



**HUDUMA
WIKI HII**
Keeping You Informed

**HUDUMA
WIKI HII**

Keeping You Informed

service excellence



Huduma Kenya



huduma_kenya



HudumaKenya



1919

CEO Calls For Prudent Financial Management In Huduma Centres

The Huduma Kenya CEO CPA Ben Kai Chilumo has instructed Huduma center managers to ensure prudent management of resources under their control.

Speaking during a virtual meeting with all center managers, the CEO warned imprudent management of resources will not be tolerated. “Those established mismanaging allocated resources shall face the full force of the law”, he said.

He said it was the responsibility of center managers to remain accountable arguing that they should be vigilant to guard against impropriety.

Mr. Chilumo advised the officers to ensure compliance to zero fault audit adding that it will ensure prudent use of public resources and strengthen governance, risk and control across Huduma centers.

“Compliance with zero fault audit will be used as a performance measure for officers,” he said adding that this would be achieved through financial discipline, audit



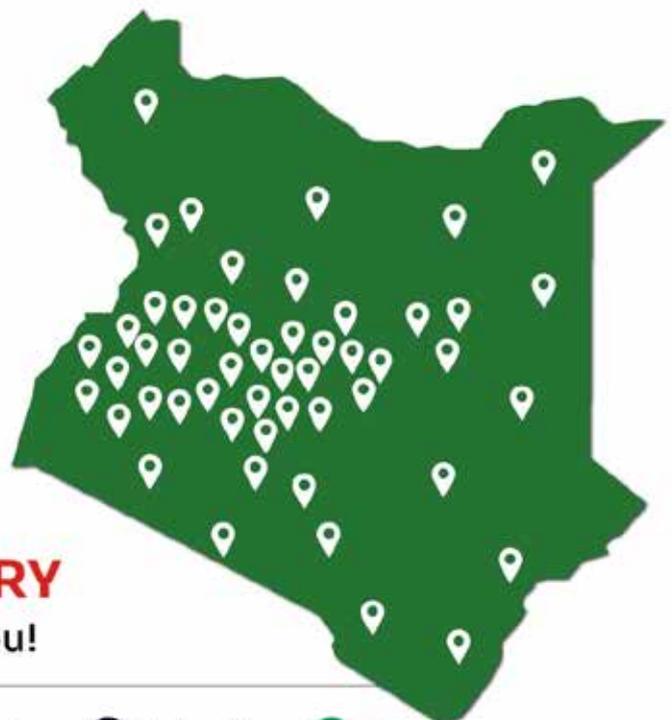
preparedness, risk and compliance management and performance accountability. He noted that non-compliance will invite audit queries as indicators of weak and poor accountability pointing that officers will be held personally liable with persistent non-compliance attracting disciplinary action.



59

HUDUMA CENTRES ACROSS THE COUNTRY

Visit any of our Centres near you!



Huduma Kenya



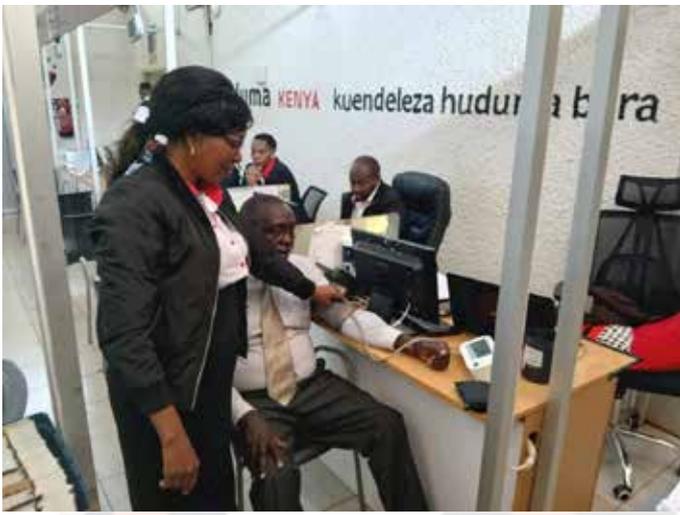
huduma_kenya



HudumaKenya



1919



Nyeri County Commissioner Mr. Josphat K. Biwott paid a courtesy call to Nyeri Huduma Centre to assess service delivery. The County Commissioner commended the Centre for seamless services and urged staff to continue serving citizens with the same passion.

