

# HUDUMA WIKI HII

Keeping You Informed

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Huduma Kenya



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1919

## Nyeri Huduma Centre Leads by Example as CS Ruku Commends Staff in Surprise Morning Visit



CS Ruku confers with staff at the Nyeri Huduma Centre during his early morning visit.

As part of a service delivery assessment across the Central Region, the Cabinet Secretary for Public Service, Human Capital Development and Special Programmes, Hon. Geoffrey Ruku, made a surprise stop at Nyeri Huduma Centre on 15<sup>th</sup> July 2025. Arriving before the 8:00AM opening time, CS Ruku found 98% staff already at their service desks, ready to attend to customers.

“Huduma Centre Nyeri sets the standard,” said the CS. “They were at their stations and actively serving Kenyans. This is what public service should look like.” The CS emphasized the need to restore discipline and punctuality in the public sector, reminding officials that Kenyans often queue outside government offices at dawn, hoping to receive timely assistance.

## PS Dr. Jane Imbunya Visits Vihiga Huduma Centre During Western Region Tour



During her Western Region tour, the Principal Secretary for Public Service and Human Capital Development, Dr. Jane Imbunya, made a stop at Vihiga Huduma Centre to assess service delivery. In her remarks, Dr. Imbunya pledged to fast-track the deployment of critical services,

including HELB and KUCCPS, which have been in high demand among residents. She also committed to allocating funds for the Centre's flooring renovation, aimed at improving the working environment and customer experience.

## Kujia ID, Urges PS Imbunya

During an official visit to Makadara Huduma Centre on 18<sup>th</sup> July, 2025, PS Dr. Jane Imbunya raised an urgent issue of a large number of uncollected National Identity Cards and other documents at the Centre, limiting access to essential services for many Kenyans.

Dr. Imbunya urged all citizens who have applied for documents to promptly collect them at Huduma Centres nationwide.

The visit also provided an

opportunity for the PS to interact directly with customers gathering insights on their experience accessing services from the Centre.



# 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  
Samburu  
Siaya  
Taita Taveta  
Tana River  
Vihiga  
West Pokot



Nyandarua Huduma Centre staff participate in a wellness clinic by Ndonyo Health Care. The staff assessed services such as ENT checkup, mental health support and nutrition education.

Kitui Huduma Centre Mr. Anderson Kaburu of Old Mutual leads a workplace wellness talk focusing on emotional balance and mental health awareness, encouraging staff to prioritize wellbeing for better productivity.





On 15<sup>th</sup> July 2025, a team from KUCCPS Head Office including the Coast Region Coordinator, Ms. Nawwar Hammad Mazrui, and a KUCCPS officer from Mombasa Huduma Centre visited Taita Taveta Huduma Centre as part of a county-wide Career Talk initiative.

The week-long outreach targeted Form Four candidates from 80 secondary schools across Taita Taveta. Also accompanying them were officials from HELB staff who provided guidance to students on tertiary education pathways, helping them make informed choices for their future.



Staff from Kitui Huduma Centre joined the church service in support of Ms. Maureen Muli and her family during the burial of her father-in-law.



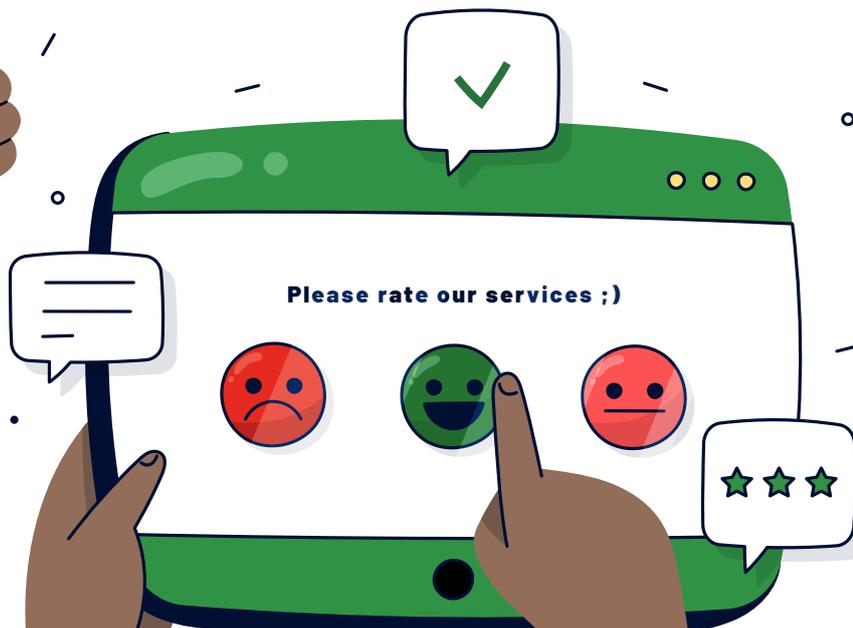
Pupils from Muno Primary School were given an early introduction to how public service works and where they can access it in future during an educational visit to Huduma Centre Elgeyo Marakwet. The students learned about key government services offered at the Centre.



