



# HUDUMA WIKI HII

Keeping You Informed

ISSUE 21



Huduma Kenya



huduma\_kenya



HudumaKenya



1919

# Bringing Retirement Services Closer to Citizens



The Retirement Benefits Authority (RBA) is committed to protecting retirement savings, promoting financial literacy, and ensuring all Kenyans have access to essential retirement planning services. As part of this mandate, RBA launched a five-day Mashinani Mobile Clinic at the Machakos Huduma Centre on 14<sup>th</sup> May 2025.

On Thursday, Huduma Kenya CEO, Ben Kai Chilumo, visited the ongoing clinic to support efforts in bringing retirement services closer to the people. He emphasized the importance of collaboration between Huduma Kenya and RBA

in enhancing service delivery through innovative models like the universal agent approach. This ensures citizens enjoy seamless, convenient access to government services at the grassroots level.

The Mashinani Mobile Clinic reflects RBA's dedication to public engagement, sector growth, and addressing challenges within the retirement benefits industry.





Cabinet Secretary Interior and National Administration Hon. Kipchumba Murkomen joined the 14th Jukwaa la Usalama forum in Isiolo County, focusing on improving security and service delivery at the grassroots. He witnessed a live demonstration of the new persons registration ID system,

which served 58 people and issuance of birth certificates. Mr. James Kianda, Secretary Administration Department for Immigration and Citizen services also highlighted Huduma Centre Isiolo as a key service point for these essential services.



Cabinet Secretary Interior and National Administration, Hon. Kipchumba Murkomen visited Chuka Igamba Ng'ombe, Kathwana Huduma Centre as part of his tour in assessing service delivery at the centre. He was impressed with the service delivery standards and also interacted with the citizens at Kathwana market during a Mashinani outreach.

**Call us on;**  
**1919**

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

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





Centre Managers from 9 Huduma Centres and staff from HKS and government agencies took part in a week-long training on Customer Service Excellence and Huduma Kenya service standards. The Huduma Kenya CEO Ben Kai Chilumbe, joined by KSG Senior Director for Academic Affairs Madam Josephine Mwanzia and other officials gave a speech on mentorship and how to improve service delivery at the Centres

County Human Resource Director Mr. Joseph Lotim and Sub-County HR Director Mr. Wilson Maritime conducted a sensitization meeting at Huduma Centre Nandi. The session covered critical topics including the public service code of conduct, data protection obligations and pre-retirement planning.



Huduma Centre Nandi staff joined the Kenya Red Cross in marking this year's Red Cross Day at the Youth Centre, Kapsabet Grounds. The event, themed around transforming the lives of street families, featured a 5 km walk and community outreach activities. Huduma staff offered health education services on drug abuse and preventive healthcare. Dewormers and Vitamin A supplements were also administered to attendees.

County Human Resource Director Mr. Joseph Lotim and Sub-County HR Director Mr. Wilson Maritime conducted a sensitization meeting at Huduma Centre Nandi. The session covered critical topics including the public service code of conduct, data protection obligations and pre-retirement planning.



Kwale Huduma Centre held a farewell party for Ms. Winnie Mdoe, the Ombudsman Desk officer. The team praised her dedication and commitment, wishing her success in her new role as the County Civil registrar.

## Staff Shout out



Shout to Peter Mwiti - Support Staff, Isiolo Huduma Centre.

A resourceful, devoted, reliable, selfless staff who offers support anytime when called upon.



International optica held a free eye clinic at Kwale Huduma Centre for staff and clients as well as sensitizing them on optical care.



Kisii Huduma Centre staff participated in a walk alongside NTSA staff during the launch of the UN Global Road Safety Week.



Nakuru Huduma centre staff from the KRA desk led by Gladys Cherop offered KRA services at Nakuru Central Police Station. A total of 51 police officers were served. The exercise was requested by Nakuru East sub county OCPD Mr. Samson Andaje (SSP).



A team from the Office of the Auditor General led by Ms. Nichola Ondiek visited Nyeri Huduma Centre to conduct a scheduled in depth audit of Kasneb services at the centre. The exercise aimed to assess compliance and service delivery standards.



REPUBLIC OF KENYA



# 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



Tharaka Nithi Huduma Centre celebrated its 9th anniversary with a series of activities involving both staff and customers. The celebrations began with a cake-cutting ceremony at the Centre and later, the staff had team building activities before sharing a meal at Chuka Picnic Grounds.



A team from Huduma Kenya Secretariat visited Rhamu Town in Mandera North Constituency to evaluate the possibility of establishing a Huduma Centre in the area. The team underscored the importance of prompt collaboration between the local Member of Parliament, Hon. Sheikh Bashir Abdullahi, the NG-CDF team and HKS to expedite the establishment of the centre and enhance service delivery for the people of Mandera North.