Mr. Johnson Long'oro, NCA staff, Isiolo Huduma Centre, attended a public participation forum on the Kenya Accreditation Service (KENAS) Legal Instruments, 2025, held at the Catholic Pastoral Centre in Isiolo. The forum brought together members of the public to deliberate on the proposed regulations ahead of their submission to the Senate, promoting informed stakeholder participation in the legislative process



Marsabit Huduma Centre hosted officers from NACADA and the Ministry of Health for a sensitization forum on mental health, drug and alcohol abuse. The session aimed to create awareness among staff on the importance of self-care for physical, social and professional well-being.



Officers from the Kenya Revenue Authority, Madam Emily Makumi and Mr. Epher Otieno, paid a courtesy visit to Kilifi Huduma Centre as part of a monitoring and evaluation exercise at the KRA desk. The officers commended the Centre for its excellent customer service standards.





Tana River Huduma Centre Manager Mr. Jackson Letangule attended the Judiciary Dialogue Day, themed, Engaging Citizens and Strengthened Justice, at Hola Law Courts. The forum emphasized enhanced citizen engagement and a reduction in case backlog. During the event, the Centre Manager sensitized the participants on government services offered at the Centre.

Isiolo Huduma Centre staff participated in a Financial Wellness session facilitated by Mr. Kelvin Mwomboi, Credit Manager, Equity Group. The session focused on healthy money management, a saving culture and Investments.



Kilifi Huduma Centre staff attended the wedding of Madam Fabiana Riziki, Sign language interpreter. The ceremony featured a special segment by the Deaf community, whom she actively supports in accessing services at the Centre.

Embu Huduma Centre staff attended a health wellness session led by a team from Neema Hospital, focusing on lifestyle diseases and emphasizing regular monitoring of blood sugar and blood pressure to prevent their onset.





The Retirement Benefits Authority (RBA) held a consultative meeting with Huduma Kenya to explore possible areas of partnership. The discussions centred on how Huduma Kenya's nationwide service delivery platform could be leveraged to improve access, efficiency and convenience of retirement benefits services for citizens.

Kamwangi Huduma Centre staff joined their colleague, Mr. Peter Mungai, (Cyber Café), to offer condolences during the burial of his father held in Thigio, Limuru, demonstrating solidarity and support during the time of loss.



Nandi Huduma Centre hosted ICT officers from NTSA Nairobi Headquarters, led by Ms. Edith Karuga, who carried out system upgrades for NTSA services at the Centre. The upgrades included the installation of accessories aimed at enhancing service efficiency, effectiveness, and overall service excellence.

Kisii Huduma Centre staff participated in the Judicial Dialogue Forum held at Kisii Law Courts. The Centre showcased its services through a mini Huduma Mashinani, enhancing public awareness of government services and strengthening collaboration with the Judiciary.





Kisii Huduma Centre staff participated in a public participation forum on the Trust Administration Bill, 2025. During the forum, the team also sensitized members of the public on the services offered at the Centre.

Uasin Gishu Huduma Centre staff bid farewell to the former Centre Manager, Mr. Reuben Ogeda, expressing heartfelt appreciation for his exemplary leadership, commitment to service delivery, and the positive work environment he fostered. They wished him continued success and fulfillment in his future endeavors.



Tana River Huduma Centre staff carried out a general clean-up at the Centre's compound, involving bush clearing, litter collection and burning, and flower pruning.



REPUBLIC OF KENYA



SERVICE EXCELLENCE CALENDAR

INNOVATION IN SERVICE DELIVERY

- Inspiring creativity for fresh thinking
- Re-imagine service experience
- Pursuit of better output for customers
- Service from the heart



JANUARY - MARCH 2026



Mashinani Corner



Huduma Centre Mombasa



Huduma Centre Kwale



Huduma Centre Isiolo

Huduma Centre Makueni



JOKE OF THE DAY!

What did one Valentine's card say to the other?

"I'm stuck on you!"

Trivia of the Week

Which month is the only one named after a purification ritual in ancient Rome?

Quote Of The Week

Though February is short, it is filled with promise—proof that even the smallest things can hold great meaning.



