



HUDUMA WIKI HII

Keeping You Informed

ISSUE 25

#ServiceInMotion



Huduma Kenya



huduma_kenya



HudumaKenya



1919

This week's edition looks back at the **2024/25 financial year** as we prepare for the new cycle ahead. It's been a year marked by action—a year where service turned into stories, and stories into milestones. As we gear up for 2025/26, we pause to reflect on what we achieved: community-driven campaigns, environmental stewardship, innovations in access, and a team that never stopped showing up.

CEO's Note

Anchored in values. Driven by people. Powered by purpose.

Over the past year, Huduma Kenya has once again proven what is possible when public service is anchored in values, vision, and people. This has been a season of transformation—and I am deeply proud of the unwavering dedication



displayed across our 58 Huduma Centres.

From life-saving blood donation drives to bold steps in environ-

mental conservation; from the symbolism of newly launched Centres to regional recognition at APSD and beyond, every milestone reflects a mission in motion and a system driven by service.

To All MDAs

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

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

already begun, and the momentum is unmistakable.

As per the directive of the Head of Public Service, Mr. Felix K. Koskei, EGH, I urge every institution to invest in the Huduma Kenya and Kenya School of Government Customer Service Excellence (CSE) Training for their staff. This is not a checkbox, it is a cornerstone.

To Our Huduma Kenya Officers

Kongole for the good work. You have made Huduma Kenya the trusted face of Government. Your work, seen and unseen, shapes the public's trust, experience, and trust in Public Service. Remain committed to spreading to positively impacting the lives of Kenyans.

To the People of Kenya

Thank you, your trust is our greatest reward. We reaffirm our promise to deliver services that are closer, faster, and more dignified.

Visit your nearest Huduma Centre, or reach us via the 1919 Huduma Contact and Tele-Counselling Centre, we are here, always, with your needs at the heart of everything we do.

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

CPA Ben Kai Chilumo
SECRETARY/CEO

From the Desk of the Centre Managers' Chairperson

Dear Kenyans,

Thank you for trusting us to serve you.

we approach the future with excitement ,as we purpose to raise the Service Delivery bar even higher and be more Reliable, Responsive, Convenient and Relevant. We look forward to not only offering you satisfaction, but to also delight you with our customer experience as you journey with us.

Elvis Makokha
CM West Pokot



Opening SOON!

Centre Manager's Conference



The 2nd Annual Huduma Centre Managers Conference under the theme **“Service with a Smile”** took place in January 2025 at the Kenya School of Government, Mombasa campus. The conference officially opened by the Principal Secretary for Public Service, Mr. Amos Gathecha. focused on Huduma Kenya's transformative impact on customer experience and its role in service delivery. He also encouraged managers to harness innovation, uphold service standards, and stay agile to meet the

evolving needs of the populace. He also highlighted the launched Customer Service Excellence Training Framework, an initiative designed to integrate Huduma's exemplary service throughout the Public Service, with plans to include police training. in his closing remarks emphasized that every interaction with a citizen is an opportunity to leave a lasting, positive impact, fostering a culture of trust and satisfaction that defines Huduma Kenya's legacy.



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.



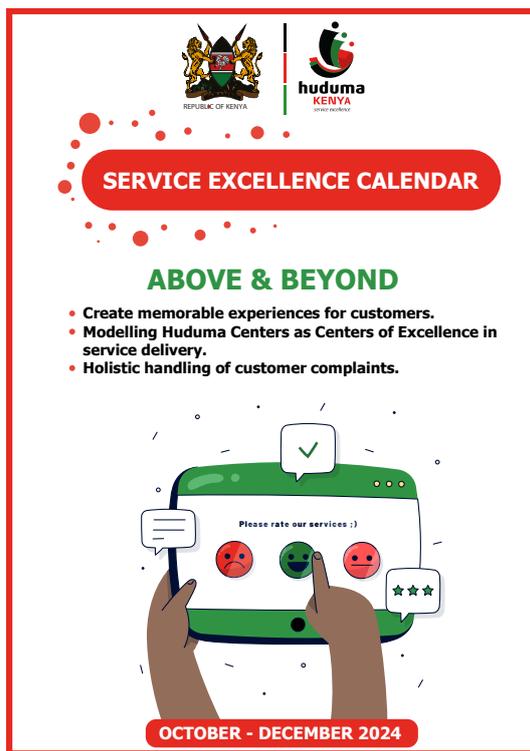
SERVICE EXCELLENCE CALENDAR

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 Model.

The forum underscored the belief that good leadership must start with good service, and that every public servant, regardless of rank, should be equipped to deliver with excellence. The CSE training, 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 | Kisii |
| Embu | GPO |
| Taita | Kakamega |
| Kwale | Nyeri |
| Bungoma | Meru |
| Kajiado | 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

This year, the Huduma Kenya network grew both in footprint and ambition. 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.

NEW CENTRES



Maara Huduma Centre



Marimanti Huduma Centre



Gatundu North, Kamwangi Huduma Centre



Kathwana Huduma Centre



Kisumu West, Ojola Huduma Centre

GROUNDBREAKING OF NEW CENTRES



Ganze Huduma Centre



Kaloleni Huduma Centre



Lafey Huduma Centre



Malindi 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



Molo Huduma Centre



Runyenjes Huduma Centre



Sotik Huduma Centre



President Ruto visits the upcoming Maua 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 2015, 122,704 customers served thus far



Kakamega Huduma Centre
15th July, 2024 , 504,093 customers served thus far



HUDUMA GREEN CORNER

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



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



Samburu Huduma Centre for the highest number of trees planted



**15,922
TREES
PLANTED**

Flying the Huduma Flag on Every Front

BENCHMARKING



Looking Ahead – The Future



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.



