



# HUDUMA WIKI HII

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1919



Huduma Kenya



HudumaKenya



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## Huduma Kenya Hosts Multi-Agency Meeting to Enhance Service Efficiency



- MDAs will review and streamline internal workflows to eliminate redundancies and improve efficiency.
- Emphasis on adopting online platforms, mobile applications, and automated systems to facilitate remote access to services.
- Continuous training programs for staff will ensure competency in handling new technologies and processes.

On February 11, 2025, Huduma Kenya CEO Mr. Ben Kai Chilumo spearheaded a crucial multi-agency meeting at the Huduma Kenya Secretariat. The assembly sought to devise comprehensive strategies to expedite Turnaround Times (TATs) for services offered at Huduma Centres. Esteemed stakeholders from various Ministries, Departments, and Agencies (MDAs) attended the meeting, underscoring the significance of this initiative in revolutionizing public service delivery.

The meeting's agenda centered on identifying existing bottlenecks in service delivery and implementing streamlined pro-

cesses, alongside leveraging cutting-edge digital solutions. This collaborative effort aims to align with Huduma Kenya's vision of providing seamless and accessible services to all citizens.

Discussions emphasized process optimization, with MDAs mandated to conduct in-depth reviews of their internal workflows to eliminate redundancies and enhance overall efficiency. The adoption of best practices and modern methodologies was strongly advocated to ensure a more effective approach to service delivery.

A pivotal focus was the integration of digital solutions, highlighting the importance of

online platforms, mobile applications, and automated systems to facilitate remote access to services. This digital transformation is anticipated to substantially reduce the necessity for physical visits to Huduma Centres, thus signifi-



cantly decreasing TATs.

Furthermore, the commitment to training and capacity building was underscored. MDAs are to implement continuous training programs for their staff, equipping them with the skills and knowledge necessary to adeptly handle new technologies and streamlined processes. This initiative is poised to maintain a competent workforce capable of delivering high-quality services efficiently.

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adopting online platforms, mobile applications, and automated systems to facilitate remote access to services.

Continuous training programs for staff will ensure competency in handling new technologies and processes.

A robust performance monitoring framework was proposed to ensure accountability and track the progress of the implemented changes. Regular assessments and feedback mechanisms will be pivotal in identifying areas for further enhancement.

The anticipated impact of these initiatives is profound. For the government, enhanced efficiency translates to substantial cost savings through the reduction of administrative overheads and optimized resource utilization. Improved service delivery is also expected to bolster public trust and satisfaction, reinforcing the government's commitment to transparency and accountability.

For citizens, the benefits are equally significant. Reduced TATs will enable faster access to essential services, minimizing the time and effort expended on administrative procedures. The

adoption of digital solutions offers the convenience of accessing services remotely, bridging the gap between the government and the public. Additionally, a well-trained and responsive workforce will ensure timely and effective support, enhancing the overall experience of interacting with government services.

Mr. Chilumo emphasized the importance of collaboration and innovation in achieving these goals. “Our vision is to create a seamless service delivery ecosystem that prioritizes the needs of our citizens. By working together with MDAs and embracing digital transformation, we can make this vision a reality,” he stated.

The multi-agency meeting marks a significant milestone in Huduma Kenya’s mission to pro-

vide efficient, accessible, and citizen-centric services. As the initiative progresses, continuous efforts will be made to refine and enhance the strategies, ensuring that Huduma Kenya remains at the forefront of public service delivery.



“Our vision is to create a seamless service delivery ecosystem that prioritizes the needs of our citizens. By working together with MDAs and embracing digital transformation, we can make this vision a reality,” stated Mr. Ben Kai Chilumo.

## 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**



## NTSA and Huduma Kenya Discuss Enhancements to Service Accessibility



Huduma Kenya CEO Mr. Ben Kai Chilumo chaired a meeting with members of the National Transport and Safety Authority (NTSA) leadership team at the Huduma Kenya Secretariat. The discussions focused on enhancing service accessibility for citizens through the Huduma Kenya one-stop-shop platform and adopting the universal agent model to bridge service delivery gaps, among other issues.

