



HUDUMA WIKI HII

Keeping You Informed

service excellence



Huduma Kenya



huduma_kenya



HudumaKenya



1919

Huduma Kenya Joins 400 Innovators in Namibia to Showcase Citizen Centred Service Delivery



Huduma Kenya showcased its one stop shop service delivery model at the 1st Namibia Public Sector Innovation Conference held in Windhoek on 25–26 February 2026. The event, convened by Namibia’s Office of the Prime Minister, brought together over 400 participants from government institutions, development partners, academia, and the private sector — including Huduma Kenya — to share innovations aimed at improving public service delivery.

Huduma Kenya highlighted how its integrated centres break silos and bring services closer to citizens, offering a practical example of citizen centred innovation.

“Huduma Kenya’s one stop model is inspiring new approaches to citizen centred service delivery across Africa.”

The conference explored emerging trends such as digital government platforms, virtual service delivery, and improved customer feedback systems, underscoring the need for governments to continuously adapt to citizen expectations.

Huduma Kenya showcased Kenya’s achievements in public service delivery, while also strengthening partnerships and opening opportunities to learn from other countries’ innovations.



Huduma Kenya Universal Agents Trained on KSG Services



Universal Agents from 16 Huduma Centres have completed a five day training on Kenya School of Government (KSG) services at the KSG Baringo campus from 2nd to 6th March 2026. The training equipped agents with the knowledge and skills required to effectively deliver KSG services at Huduma Centres across the country. Participants were drawn from Huduma Centres Meru, Mombasa, Makadara, Kwale, GPO, Tharaka Nithi, Laikipia East, Kiambu, Machakos, Eldoret, Kisumu, Homa Bay, Kakamega, Vihiga, Garissa, and Wajir. This initiative is part of Huduma Kenya's broader effort to strengthen strategic partnerships and expand citizen access to government services through Huduma Centres nationwide. By training Universal Agents, Huduma Kenya ensures that citizens can access multiple services seamlessly, even in centres with limited staffing or resources.

A Huduma Kenya Universal Agent is a multi skilled officer trained to deliver services across different government departments. For citizens, this means faster assistance, fewer referrals, and reliable access to services — especially vital in areas where resources are limited.



The Huduma Kenya Universal Agents, after completing their training at KSG Baringo, paid a courtesy call to Huduma Centre Baringo



Huduma Centre GPO held a public baraza at Jeevanjee Gardens, to raise awareness of services offered at the Centre. The event was led by Deputy Centre Manager Ms. Winnie Macharia with officers from UFAA, HELB, and KUCCPS. The forum was organized by the Area Assistant Chief and attended by village elders.

On the same day, the Centre launched a Mental Wellness Corner, serving 41 clients and breaking stigma around mental health. Both events were integrated under the Quarter 3 Customer Service Excellence Calendar theme: Innovation in Service Delivery.



“Innovation in Service Delivery means inspiring creativity for fresh thinking, re-imagining the service experience, pursuing better output for customers, and delivering service from the heart.”



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



Mr. Fredrick Gatete from the State Department for Immigration and Citizen Services during a courtesy call to Huduma Centre Kilifi, underscoring Huduma Kenya's role in delivering NRB and CRS services to wananchi. He later chaired a registrars' meeting at the County Headquarters, where Huduma Centre was represented by Ms. Winnie (CRS) and Ms. Christine (NRB).

Huduma Centre Kilifi welcomed Kilifi County Governor Gideon Mung'aro, OGW, who met staff and customers at the CRS and NRB service desks. He commended the Centre for being a hub of customer service excellence and pledged support for upcoming Huduma Mashinani exercises after the Holy Month of Ramadhan. The Governor also promised to strengthen services at the Kilifi Water desk and Health desk, which are county government services offered at the Centre.



Huduma Centre Kilifi further partnered with the Kilifi County Government Department of Health in a medical outreach led by Health Desk Nurse Ms. Brenda Konga. Households were visited and residents received counselling, sanitation advice, and basic health checks including blood sugar and blood pressure tests.



Huduma Kenya Narok, led by Service Delivery Chair Chairperson Sammy Wanjiru, met officials from the Stephen Letoo Foundation to plan collaboration for the Huduma Mashinani outreach in Kilgoris Constituency. The meeting focused on improving access to government services for rural residents, including Social Health Authority (SHA) registration to help reduce hospital costs and birth certificate registration to ensure children have this essential document.

Kericho County Commissioner Mr. Jeremiah Gicheru visited Huduma Kenya Kericho to assess service delivery. He commended the Centre for its high level of customer service and pledged to join the Huduma Centre team in the next Huduma Mashinani outreach.



