



REPUBLIC OF KENYA



HUDUMA WIKI HII

Keeping You Informed

ISSUE

07



Huduma Kenya



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1919

Deputy President Dr. Kindiki Launches Kisumu West Huduma Centre

- 58th Huduma Centre launched in Kisumu West
- Collaboration between the Ministry of Interior and Huduma Kenya.
- New Centre enhances service accessibility for Kisumu West residents.



Huduma Kenya marked another milestone in the Government's efforts to enhance public service delivery on Friday, February 7, 2025. His Excellency the Deputy President Dr. Kithure Kindiki officially launched the 58th Huduma Centre in Kisumu West, Ojola. The milestone marked a collaborative achievement between the Ministry of Interior and Huduma Kenya, demonstrating the power of partnership in making government services more accessible to all citizens.

The Ministry of Interior played a pivotal role in establishing the facility, while Huduma Kenya furnished the Centre, installed ICT infrastructure, and deployed staff from various Ministries, Departments, and Agencies (MDAs) to achieve the one-stop-shop platform for delivery of government services. This seamless collaboration exemplifies how

joint efforts can overcome logistical and operational challenges to deliver essential services efficiently.

"This Centre is a testament to what we can achieve when we work together. By bringing services closer to the people, we are not only improving access but also enhancing the quality of life for our citizens." – Deputy President Dr. Kithure Kindiki

The new Huduma Centre in Kisumu West bridges a crucial gap for residents who previously had to travel approximately 16 kilometers to the nearest Huduma Centre in Kisumu town. The establishment of this Centre is part of the government's broader initiative to roll out 290 Huduma Centres across all constituencies, ensuring that every citizen can conveniently access a wide range of government services.



Speaking at the inauguration, the Deputy President highlighted the transformative impact of such collaborations. "This Centre is a testament to what we can achieve when we work together. By bringing services closer to the people, we are not only improving access but also enhancing the quality of life for our citizens. This is the essence of our commitment to public service," he stated. The impact of this new Huduma Centre is already being felt. Residents of Kisumu West now have easier access to essential services such as national identification card processing, SHA registration, social

services, and much more. This accessibility is expected to boost local economic activities and foster a sense of community development.

Moreover, the success of the Kisumu West Huduma Centre accentuates the importance of partnerships between government departments and agencies. By pooling resources and expertise, these collaborations are pivotal in realizing the government's vision of equitable service delivery across the nation.





Huduma Kenya CEO Enhancing Service Delivery and Addressing Challenges



Huduma Kenya CEO Mr. Ben Kai Chilumo recently visited the Kakamega and Vihiga Huduma Centres. During his visit, he addressed the importance of maintaining high service standards and effective leadership, encouraging staff to prioritize customer satisfaction. Mr. Chilumo also paid courtesy calls to the County Commissioner Kakamega, Mr. Michael Mwangi, and Deputy

County Commissioner Vihiga, Madam Florence Sitawa, discussing key matters such as the Huduma Mashinani outreach channel and the challenges faced at the centres. His visit underscored Huduma Kenya's dedication to resolving these issues and ensuring continuous improvement in service delivery at the Huduma Centres.





