



HUDUMA WIKI HII

Keeping You Informed

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Huduma Kenya



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HudumaKenya



1919

Huduma Kenya and RBA Champion Retirement Awareness in Meru



Huduma Kenya and the Retirement Benefits Authority (RBA) this week conducted a five-day retirement sensitization campaign at Meru Huduma Centre to equip citizens—especially those in informal employment—with the knowledge to secure their financial future. The initiative emphasized early retirement planning and sought to demystify the misconception that financial security is only a concern in old age.

Leading the initiative were Huduma Kenya CEO, Mr. Ben Kai Chilumo, RBA's Director of Market Conduct and Industry Development, Mr. Tom Kiptanui, and

Deputy County Commissioner, Imenti North, Ms. Oddilliah Ndeti, who underscored the importance of making retirement planning accessible to all Kenyans, including those outside formal employment structures.

During the campaign, citizens were guided on opening independent pension plans tailored to their financial circumstances, allowing them to build long-term stability. The discussions also addressed key retirement planning misconceptions and provided insights on securing funds for the future through structured savings programs.



Huduma Kenya Secretariat and HELB Explore Universal Agent Model Deployment



In an initiative focused on service expansion, Huduma Kenya Secretariat and the Higher Education Loans Board (HELB) held a consultative meeting at the Huduma Kenya Secretariat's offices to explore the deployment of the Huduma Universal Agent model at Huduma Centers where HELB services are currently unavailable. The discussion entailed the development of an operational framework, sharing of implementation insights, and strategic

enhancements to ensure effective service delivery.

“The Huduma Kenya Universal Agent is designed to provide multiple MDAC services through a single counter (single window). It creates an avenue for delivering various government services efficiently by offering front-end support for different customer groups”.



Amb (Eng) Mahboub M. Maalim, CBS, OGW, Chairman of the Equalization Fund Advisory Board and former PS of the Ministry of Water and Irrigation during a courtesy call to Huduma Kenya CEO Mr. Ben Kai Chilumo. They explored avenues for joint initiatives to enhance service delivery for citizens at the Huduma Kenya Secretariat.



The National Transport and Safety Authority (NTSA) conducted a visit to the Huduma Contact and Tele-counselling Centre as part of efforts to enhance customer service and learn best practices in contact Centre operations. The

NTSA agents trained Huduma agents on how to check and provide accurate updates on customer application statuses, ensuring citizens receive timely and reliable information.

Pensions Department Director of Human Resource Management, Mr. Geoffrey Amandi Kibanda (in white checked shirt), and Deputy Director of Pensions, Mr. Samson Oluyundi (in maroon shirt), pose for a photo following their visit to assess the status of pension services at Mombasa Huduma Centre. They were received by Mr. Simeon Mkala (in the middle), a pension staff member at the centre.



Kitui Huduma Centre AGPO officer Ms. Stella Mwangangi engages Kitui Deputy County Secretary, Mr. Alex Kimanzi, in a follow-up discussion on the deployment of county services at the centre. The conversation builds on a prior request, with the governor having pledged to deploy a staff member during the CS Interior's visit.



Samburu Huduma Centre Manager, Mr. Bidii Henry at a courtesy call to the office of Samburu County Registrar of Persons, Mr. Daniel Karungo. The discussion focused on enhancing staff welfare, mentorship, and improving NRB service delivery at the centre.



Elsewhere, Huduma Centre Samburu staff alongside Mr. Bidii paid a courtesy call to County Executive Committee (CEC) Member for Roads, Mr. England Losenge, to discuss the tarmacking of the access road to the Centre, aimed at improving customer access.



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).



Nyeri County Commissioner Mr. Ronald Mwiwawi addresses participants at the County Service Delivery Meeting held at the County Commissioner's office. Nyeri Huduma Manager Ms. Maurice Barasa was also in attendance. The CC called for close cooperation of all the HODs in the county to make public service delivery a success.



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



Kwale Huduma Centre staff visited Evy's Children Home during a visit where they shared food and donated essential supplies. The team interacted

with the children, held a motivational talk, and handed over a contribution of clothing, footwear, and accessories.



