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HUDUMA WIKI HII

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1919

Rift Valley Huduma Centres Win Big as Government Rolls Out Mobile Registration



CS Murkomen presents a birth certificate to a resident at Huduma Centre Nandi. He was joined by key government leaders: Deputy IG-APS Mr. Gilbert Masengeli, Rift Valley RC Dr. Abdi Hassan, and Members of Parliament — Hon. Julius Melly (Tinderet), Hon. Josses Lelmengit (Emgwen), Hon. Marianne Kitany (Aldai), and Hon. Zipporah Kering (EALA).

The Cabinet Secretary for Interior and National Administration, Hon. Kipchumba Murkomen, this week spearheaded a series of visits across Huduma Centres in the Rift Valley region under the government’s Jukwaa la Usalama initiative, a framework designed to bolster citizen security, engagement, and service delivery. CS Murkomen officially launched Portable Live Capture Units (LCUs) at Huduma Centres in Nandi, Uasin Gishu, and Samburu counties — enabling real-time issuance of essential documents such as birth and death certificates. The rollout marks a major step toward decentralizing access to vital civil registration services, including National IDs,

by bringing these services closer to citizens in remote and underserved areas.

“These mobile units mark a turning point for citizen registration in Kenya. We are bringing government services closer to the people — even in the remotest corners,” said Hon. Murkomen during his address at Uasin Gishu County Commissioner’s grounds.



CS Murkomen and PS Kipsang inspect the ID Portable Live Capture Unit during its launch in Uasin Gishu.



CS Murkomen introduces NPR ID services during the public engagement forum in Maralal.



CS Ruku Leads Inspection Tour in Tiaty, Baringo County



Baringo Huduma Centre staff Mr. Mathias Kogeï and Mr. Kenneth Kirgotty join CS Geoffrey Ruku during a public service inspection tour in Tiaty Sub-County.

The Cabinet Secretary for Public Service, Human Capital Development and Special Programmes, Hon. Geoffrey Kiringa Ruku, this week led an inspection tour of Tiaty Sub-County, aimed at assessing the status of public servi-

ce delivery and strengthening government presence in previously underserved regions. Representing Baringo Huduma Centre, Mr. Mathias Kogeï and Mr. Kenneth Kirgotty joined the delegation.

“Today, a Cabinet Secretary can visit Tiaty — a place that was once a no-go zone — thanks to improved security and development under President Ruto’s leadership,” noted Hon. Ruku during the tour.

The CS emphasized the importance of citizen-centric service delivery and pledged continued investment in infrastructure, water access, and public documentation services across Baringo County.



Huduma Centre Mogotio Hits the Ground Running with First Huduma Mashinani



PS Dr. Jane Imbunya engages with Huduma staff serving citizens at the Mashinani outreach during the Uzalendo Half Marathon.

Barely a month after its official launch on July 4th, 2025, the newly established Huduma Centre Mogotio held its first Huduma Mashinani outreach during the Uzalendo Half Marathon in Eldama Ravine, marking a swift and impactful start in public service delivery directly to the grassroots.

The event gave residents of Mogotio and surrounding areas access to essential Government services such as ID applications, birth certificate processing, NHIF registration, and SHA registration — all without the hassle of travelling to distant towns like Nakuru or Kabarnet.

“Huduma Kenya’s presence here today shows what citizen-centered service truly

means,” said Dr. Jane Imbunya, Principal Secretary for the State Department for Public Service and Human Capital Development, who joined the team at the Huduma Mashinani tent. **“I plan to visit more centres this financial year, especially those far from Nairobi, to better understand their operations.”**

