



HUDUMA WIKI HII

Keeping You Informed

ISSUE 32



Huduma Kenya



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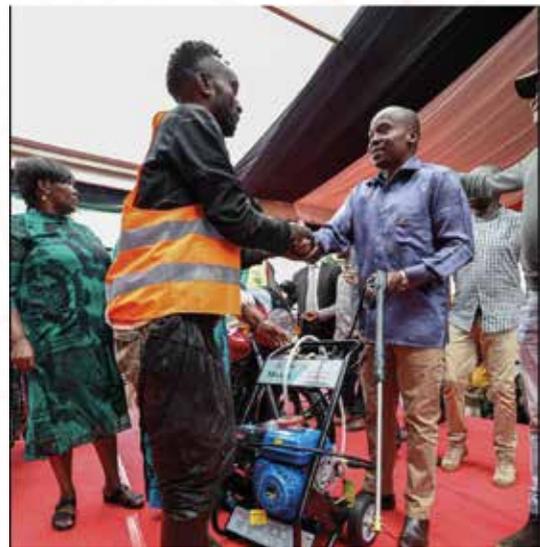


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Nakuru Huduma Centre Joins DP's Empowerment Tour in Molo



Nakuru Huduma Centre Manager, Mr. Michael Otieno, and staff took part in an Empowerment and Development Tour led by Deputy President Prof. Kithure Kindiki at Molo Secondary School, Nakuru. The Centre Manager also sensitized the public on the services offered at the Huduma Centre.



CS Murkomen Launches Portable ID & Birth Capture Unit in Laikipia



The Cabinet Secretary for Interior and National Administration, Hon. Kipchumba Murkomen, visited Laikipia Huduma Centre during his Jukwaa La Usalama Tour, where he launched a portable Live Capture Unit to support real-time issuance of ID cards and birth certificates.



Huduma Kenya Hosts Ugandan Delegation & Ombudsman Legal Aid Clinic



Huduma Kenya Secretariat hosted a team from Uganda Posta Limited on a benchmarking visit to learn from the success and innovation of the Huduma

Kenya Service Delivery Programme (HKSDP). The team plans to apply these best practices to improve public service delivery in Uganda.



Nyeri Huduma Centre, led by Centre Manager Mr. Maurice Barasa, hosted the Commission on Administrative Justice for the 'Ombudsman Mashinani' legal aid clinic. The team, led by Chairperson Mr. Charles Dulo, Secretary Ms. Mercy Wambua OGW, and Commissioner Hon. Charles Njagua, aimed to educate the public on the Commission's role and address complaints.



SERVICE EXCELLENCE CALENDAR

START STRONG, SET SERVICE STANDARDS

**Set the tone, own the experience
Onboarding best practices**



JULY - SEPTEMBER 2025

To kick off the 2025/26 financial year, Huduma Centers across the country held team meetings to align on the first quarter's theme, **"Start Strong, Set Service Standards."**

The meetings focused on setting clear service targets, fostering teamwork, and reaffirming the commitment to serve citizens diligently and efficiently.



Kamwangi Huduma Centre.



Nyandarua Huduma Centre.



Md Evalyne Chombir,
HELB desk staff

West Pokot Huduma Centre

Nyamira Huduma Centre celebrated Mercylyne Nyagwencha (Cyber) and Mark Chepchieng (APS) as the 2024/2025 Employees of the Year for their outstanding service, professionalism, and commitment to the public.



A team from Optex Opticians held a free eye camp at Isiolo Huduma Centre, offering consultation, eye examinations, and issuance of optical aids to customers and staff.



Staff and customers at Kisumu West Huduma Centre benefited from a free medical camp by doctors from Ciala Hospital, who provided wellness check-ups to promote health and well-being within the Huduma family.



Kwale Huduma Centre held a customer excellence training for newly joined staff at the County Commissioner's office. Led by the Centre Manager, the session aimed to equip the team with key skills to improve service delivery and promote a customer-focused approach.



Nandi Huduma Centre held a farewell party for Cliton Mwene and Michael Ochieng, who have been transferred to Kitale and Kericho Huduma Centres. Staff appreciated their nine years of dedicated service, support to the Huduma programme, and active role in PIT committees.



Dr. Elvis Koech from Equity Afia Chuka gave a talk to staff members on Diabetes, explaining its causes, symptoms, and how to manage it. After the session, the Centre Manager held a staff meeting to plan activities for Quarter 1 of the Service Excellence Calendar.



Optometrists from Kirimara Optical Limited, Embu CBD, offered free eye check-ups to staff and customers. They advised regular screening due to screen use and encouraged a vitamin A-rich diet for eye health.



HCTC has partnered with International Optica to offer a free eye check-up at the HCTC, Teleposta Building on Wednesday, 6th August 2025. All staff from HCTC, GPO, and HKS are welcome to attend. The WHO recommends that anyone who spends a lot of time looking at computer screens should get their eyes checked at least once a year. International Optica will provide their modern eye care equipment during the check-up. If you are advi-

sed to get glasses, the process will be handled through SHA.



West Pokot Huduma Centre Manager, Mr. Elvis Wafula, held a security briefing with County APS Commander Mr. Timothy Lolokote and West Pokot Sub-County Police Commander APS Mr. David Mbugua to discuss ways to strengthen security around the Centre and ensure a safe environment for staff and customers.