Love is patient, love is kind.
It does not envy, it does not boast,
it is not proud. It does not dishonor
others, it is not self-seeking,
it is not easily angered,
it keeps no record of wrongs.

1 Corinthians 13:4-5



Repair and Maintenance Corner



Huduma Centre Kericho



REPUBLIC OF KENYA



Water Services Now Available



Huduma Centres

- .Kamwangi
- .Kirinyaga
- .Kiambu
- .Kisii
- .Mandera
- .Migori
- .Samburi
- .Siaya



Adopt - a - Forest



Isiolo and Samburu Huduma Centre staff joined stakeholders to commemorate this year's World Wetlands Day under the theme Preserving Cultural Heritage. The event at Isiolo, was attended by Cabinet Secretary for Environment, Climate Change and Forestry of Kenya Hon. Deborah Barasa and other stakeholders including NEMA and KWS, highlighted the importance of wetlands in supporting livelihoods, biodiversity, and climate resilience, while reinforcing commitment to environmental conservation and sustainable resource management.



Huduma Centre Mombasa at Wema Children's Home



Huduma Centre Isiolo



Don't Believe Everything You Think By Joseph Nguyen's

is a thought-provoking self-help book that challenges readers to reconsider the nature of their thoughts and the suffering they often create. It emphasizes that while pain in life is inevitable, suffering is optional, and much of it stems from believing every thought that crosses our minds.

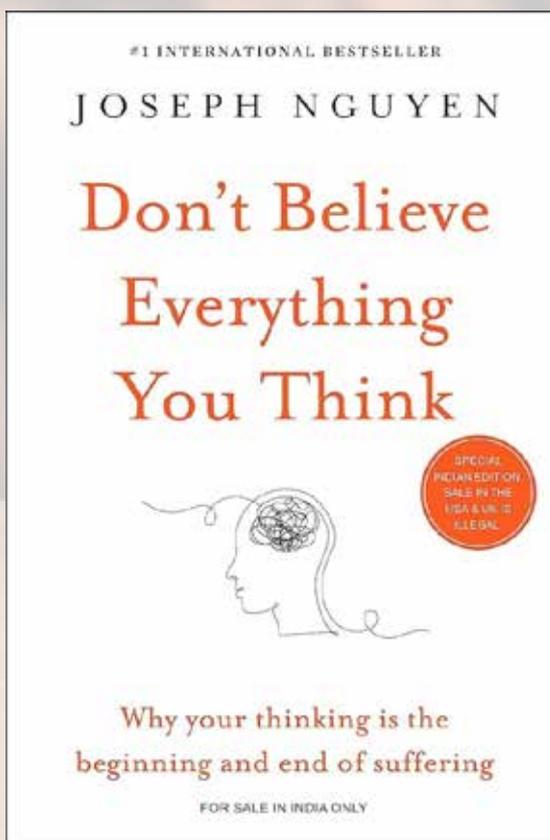
Nguyen presents a fresh perspective on mental wellness by explaining that our human experience is shaped not by external circumstances but by the meaning we attach to our thoughts. The book argues that freedom of mind comes from recognizing that thoughts are not fact they are simply mental events that can be observed without attachment.

Through the chapters, Nguyen guides readers to understand the root causes of anxiety, self-doubt, and

self-sabotage, offering practical insights into how to cultivate peace, fulfillment, and joy regardless of past experiences or current challenges.

Unlike traditional self-help approaches that rely heavily on motivation or willpower, this book encourages effortless transformation by shifting one's relationship with thinking itself.

Readers have praised the book for its clarity and transformative potential, noting that it goes beyond the usual "control your thoughts" advice and instead provides a paradigm shift in how we perceive the mind. While some may find its ideas abstract, many appreciate its simplicity and universal applicability, making it suitable for anyone seeking inner peace and resilience. Ultimately, Don't Believe Everything You Think is less about changing what you think and more about changing how you relate to your thoughts, empowering readers to live with greater freedom and authenticity



BORROW A book

The Huduma Kenya Secretariat
Library has something for someone

STOP BY AND BORROW A BOOK!



huduma
KENYA
service excellence

HUDUMA
KENYA
SECRETARIAT

Phone: 1919

WhatsApp: 0747 1919 19

Address:

P.O Box 47716-00100

Lornho House, Nairobi

Mail:

info@hudumakenya.go.ke