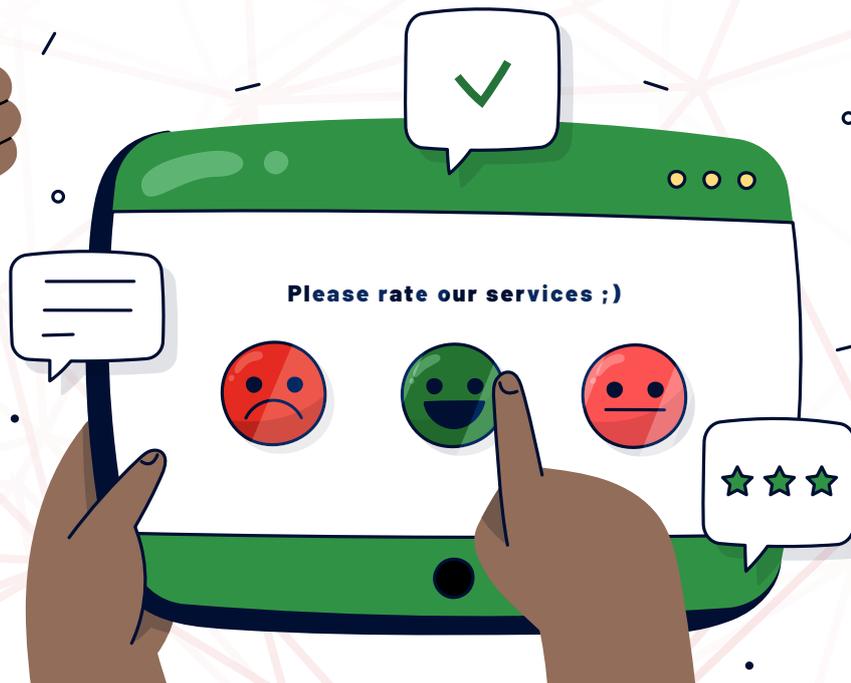




SERVICE EXCELLENCE CALENDAR

START STRONG, SET SERVICE STANDARDS

Set the tone, own the experience
Onboarding best practices



JULY - SEPTEMBER 2025

HUDUMA WIKI HII NEWS ROUND UP



Mr. Timothy Hiribae, Tana River Deputy Centre Manager Huduma Centre, addressed participants during a Security, Gender, and Human Rights Awareness workshop convened by the Tana River Sub-County Security team. He highlighted the Centre's streamlined process for National Population Register (NPR) ID applications and encouraged residents to take advantage of the accessible registration services.



EACC's Mr. John Odhiambo addresses Huduma Centre staff during a sensitization workshop on anti-corruption practices in Homa Bay. The training focused on identifying and preventing various forms of corruption and unethical conduct, and aimed to reinforce integrity, accountability, and transparency among frontline public service providers.



Mr. Maurice Wandera, an optician, and Mrs. Lucy Mungula, an optometrist, led an eye care awareness session at Busia Huduma Centre, demonstrating proper screen ergonomics to staff and customers. The session aimed to educate computer users on the risks of prolonged screen exposure, including potential eye strain and injuries. Participants received practical guidance on safeguarding their ocular health — such as taking regular screen breaks, adjusting monitor brightness, and using protective eyewear where necessary.

Instructor Andrew Omboga Mr. Richard Songok speak to staff during a holistic health workshop at Nandi Huduma Centre. Participants were taken through key topics including holistic health principles, prevention and management of lifestyle diseases, and practical wellness tips for the workplace.



Mr. Badi Bwanaidi addresses listeners during a live interview on Tana FM in Hola. During the broadcast, Mr. Bwanaidi highlighted the range of government services that will be delivered directly to wananchi — including registration for national identification documents, NHIF, and other vital services — reinforcing Huduma Kenya’s commitment to taking services closer to the people.



Ms. Monica Chengo presents a donation to Mr. Issa Salim on behalf of Makadara Huduma Centre staff. Mr. Issa Salim, a student on attachment at the centre, lost his personal belongings in the recent Sinai-Mukuru slum inferno in Nairobi.



Mr. Joshua Mutua of Equity Bank leads a financial literacy workshop at Makueni Huduma Centre, guiding staff through best practices in savings, investments, and loans.



Kirinyaga Huduma Centre staff join Ms. Stella Ileri at her home in celebration of her newborn.

Ms. Monica Chengo and Mr. Mutia Mutambuki during a meeting with County Secretary Madam Agnes Mulewa on strengthening service delivery at Kitui Huduma Centre.



