



REPUBLIC OF KENYA



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KENYA
service excellence



**HUDUMA
WIKI HII**
Keeping You Informed

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Huduma Jitume Centre Launch: Pioneering Service Delivery in Lafey Constituency



Groundbreaking Event Ushers in New Era for Huduma Jitume Centre Initiative in Lafey Constituency

Huduma Kenya CEO Mr. Ben Kai Chilumo, Hon. Mohamed Abdirahman, Member of Parliament for Lafey Constituency, and the Principal Secretary for the State Department of Micro, Small, and Medium Enterprises Development Hon. Susan Mang'eni led the groundbreaking of the Huduma Jitume initiative in Lafey Constituency on 27th February, 2025. Held in Mandera, the momentous event is in the Government's ambitious project aimed at transforming public service delivery in the region as part of the **"Road towards 290 constituencies"** campaign.

The Huduma Jitume initiative is dedicated to providing essential government services directly to the people, with a special focus on marginalized areas like Lafey. CEO Ben Kai Chilumo highlighted the initiative's mission: **"Our goal is to bring government services closer to the people, ensuring everyone, irrespective of their location, has access to essential services."**

Hon. Susan Mang'eni echoed these sentiments, stating, **"The**

Huduma Jitume project represents a significant leap towards sustainable development and empowerment for communities in Lafey Constituency. By improving access to critical government services, we are fostering an inclusive society and empowering our citizens."

The collaboration between NG-CDF and Huduma Kenya plays a crucial role in expanding government services to citizens. This partnership aims to bridge service delivery gaps, ensuring even the most remote and underserved areas receive necessary support. The Huduma Jitume project exemplifies the dedication of both organizations to enhancing the quality of life for all Kenyans.

As the Huduma Jitume initiative gains momentum in Lafey, it promises to revolutionize public service delivery, paving the way for sustainable development and greater empowerment of local communities. This initiative sets a positive example for other regions in Kenya, demonstrating the power of effective partnerships in achieving comprehensive and inclusive development.



Huduma Centre Mombasa, partnering with Lamu Organization for Youth and People with Disabilities, sensitized high school graduates from Lamu County.

KRA Officer Hafidh Jeneby and Police Abstract Officer Caroline Kathure from Tana River Huduma Centre filed tax returns for officers at Hola Police Station.



MP Benard Shinali, Ikolomani area, visited Huduma Kenya CEO Mr. Ben Kai Chilumo to discuss the progress of the upcoming Huduma Centre in Ikolomani Constituency.

Nyandarua County Commissioner Mr. Abdirazack Jaldesa met with the Centre Manager Nyandarua NRB, and CRS staff to discuss service delivery status and challenges.





Ms. Juliana Itegi and Tana River County's Registrar of Persons, Mr. Jediel Mugambi, assessed NRB staff at Tana River Huduma Centre.

Marsabit Huduma Centre together with Open Minds Community Focus group, donated toiletries and food to inmates at Marsabit Prisons.



Huduma Kenya held a strategic meeting with WebTribe Ltd to introduce additional services such as airtime and data sales, and Pay TV subscriptions at Huduma Centres.

Huduma Centre Baringo staff participated in a 5km Charity Walk flagged off by Baringo Governor Benjamin Cheboi, followed by a health talk from Reale Hospital Medics.





Huduma Centre Mombasa partnered with Coast Media Team and Kenya Coast National Polytechnic College to celebrate World Radio Day. Students learned about

services such as KUCCPS and HELB. The event concluded with a thrilling football match, where Huduma Centre triumphed 5:0 against Coast Media FC.

World Radio Day has been celebrated annually on February 13 since 2011. The World Radio Day was established by UNESCO and has promoted collaboration among broadcasters and reinforced radio's significance in providing information and supporting free speech.



13 FEBRUARY

**WORLD
RADIO
DAY**



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

A monitoring and inspection team from Huduma Kenya Secretariat visited the proposed Mwea East Huduma Centre, expected to start operations in April.



Huduma Centre Samburu attended the 1st Graduation Ceremony of Samburu Technical and Vocational Training Institute, with Education CS Mr. Julius Ogamba as the Chief Guest.



A team from Huduma Kenya Secretariat and KSG Mombasa facilitated a Customer Service Excellence training for Frontline Officers from State Department of Petroleumat Kenya School of Government, Mombasa Campus.



Narok Huduma Centre during their monthly Prayer Breakfast.





Huduma Centre Kibra, in collaboration with the Nairobi County Disability Service Officer, Elevate Her (an NGO dedicated to empowering women and girls with disabilities) and Edmund Rice Centre, provided services to individuals with special needs at Edmund Rice Centre, Lang'ata Sub-County.