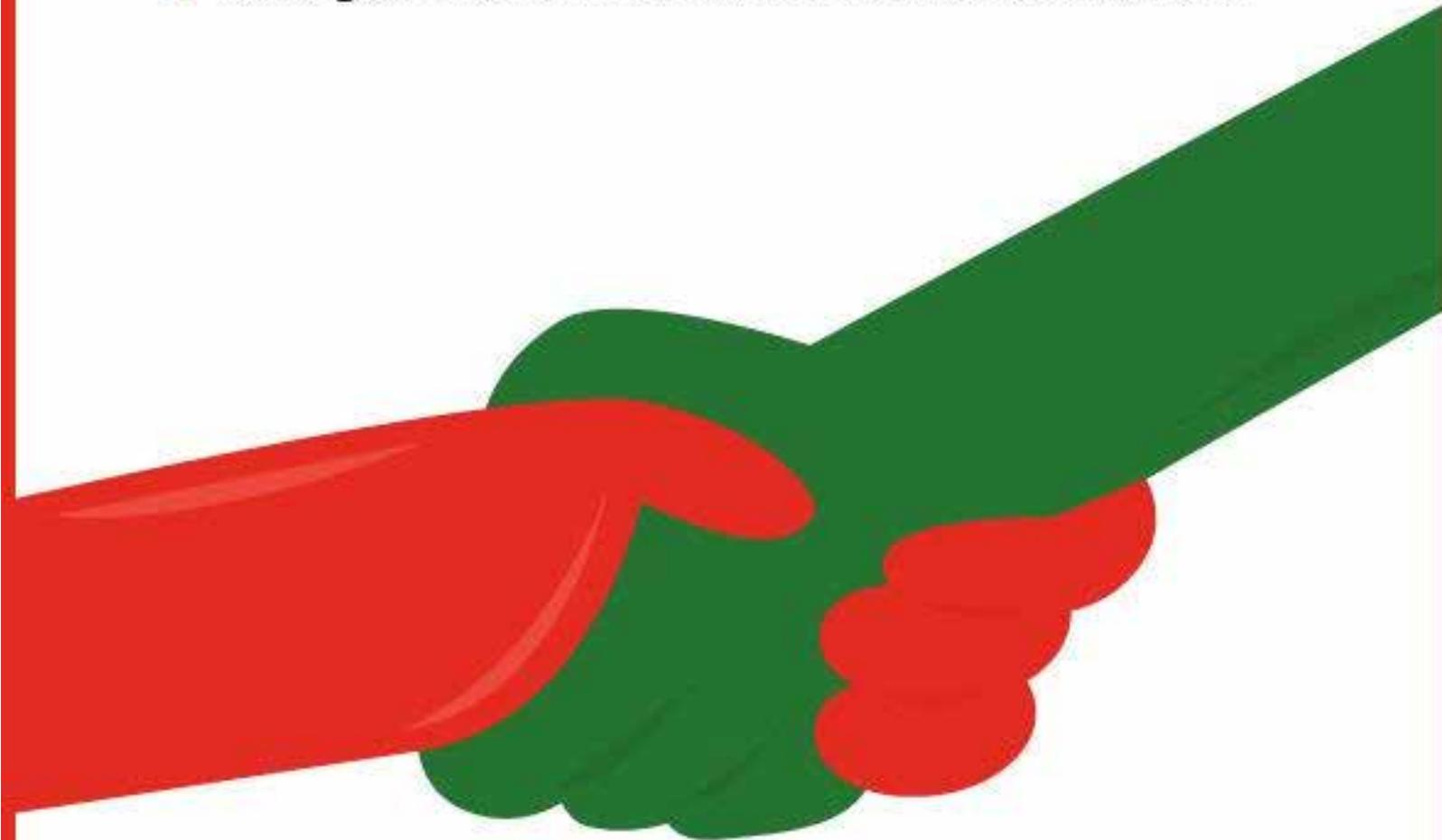
REPUBLIC OF KENYA



SERVICE EXCELLENCE CALENDAR

SOLUTIONS MADE SIMPLE

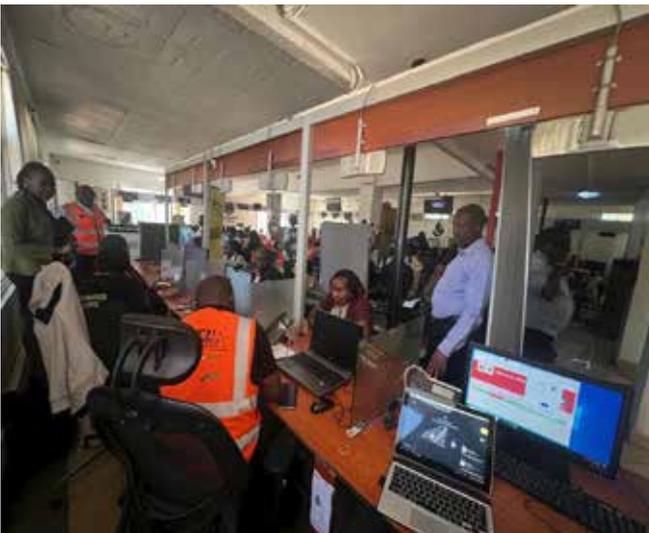
- **Innovating small changes with high impact.**
- **Strengthening Performance Improvement Teams.**
- **Good governance in customer service excellence.**





Huduma Centre Vihiga had the pleasure of bringing solutions to an elderly lady who had visited the Social Services desk to check the status of her Inua Jamii funds disbursement. To her disappointment, the account was reading nil. The staff, through the Human Resource PIT managed to fundraise and provided her with a basket of shopping, good shoes and fare back home. She left the Centre a happy soul uncontrollably raining showers of blessings on the staff.

