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Cabinet Secretary Hon. Geoffrey Ruku Pays Early Morning Courtesy Visit to Kisumu Huduma Centre



The Cabinet Secretary, Ministry of Public Service, Human Capital Development and Special Programmes, Hon. Geoffrey Ruku, paid an early morning courtesy visit to Kisumu Huduma Centre on 29 January 2026 at 8.00 a.m. During the visit, the Cabinet Secretary expressed satisfaction that the Centre was fully operational, with all service counters manned by staff. He commended Huduma Kenya leadership for maintaining efficient and timely service delivery to the public and for upholding a strong culture of time management. CS Ruku further noted that the

government is in the process of finalising a new system to enhance performance monitoring and service delivery across the public sector.



Samburu Huduma Centre Manager Sensitizes NGAOs on Government Services



nal Training Centre, led by Principal Secretary Mr. Belio Kipsang and Samburu County Commissioner Mr. John Cheruiyot. During the meeting, Mr. Bidii sensitized NGAOs on ser-

Samburu Huduma Centre Manager, Mr. Henry Bidii, attended a sensitization session for National Government Administration Officers (NGAOs) at Maralal Vocatio-

services offered at the Huduma Centre and sought their collaboration in publicizing the services during barazas to improve public access.

CRS Regional Coordinator Assesses Service Delivery at Nairobi Huduma Centres

The Regional Coordinator, Civil Registration Services, Madam Knight Wafula, accompanied by her Deputy, Madam Loise, and Mr. Jonathan Serem, visited Nairobi Huduma Centres, Kibra and City Square, to assess service delivery at the CRS desks. She commended the teams for their good work and acknowledged the support provided by Huduma Kenya secretariat.



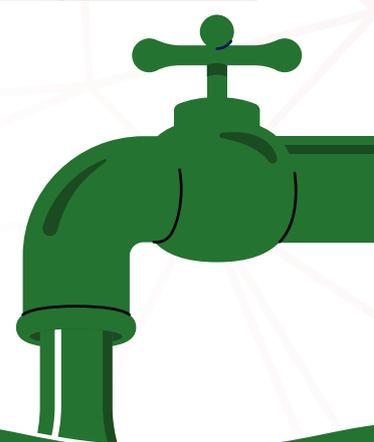
Huduma Kenya CEO, Ben Kai Chilumo, received a courtesy call from Hon. Ali Menza Mbogo, former Member of Parliament for Kisauni Constituency. During the visit, the former MP commended Huduma Kenya for its pivotal role in streamlining and improving access to government services across the country.



A team from the Affordable Housing Programme paid a courtesy visit to Vihiga Huduma Centre to create awareness and sensitize both staff and members of the public on the Government of Kenya's Boma Yangu initiative, which aims to enhance access to affordable housing for Kenyans.



Water Services Now Available



Huduma Centres

.Kamwangi

.Kirinyaga

.Kiambu

.Kisii

.Mandera

.Migori

.Samburi

.Siaya



Narok Huduma Centre hosted a team of National Transport and Safety Authority (NTSA) officers from Kericho, led by Regional Manager Mr. Ascar David, who were at the Centre to offer Smart Driving Licence services. The outreach initiative enabled

clients to conveniently access NTSA services at the Huduma Centre, eliminating the need to travel to other NTSA offices for processes such as biometric capture. The exercise enhanced accessibility and efficiency for customers seeking NTSA services within Narok County.



Tana River Huduma Centre Manager, Mr. Jackson Letangule, received a courtesy call from the Tana River Sub-County Administration

Police (AP) Commander, ASP Ismail Abdullahi. The visit was aimed at assessing the performance of the armed security department at the Centre. During the meeting, ASP Abdullahi committed to supporting the Huduma Centre by providing a motor vehicle to facilitate Huduma Mashinani outreach services in far-flung areas of the county, reaffirming continued collaboration to enhance service delivery.



