



**HUDUMA  
WIKI HII**  
Keeping You Informed

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WIKI HII**

Keeping You Informed

service excellence



Huduma Kenya



huduma\_kenya



HudumaKenya



1919

## Huduma Centre Mombasa Leads in Service Delivery Excellence



Huduma Centre Mombasa continues to post outstanding performance in public service delivery, ranking first nationally and recording the second-highest customer traffic after Nairobi's GPO.

The Centre serves an average of **2,400 customers daily**, supported by **133 officers** working extended hours from **7.00 a.m. to 7.00 p.m.**, ensuring efficient and accessible service delivery. It provides a wide range of essential services, including **national ID issuance, certificates of good conduct, birth certificates, SHA registration, NSSF and NTSA services**, serving clients from across the Coast region.

Following the **Gazette Notice of 31st October** that made first-time national ID registration free from **1st November**, demand for services rose significantly. Since then,

**4,534 Kenyans 3,252 men and 1,282 women** have successfully obtained free national identity cards at the Centre.

Service efficiency has been further enhanced through the introduction of **biometric live capture units**, which fast-track applications to the printing stage and reduce waiting times. Additionally, the Centre registers an average of **100-150 clients** daily under the Social Health Authority (SHA).

With plans underway to roll out **mobile biometric live capture kits** under the **Huduma Mashinani initiative**, Huduma Centre Mombasa continues to set the standard for **citizen-centred, efficient and inclusive public service delivery**





Kilifi Huduma Centre hosted Madam Nawwar H. Mazrui from the Kenya Universities and Colleges Central Placement Service (KUCCPS) Coast Region, during a courtesy visit and monitoring exercise. The visit focused on assessing progress and service delivery at the Cyber Services Desk. Madam Mazrui commended the team for their good performance and efficient service delivery.

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



Officers from the Ethics and Anti-Corruption Commission (EACC) visited Kitui Huduma Centre to conduct a training session on the Commission's online self-declaration services through the Adili Online-EACC portal. The training targeted staff at the information desk, ICT unit, and cyber attendants.



Madam Brenda J. Kong'a from the Health Desk at Kilifi Huduma Centre facilitated an interactive mental health talk titled "Your Mental Health at the Workplace." The session focused on creating awareness about mental well-being among staff and the importance of maintaining a healthy work-life balance. She encouraged participants to openly discuss challenges they may be facing and to seek timely support.

Tana River Huduma Centre Manager Mr. Jackson Letangule attended the Dialogue for Action on Population, Climate Change and Food Security in Tana River County, chaired by the Deputy County Commissioner, Mr. Noah Logwatale, and brought together leaders from various agencies within the county. During the forum, the Centre Manager sensitized participants on the range of government services offered at the Huduma Centre.



As part of a needs assessment for the construction of Borderline Huduma Centres, a team from Dama Services Ltd, led by Architect Hillary Abongo and Mr. Kennedy Otieno, visited several Huduma Centres across the country, including Marsabit, Turkana, Taita Taveta, and Busia. The proposed new centres are to be established in Moyale, Lokichoggio, Malaba, and Taita Taveta.



Participants from the Kenya School of Government (KSG) undertook a practical learning visit to the Huduma Contact and Telecounselling Centre (HCTC) and Huduma Centre GPO to gain first-hand experience in public service delivery through Huduma Kenya channels. The visit was led by Ms. Winnie Macharia, Deputy Centre Manager – GPO, and Mr. Warren Onyancha, Deputy Centre Manager – HCTC.

Staff at Murang'a Huduma Centre participated in a team-building activity aimed at strengthening professional bonds, boosting morale, and renewing their collective commitment to service excellence. The County Commissioner, Dr. Stanley Kamau, commended the team for their resilience and encouraged them to uphold the spirit of Huduma Bora in service delivery.



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## ***Huduma Centre Uasin Gishu Marks Cervical Cancer Awareness Month with Education and Screening Initiative***



Huduma Centre Uasin Gishu marked Cervical Cancer Awareness Month with an education and screening activity. The session was facilitated by Oncology Nurse Lilian Okondo from Mama Recho Maternity Hospital, focusing on cervical cancer prevention and early detection. Screening services were offered by health officers Caroline Langat and Emmy Kotut from Moi Teaching and Referral Hospital (MTRH).