NTSA committed to deploying enrollment kits to several Huduma Centres in the coming weeks. These kits would enhance access to NTSA services, including Smart Driver's License (DL) registration. Currently, Huduma Centres offer Smart Driver's License (DL) registration and issuance, company log book collection, e-citizen front-end services at the Huduma Centre Cyber Cafes, and informational services.



Nyamira Huduma Centre celebrated its success of their second-place ranking in FY 2023/2024.



# SERVICE EXCELLENCE CALENDAR

## SOLUTIONS MADE SIMPLE

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

**JANUARY - MARCH 2025**



Marsabit Huduma Centre team during a joint measurement exercise to verify space to let at Marsabit Huduma Centre.

Homa Bay Huduma Centre hosted a mental health awareness talk by Oasis Hospital doctors led by Alex Ekhuya.



Nandi Huduma Centre empowered its staff with financial management training by Kenya Commercial Bank's Kapsabet Branch Manager Mr. Justus Kibet.

Kwale Huduma Centre held a consultative meeting with KPLC officers to address power outages affecting Kwale town and service delivery at the centre.



Kitale Huduma Centre KUCCPS staff Mr. Chacha Mango sensitized 650 students and 358 parents at Shianda CDF Grounds with KUCCPS guidance organized by MP Hon. Peter Salasya. Also in attendance were officials from HELB, TVET, KMTC, and representatives from Shianda CDF and the MP's office.



Kwale Huduma Centre bid a fond farewell to standout intern Ms. Mtama who served in the Uwezo Fund service desk. Ms. Mtama played a key role during the SHA registration period and was recognized as the most disciplined staff member during her time at the centre.



Dr. Christopher Yegon, KUCCPS Director for Strategy, Planning, and Compliance, and Ms. Nawwar Hammad from Mombasa Huduma Centre's KUCCPS Service Desk, visited Kwale and Kilifi in a bid to boost KUCCPS applications across the Coast.



*International Epilepsy Day 2025 is celebrated on 10<sup>th</sup> February.  
This year's theme was "MyEpilepsyJourney."*

Kitale Huduma Centre championed epilepsy awareness with a stellar lineup of community leaders at Kitale National Museum. The initiative was made possible through partnering with the Trans Nzoia Parents of Epileptic Children CBO.



Garissa Huduma Centre held a send-off ceremony for Janet Kimutai from the Office of the Data Protection Commissioner (ODPC). Janet has been transferred to the ODPC Nakuru regional office.



Staff from Kericho Huduma Centre visited baby Chikira at Kericho Referral Hospital, spreading love and support.





Mr. Victor Kintai Mariech from West Pokot Huduma Centre delivered 118 laminated birth certificates. The documents were applied for in a Huduma Mashinani held on January 29, 2025, at Ortum.

Nyandarua Huduma Centre KRA staff supported by back-office staff brought mobile taxpayer services to the streets of Olkalou Township, serving over 100 customers.



Makueni Huduma Centre welcomed County Commissioner Mr. Duncan Darus for a supervision and evaluation tour of key government service delivery points.



Taita Taveta Huduma Centre is now PWD-compliant! The Centre received a wheelchair donation from the National Fund for the Disabled of Kenya.





Marsabit Huduma Centre launched the New Person Registration (NPR) live capture exercise with DCC David Saruni and local chiefs at the Centre.

Hon. Elizabeth Tanui Deputy Registrar at the Judiciary and Huduma Kenya Judiciary Service Leader, visited Kibra Huduma Centre to assess the state of service delivery of judiciary services at the centre.



Huduma Centre Samburu hosted NCA Regional Coordinator Eng. Erick Okello from Isiolo for a staff performance and ethics evaluation.



Marsabit Huduma Centre at a combined birthday celebration for the centre's 2nd quarter staff.





## MASHINANI CORNER



**Huduma Centre Kitui**



**Huduma Centre Nakuru**



**Huduma Centre  
City Square**



**Huduma Centre GPO**



## MASHINANI CORNER



**Huduma Centre Elgeyo Marakwet**



**Huduma Centre Kibra**



**Huduma Centre  
Kajiado West**

Ortum Centre residents appreciated West Pokot Huduma Mashinani services after receiving their certificates, bringing services closer to the people.



