



# HUDUMA WIKI HII

Keeping You Informed



Huduma Kenya



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1919

# Huduma Centre Kamwangi Officially Launched in Gatundu North



Today, Hon. Geoffrey Kiringa Ruku, Cabinet Secretary for the Ministry of Public Service, Human Capital Development and Special Programmes, together with CEO Huduma Kenya, Ben Kai Chilumo, launched Huduma Centre Kamwangi, Gatundu North, marking a major boost to access of Government Services in Gatundu North, Kiambu County.

The centre will offer a wide range of services under one roof, including issuance of duplicate National ID cards, birth and death certificates, NSSF services, AGPO registration, police abstracts, police clearance certificates (good conduct), KRA services, Kiambu County water services, NTSA services, National Construction Authority (NCA) services and

cyber services such as eCitizen services.

The launch ceremony was held at the DCC's compound and was attended by Hon. Elijah Kururia, MP, Gatundu North constituency as well as CPA Laban Molonko, CEO of the Unclaimed Financial Assets Authority, among other leaders and stakeholders.

The new Huduma Centre is expected to significantly improve service delivery by bringing essential Government Services closer to the people of Kamwangi and the wider Gatundu North constituency.





Huduma Kenya CEO, Mr. Ben Kai Chilumo, together with the CEO of the Unclaimed Financial Assets Authority (UFAA), Mr. Laban Molonko, officially launched the UFAA Training Programme at Machakos University. The five-day training brought together Universal Agents drawn from all the 59 Huduma Centres across the country. The programme enhanced agents' knowledge and skills on UFAA services, processes, and customer engagement, ensuring accurate and efficient service delivery to citizens.





A team from the National Treasury, led by Madam Agnes Kotung, visited Kilifi Huduma Centre to conduct a monitoring exercise for AGPO/e-GP staff at the AGPO desk. During the visit, the team engaged with both customers and staff to assess the status and quality of services being offered.

A team from Narok Huduma Centre, led by Mr. Sammy Wanjiru, Head of the Service Delivery Committee, conducted outreach engagements across the county to enhance service delivery and strengthen partnerships. The team visited Narok Prison, where they committed to a Mashinani outreach to offer essential services, and later met with the Narok Forest Conservator's Office to explore collaboration in tree growing and environmental conservation.



A team from Nandi Huduma Centre, led by the Centre Manager, Mr. Bidii Henry, attended the Nandi County Service Delivery Committee meeting chaired by the County Commissioner, Mr. Wilberforce Kilonzo, at the County Commissioner's Office

Nandi Huduma Centre staff, led by the Centre Manager, Mr. Bidii Henry, participated in a Customer Service Excellence refresher training at the Centre. The Centre Manager conducted a practical session on the SBA system, guiding staff on its full functionality, navigation, and correct use of its sections and prompts to enhance efficiency and benefit staff, customers, and the Huduma Kenya Programme.





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



Staff at the Huduma Kenya Secretariat participated in a sensitization training conducted by the Directorate of Occupational Safety and Health (DOSHS) on Occupational Safety and Health (OSHA) and workplace fire safety. The session, led by Mr. Antony Wangila, equipped the HKS Safety and Health Committee with knowledge on workplace safety, hazard awareness, and compensation.

*Call us on:*

**1919**

**Monday - Friday**

**7:00am - 9:00pm**

**Weekends & Public Holidays**

**8:00am - 6:00pm**





# Mashinani Corner



Huduma Centre Taita Taveta



Huduma Centre Kericho



Huduma Centre Marsabit

	<b>LOCATION</b>	<b>DATE</b>
MAKUENI	Kambu Subcounty(Machinery Town)	20 <sup>th</sup> , January, 2026
	Nzai Subcounty(Matiliku) Town)	21 <sup>st</sup> January, 2026
	Nzai Subcounty(Masumba Town)	22 <sup>nd</sup> January, 2026
	Mukaa Subcounty(Kasikeu Town)	23 <sup>rd</sup> January, 2026



