



HUDUMA WIKI HII

Keeping You Informed

ISSUE 25

#ServiceInMotion



Huduma Kenya



huduma_kenya



HudumaKenya



1919

In the last financial year, Huduma Kenya has once again proven what is possible when public service is anchored in vision, values, and people. I am deeply proud of the unwavering dedication displayed across our service delivery platforms.

Cabinet Secretary Note



I want to express my gratitude to the public servants nationwide for their unwavering dedication to service excellence in public service as demonstrated in the FY 2024/2025.

My desire as the Cabinet Secretary for the Ministry of Public Service, Human Capital Development and Special Programmes is to create a motivated, effective and responsive public service. This is the foundation of the changes we are implementing, including strategic human resource management, ongoing training and rationalization of compensation. These measures are designed to ensure that our workforce is

not only capable but also empowered to deliver on the promise of effective governance.

To this end, I call upon Ministries, Departments, and Agencies (MDAs) to strictly adhere to service Turn-Around-Times, streamline service delivery processes, and embrace innovation. Performance must be measured not in process, but on public impact. Our guiding framework remains Article 232 of the Constitution.

To the good people of Kenya, engaged citizens shape the success of our service delivery. Over 95,000 IDs, over 30,000 driver's licenses and over 40,000 birth certificates lie uncollected across the 58 Huduma Centres. I urge those who have applied for these documents to come and collect them.

We are here to serve you.

Hon. Geoffrey Kiringa Ruku
Cabinet Secretary

**Ministry of Public Service, Human Capital Development
and Special Programmes**

Principal Secretary Note



I reflect on the importance of Public Service as it plays a strategic role in the implementation of public sector transformation in line with the Bottom-up Economic Transformation Agenda. This makes an integrated public service pivotal towards the delivery of efficient, effective and citizen-centric public services.

I urge the Public Service to fully embrace a "whole-of-government" approach, working together to co-create solutions that elevate our public service. Good governance is the bedrock of public service, and it means every voice must be heard and every idea respected. This ensures that every Kenyan experiences the positive impact of our efforts.

To Huduma Kenya staff, your resilience, visibility and commitment as you serve at the frontline exemplify the high standards of public service. You are not just assisting citizens; you are giving them an experience. Keep striving for service excellence, stay rooted in our Huduma Kenya DNA values, and continue delivering services that are empathetic, responsive, and respectful.

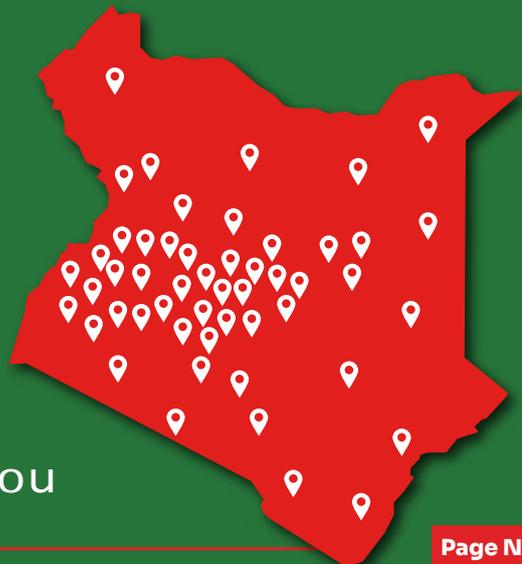
To our esteemed customers, fellow citizens, your feedback is vital to how we grow and improve. I encourage you to take full advantage of the Huduma Kenya platforms and let us know how we can serve you better, for serving you with excellence is our duty.

Dr. Jane Kere Imbunya
**Principal Secretary,
State Department for Public Service
and Human Capital Development**

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**HUDUMA CENTRES
ACROSS THE COUNTRY**

Visit any of our Centres near you



FY 2024/2025 Performance



We have served **13,037,330 customers** and closed the FY with a Customer Satisfaction index of **83.1%**.

For the first since FY 2015/2016, we have launched 5

Huduma Centres and commenced the construction of 7 Huduma Centres.

We have implemented the Huduma Kenya Universal Agent increasing our service portfolio from 132 to 157 physical services. Our customers can also access over 22,000 online services.

We managed to train 823 staff on Customer Service Excellence Training

We also bagged 3 National Awards increasing our list of awards to 25 and hosted 2 Regional benchmarking visits. On Corporate Social Responsibility, we have joined the Cabinet Secretary and the Principal Secretary to distributed Sanitary kits to girls and undergarment essentials to boys in 6 schools and we donated 1,035 pints of blood.