Migori Huduma Centre staff held a meeting on PIT reactivation and new staff induction, committing to teamwork. The meeting was led by Bishop Francis Kamau and Rev. George Obuoyo.



Kericho Huduma Centre, led by Centre Manager Madam Immaculate Kimondio, held a memorial service and candle-lighting ceremony for the late Ms. Jecinter Chikira who served at the Centre.

Kibra Centre Manager Mr. Steve Odotth and Labour Service Desk Officer Ms. Mercy Mueni from the centre participated in a sensitization program on Pamoja FM, Kibra, to raise public awareness about Huduma Centre services.





Huduma Kenya CEO Mr. Ben Kai Chilumo hosted Kenya Institute of Supply Management (KISM) CEO Mr. Kenneth Matiba, MBS, and his team at the Huduma Kenya Secretariat offices. Discussions focused on potential collaborations to integrate KISM services into the Huduma Kenya Service Delivery platform. This partnership aims to enhance KISM's visibility among supply chain professionals and ensure compliance with industry standards through licensing and regulation.



A team from the Office of the Attorney General, led by Solicitor General Hon. Shadrack Mose and Governor H.E. Issa A. Timamy, visited Huduma Centre Lamu to launch the OAG Service Counter. The Solicitor General praised Huduma Centres for their patriotism, passion, and efficiency. The Governor affirmed the Centre's excellence, noting no complaints from Lamu residents. After the ribbon-cutting, the team addressed stakeholders at the KRA Hall, where the Centre Manager highlighted services such as KRA returns filing, SHA registration, NRB registration, and the new OAG service counter. The team then visited the Lamu Mainland offices in Mokowe.



**Our heart beats for you,  
our customers.  
Huduma Kenya wishes you a  
Happy Valentine's Day.**

## **Serving with Heart: A Valentine's Salute to my Huduma Homa Bay Family**

As we celebrate Valentine's Day, a time to express love and appreciation, I take this moment to honor my incredible colleagues at Huduma Homa Bay. Being part of this team is not just a job- it is a privilege, a journey of service and a daily act of love for the people we serve.

Every day, I witness firsthand dedication, patience and kindness that each one of us brings to our work. Whether it's processing essential documents, offering guidance or ensuring that every citizen feels valued, we do it with hearts full of commitment. We are more than just a team; we are a family bound by shared passion for making a difference.

Love is not just about words- it is about actions and at Homa Bay, we show love through service guided by Ms. Jesinta's light. From warm

greetings at the front desk to the efficiency behind the counters every interaction is a reflection of our dedication to the clients. Our work is more than transactions, it is about helping, uplifting and transforming lives.

On this special day, I extend my heartfelt appreciation to each of my colleagues. Your hard work, smiles and willingness to go the extra mile matters a lot. Let us take pride in what we do, knowing that we are not just providing services but spreading kindness and hope to every person who walks through our doors.

Happy Valentine's Day to team Homa Bay. May we continue to serve with love excellence and unity. We are truly the heart of public service!

# A Valentine's Tête-à-Tête and Dining with the Devil

## By Anon

Ah, Valentine's Day—where love is in the air, chocolate sales spike, and we commemorate a priest named Valentine, executed in third-century Rome for his audacious decision to marry couples against the will of the pagan Emperor Claudius II. Happy Valentine's Day, dear reader! Excuse my manners.

Moving right along, you know the drill: this week's proverb is a delicious morsel from the Republic of Gambia, the smallest country in mainland Africa. The proverb is, "When you eat with the devil, use a long spoon." I heard it on the radio and couldn't resist bringing it to you for our weekly deep dive.

Let's unpack this vivid and slightly unnerving imagery. Dining with the devil conjures up visions of a precarious meal with a potentially dangerous companion. The proverb suggests that if you find yourself in a situation where you must deal with someone of dubious morals or intentions, it's best to keep your distance—hence the long spoon. This spoon acts as a metaphorical buffer zone to protect you from the devil's fiery antics.