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



Kakamega Huduma Centre Manager Madam Lydia Jemesunde, attended a Heads of Departments meeting chaired by the Deputy County Commissioner, Mr. Titus Murrey. During the meeting, the Centre Manager briefed the committee on the status of service delivery at the Centre,

appreciated the NGAO team for their support during the Mashinani outreach programme, and called upon departments with services deployed at the Centre to strengthen collaboration in order to ensure seamless service delivery to the public.



Narok Huduma Centre staff, Mr. Sammy Wanjiru and Mr. Gilbert Rono, paid a courtesy call to the Narok Central Assistant County Commissioner (ACC), Mr. Lemomo Kunte, during a county leaders' meeting.

The engagement aimed at strengthening collaboration between Huduma Centre Narok, the ACC's office, and local administrators to enhance coordination at the grass-roots level. During the meeting, local chiefs were tasked with serving as ambassadors of government services offered at the Centre to improve public awareness and service delivery across the sub-county.



MASHINANI CORNER



Kirinyaga Huduma Centre



Murang'a Huduma Centre



Isiolo Huduma Centre



Bomet Huduma Centre



Makueni Huduma Centre



Kitui Huduma Centre



MASHINANI CORNER



Meru Huduma Centre



Baringo Huduma Centre



Nandi Huduma Centre



West Pokot Huduma Centre

LISTENING TO THE CITIZEN: WHY FEEDBACK SYSTEM ARE THE HEART OF QUALITY PUBLIC SERVICE

By Winston Andayi - Huduma center Nakuru

Quality public service delivery thrives where citizens are not only served but also heard. In modern governance, feedback systems have emerged as a critical pillar in strengthening accountability, improving service standards, and building public trust. Listening to the citizen is no longer optional, it is the heartbeat of responsive and people-centred public service, feedback systems provide citizens with structured channels to express satisfaction, concerns, complaints, and suggestions regarding public services.

Whether through suggestion boxes, call centres, digital platforms, surveys, or social media engagement, these mechanisms offer invaluable insights into how government services perform at the point of delivery. When properly managed, feedback transforms citizens from passive recipients into active partners in governance.

One of the greatest values of feedback systems lies in their ability to identify service gaps in real time, frontline public offices may believe procedures are clear and efficient, yet citizen feedback often reveals hidden bottlenecks such as unclear requirements, long waiting times, system downtimes, or staff conduct issues. By analysing this information, institutions can make informed decisions to improve processes, enhance efficiency, and prevent recurring problems.

In this way, feedback acts as an early warning system for service delivery failures. Equally important is the role of feedback in promoting accountability and integrity, when citizens know their voices matter and their concerns are taken seriously, confidence in public institutions grows.

Transparent complaint-handling mechanisms deter misconduct and encourage professionalism among public servants. Institutions that respond promptly and fairly to complaints send a clear message

that service standards are not negotiable and that public offices exist to serve, not inconvenience, the citizen.

In Kenya, the evolution of digital public services has expanded opportunities for citizen feedback. Online portals, mobile applications, and social media platforms have made it easier for citizens to raise issues and seek clarification. Huduma Centres, for instance, combine physical and digital feedback channels to ensure inclusivity for citizens with varying levels of digital access. However, the effectiveness of these systems depends not on their existence, but on how feedback is acknowledged, acted upon, and communicated back to the citizen.

Citizens must be informed about where and how to provide feedback, what timelines to expect, and how their input influences service improvement. Silence or delayed responses undermine trust and discourage participation. Closing the feedback loop by informing citizens of actions taken reinforces confidence and demonstrates that public institutions value citizen voices.

