



REPUBLIC OF KENYA



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**KENYA**  
*service excellence*

# HUDUMA WIKI HII

Keeping You Informed

ISSUE 19



Huduma Kenya



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HudumaKenya



1919

## Newly Appointed PS Dr. Jane Imbunya Visits City Square and Kibra Huduma Centres



Dr. Jane Imbunya, the newly appointed Principal Secretary for the State Department for Public Service, visited City Square and Kibra Huduma Centres on April 2, 2025, to assess service delivery and engage with staff and citizens. During the visit, Dr. Imbunya interacted with customers and emphasized the government's commitment to efficient and accessible public services. She commended the Huduma

Centre teams for their dedication and urged continued efforts in enhancing service excellence.

She also assured customers that the rollout of **New Persons Registration (NPR)** and the **digitization of DCI clearance** would be fast-tracked, reinforcing the government's focus on streamlining processes and improving accessibility.



Cabinet Secretary for Interior and National Administration, Hon. Kipchumba Murkomen, issues national IDs to citizens during his **Jukwaa la Usalama** county tour in Machakos county. The CS appreciated the work of Huduma staff in providing efficient services.

The State Department for Diaspora Affairs (SDDA) visited the Huduma Contact and Tele-Counselling Centre (HCTC) for a training session on HCTC operations and the upcoming diaspora call Centre.



A team from Kenya Engineering Technology Registration Board (KETRB) paid a courtesy call to Garissa Centre Manager, Mr. Mohamed Abdullah. The team, led by the Regional Director Mr. Amos Muchemi, visited the newly launched KETRB counter and observed the staff attending the customers.





The Head of Public Service, Mr. Felix K. Koskei, EGH, alongside the Principal Secretary for the State Department for Immigration and Citizen Services (SDICS) Dr. Belio Kipsang, CBS during a National

Registration Bureau (NRB) Live Capture registration exercise held at CITAM Church, Marsabit. Marsabit Huduma Centre staff showcase the efficiency of NRB's live capture system.



Hon. Kipchumba Murkomen, Cabinet Secretary for Interior and National Administration, presents a birth certificate to a child at Makueni Huduma Centre highlighting the efficiency of instant document issuance and the impact of NPR services in enhancing service delivery.

## Huduma Kenya, NRB, and CRS Hold Service Clinics to Address Public Service Delivery Concerns



CRS officers at the Secretariat

In an interrogation of the performance of services offered at Huduma Centres, chaired by Huduma Kenya CEO Mr. Ben Kai Chilumo on 30<sup>th</sup> April 2025 at the Huduma Kenya offices, the National Registration Bureau (NRB) and Civil Registration Services (CRS) held service clinics to review and address service delivery challenges.

Key issues raised during the clinics included delays in document processing, concerns over staff conduct, and system inefficiencies that negatively impac-

ted customer satisfaction levels in Quarter 3 of the FY 2024-2025. These concerns highlighted the need for immediate resolution to restore public confidence in Huduma Kenya services.

The clinics led to actionable solutions that enhanced efficiency, professionalism, and system reliability within Huduma Centres. The impact for citizens included faster service delivery, improved interactions with staff, and streamlined processes, ultimately boosting satisfaction and trust in public service delivery.



NRB officers at the Secretariat



# 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



Taita Taveta Huduma Centre, in partnership with Moi Referral Hospital- Voi and The Kenya Red-Cross Society - Taita Taveta, held a blood donation drive at Wundanyi bus stage. The staff donated **31 pints** of blood.

Huduma Centre Samburu, ICT officer Mr. Simon Mathenge (in black half-sweater and afro) held a meeting with Mr. Andrea Lenanguram, local opinion leader and sponsor in Maralal (in brown coat), in a collaborative effort aimed at bringing government services closer to the community through the upcoming Mashinani initiative in Maralal location.



Huduma Centre Nandi participated in a two-day team building trip to Iten Kerio Valley and Lake Baringo's, El Kokwe Island, Baringo County and later a courtesy visit was made to Huduma Centre Baringo, where the team interacted with the staff. The main objective was to promote teamwork, build staff morale and provide an opportunity for relaxation and rejuvenation.

# Huduma Centre Mombasa Empowers Young Women Entrepreneurs with Business Training and Resources



Huduma Centre Mombasa played a key role in the Young Women Entrepreneurs Forum at Shanzu Teachers Training College held on 22nd and 23rd April, 2025. The initiative aimed at equipping participants with essential business skills to formalize and grow their enterprises. The Centre provided training on business registration, tax services, affirmative action funds, and regulatory compliance, ensuring the women had the

knowledge to navigate Kenya's entrepreneurial landscape. During the event, participants received Coconut Oil filtration machines, enhancing their capacity for sustainable business ventures. H.E. Tessie Musalia Mudavadi, Patron of Ushiriki Wema Foundation, awarded certificates to the trainees and commended Huduma Kenya for its commitment to empowering women.



