



REPUBLIC OF KENYA



**HUDUMA  
WIKI HII**

Keeping You Informed

*service excellence*

## Citizens to Access Affordable Housing at Huduma Centres



Huduma Kenya held a consultative meeting with the Affordable Housing Board and the ICT Authority on Wednesday to explore partnerships aimed at enhancing service delivery and expanding digital access across Huduma Centres.

The meeting brought together Huduma Kenya CEO Mr. Ben Kai Chilumo, ICT Authority CEO Mr. Jessy Kiveu, and Affordable Housing Board CEO Mr. Joseph Kagicha (OGW). The three leaders discussed collaboration in rolling out Affordable Housing services through Huduma Centres to improve access for citizens nationwide.

“Citizens will soon access Affordable Housing services seamlessly at Huduma Centres nationwide.”

— Joseph Kagicha, CEO Affordable Housing Board

Discussions also focused on plans to introduce free Wi-Fi hotspots in all Huduma Centres and support digital hubs being implemented by the Ministry of ICT and the Digital Economy. The initiative is expected to promote digital inclusion and strengthen access to government services across the country.

The partnership is part of ongoing efforts to integrate housing and digital services under one roof, ensuring citizens can access essential government programs more conveniently



“Over 59 Huduma Centres are set to benefit from free Wi Fi and digital hubs, expanding access to housing and government services.”

# Huduma Centres in Action – IWD 2026



## **Tharaka Nithi Huduma Centre**

Staff accompanied NGEN Chairperson Madam Rehema Jaldesa and leaders at Mbwiru Primary School, serving 200 customers with government services.



## **Siaya Huduma Centre**

Staff participated alongside county leaders Hon. Christine Oduor Ombaka and H.E. Betty Orenge at Siaya Main Prison, engaging inmates and donating gifts.



## **Kwale Huduma Centre**

Staff provided services to 98 customers at Kilimangodo Primary School, including Birth Certificate issuance, ID and SHA registration.



## **Nandi Huduma Centre**

Staff led by Isabella Jeptoo Sawe attended Kapsabet Women Prison, contributing food and supplies and concluding with a cake cutting ceremony.

# A Decade of Service Excellence in Kericho



Kericho Huduma Centre marked its 10th anniversary on 9th March 2026 with a week long celebration, beginning with cake cutting and decorations.

**CUSTOMERS  
SERVED**

**1.4M+**

**CITIZENS REACHED IN  
HUDUMA MASHINANI  
OUTREACHES**

**8K+**

**TREES  
PLANTED**

**4.5K+**

# Laikipia East Makutano Huduma Centre Marks 2nd Anniversary



Staff at Laikipia East Makutano Huduma Centre came together to share a meal in celebration of the Centre's second anniversary since its official opening. The gathering was a moment of unity, reflection, and appreciation for their journey in serving wananchi over the past two years.



Call us on:

# 1919

Monday - Friday  
7:00am - 9:00pm  
Weekends & Public Holidays  
8:00am - 6:00pm



# Huduma Kenya Showcased Services at Nakuru Bizlink Trade Expo



Nakuru Huduma Centre staff took part in the second edition of the Nakuru Bizlink Trade Expo, held under the theme “Connecting Markets, Driving Enterprise Growth.” During the event, the Centre deployed several government services to reach communities and promote Huduma Kenya, while engaging with more than 150 enterprises from across the county and beyond.

**MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES**

**STATE DEPARTMENT FOR SPECIAL PROGRAMMES**

## PUBLIC ADVISORY

- Move to **higher ground** immediately if water levels rise and contact 999 or your Nyumba Kumi leader.
- Boil or treat drinking water and maintain **proper hygiene**.
- Report **power faults** or fallen lines to KPLC toll-free line 95551.
- Avoid **flooded roads, rivers and steep slopes**, and stay away from trees or open windows during thunderstorms.
- Seek assistance at designated sub-county **relief centres** distributing food, water and medical aid.
- Follow updates from the Kenya Meteorological Department and communication channels.