County SHA Manager Mr. Hassan Halane Haiye visited Huduma Kenya Taita Taveta to review the operations of the SHA desk and its staff, reinforcing the importance of efficient health service delivery at the Centre.

Ms. Tabby Kiambi (CPL) receives a framed photo as a token of appreciation during her farewell at Huduma Kenya Kilifi. Having served at the Police Abstract desk for nine years as one of the Centre's pioneers and longest serving staff members, she was honored by colleagues following her promotion and transfer.



Huduma Centre Tana River Participates in COIN 10 Public Forum



The COIN 10 Committee, led by Dr. Agnes Zani, held a public participation forum at Hola Social Hall in Tana River County to educate residents from all three constituencies on the 10 Point Agenda and the importance of peace and economic development.

The meeting brought together committee members, government heads of departments, and members of the public. Huduma Centre Tana River Manager Mr. Jackson Letangule also shared information on government services available at the Centre, reinforcing Huduma's role in citizen access to essential services.

"The Committee Overseeing the Implementation of the 10 Point Agenda and the NADCO Report (COIN 10) is a five member team appointed in 2026 to track progress on key national priorities – from the cost of living and public debt to constitutional implementation – ensuring citizens see real impact in their daily lives."





"I organized my entire schedule—now if only I could organize my brain."

Quote Of The Week

"Rest is not a reward for work — it is a requirement for your best work."

Trivia of the Week

What is more important than filling every hour of your day?

Every workplace
has this crew.





Mr. Abdulaziz Abdi (standing) from the EACC Head Office trains Huduma Centre staff during an integrity sensitization session. Together with Ms. Pamela Jepkemei (seated), they engaged staff and members of the public on transparency, accountability, and the fight against corruption in public service delivery.

Kamwangi Huduma Centre Manager receives Mr. Malala Nelson Nyongesa, an intern from the Uwezo Fund Secretariat, who will begin offering Uwezo Fund services at the Centre.



Mercy Timbilil, Centre Manager, Busia Huduma Centre addresses wananchi during a public baraza in Matayos Division, sensitizing them on government services available at the Centre. The forum, convened by Mr. Charles Musoi from the Anti Corruption Commission (ACC), provided an opportunity to engage the community on integrity and access to Huduma services.



NRB staff from Isiolo Huduma Centre offer services to inmates during the second phase of mobile registration at Isiolo GK Prison. Led by the County Registrar and NRB back office staff, the exercise facilitated registration for 57 inmates, including 21 Not Previously Registered (NPR) cases and 36 duplicate or replacement cases, ensuring equitable access to national documentation services.



Hon. Mwangi Kiunjuri, Member of Parliament for Laikipia East, cuts the anniversary cake during celebrations marking two years of service at Makutano Huduma Centre. The event brought together staff and customers, with the MP commending the Centre's role in delivering government services to the community.



Huduma Centre Taita Taveta staff pose with Kenya Revenue Authority officials during a visit to the centre. The team, led by Mr. Simon Muchiri from the Mombasa Regional Office and Catherine Miano from Nairobi Headquarters, assessed service delivery at the KRA desk and supported improvements in line with ongoing KRA reforms.



59

HUDUMA CENTRES ACROSS THE COUNTRY

Visit any of our Centres near you!



Huduma Kenya



huduma_kenya



HudumaKenya



1919

Training and Capacity Building at Huduma Centres

Huduma Centres continued to invest in staff development through targeted training sessions.



At Nyamira Huduma Centre, staff participated in a mental health sensitization led by Ms. Whitney Ndemi and Ms. Ann Wanjiru from TINADA Youth Action Africa. The session focused on workplace stress, burnout, work-life balance, and coping strategies, equipping staff with tools to strengthen well being and productivity.

Meanwhile, Huduma Centre Baringo staff attended a training on the onboarding of Kenya School of Government (KSG) services. The session covered Huduma standards, client management, effective communication, conflict resolution, and creating positive first impressions. Seven Centre Managers pursuing their Diploma in Public Administration at KSG Baringo also joined briefly to motivate the staff.



Also, Uasin Gishu Huduma Centre hosted a financial literacy session led by Rose Kwamboka from ICEA Lion Group, alongside Patience Musyoka and Janet Munai. The team guided staff on financial planning, savings, and investment to help them make informed decisions and strengthen their financial future.