# SERVICE EXCELLENCE CALENDAR

## START STRONG, SET SERVICE STANDARDS

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



**JULY - SEPTEMBER 2025**

## Huduma Kenya Honoured for Life-Saving Blood Donation Drives



In recognition of their outstanding contribution to saving lives, West Pokot and Embu Huduma Centres were each awarded Certificates of Recognition for their participation in blood donation campaigns held in 2025.

The blood drives were part of Huduma Kenya's FY 2024/25 4th quarter theme, **"We've Got Your Back"**, aimed at promoting voluntary service and staff commitment to public welfare.

Mr. Jackson Nateleng of West Pokot Blood Satellite presents the certificate of recognition to West Pokot Huduma Centre Manager Mr. Elvis Wafula.

Embu Huduma Centre Manager Ruth Wacera and Ministry of Health Service Desk staff Wycliffe Njoe receive their certificate of recognition from Dr. Daniel Wachira of the Embu Regional Blood Transfusion Centre.



In a move to enhance access to KRA services, a delegation from the Authority's Thika office led by Mr. Jeremiah Kimani, visited Kamwangi Huduma Centre to evaluate its preparedness for the upcoming deployment of KRA staff.



## MASHINANI CORNER



Kakamega Huduma Center.



Kiambu Huduma Center.



## ADOPT A FOREST CORNER

Huduma Centre Mombasa staff, alongside Excel Group and Shimo La Tewa Prison teams, during a joint tree-planting initiative at the prison compound.

**Over 600 – No. of trees planted**



# Huduma Centres Bring ID Services to Students

In a move to register high school students who have attained the age of 18, NRB in collaboration with Huduma Centres across the country has been running a Not Previously Registered (NPR) ID services directly to schools. The goal is to ensure young citizens gain access to national identification early, empowering them to fully participate in civic and economic life.

Marsabit Huduma Centre NRB team at Bishop Cavallera Girls High School in Karare, Saku Constituency.



Kirinyaga Huduma Centre Manager, Ms. Stella Murage, speaks to participants during a public baraza at Inoi Location, Kirinyaga Central. The Centre's staff engaged with community members to raise awareness of available services, they were able to enroll 10 new individuals into the SHA program.

Huduma Centre Samburu, had a Presentation from Mr. Jacktone Gachuguma, CEO Reto Credit Limited and Director at the Kenya National Chambers of Commerce and Industry, Samburu County, Mr. Washington Leakono entitled 'Youth Entrepreneurship and Empowerment, Services Delivery Excellence and Development'. Mr. Gachuguma commended Huduma Centre Samburu staff for improved service delivery and for participating in Corporate Social Responsibility activities, community mobilization and outreach events in the County.



# PARTNERSHIPS

Nyeri Governor Hon. Mutahi Kahiga engages Centre Manager Mr. Maurice Baraza during a courtesy visit to Nyeri Huduma Centre on expanding county services, including the deployment of NYEWASCO services in deepening access to Government services.



A medical representative from Mephi Hospital addresses staff and customers at Kilifi Huduma Centre on stress management, lifestyle diseases, and preventive care.



Maara Huduma Centre Manager Mr. Lewis Njeru engages citizens on Huduma Kenya services during an Uwezo Fund cheque issuance event convened by Hon. Kareke Mbiuki, MP for Maara Constituency.



Call us on;  
**1919**

Monday - Friday  
7:00am - 9:00pm

Weekends &  
Public Holidays  
8:00am - 6:00pm



# THE PSYCHOLOGY OF MONEY

## BY MORGAN HOUSEL

### THE PSYCHOLOGY OF MONEY



MORGAN HOUSEL

Morgan Housel's *The Psychology of Money* is a compelling exploration of the emotional and psychological forces that shape our financial decisions. Rather than offering formulas or investment strategies, Housel focuses on the behaviors, biases, and beliefs that influence how people think about and handle money. Through 19 concise chapters, he shares stories and insights that reveal how success in personal finance is more about how you behave than how smart you are. He emphasizes that traits like patience, humility, and self-awareness often matter more than technical knowledge. One of the book's central ideas is that getting wealthy and staying wealthy require different mindsets: optimism and risk-taking help you build wealth, but caution and discipline help you preserve it. Housel also explores the roles of luck and risk, showing how outcomes are often shaped by factors beyond our control. His writing is clear, engaging, and accessible, making complex ideas easy to grasp. With relatable anecdotes and timeless wisdom, *The Psychology of Money* encourages readers to rethink their relationship with money and focus on long-term financial well-being. It's a must-read for anyone seeking not just financial success, but peace of mind and a deeper understanding of what money really means.

\*Available at the  
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# FUN CORNER

## QUOTE OF THE WEEK

**The only way to do great work is to love what you do.**

## Joke of the week

**Why don't communications teams play hide and seek?**

What is the name of Kenya's new healthcare scheme that has enrolled over 24 million citizens?



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**HUDUMA CENTRES  
ACROSS THE COUNTRY**

Visit any of our Centres near you





**huduma**  
**KENYA**  
*service excellence*