[www.specialprogrammes.go.ke](http://www.specialprogrammes.go.ke) LET'S CONNECT: @GOKSPECIALPROGS. | @ISMAIL\_MADEY

*\*Courtesy of State Department for Special Programmes*

# Huduma Kenya CEO Visits Makueni County Leadership to Strengthen Public Service Delivery



Huduma Kenya Chief Executive Officer, Mr. Ben Kai Chilumo, paid a courtesy call to the Governor of Makueni County, Hon. Mutula Kilonzo Jr., to commend the County Government's support for the Huduma Mashinani outreach programme. The initiative has already served over 63,000 wananchi enhancing access to Government services across the county.

Both leaders addressed members of the public, reaffirming the government's commitment to bringing essential services closer to wananchi and strengthening citizen access to public services.

During the meeting, the Speaker of the Makueni County Assembly County Speaker Douglas Mbilu and other senior county leaders were present, highlighting the importance of collaboration between Huduma Kenya and the County Government.



The CEO also met the County Commissioner of Makueni, Mr. Khalif Abdullahi, appreciating his role in mobilizing residents to attend Huduma Mashinani outreaches.



Later, the Huduma Kenya team, together with the Governor, visited Mbuvo Market for an outreach exercise.





Bomet County Commissioner, Ms. Caroline Nzwili, visited Kericho Huduma Centre where she renewed her driving license.

Siaya Huduma Centre hosted Mr. Simon Okoth (AGPO & EGP Service Leader), Mrs. Agnes Kotung (HR), and Mrs. Grace Ngaruya from Nairobi HQ during a monitoring and evaluation exercise of AGPO service delivery.



Huduma Centre Kiambu had the honor of serving the Vice Chancellor of Mount Kenya University, Prof. Deogratius Jaganyi, at the NRB desk where he accessed government services.

The Chief Magistrate of Chuka Law Courts, Hon. Joan Wabilyanga, visited Maara Huduma Centre for a courtesy call after inspecting the ongoing Maara Law Courts building project. She was accompanied by Mr. Timothy Kinigeni, PA to the MCA of Maara Constituency



Mr. Bidii Henry, Centre Manager of Nandi Huduma Centre, paid a courtesy call to County Commissioner Mr. Wilberforce Kilonzo at his office in Kapsabet Town. The meeting focused on strengthening Huduma Mashinani outreach events and promoting excellent public service delivery in partnership with the County Government.



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



# Mashinani Corner



**Huduma Centre Makueni**



**Huduma Centre Narok**

**Huduma Centre Taita Taveta**



# Caught in Flood Water While Driving?



OLDMUTUAL

Old Mutual Motor comprehensive insurance policy generally responds to **flood damage** when the flooding is considered unforeseen and accidental event



**Your safety comes first. If water levels are rising, leave the car and move to higher ground as soon as it is safe to do so. No car is worth risking your life**

## ✗ What NOT to Do

- 1 Do NOT try to start the engine**
  - If water entered the engine, starting it can cause hydrolock, which can completely destroy the engine.
- 2 Do NOT turn the ignition on**
  - Modern cars have many electrical systems; switching on the ignition can short-circuit electronics.
- 3 Do NOT push the car through deep water**
  - Moving it may force more water into the engine, exhaust, transmission, and interior.
- 4 Do NOT leave it parked in floodwater**
  - Prolonged exposure increases corrosion and electrical damage.
- 5 Do NOT attempt electrical fixes immediately**
  - Wet electronics can short out if handled improperly.

## ⚠ Quick Rule of Thumb

-  **Water below the door** → usually minor risk
-  **Water above the door sill** → possible electrical damage.
-  **Water above the hood** → high risk of total engine damage.