Our goal is to make government services easily accessible and available to all to all Kenyans, regardless of their location, ability and device. We aim to provide end-to-end services at our counter and ensure that every interaction with our customers leaves a smile on their faces.

To the Cabinet & Principal Secretaries

Thank you for your unwavering support to the Huduma Kenya Service Delivery Programme.

To All MDAs

Thank you for your continued support in deploying services across the Huduma Kenya platforms in the spirit of the Whole-of-Government approach.

I call on you to align fully with the Huduma Kenya Universal Agent initiative, a vital step towards building an integrated, all-inclusive public service that reaches every Kenyan, regardless of their location, ability, or device in line with BETA.

To Huduma Kenya Officers

Kongole for the good work. You have made Huduma Kenya the trusted face of Government. Your work shapes the public's trust and their satisfaction in our platforms. Remain committed to positively impacting the lives of Kenyans.

To my fellow Kenyans

Asanteni sana, uaminifu wenu ndio malipo yetu makubwa.

We reaffirm our promise to deliver services that are closer, convenient, and dignified. Visit your nearest Huduma Centre, or call us on 1919 or write to us through our social media platforms, we are here, always, with your needs at the heart of everything we do.

God Bless You, God Bless Huduma Kenya, God Bless Kenya.

Ben Kai Chilumo
SECRETARY/CEO
Huduma Kenya Secretariat

Centre Manager's Conference



The **2nd Huduma Kenya Centre Managers Conference** went down at the Kenya School of Government, Mombasa from Jan 20–24, 2025, bringing together all 57 Centre Managers for a week of reflection, strategy, and celebration!

A huge shoutout to our dedicated Centre Managers for scooping top awards in service delivery and

innovation!

Mr. Harrison Yogo, Huduma Centre Mombasa, bagged **the Best Performing Centre Award** while Mr. Reuben Ogada, Huduma Centre Eldoret earned the award for **Huduma Mashinani Innovation** and Mr. Fredrick Kimingi, Programmes Of cer ICT won an award for **SBA innovation**.



Service Excellence Calendar Corner - "Where Hearts and Hands Aligned"

The Service Excellence Calendar was introduced to bring structure, unity, and deeper meaning to how Huduma Kenya delivers its mandate. Each quarterly theme serves as a national compass—focusing our collective attention on vital aspects of public service, while allowing individual centres the flexibility to localize their impact. It was built to ensure that service excellence isn't left to chance, but is driven with focus, creativity, and empathy all year round.



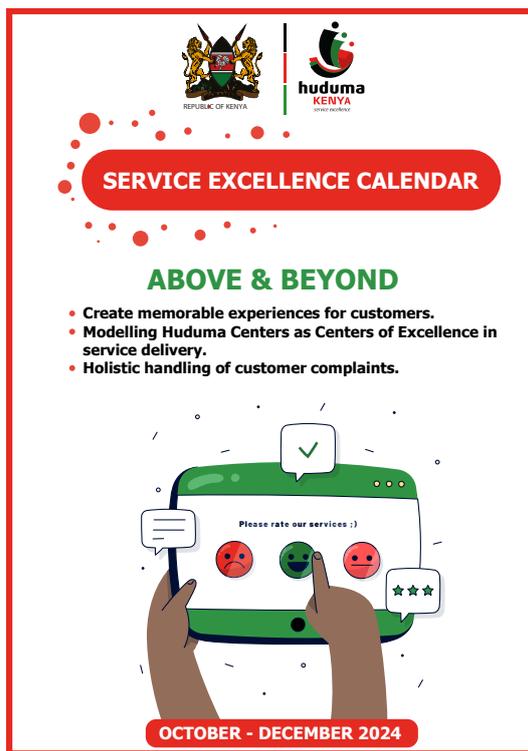
SERVICE EXCELLENCE CALENDAR

SERVICE STARTS WITH YOU

- Underscoring the role of a customer service professional.
- Recognize exceptional customer experience by each staff.
- Stay inspired to deliver customer service excellence throughout the year.