Wundanyi Women Prison ECDE Centre received a donation of learning materials and foodstuff from staff at Taita Taveta Huduma Centre. The centre is comprised of learners whose mothers are serving jail term.

Call us on;
1919

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

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





ADOPT A FOREST CORNER



Kakamega Huduma Centre

 Kakamega Forest

 2,000 seedlings



Meru Huduma Centre

 County Commissioner's Office Grounds

 3 seedlings

800K
Trees
planted





MASHINANI CORNER



Narok Huduma Centre



City Square Huduma Centre



Meru Huduma Centre

VENGEANCE

By Boov

Vengeance in the Workplace: When Patience Stole Your Stapler and You Went Full Batman

Workplace vengeance is what happens when someone crosses you at work and you turn from quiet Mathew in Accounting to Mathew the Avenger, fighting injustice with the power of passive-aggressive emails and mysteriously vanishing documents.

Causes of Office Vendettas:

Unfair Treatment: “Oh, I didn’t get the promotion? Cool. I’ll just CC your boss on every future mistake you make.”

Betrayal: “Did Beatrice really take credit for my idea in the meeting? She doesn’t know it yet, but her pens are getting de-caped for life.”

Public Humiliation: “Oh, you corrected my grammar in front of the CEO? Okay. Hope you enjoy these ‘accidental’ calendar invites to meetings that don’t exist.”

Micromanagement: “If you’re going to breathe down my neck all day, at least bring gum. Your yogurt breath is killing morale.”

The Impact:

Sure, it may feel great in the moment, but here’s what vengeance actually does:

Team Morale? Gone. People now communicate only through sticky notes and angry glares.

Productivity? Tanks. Half the day is spent plotting revenge or decoding cryptic Slack messages.

Trust? What’s that? You think Joan’s using the break room fridge as a weapon now.

HR? Buried under complaints, sobbing into a “Keep Calm and Mediate” mug.

How to Avoid Becoming an Office Supervillain

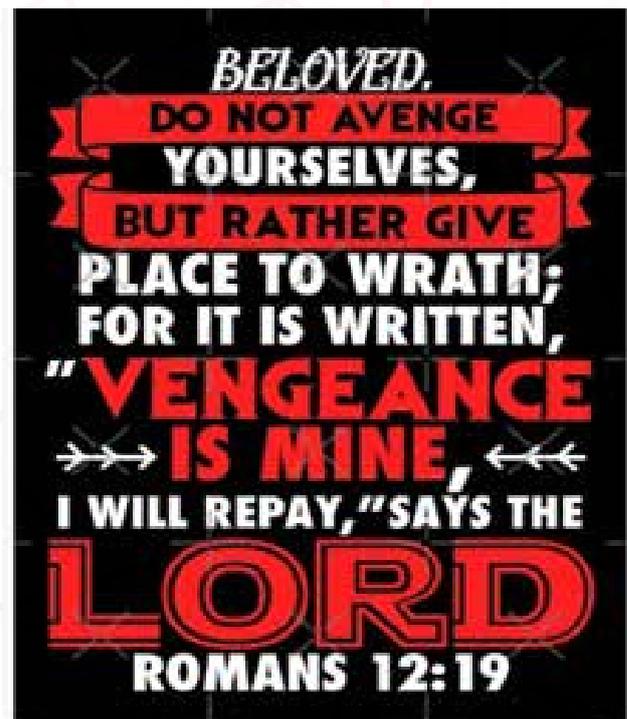
The best revenge for horrible situations, coworkers, and bosses is actually no revenge at all—because no matter what the order of aggression, all wrong-doings simply lead to more anger, distrust, and more revenge.

Dr. Martin Luther King Jr. may have summarized it best by saying, “**Man must evolve for all human conflict a method which rejects revenge, aggression and retaliation. The foundation of such a method is love.**”

(Forbes magazine)

In the end:

Revenge may be a dish best served cold, but in the office, it’s best not served at all—especially not during the potluck. So next time someone wrongs you at work, take a breath, sip some tea, and ask yourself: “Would I rather get even... or get promoted?” (Okay, but seriously, if they touch your stapler again... just hide it better this time.)



