



HUDUMA WIKI HII

Keeping You Informed

Lazima iWork: Nairobi County and Huduma Kenya Deepen Service Collaboration



Nairobi City County and Huduma Kenya signed a Service Level Agreement (SLA) to strengthen collaboration and expand services at Huduma Centres in Eastleigh, Kibra, and Makadara. The agreement, endorsed by Huduma Kenya CEO Mr. Ben Kai Chilumo, Nairobi County Government's officials, Mr. Brian Mulama, Minister for Talent, Skill Development and Care- Nairobi City County and Mr. Geoffrey Mosiria, Chief Officer, Citizen engagement and Customer Service integrates the capital's county services into the Huduma Kenya model, enabling residents to access key services under one roof.

Among services that wananchi will be able to access without the hassle of physically visiting the county offices include, land rates invoices, business permits, payment of house and ground rents, parking fees, and general county inquiries. Speaking at the ceremony in Nairobi, leaders from Nairobi County and Huduma Kenya emphasized the importance of seamless, citizen-centered service delivery, accountability, and integrity. They also highlighted the need for improved public engagement to better serve Nairobi residents.





Isiolo Huduma Centre AGPO staff, Ms. Adhi Fatima and Ms. Rosemary Kagendo, together with the centre's cyber staff, Mr. Hamisi Wancham, attended a two-day capacity-building workshop on the Electronic Government Procurement (E-GP) system at MCK Church Hall. The workshop was organised by the State Department for Public Investment and Assets Management in collaboration with the Kenya National Chamber of Commerce and Industry aimed to enhance staff capacity to support suppliers effectively.

West Pokot Huduma Centre hosted Mr. Michael Babu from the EACC North Rift Office, who conducted a sensitization session for staff on ethics in public service, integrity of systems, and the prevention of corruption in public office.



The Member of Parliament for the East African Legislative Assembly (EALA), Hon. Maina Karobia, paid a courtesy call to the Kiambu Huduma Centre, where he was received by Centre Manager, Madam Susan. He commended the Kiambu Huduma Centre team for their continued dedication and commitment to exemplary customer service in delivery of Government services.



Samburu Huduma Centre staff received free computerized eye check-ups from a team from Optex Opticians Ltd, Nanyuki, led by Tony Blair. The team also sensitized staff on proper eye care, issued spectacles to eligible staff, and repaired broken frames.





The Branding and Communication PIT Chairperson, Kwale Huduma Centre, Mr. Gift Deche, attended a radio talk show at Radio Kaya in Kwale County to sensitize citizens on the services available at the centre.

During the session, Mr. Deche responded to listeners' questions and provided clarifications on various aspects of service delivery, reaffirming the centre's commitment to accessible and efficient public service.

Baringo Huduma Centre Manager, Ms. Masit Hellen, accompanied by Deputy Centre Manager Mr. Osbon Wekulo, paid a courtesy call to the Office of the Governor of Baringo County to deliberate on strategies for enhancing service delivery to residents. The discussions focused on deploying county services at the centre to improve accessibility and efficiency.

Also in attendance was the CECM for Devolution, Ms. Maureen Lemashep, who welcomed the proposed ideas and expressed support for collaboration with various stakeholders to expand outreach efforts and effectively serve the vast areas of the county.



Ms. Neville Lukaya from the KUCCPS Desk, Kakamega Huduma Centre visited St. Peter's Mumias Boys' in Kakamega County to conduct a sensitization session on career pathways and subject combinations for various courses.

During the session, she guided Grade 10 learners on making informed subject choices and outlined the best way forward in aligning their academic interests with future career opportunities.

MCA, Garsen North Ward in Delta Sub-County, Hon. Semi Dumba, paid a courtesy call to Tana River Huduma Centre.

The meeting focused on fostering a partnership with the Centre to facilitate Mashinani outreach programmes in Garsen North Ward.





Samburu Huduma Centre staff participated in a financial sensitization session facilitated by representatives from Britam Group's Nakuru Branch.

The session, led by Mary Mutunga and Jeniffer Anganyo, emphasized the critical need to establish a financial “cushion” to manage unforeseen life challenges. It also highlighted the importance of strategic investment, insurance coverage, and sound risk management in achieving financial stability.