Translating this into modern life, the proverb serves as sage advice about being cautious and discerning in your interactions. Let's explore how this ancient wisdom plays out in our daily lives with a dash of humor:

In the workplace, you might have a colleague who thrives on gossip and drama. They're the office equivalent of the devil. When you "eat with the devil," or in this case, engage with them, it's wise to maintain a metaphorical long spoon. Keep your distance, so you don't get burnt by the fallout of their gossip-mongering.

In friendships, there's always that one friend who drags you into trouble,

whether it's coaxing you to attend a questionable party or suggesting you "borrow" office supplies. This friend is your devilish companion. The long spoon here represents enjoying their company while keeping enough distance to avoid getting ensnared in their schemes.

When it comes to dating, the proverb is particularly relevant. The dating world is full of charming individuals who might have devilish tendencies—perhaps they're masters of sweet talk but experts in ghosting. Using a long spoon means guarding your heart and emotions. Enjoy the flirtations but maintain enough distance to dodge potential heartbreak.

Implementing the long spoon strategy involves tact and a bit of wisdom. It's about recognizing potentially harmful situations and establishing your boundaries. You're not avoiding life's devils altogether; you're simply ensuring you don't get too close to their blazing fires.

In summary, the Gambian proverb serves as a whimsical reminder to stay sharp and savvy in our interactions. Whether dealing with tricky coworkers, mischievous friends, or navigating the treacherous terrains of dating, the long spoon is your trusty companion. The next time you dine with a devil, remember to keep your spoon long and your wits even longer.

Here's to navigating life's adventures with a healthy dose of wisdom and humor! Happy Valentine's Day once again!

"Whether dealing with tricky coworkers, mischievous friends, or navigating the treacherous terrains of dating, the long spoon is your trusty companion. The next time you dine with a devil, remember to keep your spoon long and your wits even longer."

Kwale Huduma Centre hosted a Conflict Early Warning and Response training at Pride Inn Hotel, Diani, attended by DCs, ACCs, county peace committees, and NGOs. Madam Winnie Mdoe, from the Ombudsman desk and PIT Chair for Communication and Branding, facilitated the training on "conflicts in service delivery" and the role of CAJ. She also publicized the Centre's services and requirements



Huduma Centre Kakamega, in collaboration with Pension and NSSF staff and TSC Director, Kakamega South, sensitized retiring teachers at Musingo High School on pension and NSSF requirements to ensure timely access to their dues.



Huduma Centre Samburu received two customer vehicle number plates from the NTSA-Huduma Centre Samburu Mass Registration Exercise. The session highlighted the need for comprehensive NTSA services at Huduma Centres, reinforcing the one-stop-shop philosophy and ensuring excellence in public service delivery and customer satisfaction.



## P for Propaganda By Boov

Noun: information, especially of a biased or misleading nature, used to promote a cause or point of view.

Propaganda can take many forms, such as news articles, posters, speeches, advertisements, and social media posts, and it's typically used to influence public opinion or behavior.

The key feature of propaganda is that it presents a one-sided argument, aiming to persuade or manipulate rather than inform. The term is often associated with negative connotations, especially in political contexts, where it may be used to deceive or manipulate populations.

The propagandist's purpose is to make one set of people forget that certain other sets of people are human.

*Aldous Huxley*

**“When propagandists choose to spread lies or half-truths, they pollute the information ecosystem.”** Prof. dr. Renee Hobbs University of Rhode Island

”

When your mind is full of assumptions, conclusions, and beliefs, it has no penetration, it just repeats past impressions.

—Sadhguru

If you repeat a lie often enough, people will eventually believe it. When lies are spread by people or organisations with authority, like the media, the information ecosystem becomes polluted. It may become harder to discern right from wrong information, which increases our risk of believing fabrications as true.

Propaganda that stimulates even the mildest form of intolerance can eventually have major consequences. In the first place it can lead to polarisation or us-versus-them thinking, which pits subgroups of society against each other.