At Isiolo Huduma Centre, Ms. Lilian Kosgei (black dress) from the Ethics and Anti Corruption Commission (EACC) posed with staff after leading a capacity building session on the Adili Online Platform. The training equipped the Centre with vital knowledge to guide customers in accessing services, strengthening integrity, transparency, and overall service delivery





Finally, Elgeyo Marakwet Huduma Centre staff listened attentively during a wellness health talk hosted by representatives from Life Care Hospital. The session equipped the Centre with vital information on healthy living and offered free checks for blood pressure, BMI, and diabetes, strengthening staff capacity to promote wellness among citizens.

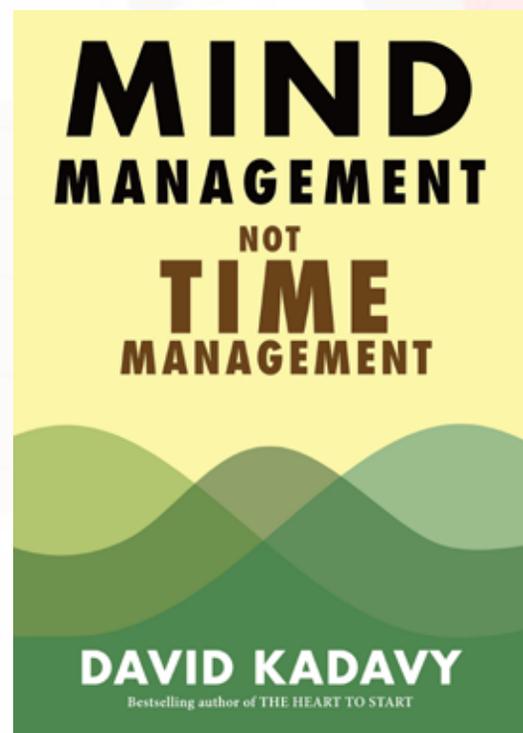
BORROW A bOOK

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

Mind Management Not Time Management. By David Kadavy.

Mind Management, Not Time Management by David Kadavy presents a refreshing approach to productivity by arguing that managing mental energy is more important than managing time. Instead of focusing on rigid schedules and long to-do lists, Kadavy explains that while time is fixed, our cognitive energy rises and falls throughout the day. He encourages readers to identify their “biological prime time” and use those peak hours for creative and meaningful work, leaving routine tasks for lower-energy periods. The book combines scientific research with personal insights, discussing topics such as decision fatigue, rest, and creativity. Kadavy challenges hustle culture by emphasizing the importance of sleep, breaks, and downtime for sustained productivity. Although it is less structured than traditional time-management guides, its practical advice and thoughtful

perspective make it especially valuable for creatives and knowledge workers. Overall, the book offers a balanced and realistic strategy for working smarter by understanding how the mind functions best.





Mashinani Corner



Huduma Centre Busia



Huduma Centre Kwale



Huduma Centre Taita Taveta



Huduma Centre Migori



Huduma Centre Kilifi



Huduma Centre Narok



Huduma Centre Wajir



Huduma Centre Makeni



Huduma Centre Nandi

Nairobi Ramadhan Times March 09-16 2026

Day	Date	Suhoor	Iftar
19	09, Mar	05:30AM	6:46PM
20	10, Mar	05:30AM	6:46PM
21	11, Mar	05:30AM	6:46PM
22	12, Mar	05:30AM	6:46PM
23	13, Mar	05:29AM	6:45PM
24	14, Mar	05:29AM	6:45PM
25	15, Mar	05:29AM	6:45PM
26	16, Mar	05:29AM	6:44PM
27	17, Mar	05:28 AM	6:44PM
28	18, Mar	05:28AM	6:44PM
29	19, Mar	05:28AM	6:43PM

Did you know?

Did you know Ramadan moves every single year?

Weekly Ramadhan Reflection:

The nights are deeper now. The masjid feels softer. There's a quiet urgency in the air. Laylatul Qadr is nearby. Not just reciting it but allowing it to read me, to expose my inconsistencies, to comfort my anxieties, to remind me who I am. Ramadan is the month the Qur'an was revealed. Yet how often do I rush through its pages just to complete a khatm?

"The month of Ramadan in which was revealed the Qur'an, a guidance for mankind and clear proofs of guidance and criterion." Surah Al-Baqarah (2:185). The Qur'an is not just for recitation — it is for direction. The Prophet ﷺ said:

"The best of you is those who learn the Qur'an and teach it." Sahih al-Bukhari

Ramadan reconnects us to revelation not as a ritual, but as a relationship.



Adopt-A-Forest

Huduma Kamwangi Plants 100+ Trees in Conservation Drive



On Monday, 2nd March 2026, Huduma Kenya Kamwangi undertook a tree-planting initiative at Kamwangi as part of efforts to support environmental conservation and greening activities.