Huduma Kenya CEO Mr. Ben Kai Chilumo met with GDDC CEO Richard Nasongo to explore a partnership focused on enhancing accessibility, policy formulation, and capacity building for persons with disabilities and promoting gender equality. The meeting was held at the Huduma Kenya Secretariat's offices.



Kitui Huduma Centre, in collaboration with NTSA Machakos Regional Office, conducted an outreach programme that ended on February 7, 2025. The programme offered smart DL enrollment, new generation number plates, and log book transfers.



Elvis Kimani, Sebastian Kimani, and Boniface Mukisa of NTSA headquarters visited the centre yesterday to induct their newly posted staff and set up available equipment.

Equity Bank Chuka Branch Manager, Mr. Eliphas Gitaari, visited the centre to discuss financial inclusion, literacy, and loan products. He was received by the Chuka Igamba Ng'ombe Kathwana Huduma Centre Deputy Centre Manager, Mr. Dennis Mwenda.



Ms. Mercy Aluoch of the Huduma Centre Migori Information desk attended the E-waste Management Awareness workshop at ICT Hall in Migori. It was hosted by the ICT authority



Isiolo Huduma Centre staff at the KUCCPS desk, Ms. Daki Wario, in collaboration with education stakeholders, sensitized 58 form four parents on their role in shaping students' careers and offering necessary support to achieve 100% transition to university



Taita Taveta Huduma Centre Manager, Mr. Elijah Ongeri, and the Sub-County Administrator of Taita Sub-County, Ms. Ann Mwatika, paid a courtesy call to the office of the Governor of Taita Taveta County, Hon. Andrew Mwadime. The visit focused on the partnership between Huduma Centre and the County Government of Taita Taveta in undertaking the Huduma Mashinani Outreach program across the county. Deployment of County Government staff to the Huduma Centre was also discussed. The Governor showed interest in pursuing the establishment of more Huduma Centres in the county to bring services closer to the people.

On Thursday, 6th February 2025, Huduma Kenya CEO, Mr. Ben Kai Chilumo, received a new facility from Mr. Morris Wanyonyi, the Deputy County Commissioner of Kisumu West, accompanied by Kisumu West MP, Hon. Rozaah Buyu. As the 58th Huduma Centre, this facility aligned with the Bottom-Up Economic Transformation Agenda (BETA) by enhancing access to Government Services at the grassroots level, empowering communities, and promoting inclusive economic growth.



NCA Visit Geoffrey Juma and Faith Kanini of the National Construction Authority headquarters visited the NCA service desk for the monitoring of services provided.



Mr. Job Lelekong, County Credit Officer from the Youth Enterprise Fund, paid a courtesy call to Huduma Centre Samburu to sensitize the staff on how the fund works. He also expressed interest in deploying an officer to the Centre and offering affirmative action services to the public.



Deputy Centre Manager Jane Longa from Taita Taveta Huduma Centre joined the DCC Taita Sub-County and officials from the National Fund for the Disabled of Kenya (NFDK) to issue empowerment tools to 16 residents living with disabilities. The Centre also requested NFDK to supply wheelchairs to facilitate the mobility of PWDs within the centre.



In collaboration with the PCEA Narok Town Church, Huduma Centre Narok staff visited Dr. Mwangi at his home to provide Duplication of National ID services.



Huduma Centre Mombasa, in its second week of career sensitizations, participated in a 2-day event at Kenyatta University Mombasa Campus. Nawwar Hammad from the KUCCPS Service Desk engaged Form 4 students from six schools in Mombasa, Kwale, and Taita Taveta, and also sensitized high school graduates at AIC Tudor Mombasa.

Uasin Gishu Huduma Centre staff attended an E-waste management awareness workshop facilitated by ICT Authority and WEEE Centre at the county headquarters. The event, graced by Deputy County Commissioner Mr. Lelgo-Ainabkoi, focused on raising awareness about e-waste management, discussing its types, effects on health and the environment, and the benefits of proper management. Solutions included repairs, donations, re-purposing, and recycling programs.



