



HUDUMA WIKI HII

Keeping You Informed

ISSUE 24



Huduma Kenya



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HudumaKenya



1919

Office of the Auditor General Assess Service Delivery in Various Huduma Centres



Mr. Dennis Oluoch at Kajiado West Huduma Centre.

In a bid to enhance accountability and efficiency in public service delivery, officers from the Office of the Auditor General recently conducted service audits across various Huduma Centres nationwide. The visits aimed to evaluate service standards, ensure compliance with regulations, and identify areas for process improvement—all with the goal of optimizing service access for wanjanchi.

The officers engaged with staff, reviewed operational workflows, and assessed the effectiveness of

service delivery mechanisms. The service audits provided valuable insights into how Huduma Centres are serving the public and where enhancements can be made to streamline operations. By pinpointing operational gaps and recommending strategic improvements, the audits contribute to a more seamless service experience for Kenyans. The feedback gathered will inform future policy refinements, ensuring Huduma Centres continue to evolve to meet the growing needs of the public.



Lorraine Ochieng, Ms. Samantha Masamaro, Mr. Collins Nzakala and Mr. Abdikheir Said Sheikh at Nyeri Huduma Centre





Huduma Centre Kitui Ministry of Health service desk receive a donation from Joyce Mutende, Doctor's Centre Hospital, enhancing health services at the service desk. The donation—a weighing scale and a blood pressure machine—will support both staff and clients in monitoring their wellness.

Huduma Centre Marsabit held a team building at Ahmed's Gate KWS campsite in Saku. The team also held a farewell party for Mr. Sora Ruricha of NRB desk who has been promoted to position of Deputy County Registrar- NRB, Turbi Sub-County.



Hon. Gisairo Clive Ombane, Member of Parliament for Kitutu Masaba constituency, paid a courtesy call to Huduma Kenya CEO Mr. Ben Kai Chilumo. They explored avenues for joint initiatives to enhance service delivery for citizens as well as the establishment of a Huduma Centre at Tombe NG-CDF offices in Kitutu Masaba constituency.



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

Multi-Partner Huduma Mashinani Brings Essential Services to Voi



Taita Taveta Huduma Centre in collaboration with the County Government of Taita Taveta (Moi Referral Hospital - Voi), Car and General Ltd, Aga Khan Hospital - Voi, and Qwetu Sacco, successfully hosted a multi-partner Huduma Mashinani event in Voi town. Aligned with Huduma Kenya's bi-monthly theme —'We've Got Your Back'—the initiative reinforced Huduma Kenya's commitment to community

support through key services, including a blood donation drive that collected 24 pints, free medical screenings, and complimentary oil service for 150 motorbike owners, ensuring both health and economic empowerment.

Additionally, NTSA officers from Nairobi & Mombasa facilitated biometric registration services, making government processes more accessible to residents.

Huduma Centres Join in 62nd Madaraka Day Celebrations



Siaya Huduma Centre



Tharaka Nithi Huduma Centre



MASHINANI CORNER



Kwale Huduma Centre



Garissa Huduma Centre



Laikipia East Huduma Centre



MASHINANI SCHEDULE

Name of the Centre	Date	Venue
Huduma Centre Kiambu	9 th June	Kenya Railway Grounds
Huduma Centre Kibra	12 th June	Waithaka, Dagoretti South
Huduma Centre Turkana	12 th June	Lodwar Township
Huduma Centre Kisii	13 th June	Nyaribabri Keumbu, Keumbu Village
Huduma Centre Kajiado West	13 th June	Kajiado West Sub County, Oloirien Location



ADOPT A FOREST CORNER



Siaya Huduma Centre

 Siaya Posta Grounds

 70 seedlings



Nyeri Huduma Centre

 Kamwenja TTC

 1000 seedlings



WORLD ENVIRONMENT DAY

“Beating Plastic Pollution”

Fact: Every year, over 400 million tonnes of plastic waste are produced globally, with less than 10% effectively recycled. Plastic pollution clogs waterways, harms wildlife, and disrupts ecosystems—but we have the power to change this!

As public servants, we can take action to reduce plastic waste and promote sustainability:

1. Say No to Single-Use Plastics – Opt for reusable alternatives in your workspace and daily operations.
2. Support the Presidential Directive to plant 15 billion trees by 2032 —healthy forests help absorb pollution.
3. Educate & Inspire – Use every interaction with wananchi to advocate for responsible waste management.