## Repairs and Maintenance Corner



Huduma Centre GPO



Huduma Centre Wajir

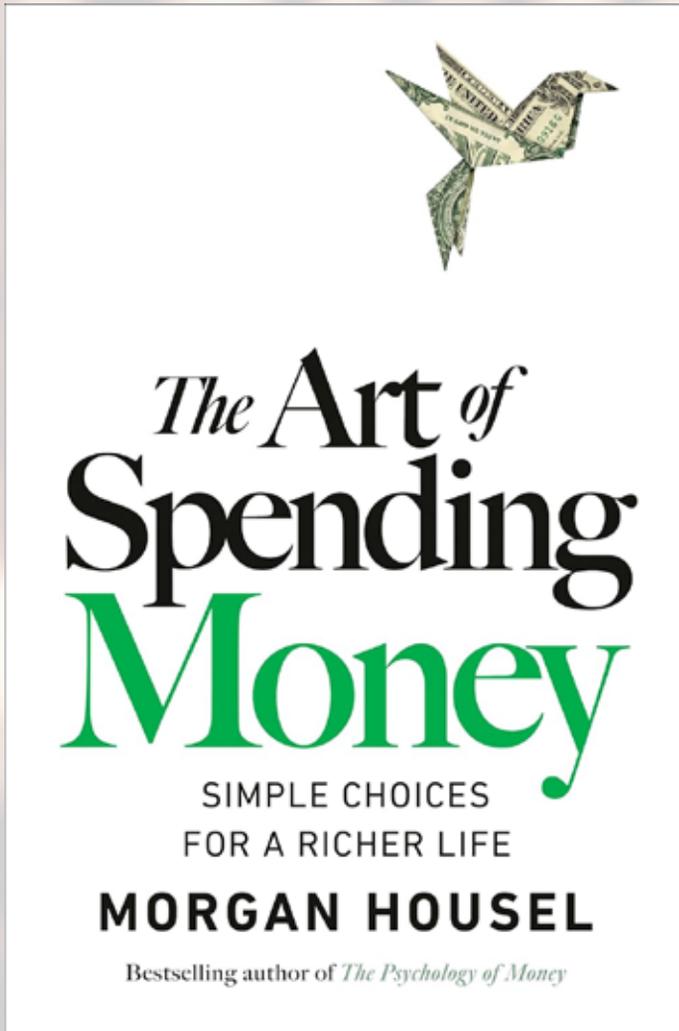


Huduma Centre Turkana



## Huduma Bookworm Haven

The Art of Spending Money - Morgan House



The Art of Spending Money is a thought-provoking exploration of how we use money not just as a tool for survival, but as a means of shaping the quality of our lives. Unlike traditional finance books that focus heavily on saving, investing, or wealth accumulation, House shifts the conversation toward the psychology and philosophy of spending. He emphasizes that money should be directed toward freedom, experiences, and happiness rather than status or endless accumulation. The book challenges readers to reflect on their personal values and spending habits, encouraging choices that align with individual priorities rather than societal pressures. House's accessible writing style makes complex psychological insights easy to grasp, and his non-judgmental approach allows readers to think creatively about what "spending well" means for them. While some may find the book less prescriptive than expected, its strength lies in its introspective tone and ability to spark meaningful reflection. Ultimately, The Art of Spending Money succeeds as both a companion to his earlier work *The Psychology of Money* and a standalone guide that redefines wealth by focusing on how we use our resources to live richer, more fulfilling lives.

**BORROW A  
bOOK**

**The Huduma Kenya Secretariat  
Library has something for someone  
STOP BY AND BORROW A BOOK!**



Why did January break up with December?

Because January wanted a fresh start!

### Quote Of The Week

The New Year gives us vision, the new month gives us momentum — together they create progress."

### Trivia of the Week

Which flower is traditionally associated with January?