Huduma Centre staff planted over 100 tree and hedge seedlings, which were donated by the Forester from Kieni Forest. The initiative aimed to promote environmental sustainability and contribute to national tree-growing efforts.



Huduma Centre Busia



Huduma Centre Mogotio



REPUBLIC OF KENYA



March

HAPPY *International* WOMEN'S DAY

"Give to Gain"



Huduma Centres and Secretariat Join Pre-International Women's Day 2026 Activities

Huduma Centres across the country have taken part in pre-International Women's Day celebrations ahead of the global commemoration on 8th March. This year's theme, "Give to Gain", calls for collective action to uplift women by investing time, resources, and opportunities that ultimately benefit society as a whole.

Through these activities, Huduma Kenya affirms its role in advancing the theme by creating inclusive spaces where women can access government services with dignity and confidence. By supporting empowerment initiatives and expanding service accessibility, Huduma Centres contribute to turning the spirit of "Give to Gain" into practical outcomes — ensuring that progress is shared and citizens everywhere benefit.



Huduma Centre Nakuru

Staff joined the CEO of Women Enterprise Fund, regional coordinators, NGAOs, and Nakuru Main Prison officers in pre-International Women's Day celebrations. The event featured the planting of 2,578 trees and the donation of gifts to women inmates.

Huduma Centre Tharaka Nithi

The Centre Manager led service delivery at the event, reaching over 200 residents with services including ID, SHA, AGPO, Police Abstract, KRA, Civil Registration, and general enquiries. Hon. Rehema Jaldesa, Chairperson of the National Gender and Equality Commission.



Huduma Centre Siaya

Staff joined leaders including the Nyanza Regional Commissioner of Kenya Prisons, Siaya County Women Representative Hon. Dr. Christine Oduor Ombaka, representatives from the Office of the First Lady Siaya County, and other partners at Siaya Main Prison to celebrate women's place in society. The event was marked by donating gifts to women inmates.

Huduma Kenya Secretariat

Mr. Joel Korir from Old Mutual Investments and Dr. Mary Atieno addressed female staff at the Secretariat in a financial and wellness literacy session respectively. Organized by the HR Department and SECI, the program aimed to strengthen knowledge and workplace empowerment.



Is It Burning Out... or Are We Imagining It?

(A light-hearted look at a very real office problem)

Every office has that mysterious phenomenon where work seems to multiply without any visible change in headcount. One moment the team has clearly defined roles, and the next moment almost magically everyone is doing "just a little bit extra."

The extra work arrives quietly.

"Since we're streamlining operations, we'll have the team absorb these responsibilities."

Translation: the job still exists... but the position doesn't.



The Curious Case of the Invisible Vacancy

Imagine this: an organization has several open positions. The work clearly needs to be done. The logical solution would be to hire someone to fill those roles, right?

Think again, because logic is sometimes a distant cousin in office decision-making.

Instead of recruiting new employees, the responsibilities simply cascade down the organizational chart like a waterfall of tasks. Mmmm...

Most cascaded responsibilities begin their journey under the comforting phrase:

"This is only temporary."

Temporary, in office terms, is a flexible concept. It can mean: Until the next financial year, Until the budget improves, until management revisits the structure or until everyone forgets the role ever existed.

Slowly the duties settle in like uninvited house guests who move their furniture into your living room. #Sigh

The Expanding Job Description

Job descriptions used to be neat documents: tidy lists of responsibilities.

But in many modern workplaces, the final bullet point reads something like:

"Any other duties assigned by management."

This single sentence has done more heavy lifting than most gym memberships.

It is the organizational equivalent of a wildcard. It allows a role that once involved three responsibilities to grow into seven... or ten... or whatever number management feels is "manageable."

However, the logic sometimes goes like this:

"Can the team manage?"

"Yes."

"Great. Then we'll leave it."

Of course, the team can manage. Teams always manage. That's what good teams do.

But managing and thriving are not the same thing!

The Quiet Burnout Problem

Here's where the humor fades slightly.

When responsibilities increase but support, recognition, or incentives don't follow, something subtle happens: people don't necessarily stop working but their energy begins to drain.

The symptoms are familiar, the phrase "above and beyond" slowly retires. It's not laziness. It's mathematics. **Workload + No Additional Resources = Fatigue.**

And if nothing else, there is one universal truth across offices everywhere:

Work will always find someone to do it.

The real question is whether that someone still has the energy and enthusiasm to keep doing it tomorrow.



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