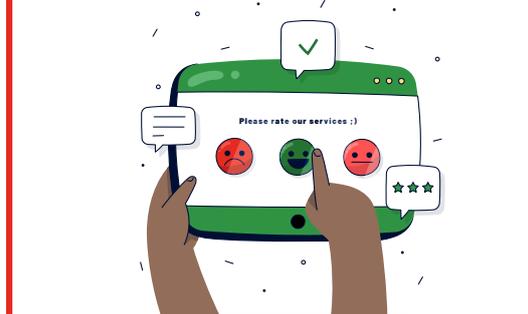
JULY - SEPTEMBER 2024



SERVICE EXCELLENCE CALENDAR

ABOVE & BEYOND

- Create memorable experiences for customers.
- Modelling Huduma Centers as Centers of Excellence in service delivery.
- Holistic handling of customer complaints.



OCTOBER - DECEMBER 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



SERVICE EXCELLENCE CALENDAR

WE'VE GOT YOUR BACK

- Building strong teams for exceptional service delivery.
- Employee wellness as a vital component for Customer Service Excellence.
- Community Service done differently.



APRIL - JUNE 2025

CSE Principal Secretaries Masterclass

Former Cabinet Secretary Hon. Justin Muturi convened the first-ever Principal Secretaries' Masterclass, setting a new tone for leadership across government. The forum reimagined public service leadership through the lens of empathy, efficiency, and citizen focus, introducing Principal Secretaries to Huduma Kenya's Customer Service Excellence (CSE) Training Framework. The forum underscored the belief that

excellent Public Service must start with good leadership, and that every public servant, regardless of rank, should be equipped to deliver with excellence.

The CSE Training Framework, envisioned to cascade across ministries and institutions, represents a bold step toward a more accountable, citizen-centric public service.



Milestones, Awards & Recognition

It's one thing to serve. It's another to lead with excellence. This section captures the moments where our people and programmes stood out—not just for what they did, but how they did it.

FY 2024/2025 saw Huduma Kenya bring home two prestigious accolades at the **2025 Africa Public Service Day (APSD)**. We were also named **Kenya's Most Inclusive Public Services Provider at the Kenya Equality and Inclusion Awards 2024**, affirming our commitment to leaving no one behind.



Access the Ombudsman Services
at our 12 select Huduma Centres
for any inquiries on Filing Complaints.

Nakuru

Embu

Taita

Kwale

Bungoma

Kajiado

Kisii

GPO

Kakamega

Nyeri

Meru

Makueni



Faces of Service Excellence

Our people rose with equal distinction reminding us that every award is a reminder that service excellence doesn't happen by chance—it's driven by passion, lived by example, and shared with pride.



Ruth Wacera Centre Manager, Embu Huduma Centre earned the great **Modern Heroes of the Day** Accolade on 20th October for her unwavering leadership as a Green Champion.

Nawwar Hammad, from the KUCCPS service desk at Huduma Centre Mombasa, was celebrated among Kenya's Top 100 Muslim Academics, recognized for her academic influence and heartfelt service.



Building Bridges Through New Frontiers

Huduma Kenya's journey to 290 Huduma Centres isn't just a race in numbers—it's a commitment to equitable access, bringing essential services closer to every citizen, no matter where they live.

5 Huduma Centres launched - **Maara ,Marimanti, Kathwana, Gatundu North, Kamwangi.**



GROUNDBREAKING OF NEW CENTRES



President Ruto visits the upcoming Maua Huduma Centre



Yatta Huduma Centre



Malindi Huduma Centre



Lafey Huduma Centre



Kaloleni Huduma Centre



Ganze Huduma Centre



MASHINANI CORNER

From town centres to remote villages, the Huduma Mashinani trail was relentless. **129,176 number of customers** reached as at 30th May, 2025.



Kiambu Huduma Centre served 15,212 using the channel throughout the year.

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
Siaya
Taita Taveta
Tana River
Vihiga
West Pokot



UPCOMING CENTRES



Mogotio Huduma Centre



Kakuma Huduma Centre



MoTo Huduma Centre



Runyenjes Huduma Centre



Sotik Huduma Centre



Mwea Huduma Centre

A Decade of Service Excellence

Kitui and Kakamega Huduma Centres marked 10 years of being more than just service points but also part of the community fabric.



**Kitui Huduma Centre
23rd April 2025**



**Kakamega Huduma Centre
15th July, 2024**



HUDUMA GREEN CORNER

With every seedling planted, we nurtured not just trees but hope for generations. This FY Huduma Green Corner goes beyond numbers—it reflects our environmental awakening and unwavering commitment to the 15-billion tree directive.