Plans are underway to significantly reduce the turnaround time (TAT) for DCI services with police clearance certificates soon to be processed and issued within a single day. This follows the announcement by Assistant Inspector General Mr. Gillion Mwangi that Multi-Biometric Identification (MBI) systems and live capture machines will be introduced at Huduma Centres. The development was revealed during a multi-agency meeting held earlier today at the DCI Headquarters in Kiambu. Representatives from the Huduma Kenya Secretariat (HKS), Directorate of Criminal Investigations (DCI), and Public Sector Reforms (PSR) convened to strategize on enhancing service delivery. The initiative is aimed at improving operational efficiency at the DCI desk and providing faster, more seamless services to citizens through Huduma Centres across the country.



Huduma Kenya Drives Dialogue and Service Delivery at Kericho Investment Summit

Huduma Kenya played a central role in the Kericho County Investment and Entrepreneurship Summit, joining key stakeholders in a shared mission to spur local growth and attract sustainable investment.

Representing the Huduma Kenya Secretariat, Ms. Beatrice Chelangat, Programme Officer, Policy and Legal, delivered a keynote on Policy and Governance, spotlighting the organization's role in shaping inclusive county development.

Huduma Centre Kericho rolled out a Mini Mashinani outreach at the summit offering essential Government services to participants.





MASHINANI CORNER

This week, a number of Huduma Centres across the country took essential Government services to wananchi standing by the commitment to service excellence and enhancing convenience with over 2,076 customers served through the outreach thus far this week.



Elgeyo Marakwet
Huduma Center



Kiambu Huduma Centre



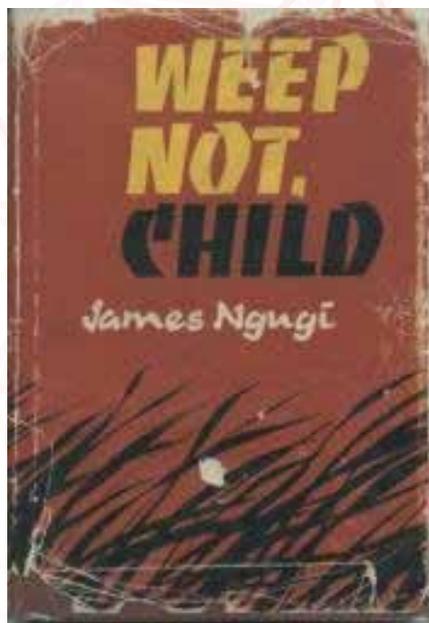
Marsabit Huduma Centre



Kericho Huduma Centre

WEEP NOT, CHILD

BY NGUGI WA THIONG'O



*Available at the
Huduma Kenya
Secretariat Library

Ngũgĩ wa Thiong'o's *Weep Not, Child* is a powerful coming of age story set against the backdrop of colonial Kenya during the Mau Mau uprising. Through the eyes of young Njoroge, the novel captures a nation's turmoil and a family's unravelling. Njoroge, full of hope and a thirst for education, believes learning will lead to a better future. But the harsh realities of oppression, poverty, and political unrest slowly erode that dream, casting shadows over his innocence. Ngũgĩ's storytelling is subtle yet profound, weaving together personal loss with the wider historical struggle of a people yearning for freedom.

What makes the novel especially moving is its emotional depth and simplicity. Ngũgĩ doesn't rely on complex language or abstract ideas; instead, he uses the intimate experiences of one family to reflect the pain and resilience of many. Themes of colonialism, identity, and the role of education are delicately handled, making this both a historical and a human story. *Weep Not, Child* leaves you with a sense of quiet sorrow but also an appreciation of how hope can bloom even in the darkest of times.

A stylized illustration of a person with dark skin, wearing a brown jacket and green pants, standing and reading a red book. The person is positioned on the left side of the lower half of the page. The background of this section is white with faint, light gray outlines of various books and open pages scattered around. A large, thick black curved line arches over the text, resembling a book's spine or a decorative flourish.

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ADOPT A FOREST CORNER



Makueni Huduma Centre in partnership with Kenya Red Cross planted 800 grevillea trees at St Luke's ACK Wote Township School.

FUN CORNER

QUOTE OF THE WEEK

“Quality means doing it right when no one is looking.”

Joke of the week

Why did the intern bring a ladder to work?

Which company's former motto is “Don't be evil”?

TRIVIA



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