The Centre Manager, Tana River Huduma Centre, Mr. Jackson Letangule paid a courtesy call to the Clerk of the County Assembly of Tana River, Mr. Abdullahi Hussein, at his office in Hola.

During the meeting, Mr. Hussein committed to convening a session with the County Assembly (MCAs), including the Speaker, to explore partnership opportunities that decentralize government services and ensure citizens at the grassroots benefit through the Huduma Kenya's Mashinani outreach platform.



Kibra Huduma Centre, in partnership with Oasis Health Care, organized a free medical camp at the centre's grounds, offering vital healthcare support to staff and the surrounding community.

The camp offered a range of services, including general consultations, full-body wellness checks, optical care, and specialist referrals. The initiative benefited residents of Kibra and surrounding areas, advancing health and wellness at the community level.

A team from the Boma Yangu Affordable Housing Programme visited Kibra Huduma Centre to monitor and assess service delivery at the Boma Yangu desk. Led by Mr. Lemmy Mulwa, the team committed to organizing training sessions for staff aimed at enhancing service delivery and improving operational efficiency.



Huduma Kenya and NCPWD to Advance Accessibility and Inclusion



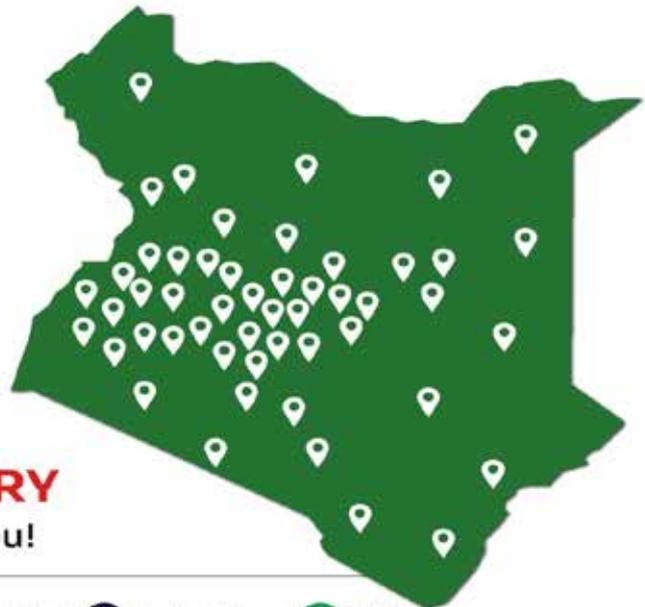
Huduma Kenya CEO, Mr. Ben Kai Chilumo, paid a courtesy visit to the CEO of the National Council for Persons with Disabilities (NCPWD), Dr. Michael Munene. During the meeting, the two leaders agreed to renew the Memorandum of Understanding (MoU) between the institutions. The renewed partnership will harness their combined strengths to promote an inclusive government and remove barriers to accessing essential services.



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HUDUMA CENTRES ACROSS THE COUNTRY

Visit any of our Centres near you!



 Huduma Kenya  huduma_kenya  HudumaKenya  1919



Vihiga Huduma Centre staff participated in a financial wellness session facilitated by a team from Sanlam Group. The session focused on enhancing staff understanding of personal finance management, including savings, investment strategies, and risk protection through insurance.



In collaboration with Migori and Kitui Huduma Centres, the National Transport and Safety Authority (NTSA) conducted an outreach programme for driving license (DL) enrollment. The event, hosted at the Centres, brought these highly sought-after services closer to citizens, leveraging Huduma Centres' outreach platform to enhance accessibility and convenience.



Embu Huduma Centre staff attended a health sensitization session facilitated by Focus Health Facility. The session, with presentations from Mr. Marvin Malenge, an optometrist, and Mr. Evans Mutuma, a general clinician, focused on digital eye strain, its symptoms, and practical remedies.



Ms. Jane Chap, Lands Desk, Huduma Centre Samburu gifted staff sweets as a sign of sharing love among each other.