DID YOU KNOW? By Kawira Mutembei

PROVISIONS OF THE FINANCE BILL 2025 – (Part 1)

The Finance Bill 2025, submitted by the Cabinet Secretary for National Treasury and Economic Planning formulates proposals relating to revenue raising measures including liability to and collection of taxes.

It proposes to amend the following;

1. The Income Tax Act
2. The Value Added Tax Act
3. The Excise Duty Act
4. The Tax Procedures Act
5. The Miscellaneous Fees and Levies Act

Lets break down some of the highlights/provisions the Bill proposes to amend.

A. THE INCOME TAX ACT

▪ Definition of Related Persons

The Bill proposes to broaden the definition of "related persons" by replacing the existing definition with a more expansive framework. This revision seeks to include third parties that control multiple entities and individuals or entities that participate directly or indirectly in the management, control, or capital of two or more businesses.

Additionally, the proposed changes would incorporate relationships formed through marriage, consanguinity (blood relations), or affinity (connections through marriage or family ties), along with scenarios where businesses participate in the management, control, or capital of an individual. If enacted, this proposal will significantly expand the scope of related parties, ensuring comprehensive coverage of interconnected entities while introducing more complex relationships into tax and regulatory considerations. This could impact compliance requirements

▪ Increased limit per diem

The Bill seeks to increase the threshold for tax-free per diem allowance for employees from Kshs. 2000 to Kshs. 10,000 per day. This proposal could

have been triggered by the need to align with inflationary adjustments, it implies allowing employers to treat this amount as an allowable emolument without needing an e-TIMS compliant invoice to support the expense.

▪ Entities and Sale of Scrap

The Bill proposes to amend Section 10 of the Income Tax Act, expanding the scope of taxable income by including payments for the supply of goods to public entities and the sale of scrap as



income deemed to have been derived from Kenya. This means that individuals or businesses involved in these activities will now be subject to taxation on the payments they receive from these transactions. The implication is that these entities may be required to deduct withholding tax when making payments and comply with additional tax obligations. Practically, this broadens the tax base, ensuring that more economic activities contribute to government revenue while potentially increasing costs for businesses supplying public entities or dealing in scrap sales.

▪ Removal of Loss Deduction on Disposal of Property

The Bill proposes to delete provisions

allowing the deduction of losses from capital gains taxed under section 3(2)(f). If enacted capital gains losses will no longer be deductible, limiting opportunities to offset taxable capital gains with past losses. This means losses from asset sales or similar transactions can no longer reduce taxable income, potentially increasing tax liability for affected entities.

- **Employer to Grant All Applicable reliefs and Deductions and Exemptions to Employees**

The Finance Bill 2025 seeks to introduce a provision that mandates employers to apply all applicable deductions, reliefs, and exemptions to employees before calculating the tax deductible from their emoluments. This change ensures that employees benefit fully from the available tax reliefs, potentially reducing their overall tax liabilities. It emphasizes a more employee-centric approach to tax deductions. This measure is intended to prevent over taxation and reduce the number of refund applications submitted by employees.

- **Pension Benefits and Payments Exemption**

The Bill proposes to amend Paragraph 53 of Part I of the Income Tax Act and restructure the exemption provisions related to pension benefits and payments under registered retirement schemes. The key implication of this change is that gratuity payments will now be explicitly exempted from tax as a standalone category, ensuring clarity in its treatment.

- **Digital Asset Tax**

The proposed amendment seeks to reduce the digital asset tax rate from 3% to 1.5% of the transfer or exchange value of the digital asset. The primary implication of this change is that it lowers the tax burden on transactions involving digital assets, such as cryptocurrencies, tokenized securities, and other blockchain-based assets.

B. THE VALUE ADDED TAX ACT

- **VAT Refunds**

The Bill proposes reducing the timeline for claiming VAT refunds from twenty-four (24) months to twelve (12) months. It also suggests lowering the threshold for lodging VAT refunds on bad debts from three (3) years to two (2) years from the date of supply.