Answer in the next issue



"I like work,  
it fascinates  
me. I can sit  
and look at  
it for hours"

## INTEGRITY AT THE FRONT DESK: WHY ETHICS MATTER IN CITIZEN SERVICE DELIVERY.

Andayi Winston -Huduma Centre Nakuru.

The front desk is often the first and most enduring point of contact between the citizen and the state. It is where policies meet people and where public trust is either built or broken. In citizen service delivery, integrity at the frontline is not merely a moral expectation; it is a fundamental requirement for effective, fair, and credible public service.

Ethics in citizen service delivery refers to adherence to principles such as honesty, professionalism, impartiality, transparency, and respect for human dignity. Frontline public officers handle sensitive information, guide citizens through complex procedures, and make decisions that directly affect lives and livelihoods.

When ethical standards are upheld, citizens experience services that are fair, predictable, and respectful. When they are violated, even the well-designed systems fail to inspire confidence. Integrity at the front desk plays a critical role in combating corruption and maladministration. Small unethical practices such as soliciting favours, prioritizing acquaintances, or deliberately delaying services have far-reaching consequences.

They erode public confidence, increase the cost of accessing services, and undermine the credibility of public institutions. Ethical frontline conduct, on the other hand, promotes equity by ensuring that every citizen is served based on merit and established procedures, not personal influence.

Professionalism and ethical behaviour also enhance service efficiency, a public officer who provides accurate information, treats citizens with courtesy, and follows clear procedures reduces confusion and repeat visits. Ethical conduct minimizes complaints and conflict, allowing institutions to focus resources on improving service delivery rather than resolving avoidable disputes.

In this sense, integrity is not an obstacle to

efficiency; it is a driver of quality service. In Kenya, initiatives such as integrated service centers and digital platforms have sought to standardize procedures and limit discretionary abuse. Huduma Centres, for example, emphasize customer care, transparency, and accountability at the frontline. However, systems alone cannot guarantee ethical conduct.

Integrity ultimately resides in the values and attitudes of public servants and the organizational culture that shapes their behaviour. Leadership commitment is essential in embedding ethics at the front desk, clear codes of conduct, continuous ethics training, and visible consequences for misconduct reinforcing expected standards.

Equally important is recognizing and rewarding ethical behaviour, when integrity is acknowledged and valued, public officers are more likely to internalize ethical principles and apply them consistently. Strategic communication further supports ethical service delivery by clarifying service standards, requirements, and timelines. Well-informed citizens are less vulnerable to exploitation and better positioned to demand ethical treatment. Public institutions that communicate openly reduce information asymmetry and create an environment where unethical practices struggle to thrive.

In the long run, integrity at the front desk is about preserving the social contract between the citizen and the state. Ethical conduct transforms public service from a transactional encounter into a relationship built on trust and respect. As public institutions continue to reform and modernize, prioritizing ethics in citizen service delivery remains essential, and this enables public service regains its dignity, purpose, and legitimacy.





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JANUARY IS

# CERVICAL CONCER

AWARENESS  
MONTH

“Empower the Storytellers”



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## Cheers to the weekend...

### Winter Citrus Sparkler

#### Ingredients:

- 1/2 cup freshly squeezed orange juice
- 1/4 cup freshly squeezed grapefruit juice
- 1/2 tablespoon honey (or maple syrup for a vegan option)
- 1/4 teaspoon vanilla extract
- Sparkling water
- Ice cubes
- Orange and grapefruit slices for garnish



#### Instructions:

1. In a shaker or mixing glass, combine the orange juice, grapefruit juice, honey, and vanilla extract. Stir well to dissolve the honey.
2. Fill a tall glass with ice cubes. Pour the citrus mixture over the ice.
3. Top with sparkling water and stir gently to combine.
4. Garnish with slices of orange and grapefruit. Serve immediately.





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**KENYA**  
*service excellence*

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