



MINISTRY OF PUBLIC SERVICE, HUMAN  
CAPITAL DEVELOPMENT & SPECIAL  
PROGRAMMES

# ***THE MPS, HCD & SP WEEKLY BULLETIN***

11 April 2025

# Did you know?

[mps.go.ke](https://mps.go.ke)



## HUDUMA KENYA - SERVICES ON OFFER AT HUDUMA CENTRES

Huduma Kenya is a Kenya Vision 2030 flagship project established vide Gazette Notice No. 2177 of 4th April, 2014. The mandate of the Programme is to transform Public Service Delivery to ensure access to efficient, effective and citizen-centric services through One-Stop-Shop Platforms.

Huduma Kenya has operationalized four (4) service delivery platforms:

- 1.58 Huduma Centres across the 47 Counties;
- 2.Huduma Contact and Tele-Counselling Centre accessible through the call number 1919;
- 3.Huduma Mashinani outreaches; and
- 4.Huduma Electronic and Mobile.

Here is a list of services being offered at Huduma Centres:

### SERVICE LIST

- ISSUANCE OF IDENTITY CARDS
- ISSUANCE OF BIRTH AND DEATH CERTIFICATES
- ASSESSMENT OF STAMP DUTY AND FRANKING OF DOCUMENTS
- APPLICATION FOR ACCESS TO GOVERNMENT PROCUREMENT OPPORTUNITIES
- REGISTRATION OF SELF-HELP GROUPS AND COMMUNITY BASED ORGANIZATION (CBOS)
- BUSINESS REGISTRATION
- ISSUANCE OF POLICE ABSTRACT AND POLICE CLEARANCE CERTIFICATE
- PENSION
- ADULT EDUCATION
- CREDIT SERVICES TO. WOMEN ENTREPRENEURS
- IFMIS
- JUDICIARY
- E-CITIZEN



*Gava Mkononi!*

**Access all Government Services through the e-citizen Portal.**

[www.ecitizen.go.ke](http://www.ecitizen.go.ke)

Huduma Kenya huduma\_kenya HudumaKenya 1919



we are on **24/7** let's chat

**0747 191919**

Get information on Government Services  
the Easy way!

Huduma Kenya huduma\_kenya HudumaKenya 1919



# INSTITUTIONS THAT OFFER SERVICES AT HUDUMA CENTRES

- NATIONAL SERVICES SECURITY FUND (NSSF)
- SOCIAL HEALTH AUTHORITY (SHA)
- KENYA REVENUE AUTHORITY (KRA)
- KENYA POWER LIGHTING COMPANY (KPLC)
- OMBUSMAN AND ETHICS AND ANTI-CORRUPTION COMMISSION (EACC)
- KENYA ACCOUNTANTS AND SECRETARIES NATIONAL EXAMINATIONS BOARD (KASNEB)
- COUNTY GOVERNMENTS
- NATIONAL SYNDOMIC DISEASES CONTROL COUNCIL (NSDCC)
- NATIONAL CONSTRUCTION AUTHORITY (NCA)
- KENYA NATIONAL CHAMBER OF COMMERCE AND INDUSTRY (KNCCI)
- KENYA PLANT HEALTH INSPECTORATE SERVICES (KEPHIS)
- KENYA UNIVERSITIES AND COLLEGES CENTRAL PLACEMENT SERVICES (KUCCPS) AND THE
- HIGHER EDUCATIONS LOANS BOARD (HELB)
- NATIONAL TRANSPORT AND SAFETY AUTHORITY (NTSA)
- UNCLAIMED FINANCIAL ASSETS AUTHORITY (UFAA)
- NATIONAL CANCER INSTITUTE OF KENYA (NCI-K)
- OFFICE OF THE DATA COMMISSIONER
- KENYA INSTITUTE OF SUPPLIES MANAGEMENT (KISM)



# MINISTRY COMMENCES DRAFTING OF PUBLIC SERVICE DELIVERY INNOVATION (PSDI) POLICY

A team of senior officers from the Ministry of Public Service, Human Capital Development, and Special Programmes is currently meeting in Naivasha to draft the Public Service Delivery Innovation (PSDI) Policy.

The week-long activity hosted at the Kenya Agricultural and Livestock Research Organization (KALRO) aims to develop a policy framework that will guide the management and implementation of service delivery innovations across the Public Service.