Hon. Mohamed Abdirahman, Member of Parliament for Lafey Constituency, met with Huduma Kenya CEO, Ben Kai Chilumo, to extend a formal invitation to the ground-breaking ceremony of the Huduma Jitume initiative in Lafey.



Nyandarua Huduma Centre Manager Mr. Erick Nturuai joined DCC Nyandarua Central, Mr. Michael Oloituaa, and ACC Kiambaga Division, Mr. James Tago, to sensitize the public on services offered at the centre during a public baraza in Mukindu area.

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.



A team from Huduma Kenya Secretariat led by PO Security Mr. David Kabena visited Narok and Bomet Huduma Centres for centre assessment on Huduma standards implementation.



Staff from Kwale Huduma Centre attended the ground-breaking ceremony of the Diani White House Affordable Housing Project led by President H.E. Dr. William Samoei Ruto.



Kakamega Lydia Jemesunde, in collaboration with the Heads of Department from NSSF, SHA, and KRA, held a sensitization forum at Kakamega Sports Club.





MASHINANI CORNER



Huduma Centre Nandi



Huduma Centre West Pokot



Huduma Centre Nakuru



Huduma Centre Baringo



Huduma Centre Marimanti



Huduma Centre Vihiga



MASHINANI CORNER



Huduma Centre Manderla



**Huduma Centre
Taita Taveta**



Huduma Centre Tana River



Huduma Centre Lamu



Huduma Centre Maara



MASHINANI CORNER



Huduma Centre Homabay



Huduma Centre Nyamira



Huduma Centre Bomet



Huduma Centre Samburu

MASHINANI SCHEDULE

DATE	CENTRE	LOCATION
3 rd March 2025	Nakuru	Elburgon ACC
6 th March 2025	Eldoret	ASK Showground
6 th March 2025	Mandera	Khalalio Town
7 th March 2025	Kiambu	Christina Wangari Gardens
7 th March 2025	Machakos	ACC's Office, Mwala
7 th March 2025	Samburu	Suguta Marmar
10 th March 2025	Bungoma	Mbakolo Market



MASHINANI CORNER



Huduma centre GPO
Kangemi ACC's Office
Over 400 customers served.



Huduma Centre City Square
Chief's Camp Kitisuru
Over 100 customers served.

*Corrections from issue 11

Laikipia East Huduma Centre planted 550 tree seedlings on the Centre's compound.



The Nyeri Huduma Centre ICT Performance Information Team (PIT) provided staff with calendars to enhance productivity by focusing on set timelines and schedules.



Huduma Centre Samburu in collaboration with Maralal Technical and Vocational Training College, facilitated a Mental Wellness and Awareness Session for college students and staff.

Staff from Nyeri Huduma Centre's Civil Registration Desk, presented 72 birth certificates to Area Chief Mr. Martin Mwangi Huro of Chaka Location, Kieni East Sub County, as a result of last week's Huduma Mashinani.





REFURBISHMENT CORNER



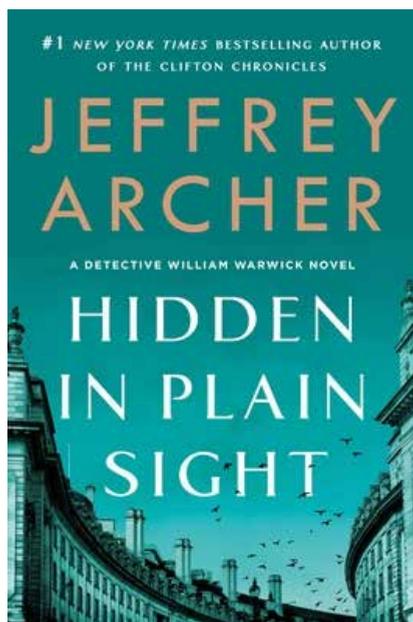
**Installation of wall and ceiling fans
at Marimanti Huduma Centre.**



**Repair and maintenance
at Meru Huduma Centre.**

Hidden in Plain Sight

Jeffrey Archer



*Available at the Huduma Kenya Secretariat Library

'Hidden in Plain Sight' is the second part of Archer's new Detective William Warwick series and is a riveting adventure.

The book is set in 1986 and William Warwick gets promoted to Detective Sergeant. He and his men now have to try and take down a big-time drug dealer called Khallil Rashidi, which provides for an interesting drama.

With Jeffrey Archer's trademark twists and turns 'Hidden in Plain Sight' is the extraordinary sequel to 'Nothing Ventured', the first novel featuring William Warwick.

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

Try to be a rainbow in someone else's cloud."

— Maya Angelou

Joke of the week

Why was Cinderella so bad at soccer?
She kept running away from the ball!



TUKO KISUMU

Visit us at Huduma Centre Kisumu and Huduma Centre
Kisumu West, Ojola for easy access to Government Services.



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