angelina Nyakundi from the KUCCPS desk at Narok Huduma Centre, engaged parents, teachers, and students at Olmariko Secondary School (Narok North Constituency) on career guidance, KUCCPS application processes, and parental empowerment.



Mr. Januaries Mutisya from family Bank leads a financial literacy workshop at Makueni Huduma Centre, guiding staff through best practices in savings, investments, and loans.



Mr. Johnson Gichinga from the KUCCPS desk conducted a sensitization session for Nyeri Huduma Centre staff on the KUCCPS calendar, including details on student placement and transfers to various institutions. The session was especially valuable, as many staff are also parents.



Uasin Gishu Huduma Centre staff held a team-building activity at the scenic Inner Harbor Resort. The retreat aimed to replenish, refresh, and re-energize the staff, equipping them with renewed motivation and focus to offer exceptional customer service.



Makadara Huduma Centre staff participated in a sensitization session on Data Protection, facilitated by Mr. Francis Mbugua, Training Officer at the Office of the Data Protection Commissioner. Topics included personal data definitions, core principles of data protection, rights of data subjects, data breaches, and reporting procedures.

Madam Sylvia Amatany from the EACC Kisumu Branch led a sensitization session at Vihiga Huduma Centre. She highlighted the EACC's mandate, the responsibilities of public officers regarding leadership and integrity, and emphasized Huduma Kenya's key role in fostering citizen trust.



Need a New ID?

Visit These Huduma Centres

Baringo
Bomet
Busia
Elgeyo Marakwet
Embu
Eldoret
Garissa
Isiolo
Kajiado
Kakamega
Kericho
Kiambu
Kibra
Kilifi
Kirinyaga
Kisii
Kisumu
Kitale
Kwale

Lamu
Machakos
Makadara
Makueni
Meru
Migori
Mombasa
Murang'a
Nakuru
Nandi
Narok
Nyamira
Nyeri
Samburu
Siaya
Taita Taveta
Tana River
Vihiga
West Pokot



Mogotio Huduma Centre staff visited Kipsogon High School and Ngubereti Secondary School, registering 39 students for national ID cards.



MASHINANI CORNER



Baringo Huduma Center



Makadara Huduma Centre



Kericho Huduma Centre



Migori Huduma Centre.



Taita Taveta
Huduma Centre



Elgeyo Marakwet
Huduma Centre.



ADOPT A FOREST CORNER



Makueni Huduma Centre.

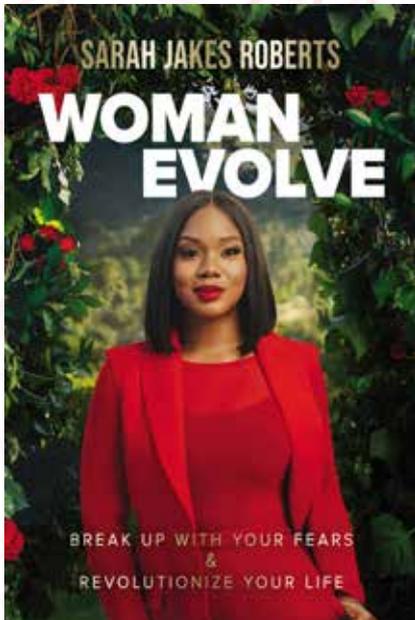


Elgeyo Marakwet
Huduma Centre.