The methods used in propaganda are varied but share common strategies:

**Emotional Appeal:** Propaganda often targets the emotions rather than reason.

**Demonizing the Enemy:** One of the most common tactics, especially in political or wartime propaganda, is the portrayal of an enemy group as inherently evil.

**Bandwagon:** Propaganda often implies that “everyone is doing it,” creating a sense of peer pressure. This technique plays on people's desire to conform and be part of a collective movement

**Repetition:** Repeating a message frequently ensures that it sticks in the public’s mind. This is why propaganda, especially in advertising and political speech, often includes repetitive slogans, catchphrases, or images to make the message memorable.

**Selective Truth:** Propaganda may contain a kernel of truth, but it is often distorted or selectively presented. Statistics, for example, may be used in a misleading way to support a specific viewpoint, leaving out context that would change the interpretation of the facts.

**“A lie gets halfway around the world before the truth has a chance to get its pants on” – Winston Churchill**

Did you know: Relationship ikiisha na landlord, anafaa kukurudishia deposit yako?

By The Legal Doc



Approximately 38.7% of Kenyans rely on renting as their primary housing option, with urban areas like Nairobi and Mombasa experiencing higher rental rates due to lower homeownership. Renting typically requires tenants to pay a security deposit equivalent to one, two, or even three months' rent before occupancy, with the expectation of a refund

upon lease termination.

However, many tenants in Kenya face challenges in recovering their deposits, encountering delays, outright refusals, or deductions based on vague or unjustified claims, such as alleged property damage, even when vacating in good condition.

While the law does provide some protection for tenants, enforcement has remained a challenge. The process to reclaim a

deposit can be lengthy, and many tenants lack the knowledge to navigate the legal system effectively. This has resulted in a general sense of unfairness and exploitation, especially in the more informal rental sectors.

A recent decision by Justice Helene R. Namisi in *Michelle Muhanda v LP Holdings Ltd* (Milimani HCCOMMA No. E256 of 2023) may however be the answered prayer many tenants have been waiting for.

Dr. Muhanda, a former tenant of Woodlands Grove Villas in Nairobi, sought a refund of her KSh 230,000 deposit from LP Holdings Ltd, the property management company, after leaving the premises in October 2022. The tenant had requested a joint inspection of the property before leaving, but the landlord did not attend. She asked for a refund of her deposit but they refused to return it citing repair costs totaling Kshs.

271,857.60, which the tenant argued were excessive and unsupported.

Aggrieved, she filed a claim in the Small Claims Court after vacating the landlord's property. At the Small Claims court, the case was dismissed on grounds that it had no jurisdiction. The High Court, under Justice Helene Namisi, overturned the Small Claims Court decision that dismissed the case due to jurisdiction issues, stating that the Small Claims Court can handle disputes regarding rent deposit refunds based on the "contracts relating to money held and received" clause in the Small Claims Court Act.

This ruling is considered a major victory for tenants in Kenya as it provides a clear legal avenue to pursue claims against landlords who unjustly withhold security deposits.

## FUN CORNER

### QUOTE OF THE WEEK

**“Choose your companions wisely and keep your distance from danger.”**

### Joke of the week

**Q: Why did the smartphone go to the doctor?**

**A: Because it had a bad case of “app-itis” and needed a reboot!**

# The Hundred-Year Marathon: China's Secret Strategy to Replace America as the Global Superpower

Michael Pillsbury



\*Available at the  
Huduma Kenya  
Secretariat Library

This book is a mixed genre of memoir, analysis, and history. The author, and it is indeed Pillsbury (I can hear his voice in my head when I read it), uses the first-person in much of the book. Pillsbury describes his involvement in US-China government issues, relating his ties with the CIA, FBI, and Pentagon over a 40-year career of China-watching. In many ways, it is shameless self-promotion as Pillsbury inserts himself into history with redundant "I, me, my" injects throughout the text. Those interested in a far more critical analysis of Pillsbury's modus operandi can go no further than Soyoung Ho's "Panda Slugger" in the Washington Monthly in the July/August 2006 issue.

BORROW A

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