Huduma Centre Murang'a hosted NTSA officers from Thika on February 4 and 5, 2025, serving 226 customers for Smart Driving Licenses and new registration number plates. Most Smart DL applicants were boda boda riders sponsored by the county government.



A joint exercise to verify the lettable space occupied by Nyamira Huduma Centre at the Postal Corporation of Kenya premises was conducted by a team comprising Jonathan Mutuwli, Superintendent of Works from the State Department of Housing and Urban Development; Charles Rajwayi, Nyamira Huduma Centre Manager; Evans Motinda, Building Surveyor; Michael Mboya, Clerk of Works from the Postal Corporation of Kenya; and Ann Ondieki from Nyamira Post Office.

Huduma Centre Siaya hosted the NTSA team from Kisumu, led by Mr. Charles Ndung'u. They discussed future sensitization drives on the registration of new number plates, log book transfers for motorbikes and vehicles, and road safety.



Youths from Turf Clan Youth Group Kajiado volunteered to beautify Kajiado Huduma Centre by restoring flower pots with plants resistant to grazing. The Uwezo Fund officer from the centre also assisted them in registering for funds.

Whose Plate Have You Broken ?

By Anon

As I made my way to work this week, the introductory segment of a morning talk show captured my imagination. Known for its focus on trending, tough issues rather than relationship chatter, the talk show host welcomed a guest with a proverb that resonated deeply with me: *"The visitor that breaks the plate of the host is not forgotten easily. Proverb from the Republic of Djibouti."*

"Significant actions or events, whether positive or negative, leave a lasting impression on people's memories. Much like a broken plate during a visit, such incidents are hard to forget, especially when they cause damage or disturbance."

The guest was invited to share their interpretation of the saying, and as they pondered, I found myself reflecting on its meaning. Interpretations of proverbs often vary greatly, and this one struck a chord because the guest's thoughts aligned with my own. Remember, there's no right or wrong answer when it comes to interpreting a proverb—it's all about personal understanding.

To me, this saying suggests that

significant actions or events, whether positive or negative, leave a lasting impression on people's memories. Much like a broken plate during a visit, such incidents are hard to forget, especially when they cause damage or disturbance.

This got me thinking: as another week unfolds, whose plate have I metaphorically broken? In our daily interactions, both in personal and professional settings, our actions have consequences. They can build bridges or, at times, inadvertently create fractures.

Reflecting on my work with Huduma Kenya, this proverb holds a valuable lesson. In the realm of customer engagement, every interaction matters. A single misstep can linger in the minds of our customers, much like a broken plate at a host's table. It's a reminder of the importance of mindfulness, transparency, and accountability in all that we do.

So, as we navigate through this thing called life, let's strive to handle each interaction with care, ensuring that our actions leave positive, lasting impressions. Because, just like the visitor who breaks a plate, our significant actions will not be easily forgotten.





Huduma Bookworm Haven

The Mountain Is You

by Brianna Wiest

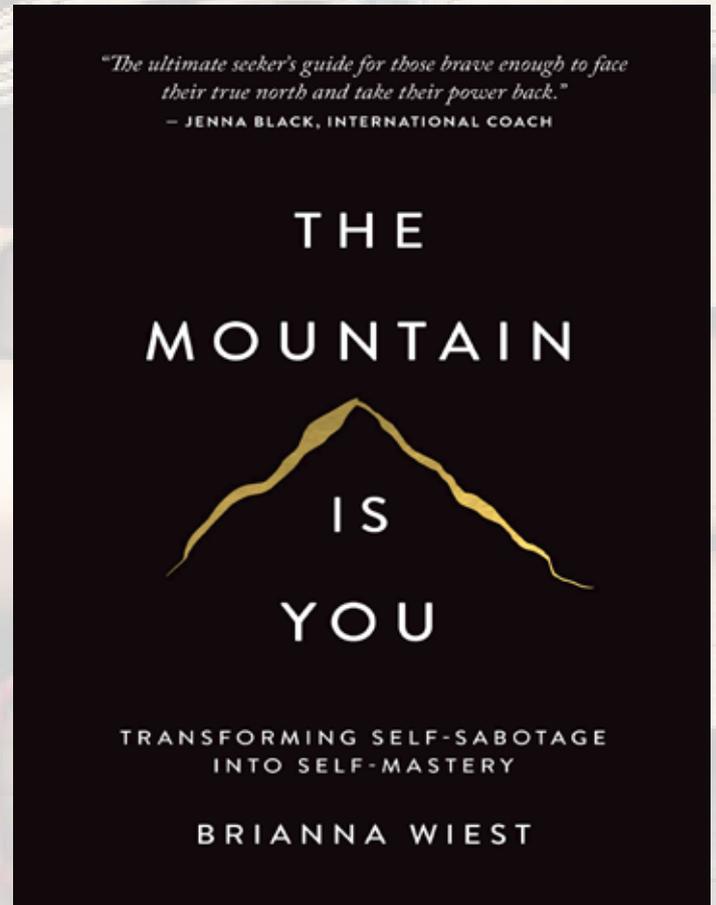
Brianna Wiest's *The Mountain Is You* is a transformative self-help book that focuses on the concept of self-sabotage and personal growth. The book explores how our deepest fears, unresolved emotions, and limiting beliefs create internal obstacles—the "mountains"—that prevent us from reaching our full potential.