Happy Birthday Chuka Igamba Ng'ombe- Kathwana Huduma Centre April Babies



## MASHINANI CORNER



**Huduma Centre Kirinyaga**



**Huduma Centre Vihiga**



## MASHINANI SCHEDULE

CENTRE	DATE	LOCATION
Laikipia East Huduma Centre	3/05/2025 4/05/2025	Laikipia Central Sub-County Munyoka Location, Imenti
Machakos Huduma Centre	9/05/2025	Kangundo Sub-County
Baringo Huduma Centre	7/05/2025 8/05/2025	Bartabwa ACC's Office
Chuka-Igamba Ng'ombe Huduma Centre	8/05/2025	Kiaritha Village, Kamwimbi Location Igamba Ng'ombe Sub County
Vihiga Huduma Centre	9/05/2025	Shaviringa New DCC's Office
Maara Huduma Centre	9/05/2025	Magutuni Market in Mwimbi Ward
Kajiado West Huduma Centre	5/05/2025	Kiserian Location, Chief's office

### Listening Loudly: Customers' Voice is Our Commitment.

By Carolyne Achieng,  
Huduma Centre Homabay (Information Desk)

The saying "no news is good news" is often used to reassure, but in the realm of public service, silence is rarely a sign of contentment. Instead, it often signals unheard voices and unmet needs. As such, at Huduma we assure our clients that we've got their backs; we actively listen, improve and make service delivery seamless. Efficient service delivery is at the core when offering services to citizens. However, complex processes, long wait times and bureaucratic hurdles can

frustrate the very citizens these services aim to assist. This therefore means that we must seek ways to improve. One of the most powerful tools at our disposal is customer feedback. By actively engaging with our customers, we can identify challenges, eliminate inefficiencies and develop solutions that are both effective and customer-centric. No system is perfect, but as dedicated staff we must embrace progress. Complaints and suggestions provide

valuable opportunities for growth. Feedback enhances efficiency, transparency and customer satisfaction by highlighting areas where we do well and where we need improvement. When clients share their experiences, either positive or negative we gain insight into breaking bottlenecks, refining processes and improving service delivery. At Huduma Kenya, **"We've got your back"** is more than just a slogan; it is a call to action for each one of us. We must ensure that every voice is heard and valued. This is exemplified by the multiple channels that have been put in place for public engagement. Through digital platforms, suggestion boxes, the Huduma Contact and

Tele-Counselling Centre and in-person interactions, we continuously seek ways to enhance service accessibility. Our dedication to listening and responding to public needs underscores our commitment to service excellence.

Feedback is not just about fixing inefficiencies; it fosters collaboration, trust and continuous growth. By embracing customer insights, we turn challenges into opportunities for meaningful and lasting improvements. Let's commit ourselves to being responsive, proactive and dedicated to the people we serve—because when we say we've got your back, we ought to mean it.



Huduma Centre Kwale staff joined other stakeholders during the World Malaria Day commemoration held at the Kwale Baraza Park. The staff also participated in the exhibitions to publicize the services offered at the Centre.

**World Malaria Day is observed annually on April 25th to raise awareness about malaria and the global efforts to combat the disease. This year's theme was "Malaria Ends with Us: Reinvest, Reimagine, Reignite", emphasizing the need for renewed commitment and innovative strategies to accelerate malaria elimination**

# Leading with Purpose: A Conversation with Mr. William W. Atieli (WA) –Siaya Huduma Centre Manager

This week Ms. Patience (Ms. P) from the PR/C division recently had a tele-interview with Mr. William W. Atieli, the newly appointed Centre Manager for Huduma Centre Siaya. The

**Ms. P: What inspired you to pursue a leadership role at Huduma Centre?**

**WA:** I previously worked in North Eastern as an Assistant County Commissioner in Garissa, where I played a key leadership role. I have always been passionate about public service and helping people, so stepping into this role at Huduma Centre aligns perfectly with my commitment to serving the community.

**Ms. P: How will you ensure that all citizens receive fair and efficient services?**

**WA:** My approach revolves around ensuring that staff understand and follow the standard manual for Huduma Kenya when serving customers. Additionally, I will focus on seamless transitions for customers as they move from one service desk to another, making assistance more efficient and responsive.

**Ms. P: What measures would you take to enhance service delivery at Huduma Centre Siaya?**

**WA:** Time management is key,

conversation explored his vision, leadership philosophy, and strategies for enhancing service delivery at the Centre. Here's what he had to say:



**Mr. William W. Atieli**

starting from me as the manager. When leaders set the tone, it encourages staff to show up early and stay disciplined. I also plan to hold regular internal meetings to review performance, reinforce our purpose, and brainstorm ways to improve operations for a better customer experience.