Staff at the Centre received a financial wellness talk from Mr. Sammy Murage and Mr. Julius Njeru of ICEA LION, focusing on education, insurance, and savings. Following the session, the Centre Manager held the bi-monthly staff meeting where key issues discussed included calendar activities for Quarter 1, time management, and the reactivation of PITs.



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The Regional Commissioner for Central Region, Mr. Joshua Nkanatha, MBS, paid a courtesy visit to Nyeri Huduma Centre Manager, Mr. Maurice Barasa, to assess service delivery. He praised the staff for their dedication and encouraged continued teamwork with all partners to improve service delivery.



Mr. Bidii Henry Kasena, Centre Manager of Huduma Centre Samburu, paid a courtesy visit to Mr. Yonni Erick, the County Civil Registrar, at the Civil Registration Services (CRS) office in Maralal town. The visit aimed to appreciate the excellent work of the CRS team, strengthen the strong partnership between the two offices, discuss staff welfare, and explore ways to further improve service delivery. The CRS team has been a key partner, especially during Huduma Mashinani outreach events in Samburu County. We appreciate their continued support.



MASHINANI CORNER



Bungoma Huduma Centre.



Kiambu Huduma Centre.

ADOPT- A- FOREST CORNER



Kisumu Huduma Centre



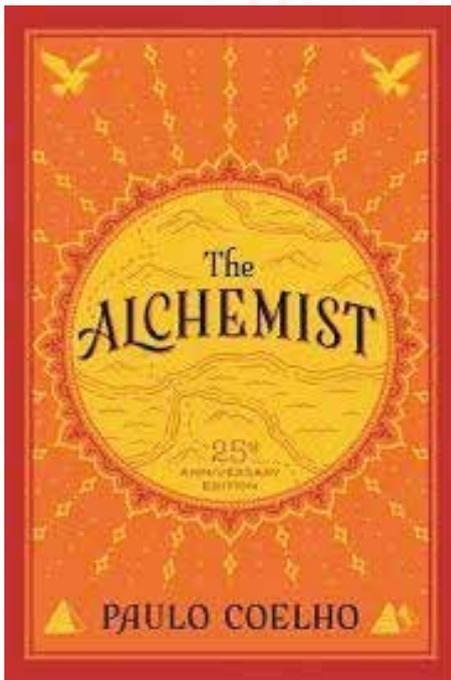
Tana River Huduma Centre



Kibra Huduma Centre

THE ALCHEMIST

by Paulo Coelho



*Available at the
Huduma Kenya
Secretariat Library

The Alchemist is a captivating and philosophical novel that follows the journey of Santiago, a young Andalusian shepherd, who dreams of discovering a hidden treasure near the Egyptian pyramids. Guided by recurring dreams and a mysterious king, Santiago sets off on a quest that becomes far more than a search for gold; it evolves into a journey of self-discovery, spiritual awakening, and understanding the language of the universe. Along the way, he meets a variety of characters, including a crystal merchant, an Englishman studying alchemy, and the titular alchemist, each of whom imparts wisdom that helps Santiago grow. Coelho's writing is poetic yet simple, weaving themes of destiny, faith, and perseverance into a narrative that resonates deeply with readers. The novel's central message that when you truly desire something, the universe conspires to help you achieve it has inspired millions around the world. While some critics argue that the story is overly idealistic or repetitive in its philosophical assertions, many find its optimism and spiritual depth profoundly moving. Ultimately, the Alchemist is more than a tale of treasure; it's a metaphor for life's journey and the courage it takes to follow one's dreams.



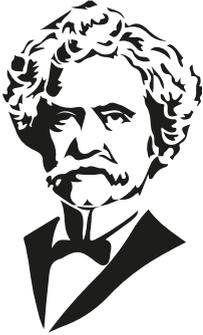
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FUN CORNER



QUOTE OF THE WEEK

Always do right. This will gratify some people and astonish the rest.
-Mark Twain

Joke of the week

If every day is a gift, I'd like a receipt for Monday.

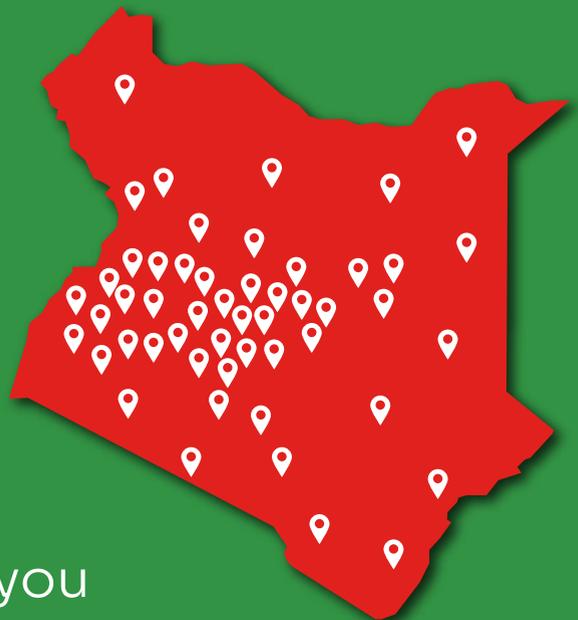
What recent tech upgrade is set to revolutionize service delivery at Huduma Centers?



59

**HUDUMA CENTRES
ACROSS THE COUNTRY**

Visit any of our Centres near you





huduma

KENYA

service excellence