



HUDUMA WIKI HII

Keeping You Informed



ISSUE 18

**661
pints**



Huduma Kenya



huduma_kenya



HudumaKenya



1919

"We've Got Your Back" A Call to Service Excellence



This week, we unpack Huduma Kenya's Service Excellence Calendar FY 2024-25 quarterly theme, "We've Got Your Back." This theme, a heartfelt promise to our customers, signifies Huduma Kenya's dedication to building strong teams for exceptional service delivery, ensuring employee wellness as a cornerstone of customer service excellence, and redefining community service.

The true essence of this theme was brought to life during the 'Huduma Centres Blood Donation Drive', which was officially launched by Huduma Kenya CEO Mr. Ben Kai Chilumo at Huduma Centre, Makadara, on 8th April 2025. The initiative which was conducted in Huduma Centres nationwide and organized in collaboration with the Kenya Red Cross Society and the Kenya Tissue and Transplant Authority, highlighted Huduma Kenya's commitment to doing community service differently. It culminated in the remarkable collection of 661 pints of blood

across 35 Huduma Centres.

It was also a celebration of our dedicated staff, who truly embraced the theme and came out in big numbers to denote blood - blood—a powerful act of compassion and a true testament to their unwavering commitment to the communities they so deeply care for.

In this week's edition of Huduma Wiki Hii, we extend our heartfelt gratitude to every staff member who made this difference possible. Your commitment to embodying the spirit of "We've Got Your Back" in this initiative and beyond inspires us all to continue enhancing public service delivery. A huge shout out to our customers who also participated in Huduma Kenya's quest of standing by those in medical need.

Together, let us reaffirm Huduma Kenya's promise to its customers—a promise of unwavering support, compassion, and excellence.