**Ms. P: What innovative ideas do you have to make Huduma Centre Siaya more efficient?**

**WA:** Regular staff training is crucial for educating and sensitizing them about Huduma Centre's services. Frequent internal

meetings will help us evaluate progress and refine strategies to improve efficiency. Time management and professional conduct within the Centre will also play a vital role in delivering quality service to the public.

**"Time management and professional conduct within the Centre will help in providing service to the public—because everything begins from within."** - Mr. William W. Atieli

**Ms. P: How long have you been in public service, and what's your experience in accessing services?**

WA: I have served in the public service for over nine years. Over time, I have seen significant improvements in accessibility. For instance, the issuance of IDs used to take a month or more, but Huduma Centre has redu-

ced the waiting period to just two weeks. Additionally, services have become more inclusive through initiatives like Huduma Mashinani, which bring essential services closer to citizens who might not make it to the Centre.

**Ms. P: How will you handle customer complaints and feedback?**

WA: I believe in a proactive approach—investigating complaints thoroughly to get to the root of the issue while maintaining neutrality. If an officer is in the wrong, I will ensure protocol is followed while keeping track of necessary improvements. Feedback is an opportunity for growth, and if a suggested change can enhance the Centre, I am open to implementing it.

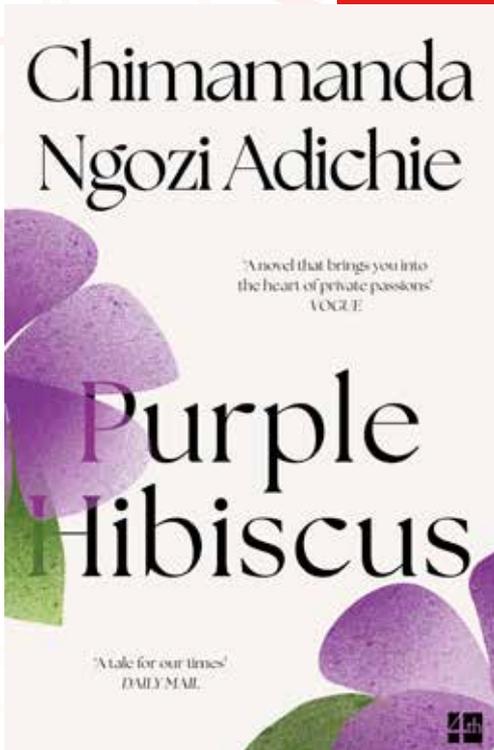
## ADOPT- A- FOREST



Siaya Huduma Centre staff planted 60 trees within the Centre.