Staff at the Huduma Kenya Secretariat participated in a Mental Health Awareness Program organized by the Directorate of Counselling and Wellness Service. The session, facilitated by Mr. Ekitela James, Mr. Collins Likhanga, and Miss Grace Nthenya, addressed common mental health challenges such as stress, anxiety and burnout. Participants were also guided on preventive strategies, including self-care practices, open communication, and maintaining a healthy work-life balance.



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

## Huduma Kenya CEO Leads Consultations on Kaloleni Huduma Centre Construction, Visits Kilifi Centre.



Huduma Kenya CEO, Mr. Ben Kai Chilumo, held a consultative meeting on an out-of-court settlement regarding the construction of Kaloleni Huduma Centre. The meeting, chaired by the County Commissioner, brought together key stakeholders, including NGAO, the Office of the Attorney General, the National Land Commission (NLC), the County Government, the Huduma Kenya Legal Team, and Kilifi County Legal Counsel. The stakeholders resolved to mobilize the contractor back to site to resume construction works. Later, the CEO visited Kilifi Huduma Centre, where he interacted with staff and customers seeking services. He commended the team and encouraged staff to sustain high standards of customer service excellence.



NTSA Central Regional Manager, Mr. Bora Guyo, paid a courtesy call to Huduma Centre Samburu to assess the delivery of the highly sought-after NTSA services. Following the visit, it was agreed that an NTSA desk would be established at the Centre, alongside the introduction of motor vehicle inspection services in Maralal town.



Mogotio Huduma Centre, NRB staff, attend to a blind and disabled client who couldn't get off the motorcycle. As Huduma Kenya we commend the staff for their outstanding dedication to service excellence and commitment to serving all clients with dignity and care.



Makueni Huduma Centre, in partnership with the County Government of Makueni and the National Government Administration Officers (NGAO) team, Nzau Sub-County, successfully conducted a Huduma Mashinani outreach at Matiliku Chief's Office. The exercise recorded 1,573 customers, reflecting growing demand for decentralised government services. Citizens accessed a wide range of services, including NRB, SHA, KRA, HELB, Affordable Housing, among others. The event was graced by Solomon Papai, Deputy County Commissioner, Nzau Sub-County and Sebastian Kyoni, CEC for Gender, Children, Sports and Social Services, underscoring strong intergovernmental collaboration in bringing services closer to wananchi.

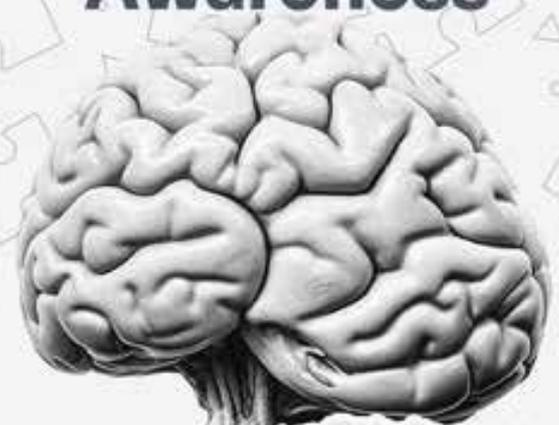


**Huduma Centre Kirinyaga**



**Huduma Centre Isiolo**

## Mental Health Awareness



For FREE Counselling and Wellness Service  
visit GPO, City Square, Kibra, Thika  
Eldoret and Kisumu Huduma Centres

*Callus*  
**1919**

# #CervicalCancerAwarenessMonth



January 2026 marks #CervicalCancerAwareness Month, an important time dedicated to raising awareness about cervical cancer, its prevention, and early detection. Across the world, health organisations are joining forces to educate and empower people about the importance of regular **cervical screenings (also known as a smear test) and human papillomavirus (HPV) vaccinations.**

Current estimates indicate that every year **5236 women** are diagnosed with cervical cancer and **3211 die** from the disease in Kenya.

The WHO global strategy calls for the elimination of cervical cancer as a public health problem by 2030, through achievement of the **90:70:90 targets by 2030:**

- 90% of girls vaccinated with the HPV vaccine by the age of 15.
- 70% women of eligible age screened by high precision test.
- 90% of all women found with precancerous lesions treated and advanced cervical cancer cases managed.