## ✓ What You SHOULD Do

- 1 Turn the car off immediately**
  - If the engine is still running while in water, shut it off as soon as it's safe.
- 2 Disconnect the battery**
  - This reduces the risk of electrical damage or short circuits.
- 3 Do NOT attempt to restart**
  - Wait until a professional inspects it.
- 4 Dry the interior quickly**
  - Remove floor mats and open doors/windows if safe to reduce mould and electrical issues.
- 5 Contact Old Mutual Rescue Plus or our contact center on 07110651000**
- 6 Report to Old Mutual Insurance company as soon as possible via [callcenterclaimsteam@oldmutual.co.ke](mailto:callcenterclaimsteam@oldmutual.co.ke)**
- 7 In case you want tow the vehicle to a mechanic**
- 8 Ideally use a flatbed tow truck to prevent further damage.**

For help call **0711065100** or email [callcenterclaimsteam@oldmutual.co.co.ke](mailto:callcenterclaimsteam@oldmutual.co.co.ke)

# Training and Capacity Building



A team from Huduma Centre Narok underwent training on the Adili Self Declaration Service, conducted by officers from the Ethics and Anti Corruption Commission (EACC). The session equipped staff with practical skills to guide clients in filling and submitting the self declaration form digitally, enhancing service delivery and ensuring timely assistance for citizens engaging with government institutions.



During a courtesy call to Huduma Centre Samburu, the Clerk of Samburu County Assembly, Mr. Fred Lenapeer, discussed strengthening partnerships for Huduma Mashinani outreaches.

Staff from Huduma Centre Isiolo and the National Registration Bureau carried out an LCU NPR registration exercise for Bulapesa residents, serving 72 applicants – including 65 new registrations and 7 duplicate or replacement cases.



Huduma Centre Isiolo

CRS staff member Mr. Victor Mariech travelled 52 km from Huduma Centre to the Ortum Chief's Office, delivering 340 birth certificates to residents who had applied during a Huduma Mashinani outreach.





Centre Manager Ms. Hellen Chelangat Masit and Deputy Centre Manager Mr. Osbon Kunguni visited John Mwangi at the Independent Electoral and Boundaries Commission to discuss IEBC service deployment at the Centre and explore collaborations in outreach and CSR. Mwangi confirmed that recruitment of Registration Clerks is underway, with voter registration set to begin by mid May 2026.

FOLLOW US ON:

# TikTok



**hudumakenya** Huduma Kenya  
Friends Message  
65 Following 6297 Followers  
For any assistance Call: 1919  
Always happy to serve you!



**HUDUMAKENYA**



## JOKE OF THE DAY!

Why don't secret last long in the office?  
Because the walls have cubicles.

## Trivia of the Week

Which company pays people to find bugs in its platform?

## Quote Of The Week

The future belongs to those who believe in the beauty of their dreams." — Eleanor Roosevelt.

"BE COMPLETELY HUMBLE AND  
GENTLE; BE PATIENT, BEARING  
WITH ONE ANOTHER IN LOVE."

- EPHESIANS 4:2

## Nairobi Ramadhan Times March 13-19 2026\*

Day	Date	Suhoor	Iftar
24	13, Fri	05:28AM	6:46PM
25	14, Sat	05:28AM	6:46PM
26	15, Sun	05:28AM	6:46PM
27	16, Mon	05:28AM	6:45PM
28	17, Tue	05:27AM	6:45PM
29	18, Wed	05:27AM	6:45PM
30	19, Thur	05:27AM	6:44PM

### Did you know?

The last ten nights are considered the most special. Muslims increase worship during the final nights to seek Laylat al-Qadr, a night described as better than a thousand months.

### WEEKLY RAMADHAN REFLECTION

The last ten nights of Ramadan hold a special place in the hearts of believers, as they are the nights in which Muslims intensify their worship and seek the **blessings of Laylat al-Qadr**. This blessed night is described as better than a thousand months, a time when Allah's mercy, forgiveness, and decrees descend upon the earth. During these nights, Muslims increase their prayers, recitation of the Qur'an, remembrance of Allah, and heartfelt supplications. It is a moment to reflect deeply on one's life, seek sincere repentance, and renew faith with humility and hope. The uncertainty of which exact night Laylatul Qadr falls on encourages believers to devote themselves consistently throughout the last ten nights, striving to draw closer to Allah and to leave Ramadan spiritually transformed.