# PURPLE HIBISCUS

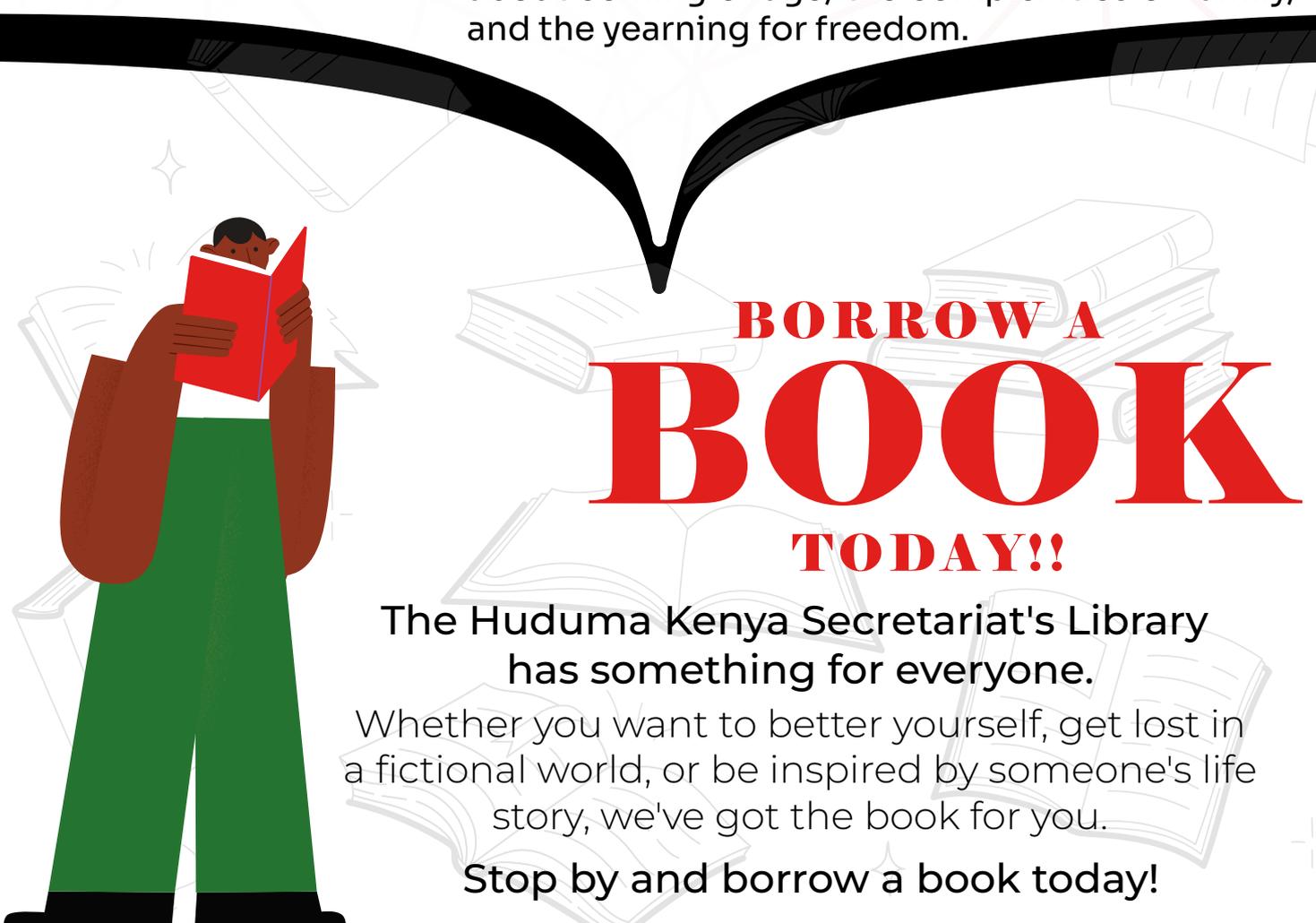
– CHIMAMANDA NGOZI ADICHIE



\*Available at the  
Huduma Kenya  
Secretariat Library

Purple Hibiscus follows fifteen-year-old Kambili and her brother Jaja, who live a privileged but oppressive life in Enugu, Nigeria. Their father, though respected and generous in public, is a strict and fanatically religious figure at home, creating a silent and fearful household. Kambili's quiet narration reveals the emotional strain of growing up under his rigid control, even as the country faces unrest from a military coup.

When Kambili and Jaja visit their aunt, a university professor, they experience a vibrant, freer world filled with books, laughter, and warmth. The contrast opens their eyes to new possibilities beyond their father's rule. Upon returning home, family tensions rise, forcing Kambili to confront pain, change, and the need for courage. Purple Hibiscus is a moving story about coming of age, the complexities of family, and the yearning for freedom.



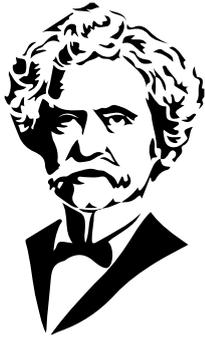
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has something for everyone.

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# FUN CORNER



## QUOTE OF THE WEEK

**Always do right. This will gratify some people and astonish the rest.**  
-Mark Twain

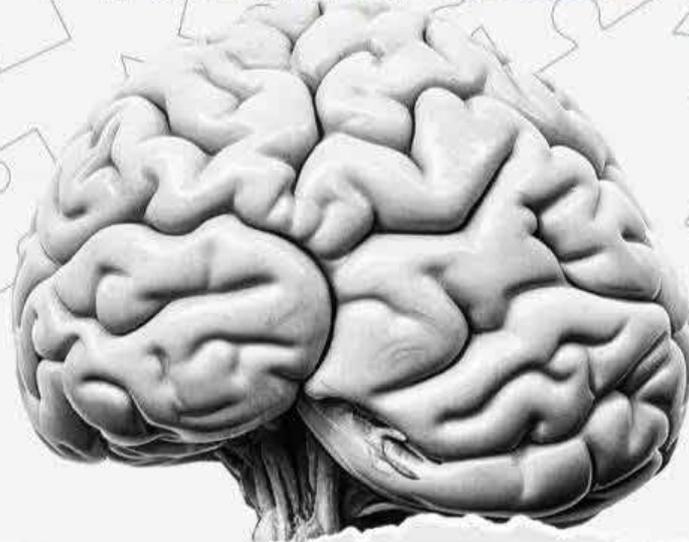
## Joke of the week

What did the fish say when he swam into the cement wall? 'Dam'"

What do you call a piece of land that's almost, but not entirely surrounded by water?

# TRIVIA

## Mental Health Awareness



For FREE Counselling and Wellness Service  
visit GPO, City Square, Kibra, Thika  
Eldoret and Kisumu Huduma Centres

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