Did You Know?

- **HPV is the #1** cause of cervical cancer.
- Early Sexual Activity/Multiple Partners can risk exposure to **HPV**
- Cervical cancer is largely preventable through HPV vaccination and regular screening
- Smoking and other factors increase risk of cervical cancer.
- Cervical cancer often presents no symptoms in its early stages, which is why it is often referred to as a “silent killer.”

**In the next issue, learn on the signs and symptoms and preventive measures...**



REPUBLIC OF KENYA



JANUARY IS

# CERVICAL CONCER

## AWARENESS MONTH

“Empower the Storytellers”



Huduma Kenya



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# Repair and Maintenance Corner



**Huduma Centre Kericho**



**Huduma Centre Samburu**



During repairs



During repairs

During repairs

**Huduma Centre Kathwana**



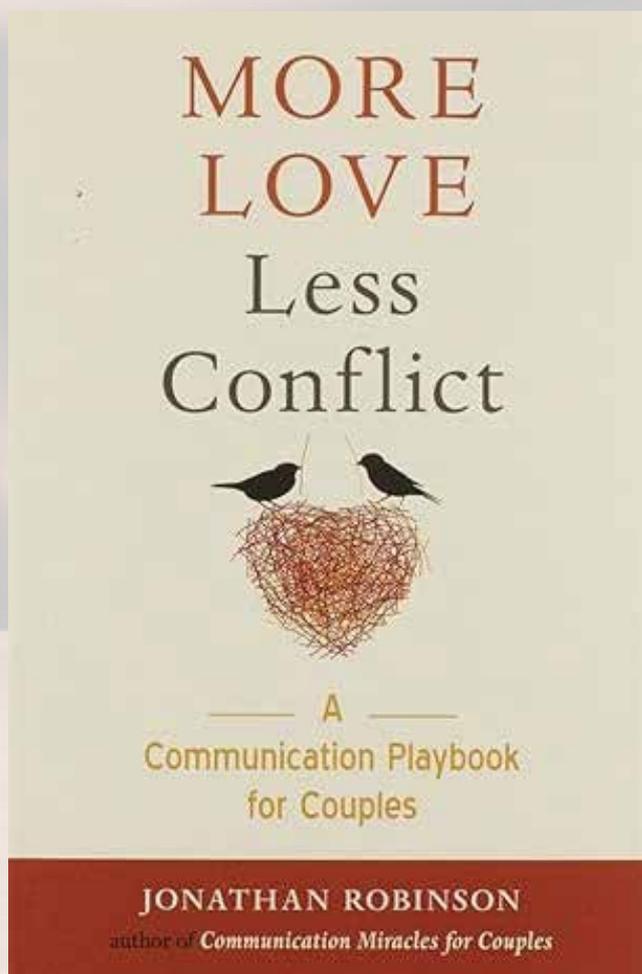
## “More Love, Less Conflict by Jonathan Robinson

Is a practical relationship guide that emphasizes simple communication strategies to strengthen intimacy and reduce misunderstandings between couples.

Jonathan Robinson, a renowned relationship expert, presents the book as a communication playbook filled with easy-to-use tools designed to help partners connect more deeply and resolve disagreements constructively.

The book highlights techniques such as active listening, expressing needs clearly, and using short, structured prompts to foster understanding. Endorsed by John Gray, author of *Men Are from Mars, Women Are from Venus*,

Robinson’s work is praised for being accessible and actionable, offering couples practical exercises rather than abstract theories. While many readers appreciate its straightforward methods and focus on building emotional closeness, some critiques note that parts of the book lean heavily on gendered assumptions and self-promotion. Overall, *More Love, Less Conflict* is valued as an encouraging and useful resource for couples seeking to improve communication, reduce tension, and cultivate a more loving relationship.



**BORROW A  
BOOK**

The Huduma Kenya Secretariat  
Library has something for someone

**STOP BY AND BORROW A BOOK!**

# From Queues To Clicks: Evaluating Kenya's Digital Public Service Revolution

By Winston Andayi- Huduma Centre Nakuru.

Kenya's public service landscape has undergone a remarkable transformation over the past decade. What was once characterised by long queues, paperwork, and fragmented service points is steadily shifting toward integrated digital platforms designed to place the citizen at the centre of service delivery.