In Kiambu, a grateful client, Mr. Jospar Walter, Regional Manager of Penta Flowers brought numerous red roses to the centre as a gesture of appreciation for the excellent service he received



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 Machakos



Huduma Centre Kajiado



Huduma Centre Isiolo



Huduma Centre Mogotio



Huduma Centre Nandi



Huduma Centre Kibra



Mashinani Corner



Huduma Centre Kwale



Huduma Centre Embu



Huduma Centre Narok



Huduma Centre Kilifi



Huduma Centre Tana River



Huduma Centre Meru



Huduma Centre Taita Taveta



Staff of the Week & Adopt - A - Forest Champion



Mr. Harun Waruru Njoki - Support Staff Makutano Huduma Centre, Laikipia East

Through his dedication and self driven spirit, Harun has shown that service is more than a duty – it is a calling. From **faithfully carrying out his responsibilities to personally caring for the environment by watering trees around the centre's compound every day**, he contributes to Huduma Kenya's commitment to the President's goal of growing 2 billion trees by 2032.

Congratulations Harun! Your commitment and integrity make our workplace better every day.



Erick Letapi and John Sinet appreciated the NRB officers at Huduma Centre Baringo for services rendered while collecting their Duplicate IDs. .

A team from Narok Huduma Centre, led by Sammy Wanjiru, paid a courtesy visit to the Office of the Registrar – Administration and Strategic Planning at Maasai Mara University. The meeting focused on the upcoming Huduma Mashinani initiative, with both teams exploring potential areas of collaboration to empower the community.

Among the proposals was the establishment of an annual Huduma Mashinani program at the university during first-year admissions to sensitize new students on key services, including HELB and KUCCPS. In response, the university suggested introducing Masomo Mashinani, an outreach program aimed at promoting the institution and enhancing engagement with the surrounding community.



Tana River Huduma Centre Manager Mr. Jackson Letangule received a courtesy call from Mr. Said Komora, Chief of Zubaki Location in Tana River Sub-County.

The discussion focused on strengthening collaboration between the Centre and local National Government Administration Officers (NGAOs) to mobilize wananchi to apply for services and collect their processed documents, with the aim of reducing the backlog of uncollected documents at the Centre.

Huduma Centre Visit

The Elgeyo Marakwet Huduma Centre, KEPHIS Desk, Ms. Suzymond Musungu, conducted a field visit to Chebokokwa-Chebaror Farm to assess farming activities and provide guidance on good agricultural practices. Ms. Musungu advised the farmers on the importance of operating certified nurseries to ensure quality planting materials, and compliance with regulatory standards.



JOKE OF THE DAY!

“Parallel lines have so much in common.
It’s a shame they’ll never meet.”

Trivia of the Week

What flower is considered the traditional symbol of Valentine’s Day?

Quote Of The Week

“Happiness is not something ready made. It comes from your own actions.” – Dalai Lama

Where your treasure
is, there your heart
will be also.

Matthew 6:21

KEB

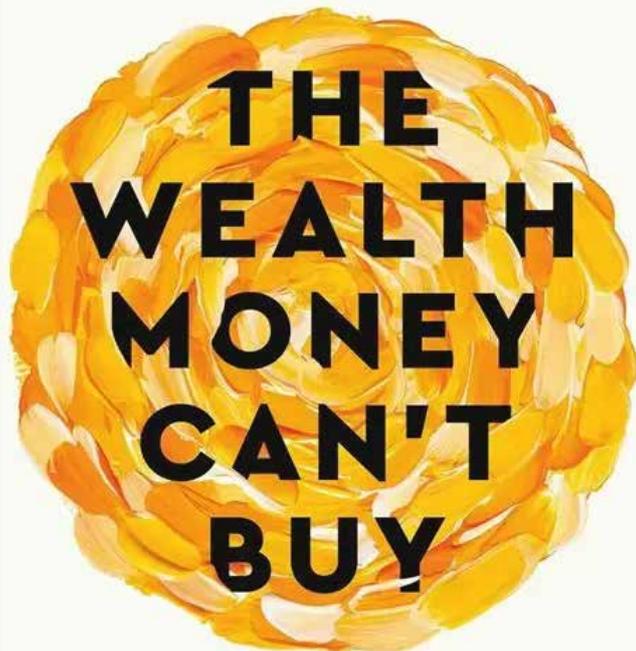
The Wealth Money Can't Buy: The 8 Hidden Habits to Live Your Richest Life