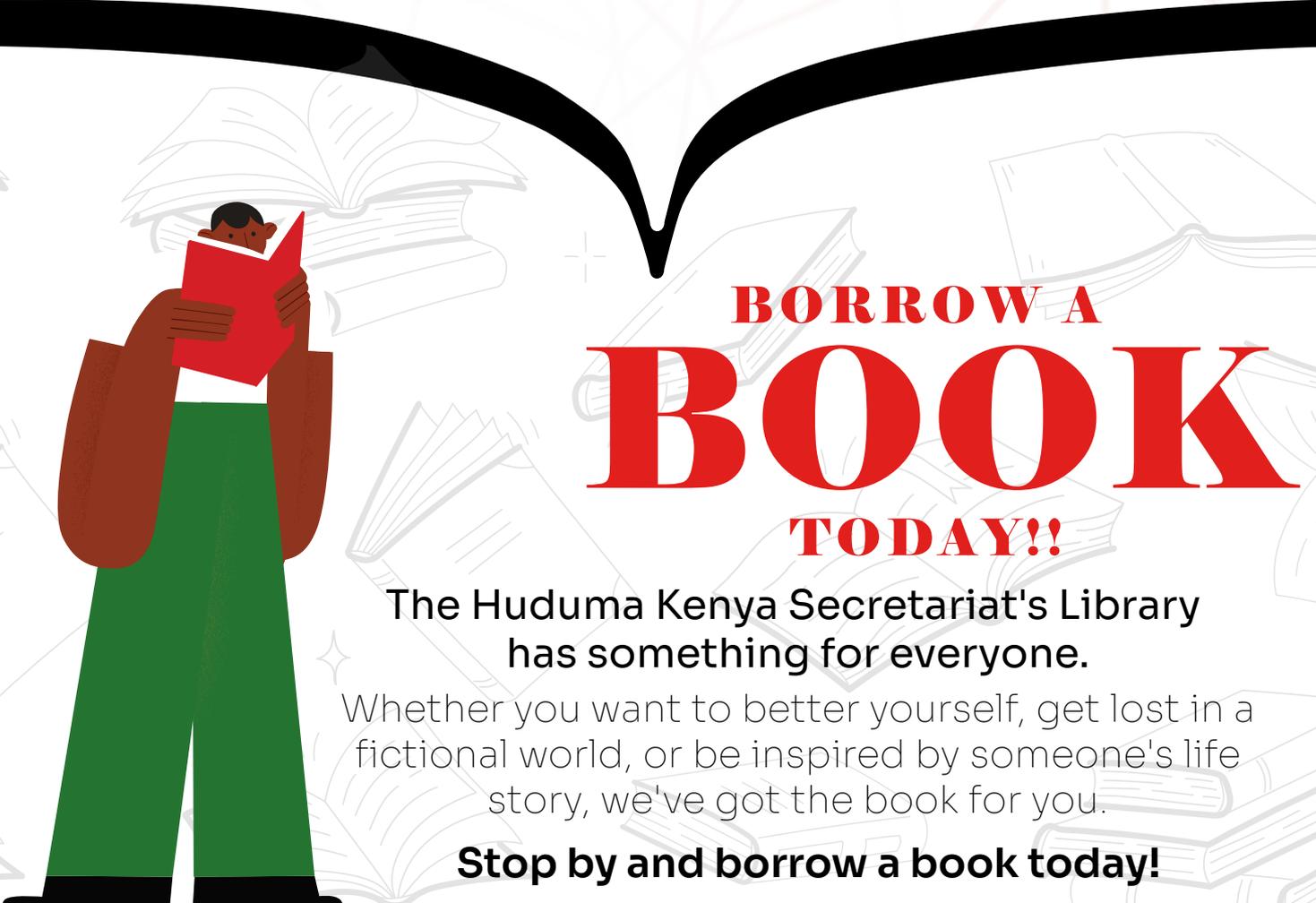
Mogotio Huduma Centre.

WOMAN EVOLVE SARAH JAKES ROBERTS



*Available at the
Huduma Kenya
Secretariat Library

In *Woman Evolve*, Sarah Jakes Roberts reimagines the biblical Eve not as a symbol of failure, but as a relatable figure whose story mirrors the modern woman's journey of redemption, resilience, and spiritual growth. With raw honesty and heartfelt wisdom, Roberts challenges the narrative that past mistakes define our future. Instead, she invites readers to break up with fear, confront shame, and embrace the process of becoming who God intended them to be. Through personal anecdotes, biblical insights, and practical reflections, the book offers a roadmap for women to evolve emotionally, spiritually, and purposefully. Roberts' voice is warm and empowering like a trusted friend guiding you through transformation. *Woman Evolve* is more than a motivational read; it's a call to reclaim your identity, rewrite your story, and walk boldly into your divine purpose.



**BORROW A
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

'It always seems impossible until it's done.'

Joke of the week

I asked the elevator why it's so good at its job. It said, "It's all about the ups and downs."

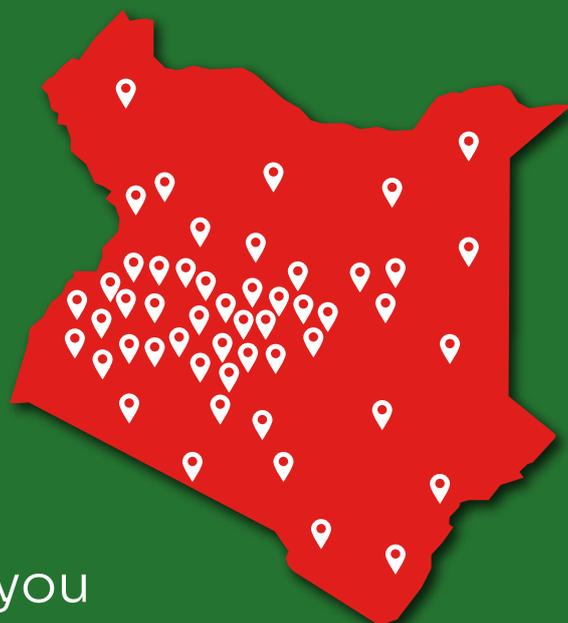
What is the toll-free number for Huduma Kenya's Tele-Counselling and contact centre support?



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**HUDUMA CENTRES
ACROSS THE COUNTRY**

Visit any of our Centres near you





huduma
KENYA
service excellence