- **Removal of Items from Zero Rating to Exempt Schedule**

The Bill proposes moving certain items, such as locally assembled and manufactured mobile phones, electric bicycles, animal feed production inputs, and solar and lithium-ion batteries, from the zero-rating schedule to the exempt schedule.

What this means

If an item is moved from zero-rated to exempt; It remains free of VAT at the point of sale. However, producers/suppliers lose the ability to claim VAT refunds on their input costs. This increases the cost of production, and the final price may rise even though the item is still VAT-free

- **Exempt Products to be Taxed at 16%**

The Bill proposes to apply a 16% tax on products that were previously exempt. These include aircraft instruments and appliances, locally assembled motor vehicles for tourism transport, and inputs used in the production of passenger motor vehicles.

What this means is that consumers will have to pay 16% more on those items (unless suppliers absorb the cost); Businesses can now claim input VAT credits, which they couldn't do when the products were exempt.

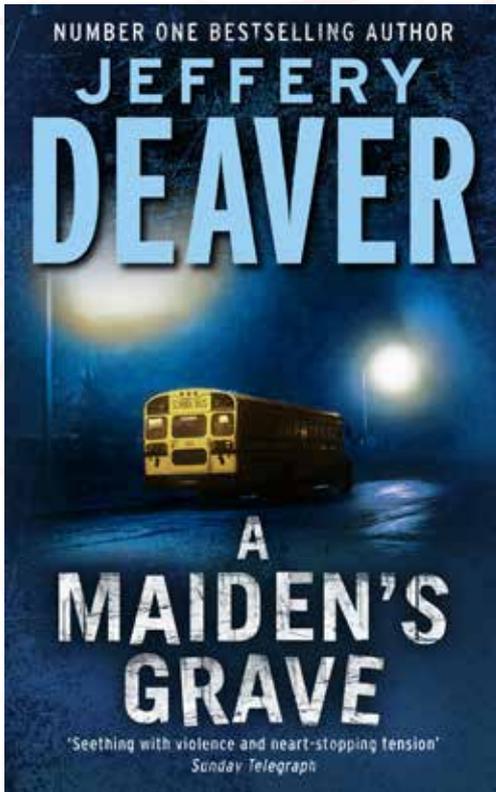
- **Packaging Materials for Tea and Coffee**

The Bill proposes to exempt packaging materials for tea and coffee upon the recommendation of the Cabinet Secretary responsible for agriculture. This change from standard-rated to exempt status will improve cash flow for businesses. However, suppliers will no longer be eligible to claim input VAT.

Stay tuned for Part 2, where we unpack changes to Excise Duty, the Tax Procedures Act, and more!!

A Maiden's Grave

by Jeffery Deaver



Huduma Kenya
Secretariat Library

Along a windswept Kansas road, eight schoolgirls and their helpless teachers are taken hostage in an abandoned slaughterhouse by a gunman with a chilling ultimatum: one hostage will die every hour unless his demands are met. The FBI sends its top negotiator, Arthur Potter, to manage the crisis, but the true game of survival unfolds inside, where a courageous and resourceful teacher is willing to risk everything to protect her students. As the hours slip away, a tense and gripping battle of wits begins between the madman, the negotiator, and the brave teacher in a deadly race against time.

Deaver brilliantly conveys the tensions and deceit of hostage negotiations; offering poetic insight into their world. Throughout, heartbreakingly real characters keep the wildly swerving plot from going off-track, even during the multiple-whammy twists that bring the novel, Deaver's best to date, to its spectacular finish.



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fictional world, or be inspired by someone's life story,
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FUN CORNER



QUOTE OF THE WEEK

Act as if what you do makes a difference. It does.
— William James

Joke of the week

What did the fish say when he swam into the cement wall? ‘Dam’

Huduma Centre’s were part of which broader Kenyan government strategy aimed at improving public service delivery?

*Last week’s answer – 2013

TRIVIA

HAPPY

MADARAKA

DAY





huduma
KENYA
service excellence