by Robin Sharma's

is a reflective and inspiring book that challenges conventional ideas of success. Rather than equating wealth solely with financial prosperity, Sharma introduces eight dimensions of true abundance: growth, wellness, family, craft, money, community, adventure, and service. Through engaging storytelling and accessible language, he encourages readers to cultivate these areas in balance, arguing that a life rich

in meaning and fulfillment is far more valuable than one focused only on material gain. The book's strength lies in its holistic approach, offering readers a mindset shift away from hustle culture toward a more grounded and purposeful existence. While some may find the principles familiar—especially if they've read Sharma's earlier works—the message remains powerful, reminding us that the richest life is built not just on what we earn, but on how we live, love, and contribute.

The 8 Hidden Habits
to Live Your Richest Life



Robin Sharma

#1 Worldwide Bestselling Author of THE 5AM CLUB

**BORROW A
book**

*The Huduma Kenya Secretariat
Library has something for someone*

STOP BY AND BORROW A BOOK!

Love That Starts From Within

By Caroline Achieng- Huduma Center Homabay.

Valentine's day has come and gone. Some may not have received any gifts, but this does not mean they have lost their love language or their capacity to love. The chocolates and flowers have been shared, the red outfits folded away and the sweet messages slowly scrolled into yesterday. However, love did not pack its bag and leave with February 14th. If anything, this is where the real work of love begins.



February often brings to mind flowers, cards, gifts and many ways people choose to celebrate love. As colleagues, I believe moments like these, sweet and delectable, ought to challenge us into something deeper. A chance to intentionally choose love in how we relate with one another, in how we work and how we carry ourselves everyday. For the kind of services we pride ourselves in, love must first live among us. It begins in how we treat our colleagues; how we speak to one another and how we support each other through demanding days.



Let's be honest, sometimes we unknowingly or knowingly practice the opposite. The dramatic sigh when someone asks a question. The famous "I'm not the one in charge" response. The "kuchoma bila jiko" habit. The slammed keyboard that sud-

denly becomes louder than necessary. The stare that says everything but kindness. Among other attitudes. These small moments may seem harmless but they slowly shape our work environment in ways we wouldn't wish for ourselves. To avoid such moments, we could breathe before we respond, choosing tone over tension, replacing the word "figure it out" with "let me help". We ought to remember that everyone is carrying something.



When our work space is grounded in respect, empathy and understanding, extending the same to clients becomes natural and not forced. Love in our spaces is always practical. It looks like patience when the day is long. It sounds like respect in our conversations. It feels like teamwork, stepping in for one another, sharing the load and understanding that we are strongest when we work as one.

Inspired by the month of love, this should be our starting point to embrace a love that builds. One that allows room for understanding, encourages collaboration and recognises the human being behind every role. When we lead with empathy and kindness our workplaces become not only more productive but more fulfilling. You know, a smile offered freely, a colleague checked on or even a word of appreciation have a way of touching many and lasting longer than we expect.

Let us be intentional and choose cooperation over conflict, encouragement over silence and compassion over convenience. Love lives among us first before it flows outward to enrich our work, service and everyone we encounter.

Nairobi Ramadan Times February 20-27 2026*

Day	Date	Sehar	Iftar
3	20, Fri	05:31 AM	06:51 PM
4	21, Sat	05:31 AM	06:51 PM
5	22, Sun	05:31 AM	06:51 PM
6	23, Mon	05:31 AM	06:51 PM
7	24, Tue	05:31 AM	06:51 PM
8	25, Wed	05:30 AM	06:50 PM
9	26, Thu	05:30 AM	06:50 PM
10	27, Fri	05:30 AM	06:50 PM

Did you know?

Ramadan is the 9th month of the Islamic calendar?

Ramadan is when the Holy Quran was first revealed to Prophet Muhammad.

Weekly reflection on Ramadan

The Holy Month of Ramadan is the month of fasting, prayer and reflection. The fasting goes beyond abstaining from food and drinks, it nurtures empathy and strengthens our sense of humanity. It is the month of charity and compassion.