The ongoing exercise is being guided by the Public Service Delivery Innovation Strategy (2017); and recent findings from a baseline survey on public service delivery innovation, conducted between November 2024 and January 2025, which amongst other insights, confirmed the need for a dedicated innovation policy in public service delivery.

This initiative further aligns with Kenya Vision 2030, which recognizes innovation as a crucial driver of socio – economic transformation.

While officially opening the workshop, Mr. Bongo Wekesa, Secretary, MC&DS, lauded the team's expertise and commitment, expressing confidence in their ability to deliver a well-crafted policy. He further reaffirmed the Ministry's support in ensuring the policy is finalized within schedule.





# AFRICA PUBLIC SERVICE DAY (APSD) 2025 – WHAT YOU NEED TO KNOW

## What is Africa Public Service Day?

Africa Public Service Day (APSD) is marked every year on 23rd June by AU Member States. It celebrates the role of public servants and institutions in national development by recognizing efforts in innovation, inclusivity, and quality service delivery.

## 2025 Celebrations – National & Continental

In 2025, the Africa Public Service Day (APSD) will be commemorated at both national and continental levels. The national celebrations in Kenya will take place from the 8th to the 10th of June at the Kenyatta International Convention Centre (KICC) in Nairobi.

Meanwhile, the continental celebrations are scheduled to be held in Addis Ababa, Ethiopia, from the 21st to the 23rd of June 2025.

## Objectives of the APSD 2025

- Strengthen institutions to serve better.
- Reflect on achievements and challenges in public service.
- Celebrate innovation in governance.
- Promote accountability and professionalism.
- Gather citizen feedback to improve services.

## 2025 Theme

“Enhancing the agility and resilience of public institutions to achieve equitable governance and rapidly address historical service delivery gaps.”

The theme aligns with the African Union’s 2025 focus on justice and reparations, while also supporting Kenya’s goals for inclusivity, digital transformation, and innovation-driven growth.

## 2025 Sub-Themes

APSD 2025 will focus on these critical sub-themes:

### 1. Strengthening Public Institutions

→ Addressing historical inequalities and promoting inclusivity.

### 2. Legal and Structural Reforms

→ Aiming to achieve equitable governance for all citizens.



## 3. Leveraging Digitalization

→ Enhancing access to information and strengthening public accountability.

## 4. Civil Society Advocacy and Multi-Stakeholder Collaboration

→ Promoting inclusive governance through coordinated partnerships.

## What to Expect in Kenya

Kenya’s APSD celebrations will spotlight two main activities:

### 1. Public Service Innovations Exhibition

- Ministries, Counties, and Agencies will showcase innovations under these categories:
  - Technology & Digitalization
  - Public Service Inclusivity
  - Institutional Agility and Resilience
- Winning innovations will be rewarded and featured at the continental event.

### 2. Public Administration Symposium

An interactive platform featuring expert panel discussions and dialogue sessions based on the sub-themes. The symposium aims to:

- Promote shared learning
- Foster institutional reform ideas
- Encourage civic engagement in governance.



## ***AFRICA PUBLIC SERVICE DAY (APSD) 2025 – WHAT YOU NEED TO KNOW***

### **Continental Event in Ethiopia**

Top innovations from Kenya will be showcased at the continental level in Addis Ababa. This platform will promote inter-country collaboration and highlight Africa's most effective service delivery strategies.

### **Why APSD 2025 Will Matter**

- 1.It will empower citizens and public servants.
- 2.It will promote innovative governance models.
- 3.It will boost inclusion for women, youth, persons with disabilities, and migrant workers.
- 4.It will encourage the adoption of digital tools for transparency.
- 5.It will enhance the resilience and responsiveness of public institutions.





# DID YOU KNOW?

**THE MINISTRY OF PUBLIC SERVICE,  
HUMAN CAPITAL DEVELOPMENT AND  
SPECIAL PROGRAMMES HAS A  
HISTORY DATING BACK TO 1947!**



-  1947 – Started as the Establishment Division under the Office of the Chief Secretary.
-  1963 – Kenya's independence led to the localization of the civil service, training Kenyans for leadership roles.
-  1964 – Became the Directorate of Personnel Management (DPM) under the Office of the President.
-  1978 – Restructured into key divisions handling human resources, consultancy, and finance.
-  2007 – Renamed the Ministry of State for Public Service, focusing on transformation and performance.
-  2013 – 2021 – Underwent multiple reorganizations, integrating Youth, Gender, and Senior Citizens Affairs.
-  2023 – Rebranded as the Ministry of Public Service, Performance & Delivery Management, with two key departments: mainly, State Department for Public Service and the State Department for Performance and Delivery Management
-  2024 – Renamed to Ministry of Public Service and Human Capital Development
-  2025 – Remained to Ministry of Public Service, Human Capital Development and Special Programmes