Samburu Huduma Centre for the highest number of trees planted

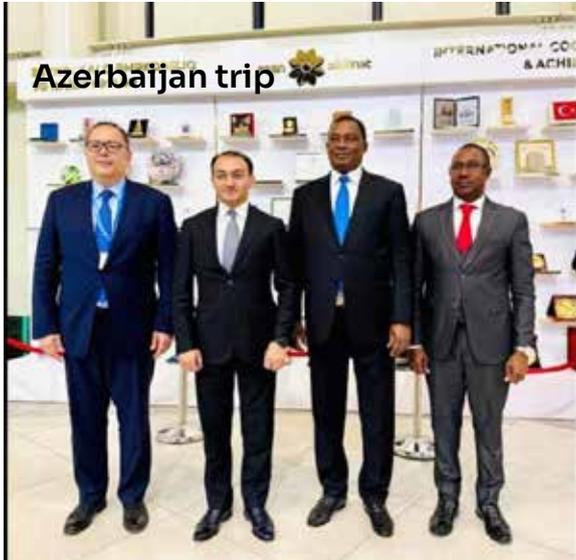


Huduma Kenya shines at the BRI climate forum in Beijing, showcasing Adopt-A-Forest initiative.

**1,358,739
TREES
PLANTED**

Flying the Huduma Flag on Every Front

BENCHMARKING





KISM launch



NCA training

As we gear up for 2025/26, Huduma Kenya is building beyond physical centres—into a future where any public servant, anywhere, can serve every Kenyan with the same consistency, empathy, and excellence.

At the heart of this future is the Huduma Kenya Universal Agent: a transformative initiative that trains and empowers public officers to deliver services on behalf of multiple agencies under one roof.

Already, key organizations like KETRIB, National Construction Authority (NCA), and Kenya Institute of Supplies Management (KISM) are on board, proving what's possible when we break silos and prioritize citizens.



KETRIB launch

Resource Mobilization & Partnerships

Huduma Kenya deepened collaboration with both public and private sector actors—unlocking resources, co-creating solutions, and enhancing citizen experiences across our Centres. From partner-led CSR initiatives to stakeholder co-investment in service improvement, each collaboration reflects a shared vision: to make public service delivery efficient, accessible, and dignified for every Kenyan.





CS Ruku flags off a Corporate Social Responsibility (CSR) caravan



1035 pints of blood donated in all Huduma Centres



Westpokot HC staff donated three Huduma Branded Umbrellas to small scale traders

The 59th



Turko Site

Reflections from the Front-line

I served a mother who had walked 13 kilometers just to replace her ID. When she left with a smile and a thank you, I remembered why I joined public service.

Barille Jillo
NRB Desk, Huduma
Centre Marsabit

Kentice Ligami,
PA, Security –
Huduma Kenya
Secretariat

When we planted trees during Huduma Kenya Tree-planting Day, it felt like we were planting something bigger—hope, legacy, and pride in the land we serve.

Every call I answer on 1919 is someone looking for answers. I've learned to meet them not just with knowledge—but with kindness.

Hudson, HCTC Agent,
Huduma Contact and
Tele-Counselling
Centre



 **esther mutisya** @Angel_Esther5 · 11 Jun  

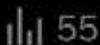
Replying to [@Antony23832972](#) and [@HudumaKenya](#)

I'd say machakos huduma center does a great job particularly in that one department of birth certificates. I was there for my son's birth certificate and the officer was very polite and welcoming. I left happy and satisfied

 2    30  

 **Daniel Ibrahim** @IbrahimYentsi · 08 Jun  

[@HudumaKenya](#) Nakuru CBD kudos huduma center nakuru. ID replacement walk in 10am walk out 12.50pm. thanks Mahamoud Ibrahim on ecitizen support . Very friendly supportive crew.

 2    55  

 **Your sins have** @Poly_Jam_orous · 20 May  

Packed my water bottle, power bank, a book, fruits, and some sweets to go apply for my good conduct.

Hata sijakunywa maji, service in three minutes.
Eh, [@HudumaKenya](#) Kibra office receive your flowers. 🌸

 3  1  5  326  

QUOTE OF THE WEEK

Don't gain the world and lose your soul
-Bob Marley



Congratulations

To all Huduma Kenya Staff who graduated with a
Diploma in Public Administration from the Kenya
School of Government on 13th June, 2025

DISTINCTION

Mercy Jebet Timbilil
Ruth Wanjiru Wachera
Sharon Nzau
Susan Ndisya

Joyce Gitau
Joyce Njoki Nyoike
Leenus Kipkoech Rotuk
Linet Magwar
Lydia Jemesunde
Mike Otieno
Mwanajuma Massah
Naftali Kipyego Kipkorir
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SECRETARY/CEO



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