A delegation of Engineers from the State Department for Public Works, Nakuru Huduma Centre Manager Mr. Michael Otieno, and the Contract Implementation Team was received by Senior Deputy County Commissioner Mr. Jackson Olechuta in Molo Sub-County for a site inspection of the proposed Molo Huduma Centre. Following the inspection, the DCC chaired a meeting to review the project progress.



Nine Huduma Centre Managers visited the Huduma Kenya Contact and Tele-Counselling Centre-Nairobi as part of the Customer Service Excellence (CSE) training held at the Kenya School of Government, Lower Kabete

Campus. The visit included a guided tour of the tele-counselling booths, social media engagement section and the calling section, and the CMs were also engaged in an interactive Q&A session.



Huduma Centre Kibra Centre Manager Mr. Steve Odoteh engaged with members of nyumba kumi and local village elders during a community policing Baraza held at Makina mosque, Kibra Sub County. He sensitized the members on services offered at the centre. In attendance was the area assistant county commissioner Mr. Alex Mbute and the OCS, Kibra police station Mr. James Mwita.

# The Mothers We Often Forget

By Carolyne Achieng, Huduma Centre Homabay



Social media feeds lit up with flowers, heartfelt wishes, glowing tributes and smiling photos of mothers wrapped in the love of their families. There were breakfast in bed surprises, handwritten cards and pampered moments meant to say **“thank you”** to the women who gave us life. When we think of motherhood, our minds often go to women who have carried life in their wombs,

pour into children more than just knowledge, offering hugs, meals and life lessons. The foster mums and guardians who opened their hearts and homes. The neighbours who step in when parents are absent. The friends who become second mums without a title. Their love is not tied to biology or blood; it flows from a well of deep compassion and commitment.



Society doesn't always clap for them. Their love doesn't trend online. On Mother's Day, their phones may have stayed silent with no happy wishes or calls to celebrate them. But let's be honest, their love is real with a depth that goes beyond DNA. Their sacrifices are huge and they carry

felt the first kick, endured labour pains and held their newborns for the first time. However, there is another side of motherhood, quieter but not less profound. Not all mothers come with baby bumps and delivery room stories. Some come with open arms, strong backs and hearts big enough to raise children they never birthed.

These are elder sisters who take up parenting roles too early. Aunties who raise nieces and nephews. The teachers who

emotional loads that no one sees. They show up when it matters.

So here's to the women who mother without a manual or maternity card. You have given everything and that is the purest form of motherhood. You may not have a title, but you have a crown and reign. You are honoured and celebrated and yes you absolutely deserve the bigger slice of cake. The world is a better place because of you!!



# MASHINANI CORNER



**Kamwangi Huduma Centre**



**Turkana Huduma Centre**



**Kwale Huduma Centre**

# Treachery in the Workplace: Understanding and Recognizing Harmful Behaviours

This refers to acts of betrayal, deceit, or disloyalty committed by colleagues, subordinates, or supervisors. Whether subtle or overt, these actions corrode trust, hinder productivity, and create environments where fear and suspicion flourish. Below are some of the most common and damaging forms of workplace treachery:

1. **Backstabbing** “**Sema mbele, choma nyuma**”: occurs when someone pretends to be supportive and cooperative to your face but acts against your interests behind your back.

Example: Your colleague tells you, “**That report was fire, boss will love it!**” But the moment you leave the room, they rush to the manager with, “**I had to help them fix so many things... si it was a mess!**”



2. **Credit Stealing** “**We did it... by ‘we’ I mean me**”: This form of treachery involves taking recognition for someone else’s work, ideas, or achievements. Example: You pull an all-nighter perfecting a client pitch. During the Zoom call, your supervisor says, “**This is something I’ve been working on closely. My vision, really.**”

3. **Sabotage** “**Kazi bila tools**”: is the deliberate undermining of a person’s work. This can be direct or indirect—assigning unrealistic deadlines, providing

insufficient resources, or setting up circumstances that ensure failure.

Example: You’re made project lead for an event in Naivasha but aren’t given the budget, supplier contacts, or even the car keys. Then your boss asks in the group WhatsApp chat, “**Why is this event not progressing?**” huh?

4. **Spreading False Rumours** “**Umeskia?**” – The National Anthem of Office Gossip: This involves intentionally sharing lies, half-truths, or exaggerations about a person to damage their reputation.

Example: Someone spots you having lunch with a friend of the opposite gender who works at your office. By the end of the day, the whole office is convinced you’re canoodling.

5. **Withholding Information** “**Hii email**



**haikufikia?**”: When essential information is deliberately kept from someone, it can set them up to fail or appear incompetent.