## KEY POLICY AND LEGAL DOCUMENTS

More resources available at: **[www.mps.go.ke](http://www.mps.go.ke)**

1. Human Resource Development Policy
2. Public Service Guidance and Counselling Policy
3. Public Service Counselling and Wellness policy
4. Public service Diversity Policy
5. Public Service Delivery Innovation Strategy
6. Public Service Substance Abuse Workplace Policy  
2017
7. Public Sector Workplace Policy on HIV and AIDS,  
2017
8. Counsellors and Psychologists Act
9. Mental Health Act
10. Public Service Commission Regulations, 2020
11. Employment and Pensions Act
12. Public Officers Ethics Act
13. Human Resource Manuals
14. Public Service Code of Conduct and Ethics, 2016.



## **PRESIDENT RUTO INSPECTS HUDUMA JITUME CENTRE UNDER CONSTRUCTION IN RUNYENJES**

Runyenjes, Embu County – April 4, 2025

President William Ruto inspected the ongoing construction of the Huduma Jitume Centre in Runyenjes, Embu County, reaffirming the government's commitment to improving public service delivery and empowering the youth through digital innovation.

The facility, once complete, will offer more than 20 essential government services under one roof and host a digital hub designed to create job opportunities, particularly for young people in the region.

"This Centre is a symbol of our dedication to bridging service delivery gaps and promoting youth employment through technology," said President Ruto during the visit.

The Huduma Jitume Centre is being developed through a collaborative effort between Huduma Kenya, the National Youth Service (NYS), and the Runyenjes National Government Constituencies Development Fund (NG-CDF).

President Ruto was accompanied by Deputy President Prof. Kithure Kindiki, Deputy Head of Public Service Mr. Amos Gathecha, Huduma Kenya CEO Mr. Ben Kai Chilumo, Embu Governor Hon. Cecily Mbarire, MGH, and Runyenjes Member of Parliament Hon. Eric Muchangi, among other leaders.

Local residents have welcomed the project, expressing optimism that it will transform access to government services and create much-needed economic opportunities in the area.

The Centre is part of the broader "Jitume" initiative, which seeks to equip youth with digital skills and link them to online job opportunities, in line with the government's Bottom-Up Economic Transformation Agenda.





# Huduma Kenya expands footprint in Kilifi with new service centres

BY EMMANUEL MASHA AND  
BARAKA MWENI

The Government has embarked on the construction of Huduma Centres in Kilifi County to enhance public access to government services.

Huduma Kenya CEO Benjamin Kai Chilumo launched Huduma Centre projects in Chonyi, Ganze, Malindi, and Kaloleni, with plans to expand services to Rabai and Watamu in the next financial year.

Currently, the county has only one Huduma Centre, located in Kilifi Town.

This new initiative aims to reduce the need for residents of remote areas to travel to Kilifi or Mombasa for essential government services.

Speaking at the launch of the Malindi Huduma Centre at the Deputy County Commissioner's office, Chilumo said the proposed centre would transform the delivery of government services while addressing youth



unemployment challenges in the county.

"In addition to the usual government services, the centre will have a music recording studio for our talented youth to record their music; there will be a digital hub for those who want to access online jobs, as well as a passport processing centre," he said.

Malindi Deputy County Commissioner David Lusava urged

residents to utilise the centre for obtaining crucial documents such as national identity cards and birth certificates.

He acknowledged the collaboration by the National Government Constituency Development Fund (NG-CDF) and the Malindi Member of Parliament's office in establishing a digital hub within the centre.

Kilifi Deputy Governor Flora Mbetsa Chibule, highlighted the importance of addressing youth challenges, noting that 60 per cent of the county's population comprises young people.

Malindi MP Amina Laura Mn-yazi expressed gratitude for the provision of space within the Deputy County Commissioner's compound for the project.

Kilifi Woman Representative Gertrude Mbeyu Mwanjanje added that the centres would ease the burden of residents who currently must travel long distances for government services.





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## Thank you for reading!