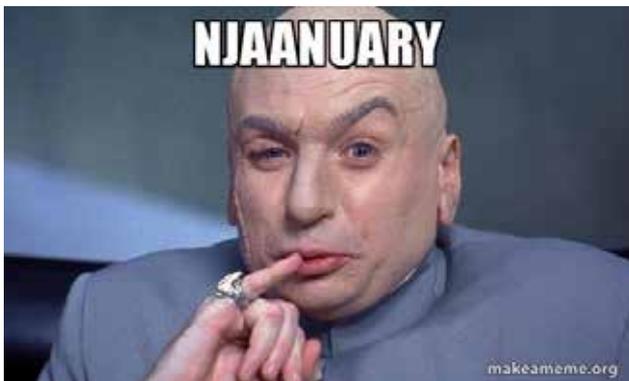
Despite progress, challenges remain, some feedback mechanisms are under utilised due to lack of awareness, fear of victimisation, or perceptions that complaints lead nowhere. Addressing these challenges requires institutional commitment, leadership support, and a culture that views feedback as an opportunity for growth rather than criticism.

Ultimately, listening to the citizens is the foundation of quality services. Feedback systems are not mere administrative tools; they are instruments of democratic engagement and service excellence. By strengthening feedback mechanisms and embedding them into everyday operations, public institutions can enhance efficiency, restore trust, and deliver services that truly respond to the needs and expectations of the people they serve.

Seeing beyond the Desk; Awakening the Third Eye in Service Delivery

By Carolyn Achieng, Huduma Centre Homabay

For many years, January has been widely known as the hardest month of the year. It was often joked that it has 41 days and was nicknamed "Njanuary" to symbolize hunger, financial strain and long wait for relief after the festive season. Complaints were common, frustration was expected and survival itself felt like



an achievement. This year however something seems to have quietly shifted. The familiar complaints were either absent or noticeable minimal. It became clear that people have found innovative ways of surviving January; planning better, adjusting priorities and thinking differently.

This change is a powerful reminder that innovation does not always come loudly or dramatically. Sometimes, it shows up in small practical decisions that make everyday life easier. In the same way, we at Huduma are being challenged in this quarter to re imagine how we deliver service through how we think, act and respond to the people we serve.

Innovation in service delivery does not always begin with new technology, new offices or new systems. Often, it begins with something quieter but far more impactful; the third eye. Not the

mystical kind but the ability to notice the person behind the service request, beyond the queue, the forms and routine.

Our eyes first see documents and our second eyes see procedures but our third eye sees people. It sees the elderly client who is confused, the young graduate anxious about a delayed document or a parent who has travelled far hoping the day will end up well. When we choose to see with this third eye, service delivery begins to change. This will make us shift from system iko chini" to thinking, "what guidance or alternative support can I offer?"

A simple shift in the mindset will lead to great innovation. For instance, walking a client to the right desk instead of pointing, anticipating questions and treating every client as though they are the only one in the room. These small actions, though simple, redefine the service experience. When we use our third eye, Huduma becomes a place to trust. The queues may remain and systems may fail at times, but the human touch changes everything.

Working hard does not always mean working longer hours. Sometimes, it means working more consciously, being present, choosing patience when frustration would be easier and remembering that every desk is a bridge between the government and the citizen and we are the builders of that bridge.

Innovation in Service delivery starts with us. When we see beyond the obvious and serve from the heart, we do not just process services but rather change experience.

WORKPLACE

Work ≠ Pay: Rethinking Value, Effort, and Reward in the Workplace

In an ideal workplace, effort and reward would exist in perfect balance. More work would naturally lead to



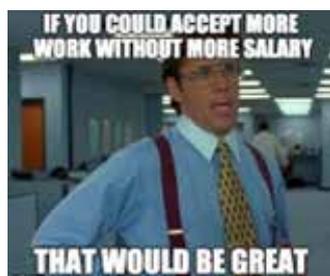
more pay, and greater contribution would be met with fair compensation. However, the modern workplace often tells a

different story.

The Growing Disconnect: Many employees today shoulder expanding workloads without a corresponding increase in compensation. Job roles quietly evolve, responsibilities multiply, and expectations rise, yet salaries remain static.