From the eCitizen portal to digitally enabled Huduma Centres, Kenya's digital public service revolution marks a significant step toward efficiency, transparency, and accessibility. At the heart of this transformation is the government's commitment to leveraging technology to simplify access to public services. Platforms such as eCitizen have enabled Kenyans to apply and pay for services including passports, police clearance certificates, business registrations and driving licenses online.



This shift has reduced physical congestion at government offices and also saving citizen's time and cost. The transition from queues to clicks reflects a broader vision of a responsive and accountable public sector. Huduma Centres have played a complementary role by bridging the gap between digital innovation and human interaction.

While services are increasingly online, Huduma Centres ensure that citizens who lack digital literacy or access to internet-enabled devices are not left behind. By integrating multiple government services under one roof and supporting digital processes, Huduma Centres demonstrate how technology and frontline service delivery can work together to enhance citizen experience.

Despite these gains, Kenya's digital public service journey is not without challenges.

Digital exclusion remains a critical concern, particularly among rural communities, older citizens and persons with disabilities. Limited internet connectivity, low digital literacy, and language barriers continue to affect equitable access to online services. Data security and system reliability also demand sustained attention. As more citizen data is processed online, public trust hinges on the government's ability to protect personal information and ensure platform stability. System downtimes, slow response times, or unclear digital procedures can quickly erode confidence and push citizens back to manual processes.

Continuous system improvement and transparent communication during service disruptions are essential. Citizens must not only access platforms but also understand how to use them, what to expect, and where to seek help. Clear messaging, user-friendly guides, and proactive public awareness campaigns are critical in building confidence and encouraging adoption. By strengthening digital infrastructure, investing in citizen education, and prioritizing inclusive communication, the government can deepen the impact of its reforms.

The shift from queues to clicks is not merely about technology, it is about restoring dignity, efficiency, and trust in public service delivery. If sustained and refined, Kenya's digital transformation can serve as a model for citizen-centred governance in the region



# “Time”: A Concept Lost in Time.

Time is one of the most managed resources in the workplace, yet it is often one of the least understood. Organizations plan around it, measure performance by it, and evaluate productivity against it. Hours are logged, deadlines are set, and targets are tied to timelines. Despite this constant attention, time in the modern workplace has become a concept lost in time.

Traditionally, work followed natural and organizational rhythms. Tasks were aligned to outcomes, teams worked at sustainable paces, and progress was measured by completion rather than constant activity. As workplaces modernized, time increasingly became a unit of control rather than coordination. Attendance, working hours, and responsiveness began to matter as much as, if not more than, actual impact.

In many organizations today, being busy is often mistaken for being productive. Employees are expected to multitask, attend back-to-back meetings, and respond instantly to emails and messages. This creates an environment where time is fragmented, attention is divided, and meaningful work is continuously interrupted. While technology was meant to save time, it has instead accelerated work to a pace where reflection, learning, and innovation are squeezed out.

From a management perspective, time is frequently treated as a fixed commodity to be maximized. Yet not all work requires the same relationship with time. Strategic thinking, problem-solving, and innovation demand uninterrupted focus and mental space, while routine tasks thrive under structure and efficiency. When organizations apply a single time model to all types of work, performance suffers and employee wellbeing declines.

The perception of time also differs across roles and levels. Senior leadership may experience time as decision-oriented and outcome-driven, while operational staff experience it as rigid and surveillance-based. This disconnect can create frustration,

disengagement, and a sense that time is being imposed rather than managed collaboratively. In the public service and corporate sectors alike, an unhealthy relationship with time contributes to burnout, presenteeism, and declining morale. Employees may spend long hours at work without clear value creation, while critical priorities compete for limited attention. In such environments, time is consumed, not invested.



Reframing time in the workplace requires a shift from clock-based management to value-based management. Rather than focusing solely on hours worked, organizations should emphasize outputs, quality, and outcomes. Flexible work arrangements, protected focus time, and realistic scheduling allow employees to use time more intentionally and effectively.

Ultimately, time in the workplace should enable people to do their best work, not exhaust them in the process. When organizations learn to align time with purpose, capacity, and human wellbeing, time regains its value. Only then does it cease to be a concept lost in time and become a resource that drives sustainable productivity and meaningful impact.