The book offers a mix of psychology, mindfulness, and emotional intelligence strategies to help readers recognize patterns of self-sabotage and replace them with healthier behaviors. In the book the author emphasizes the importance of self-awareness, resilience, and inner work in overcoming these internal struggles.

Key themes include embracing discomfort as a sign of growth, shifting mindsets from scarcity to abundance, and fostering self-trust. Readers are encouraged to take responsibility for their actions, let go of past traumas and cultivate a life of purpose and fulfillment.

The Mountain Is You resonates deeply with those on a journey of self-improvement. It serves as both a gentle guide and a motivational push

toward self-actualization, making it a compelling read for anyone seeking personal transformation.





Mashinani Corner



Huduma Centre Machakos



Huduma Centre West Pokot



Huduma Centre Kwale



Huduma Centre Nakuru



Huduma Centre Kericho



Huduma Centre Kajiado



Huduma Centre Bomet



Why do ducks have feathers on their tales?

To hide their butt-quacks



Quote of the week

"You are not here just to make a living. You are here to be alive."

Brianna Wiest- Author, The Mountain is You

Call us on:

1919

Monday - Friday

7:00am - 9:00pm

Weekends & Public Holidays

8:00am - 6:00pm



Adopt - a - Forest Corner

This week, Mombasa, Uasin Gishu, Kirinyaga, Nyeri, and Samburu Huduma Centres, in collaboration with local organizations once again demonstrated their unwavering commitment to environmental conservation.

The Centres collectively planted an impressive total of 10,723 trees. We laud the Centres for their efforts and dedication towards achieving the nationwide target of planting 5 million trees by 2032.



Kirinyaga Huduma Centre staff, in collaboration with the State Department for Diaspora Affairs, County Commissioner Josephine Nduku, NGAO team, and Kenya Forests Service, planted 5,500 trees at Kangaita Forest

Mombasa Huduma Centre staff, in collaboration with Brain Youth Group, planted 3,000 mangrove trees at Junda Creek, Mshomoroni.



Huduma Centre Kajiado, in collaboration with the Office of the ACC Enkorika, held a tree-planting exercise at Enkasurai Primary School. 300 tree seedlings were planted.

Adopt - a - Forest Corner



In partnership with NEMA, KEPHIS, and the County Government of Uasin Gishu, Uasin Gishu Huduma Centre staff planted 1,000 trees at Sosiani Dam, Leseru Wetlands.

Nyeri Huduma Centre staff joined other stakeholders to plant 1,000 indigenous trees at Karie Wetlands, Mathira West Subcounty



Samburu Huduma Centre staff participated in International Wetlands Day at Suguta-Marmar Wetland, planting 1,023 trees with partners including NEMA and various local organizations.

***“The greatest threat to our planet is the belief that someone else will save it.”
Robert Swan, OBE, the first person to walk to both poles***



huduma
KENYA
service excellence

HUDUMA
KENYA
SECRETARIAT

Phone: 1919

WhatsApp: 0747 1919 19

Address:

P.O Box 47716-00100

Lornho House, Nairobi

Mail:

info@hudumakenya.go.ke