Huduma Centre Laikipia East



Huduma Centre Kathwana



Huduma Centre Meru



Huduma Centre Baringo



Huduma Centre Nyeri



Huduma Centre Busia



20
pints

Huduma Centre Kwale



11
pints

Huduma Centre Nandi



3
pints

Huduma Centre Kisumu



43
pints

Huduma Centre Narok



6
pints

Huduma Centre Kiambu



18
pints

Huduma Centre Kakamega



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



14 pints

Huduma Centre Garissa



6 pints

Huduma Centre West Pokot



35 pints

Huduma Centre Marsabit



21 pints

Huduma Centre Laikipia



17 pints

Huduma Centre Makueni



21 pints

Huduma Centre Nyamira



10 pints

Huduma Centre GPO



Huduma Centre Kitale



Huduma Centre Murang'a



Huduma Centre Isiolo



Huduma Centre Kirinyaga



Huduma Centre Kisii



6
pints

Huduma Centre City Square



12
pints

Huduma Centre
Kajiado West



32
pints

Huduma Centre Machakos



28
pints

Huduma Centre Samburu



Huduma Centre Nandi



Huduma Centre Kilifi



Huduma Centre Nakuru



Huduma Centre Migori

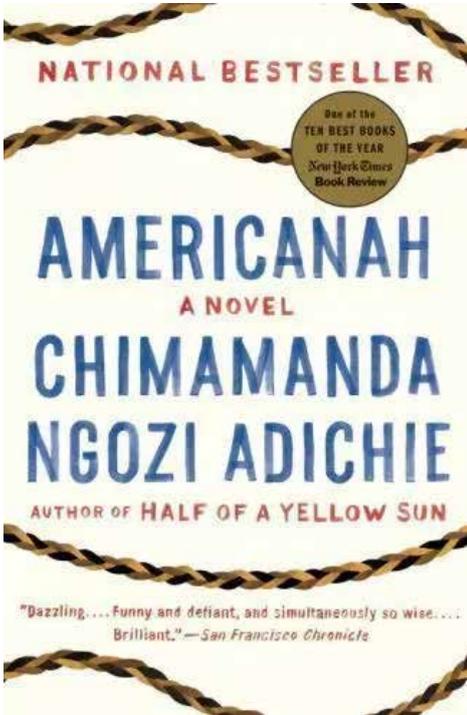


Huduma Centre Eldoret



Huduma Centre Vihiga

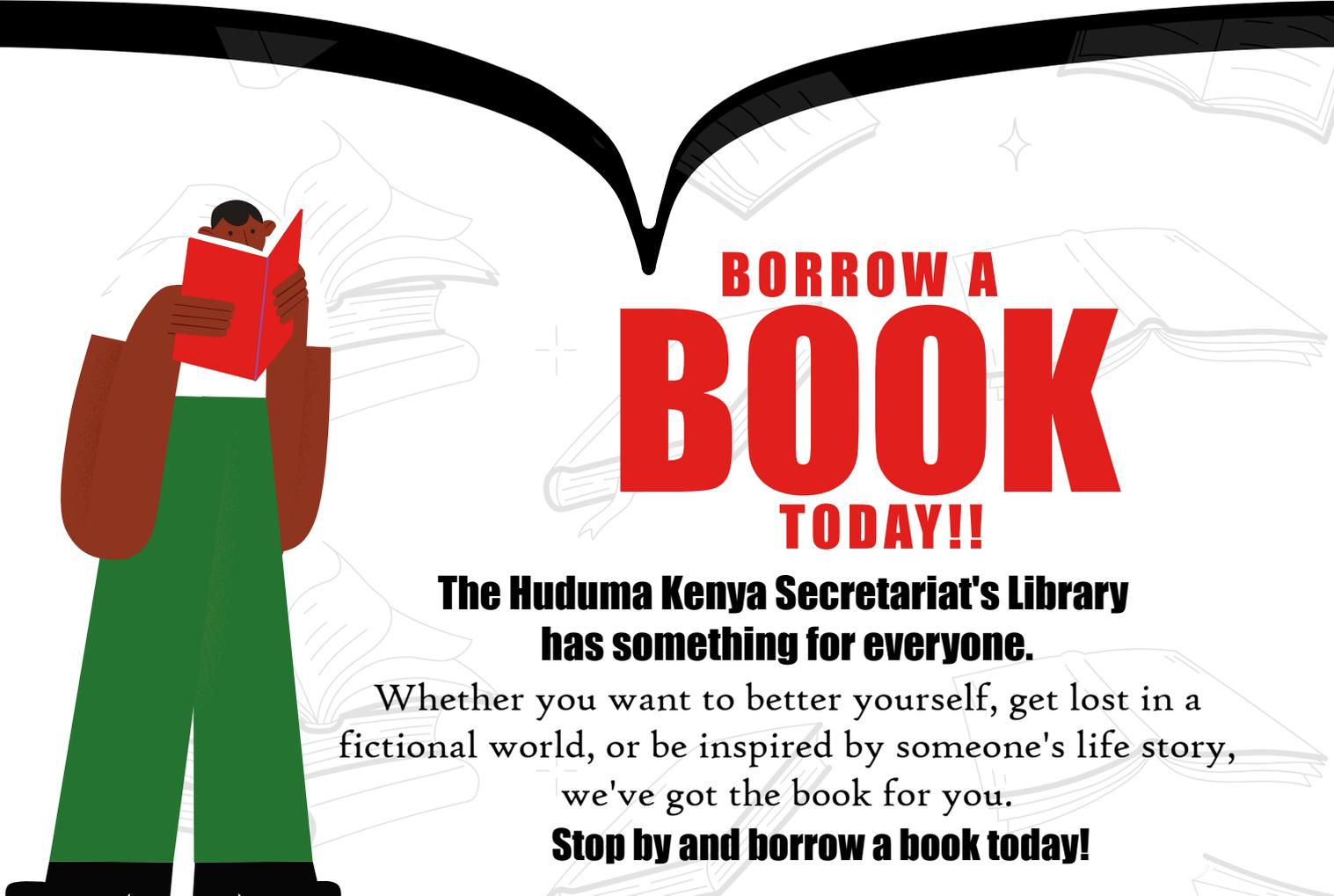
Americanah by Chimamanda Ngozi Adichie



Americanah by Chimamanda Ngozi Adichie is a compelling novel that follows Ifemelu, a Nigerian woman who moves to the U.S. and confronts the realities of race, identity, and immigration. Through her experiences—and those of Obinze, her first love—the story explores life across Nigeria, the U.S., and the UK with honesty and depth.

Adichie's sharp writing and rich characters make the novel both personal and socially insightful. Ifemelu's blog entries on race add bold commentary, making Americanah not just a love story, but also a powerful look at what it means to belong in a world shaped by culture and color.

*Available at the Huduma Kenya Secretariat Library



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FUN CORNER



QUOTE OF THE WEEK

Love the life you live, Live the life you love.

-Bob Marley

Joke of the week

Where do horses live? In the neighhh-borhoods



REPUBLIC OF KENYA



Tupo Site!!

Streamlined Registration for Engineering Technologists and Technicians at select Huduma Centres



huduma
KENYA
service excellence