*"The Night of Decree is better than a thousand months." Qur'an (97:3)*

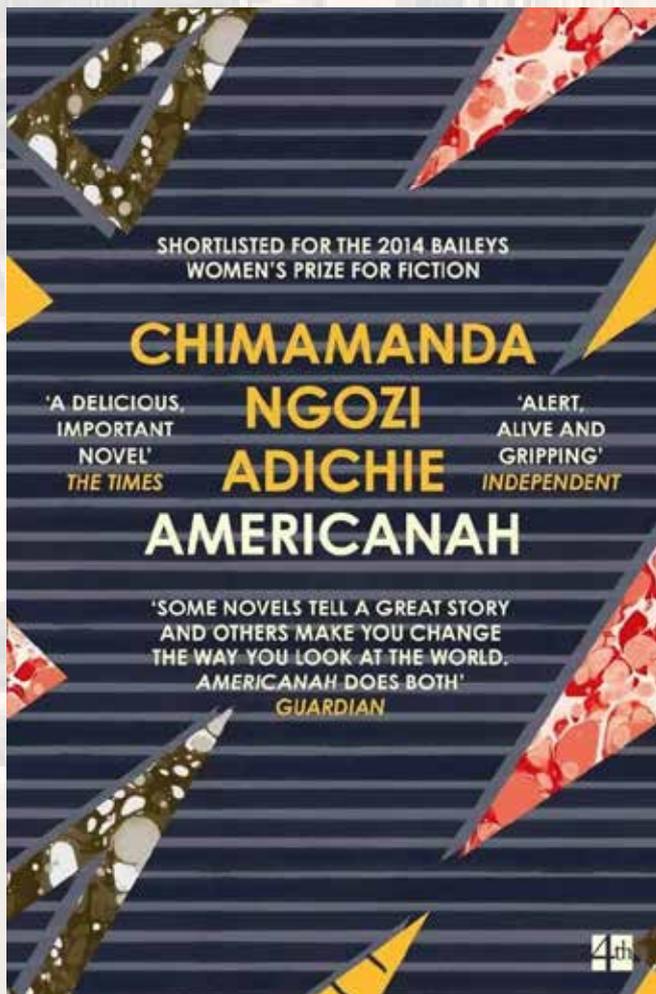
The Messenger of Allah, Muhammad, said: **"Seek Laylat al-Qadr in the last ten nights of Ramadan."** Reported in Sahih al-Bukhari and Sahih Muslim.

# AMERICANAH ★★★★★

By Chimamanda Ngozi Adichie's

Americanah is a powerful and deeply engaging novel that blends romance with sharp social commentary. At its heart, it tells the story of Ifemelu and Obinze, two young Nigerians whose lives take different paths when they leave their homeland. Ifemelu goes to the United States, where she confronts the complexities of race and identity, and Obinze goes to London, where he struggles with the realities of undocumented life. Through their journeys, Adichie explores themes of migration, belonging, and the subtle yet profound ways race shapes lived experience. The novel is particularly striking in its

portrayal of Ifemelu's awakening to the idea of "blackness" in America, a concept foreign to her in Nigeria, and her reflections through her witty and incisive blog posts. While some readers find the book's length and digressions especially the blog entries slightly heavy, most praise its vivid characters, sharp dialogue, and global perspective. Ultimately, Americanah is both a love story and a cultural critique, offering a nuanced look at identity in a globalized world and cementing Adichie's reputation as one of the most important contemporary voices in literature.



**BORROW A  
BOOK**

The Huduma Kenya Secretariat  
Library has something for someone

**STOP BY AND BORROW A BOOK!**

## By Caroline Achieng – Huduma Centre Homabay

Every morning, before the doors open and the queues begin to form, she is already preparing for the day ahead. She clocks in, she straightens her jacket, she takes a deep breath and becomes the face of government service. Her desk is set, she ensures the system is running and readies herself for service provision. Long before the first "Good morning", she has already worn many hats; a mother, daughter, caregiver, problem solver dreamer. the list is endless. Yet when she steps behind the Huduma counter, she becomes part of something bigger than herself. She becomes the service.