Through fasting we experience hunger and thirst which helps us understand the struggles of the less fortunate and encourage us to extend a helping hand to those in need.

Allah reminds us in surah al- Baqarah (2:27). **“Those who spend their wealth [in charity] by night and by day, secretly and publicly – they will have their reward with their Lord..”**

This reminds us to help the needy and Allah will reward us for it.

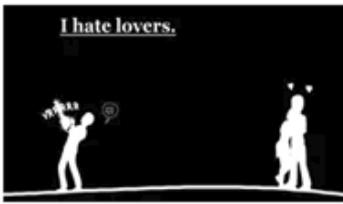
In another verse Surah Aal-Imran (3:92) **“You will never attain righteousness until you spend from that which you love...”**

Moreover, Ramadan strengthens family and community bonds. Sharing Iftar meals, supporting neighbors, and caring for the vulnerable reflect the spirit of unity and love.

The Love Olympics

When the World is Oozing Love and you are not... by BOOV

February 14th hits and suddenly the whole world is saying mapenzi tele. Red roses. Soft captions. **“My forever.” Even Njogu, who used to say relationships are “not that deep”** is posting candlelight content like he’s auditioning for a rom-com. Meanwhile, you’re there like, **Sawa tu. Just vibes. No bouquet. No “Good morning, babe.” Just you, your phone, and questionable Wi-Fi.** 😭



First of all: Pumua. Breathe. The world is not actually 99% coupled. It just feels like it because couples post and single people observe quietly like emotional FBI. Valentine’s Day is not a census, It’s vibes and marketing. Yes, it can sting kidogo Bey, not because you’re desperate but because being chosen feels nice.

Having someone think, **“Leo ni siku yetu.” That’s sweet.** Wanting that doesn’t make you weak. It makes you human.

But listen, Mikukaracha, Mbea, or whoever you are, one day does not define your destiny. February 14th was just a Saturday with better PR. Hakuna committee somewhere discussing your relationship status. No one is issuing certificates for “Best in Romance 2026.” Also, let’s not be fooled. For every perfect dinner post, there was: “Babe, where do you want to eat?” “I said I’m fine.” (They were not fine.) Someone checking the M-Pesa balance like, eh Mungu wangu.

Love is beautiful. It is also logistics.

And you? You had peace. Utulivu. No pressure. No awkward gift exchange where you pretend to like a teddy bear holding **“Be Mine.”**

If the day felt heavy, it’s okay. Kubali tu. Then do something small and nice for yourself. Buy the chocolate. Watch your comfort show. Call your friend and gossip about the timeline. **Romanticize your own life without turning it into a motivational speech.**



Being single on Valentine’s Day Rose is not a diagnosis. It’s a season. Na seasons hubadilika. Plus, the real champions appear before and after, discount chocolate, half-price flowers, zero expectations. Hiyo ndio wisdom.



So, if the world was oozing love and you had none, relax. You’re not behind. You’re not forgotten. You’re just on your own timeline. Na mapenzi yako yanakuja. Probably when you’re least prepared wearing your worst outfit, minding your business. Until then? Uko sawa.



HUDUMA KENYA CARES WELFARE ANNUAL GENERAL MEETING NOTICE AND AGENDA

NOTICE IS HEREBY GIVEN THAT THE 1ST ANNUAL GENERAL MEETING WITH ELECTIONS WILL BE HELD AS FOLLOWS:

Date:	27 th February, 2026	
Time:	10:00 am – 12:00 pm	
Location and Meeting Room:	TBC	
No.	Time	Agenda Item
1.	10:00 – 10:10 am	Opening Remarks and Chairperson's Report
2.	10:10 – 10:20 am	Preliminaries
3.	10:20 – 10:30 am	Presentation of Accounts by the Treasurer
4.	10:30 – 10:35 am	Adoption of the Accounts
5.	10:35 – 10:50 am	Constitution review
6.	10:50 – 11:00 am	Resignation / Retirement of Office Bearers
7.	11:00 – 11:30 am	Election of Office Bearers
8.	11:30 – 11:50 am	AOB (Received within 21 days to the AGM)
9.	11:50 – 11:55 am	Closing Remarks
10.	11:55 – 12:00 pm	Closing Prayer

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huduma
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service excellence

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