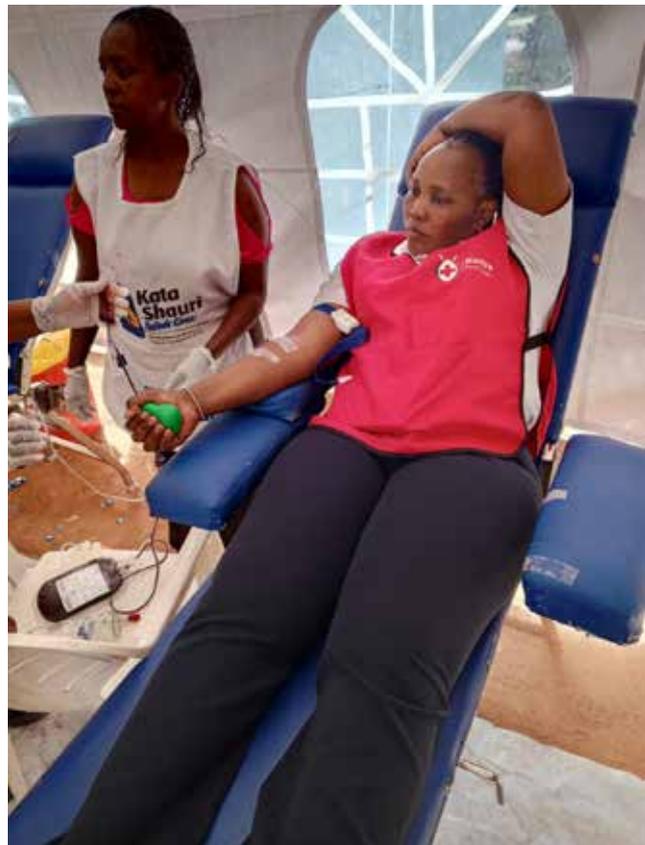
Resource Mobilization & Partnerships

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.





1035 pints of blood collected in all Huduma Centres





As we wrap up another remarkable financial year, we take a moment to pause, reflect, and celebrate the invaluable contributions of every team who worked with ZEAL to advance our programme's goals, none of it would have been possible without YOU.

Huduma Centre Staff: On the frontlines of citizen engagement, you embody the Huduma spirit every single day. Thank you for being the anchors at the grassroots.

Service Delivery Division: The core of our impact lies in service delivery. To the Njeru's, Muthama's, Mwangi's, Kadhi's, Salome's, Maggy's, Susan's, Jamila's and Mwendwa's, your passion for service is truly commendable.

ICT Division: To the Rono's, Grace's, Songok's, Kimingi's, Nooseli's, Kelvin's, Ebole's, Muringo's, Edwin's and Alfred's, your technical expertise, have enhanced our systems, strengthened data security, and kept us connected.

Public Relations and Communications (PRC) Division: To the Ingabo's Nyakamba's Musyimi's, and Nelly's, your voice is our voice. You've built trust with the public and reinforced our reputation as a responsive Government service brand. We appreciate your creativity and strategic storytelling.

CEO's Office: To the Keraro's, Mumbi's, Chelangat's, Wycliff's, Martin's, Moku'a's and Immaculate's, your coordination, have kept the wheels turning smoothly at the highest level of the organization. Thank you for your behind-the-scenes excellence.

Administration Unit: To the Micah's, John's Michael's, David's, Steve's and Cosmas's, you are the unsung heroes of our everyday operations. To the Alberts, Mary's, Okelo's, Paul's, Kanana's and Anne's, your work often goes unseen but never unappreciated. To the Rufu's, Ndombolo's, Obaka's and Mutwiri's thank you for your commitment to the programme.

Accounts Unit: To the Mathew's and Njery's balancing the numbers and ensuring financial integrity, we say thank you.

Finance Unit: To the Beryl's, Samson's and Aloise's, thank you for managing the resources that power our targets.

Safety and Security Unit: In a world of uncertainty, the Kabena's and Kentice's presence have been reassuring. We honor your discipline and sense of duty.

Office Assistants: To the Kingori's, Kawira's, Njoroge's, Jenta's, Ian's, Osano's, Racheal's, Wambui's, Lucy's and Eve's, every task you took on—big or small—contributed meaningfully to our success. Your flexibility, energy, and willingness to jump in where needed did not go unnoticed. Thank you for being part of our journey this year.

Procurement Unit: To the Allan's, Tecla's, Sein's, Esther's and Susan's, your role in supporting operations is critical, and your efforts are deeply appreciated.

Records Unit: To the Kinyua's who kept our information accurate, organized, and accessible—thank you.

Human Resource Unit: To the Ouma's, Oscars, Nelly's, Ngarachu's, Judith's, Leah's and Liz's, you are the people behind our people. Thank you for shaping a workplace culture of respect and growth.

Leadership

To our CEO, you have empowered every level of the Programme. Thank you for your unwavering leadership.

To everyone who played a part in our success this year, thank you.

Your contribution, whether on the frontlines or behind the scenes, has advanced our shared mission of transforming public service delivery in Kenya. As we look to financial year 2025/2026, we do so with optimism, unity, and renewed commitment.

By Boor

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. 🌸

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QUOTE OF THE WEEK

“Don't gain the world and lose your soul.”

— Bob Marley



TAX RETURNS DEADLINE

You are reminded to file your tax returns before 30th June to avoid penalties.

P9 forms can be accessed via: uhr.kenya.go.ke

In case you encounter any challenges, please contact the HR Unit for assistance.



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