Example: Your team had a meeting with the client, but you weren’t added to the invite. You walk into the review meeting with the old deck while everyone else has version 7.2. You hear, “**You didn’t get the memo?**” Nope, I didn’t!

6. **Favouritism and Manipulation** “**Tea with the boss every Monday**”: Favouritism occurs when leaders give preferential treatment to certain individuals regardless of merit, while others are sidelined or undermined. Manipulation,

meanwhile, includes political manoeuvring, aligning with influential figures to secure personal gain while disempowering others.

Example: A manager consistently promotes Wanjiru from Finance gets the plum assignments, praises, and random work-from-home Fridays. You ask for a day off and are told, **“We need you in the office—commitment matters.”** You? You’ve never even seen the inside of the boss’s car.

7. **Malice “Kuchomea bila jiko”:** is the most openly hostile form of treachery. It is characterized by deliberate, vindictive actions meant to cause harm—professionally, emotionally, or personally. Example: A colleague falsely reports to HR that you were seen **“arguing aggressively”** with a client. Suddenly you're summoned for a disciplinary hearing. Meanwhile, the actual conversation was you saying **“I’ll follow up on that.”**

### **How to Respond to Workplace Treachery**

Workplace treachery tests both your patience and resilience. But by



responding strategically—documenting, protecting your work, engaging constructively, and escalating wisely—you not only shield yourself from harm but also demonstrate the emotional intelligence and leadership that organizations value.

Recognizing these behaviours is the first step toward addressing them. Both employees and leaders must commit to fostering a culture of transparency, fairness, and respect - as envisioned in the Huduma Kenya DNA - to protect against such harmful dynamics.

**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**





# ADOPT A FOREST CORNER



**Kilifi Huduma Centre**

 Centre's Compound  100 seedlings



**Murang'a Huduma Centre**

 Murang'a GK prison  
 1020 seedlings



**Kibra Huduma Centre**

 Shadrack Kimalel Secondary School  1000 seedlings



**Samburu Huduma Centre**

 Maralal Vocational & Training Centre Grounds  
 852 seedlings



**Nandi Huduma Centre**

 Kapsabet Police Station Grounds  
 800 seedlings



**Laikipia Huduma Centre**

 Nanyuki GK prison Farm  
 200 seedlings



Isiolo Huduma Centre

📍 Mwangaza Primary School 🌱 100 seedlings



Nyamira Huduma Centre

📍 Nyairicha Primary School  
🌱 765 seedlings



Taita Taveta Huduma Centre

📍 Wundanyi Health Centre  
🌱 123 seedlings



Nyandarua Huduma Centre

📍 County Commissioner's compound  
🌱 102 seedlings



Westpokit Huduma Centre

📍 Kapenguria KMTC  
🌱 553 seedlings



Kajiado Huduma Centre

📍 Free Evangelical Church 🌱 100 seedlings

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HUDUMA CENTRES  
ACROSS THE COUNTRY