## **JOKE OF THE DAY!**

What do you call a factory that makes good products?

*A satisfactory.*

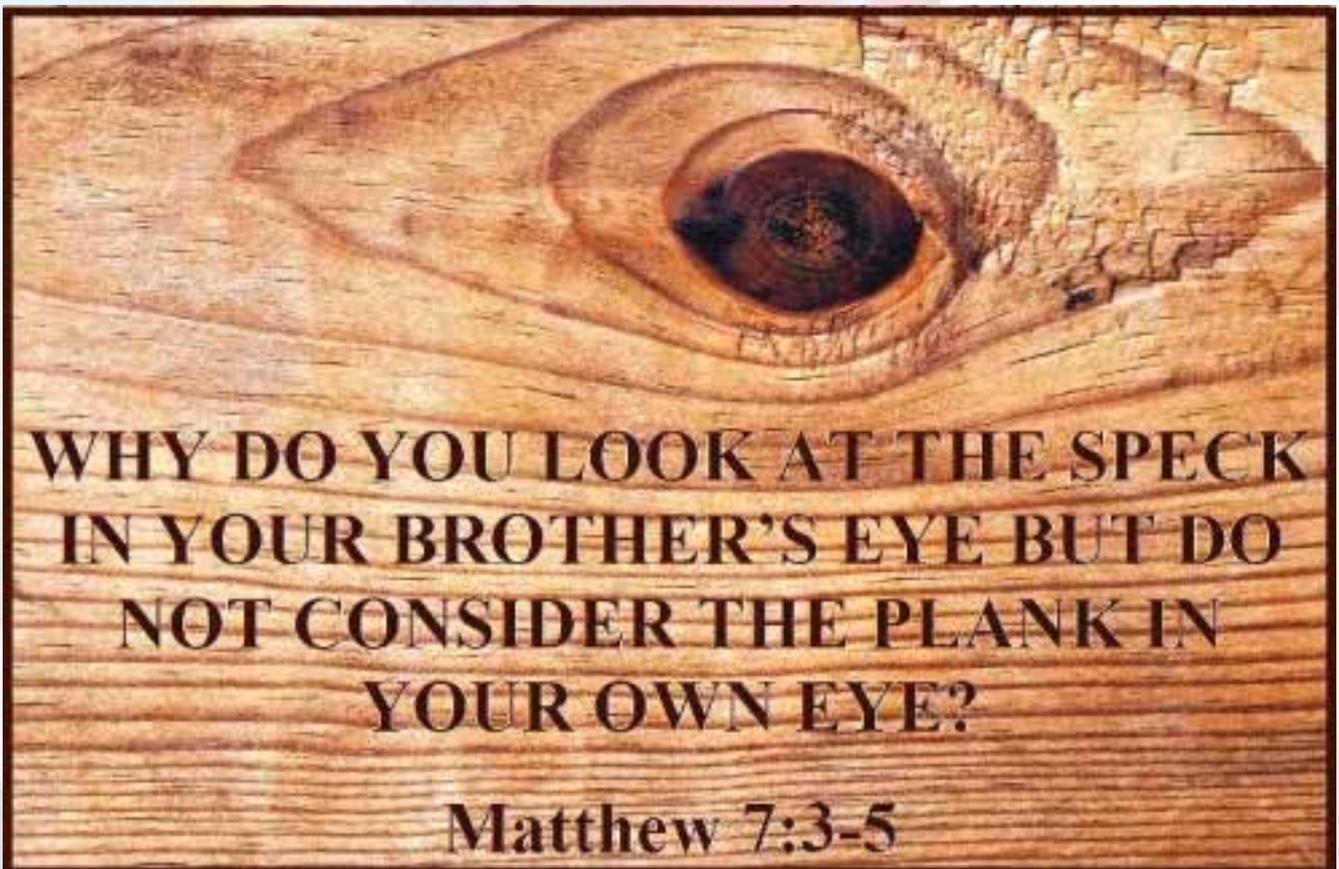
## **Trivia of the Week**

How many minutes are in a full week?

## **Quote Of The Week**

“Act as if what you do makes a difference. It does.”

William James





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