STAFF OF THE WEEK

On this week's issue, we celebrate Ms. Elizabeth Loitasiwa, a pillar of leadership and service excellence at West Pokot



Ms. Elizabeth Loitasiwa,
Deputy Centre Manager,
West Pokot Huduma Centre

Huduma Centre. Through her unwavering dedication, hard work, and exemplary performance, she has set a benchmark for service delivery, inspiring both her colleagues and the community.

A devoted prayer warrior, Elizabeth has fostered a culture of unity and motivation by leading daily morning fellowships, ensuring staff start each day aligned and energized. Her leadership shines through her contri-

butions to the Service Excellence Calendar, where she consistently rallies her team—generating ideas, assigning roles, and ensuring flawless execution of each month's activities.

Beyond the centre's walls, Elizabeth spearheads outreach programs, leading successful tree-planting initiatives and blood donation drives. She embodies the Huduma DNA values—passion, courtesy, and integrity—with every interaction, whether with

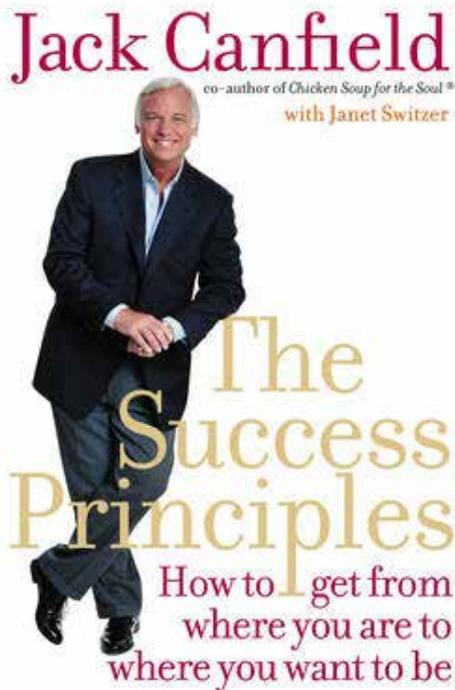
internal teams or the public.

As the custodian of staff welfare and wellness, Elizabeth ensures that every team member is supported, functioning at their best, and delivering services with excellence. Whether responding to a staff need or engaging a client, she remains at the heart of the centre's operations, reinforcing the Huduma spirit.

A salute to Ms. Elizabeth for keeping the Huduma razzmatazz fire burning.

How to Get from Where You Are to Where You Want to Be

- Jack Canfield



It is a powerful self-help book that provides a roadmap for success through 25 key principles. Canfield emphasizes the importance of taking full responsibility for your life, setting clear goals, maintaining a positive mindset, and taking consistent action. He shares practical strategies, motivational insights, and real-life examples that inspire readers to break through limitations and create the life they truly desire. The book encourages personal growth, resilience, and confidence, making it a valuable guide for anyone looking to transform their dreams into reality.

*Available at the
Huduma Kenya
Secretariat Library



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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!

MEN NEED TO KNOW IT'S OKAY

JUNE
is
Men's
Mental
Health
Awareness
Month



FUN CORNER



QUOTE OF THE WEEK

We often add to our pain and suffering by being overly sensitive, over-reacting to minor things, and sometimes taking things too personally.

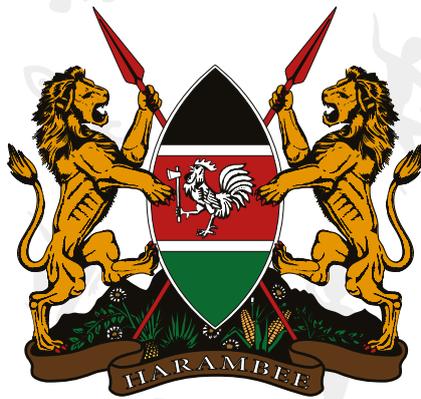
-Dalai Lama

Joke of the week

Why did the bird get in trouble in class?
He was tweeting on a test

What do bees collect to make honey?

TRIVIA



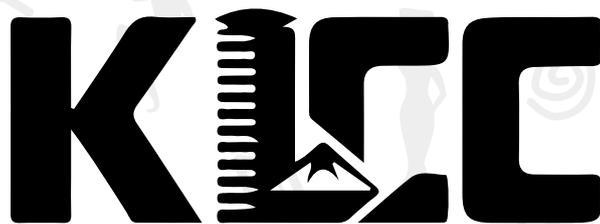
REPUBLIC OF KENYA



AFRICA
**PUBLIC
SERVICE
DAY** 2025

Agile. Resilient. Equitable
-Transforming Public Service for All

 **10th – 12th June 2025**



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Eid

AL-ADHA



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