Celebrating women is an opportunity to recognise their strength, resilience and achievements. Across Huduma Kenya centres, women are not just part of the workforce but the heartbeat of service delivery. We welcome, we listen, we translate government language into human language, we calm frustration, offer reassurance and at times hold hands emotionally in moments of confusion. These quiet acts may seem small, but they are the invisible threads that hold public service together.



Behind every smooth process is a woman who has mastered patience. Behind every satisfied client is a woman who chose kindness even on the busiest days. We serve with resilience, often under pressure, yet we remain calm, composed and committed to helping every person who walks through

the door with dignity and respect.

To our wonderful gentlemen I know this might feel like a full appreciation concert for women, mmh...don't worry, your efforts are seen too. Truth be told, many of the loudest cheers for women often come from men. The ones who work alongside us every day. You step in when needed, share workload and celebrate the women around you with genuine goodwill. Sometimes you are the first to say "Happy International Women's Day" or even organise thoughtful surprises. Your support and partnership make the journey lighter and the workplace stronger.



When a woman is supported, valued and given room to grow, something powerful happens. She gains confidence in her abilities and serves with renewed energy. She will also uplift the people around her. In that growth the quality of service rises. The environment becomes warmer, teamwork becomes stronger and the impact becomes greater. When she thrives, service thrives.

Supporting women's growth means creating a workplace where women do not simply endure but flourish. Where they are encouraged, mentored and given opportunities to rise. It means being allies, encouragers and door openers for one another.

To the women who keep the service moving and always dedicated, know that your work matters, your presence matters too and so is your growth. You are seen, valued and you are essential. Viva!!

# Customer Service excellence: The Power of Professional Communication

At Huduma Kenya, **Managers** serve as the first line of communication between the staff at the Centre and the headquarters. Their responses, whether through email, messaging platforms, or phone calls, shape how the programme is perceived. Even when facing technical challenges or pressure, maintaining a respectful tone is essential for effective collaboration.

When a manager responds abruptly or defensively, it can create tension and discourage open dialogue. A simple question meant to assist, such as asking whether an issue has been escalated, can be misinterpreted if responses become curt or dismissive.



Professional communication shows maturity, patience, and confidence. It reassures colleagues that even under pressure, the manager remains composed and cooperative.

## The Impact of Tone in Digital Communication

Unlike face-to-face conversations, digital messages lack facial expressions and voice tone. This means short or blunt responses can easily appear rude, even if that was not the intention.



For example, instead of responding to the earlier simple question with:

“What are you asking then?”

A more constructive response might be:

“Yes, the issue has already been escalated. We’re currently waiting for feedback.”

Both convey the same information, but the

second maintains professionalism and avoids unnecessary friction.



## Managing Stress Without Being Abrasive

Managers often work under demanding conditions, technical outages, performance expectations, and operational pressures. However, stress should not translate into hostile communication. Practical strategies include:

- **Pause before replying** when feeling frustrated.
- **Acknowledge the question first**, even if the answer has already been given.
- **Provide clear updates** about what actions have already been taken.
- **Assume positive intent**, most colleagues are trying to help resolve the issue.



## Setting the Standard for the Team

Effective management is not just about operational oversight; it is also about how people communicate during challenges. A courteous response can turn a potentially tense conversation into a productive exchange. By choosing respectful language and maintaining professionalism, managers strengthen collaboration, improve morale, and contribute to a healthier workplace culture.

In the end, being clear, calm, and courteous costs nothing but its impact on teamwork and productivity is significant.

**By Boov...**



## Adopt -A- Forest Corner



*Nakuru Huduma Centre  
2,578 trees planted*



*Kajiado Huduma Centre  
1,000 trees planted*

## DID YOU KNOW?



**Trees properly placed around buildings  
can reduce air-conditioning needs  
by at least 30%.**





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