Visit any of our Centres near you





City square Huduma Centre

📍 Church Army Academy

🌱 120 seedlings



Elgeyo Marakwet Huduma Centre

📍 Centre's Compoud

🌱 200 seedlings



📍 Centre's Compoud 🌱 100 seedlings



Kirinyaga Huduma Centre

📍 Kirigo Secondary School

🌱 700 seedlings



Machakos Huduma Centre

📍 Machakos School for the Deaf 🌱 500 seedlings



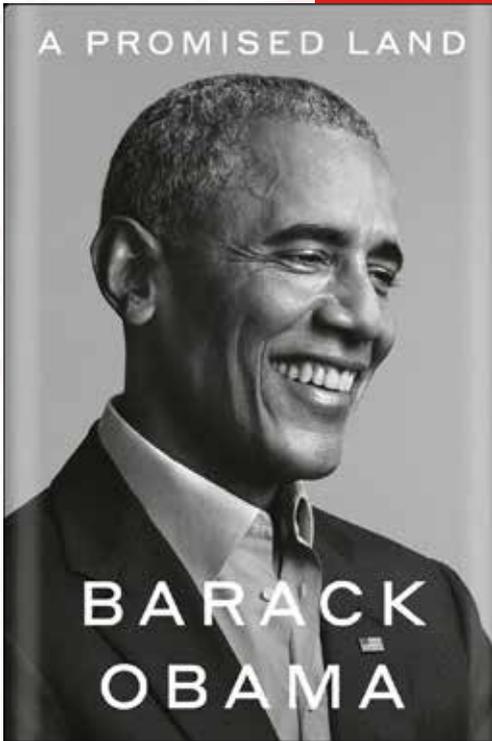
Kirinyaga Huduma Centre

📍 Embu Vocational & Rehabilitation Center  
🌱 300 seedlings



# A PROMISED LAND

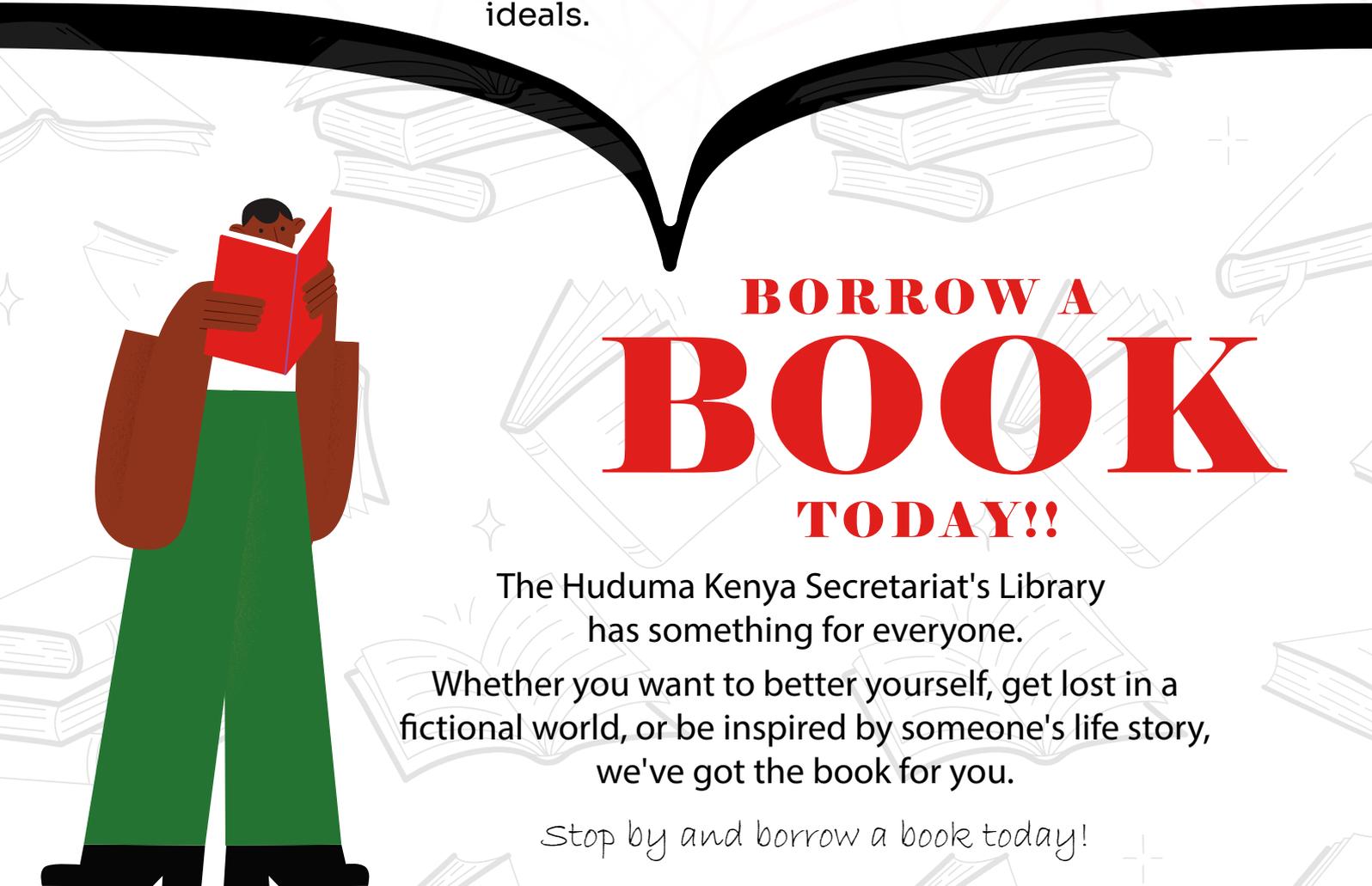
— BARRACK OBAMA



\*Available at the  
Huduma Kenya  
Secretariat Library

A Promised Land is a reflective and engaging memoir in which Barack Obama traces his early political journey through his first term as President. With clarity and depth, he explores the challenges of leadership, the pressures of high-stakes decision-making, and the realities of governing in a divided political climate. From the financial crisis to health care reform, Obama provides thoughtful insight into major moments of his presidency.

What makes the memoir stand out is its balance of political detail and personal reflection. Obama shares the toll of public life on his family and identity, offering a humanizing look at the presidency. Blending historical context with candid storytelling, A Promised Land is both an inspiring and honest account of leadership and the ongoing struggle to uphold democratic ideals.



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