Work Doesn't Always Equal Pay:

Several factors contribute to this imbalance. Budgetary constraints, rigid pay structures, and outdated job evaluations can prevent compensation from reflecting actual



effort. In some cases, pay is linked more to job titles or tenure than to measurable contribution. In others, economic

pressures lead organizations to prioritize cost containment over fair reward.

Additionally, not all work is equally visible. Employees who perform critical but behind-the-scenes tasks may contribute significantly to organizational success while receiving little recognition or financial reward.

The Impact on Morale and Performance:

When employees perceive that work does not equal pay, motivation suffers. Over time, this can lead to disengagement, burnout, and high turnover. Workers may reduce discretionary effort doing only what is required rather than what is possible.

For public service institutions and values-driven organizations, this gap can undermine integrity, accountability, and commitment to national or organizational goals.



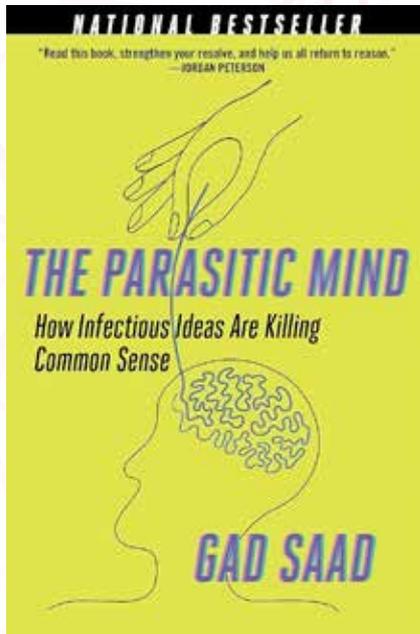
Bridging the Gap: Addressing the work ≠ pay challenge requires deliberate action.

- Regular review of roles to ensure compensation aligns with actual responsibilities,
- Transparent performance management systems,
- career development,
- fair workload distribution, and flexible work arrangements can also help restore balance.

Leaders play a critical role by acknowledging effort honestly and advocating for equity.

Work may not always equal pay, but it should always equal value and respect. Organizations that recognize and address this imbalance are better positioned to build motivated teams, sustain productivity, and uphold the principles of fairness and dignity in the workplace. Closing the gap between effort and reward is not just an economic necessity it is a moral and strategic imperative.

The Parasitic Mind: How Infectious Ideas Are Killing Common Sense -By Gad Saad's



*Available at the
Huduma Kenya
Secretariat Library

is a sharp and unapologetic critique of what he sees as irrational ideologies spreading through academia, media, and culture. Saad, an evolutionary psychologist, frames these ideologies as “idea pathogens” that infect the human mind much like biological parasites, weakening our ability to think critically and logically. He argues that concepts such as radical political correctness, identity politics, and postmodern relativism have eroded freedom of speech and rational discourse, replacing evidence-based reasoning with emotional dogma. The book is written in a conversational style, often drawing from Saad’s personal experiences and his outspoken presence on social media, which makes it accessible but also polarizing. Supporters praise the book for its courage in challenging dominant cultural narratives and for defending classical liberal values, while critics argue that Saad’s reliance on extreme examples and his combative tone oversimplify complex social issues. Ultimately, *The Parasitic Mind* is less a balanced academic analysis and more a passionate manifesto, appealing to readers who value free expression and skepticism of prevailing ideological trends.

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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

Email:

hudumacare@hudumakenya.go.ke

FUN CORNER

QUOTE OF THE WEEK

The greatest danger to our future is apathy.
— Jane Goodall

Joke of the week

Why don't scientists trust atoms?
Because they make up everything!



What ancient system of communication used knots on strings to convey information, but historians still debate exactly how it worked?

TRIVIA

**ALWAYS
WEAR
A HELMET**

SI TOPA

**USALAMA
BARABARAN!**



huduma
KENYA
service excellence