



MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL
DEVELOPMENT AND SPECIAL PROGRAMMES

STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN
CAPITAL DEVELOPMENT

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Launch of 'Huduma Smart Serikalini' initiative



Joyous celebrations marked a major milestone for residents of Ashabito Sub-County in Mandera North, Mandera County as the Government officially launched public service operations in the newly gazetted administrative unit.

The event, graced by Cabinet Secretary for Public Service, Human Capital Development and Special Programmes, Geoffrey Ruku, also unveiled the Huduma Smart Serikalini initiative (Mandera Edition) a bold step in the National Government's mission through the Ministry to bring efficient, timely, and responsive services closer to citizens.

Speaking at the vibrant ceremony, CS Ruku reaffirmed the government's unwavering commitment to decentralizing public services and making them accessible. "This is just the beginning," said the CS. "Our goal is to ensure no Kenyan is left behind. The Huduma Smart Serikalini initiative is our transformative vehicle to improve accessibility, efficiency, and accountability in service delivery that will have a timeless impact to residents across the Country."

The launch follows the completion of the Ashabito Sub-County Headquarters and the Deputy County Commissioner's offices, constructed under the National Government Constituency Development Fund (NG-CDF) through the leadership of Mandera North MP Abdullahi Bashir Sheikh. These offices will now house all National Government departments, drastically reducing the need for residents to travel long distances for essential services.

As part of the day's activities, CS Ruku also oversaw the distribution of 700 bags, equivalence to 35 tonnes of relief food to the community, a timely emergency response from the State Department for Special Programmes under his Ministry. He further commissioned the issuance of NG-CDF bursaries worth Sh 39 million to support needy students from Mandera North, reinforcing the Government's broader development and social protection agenda.

In a strategic planning session with Government officials, CS Ruku announced the proposed construction of a Huduma Centre at a site in Rhamu within the County. Once operational, the centre will serve as a one-stop shop for public services, enhancing service reach across Ashabito and Mandera North in general. "This move underscores the ministry's 'Fresh Approach, Timeless Impact' philosophy, ensuring that even the most remote communities are integrated into the national service delivery framework", the CS said.



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Local leaders and residents welcomed the developments with optimism, citing the operationalization of Ashabito Sub-County as a game changer for regional development, security, and economic empowerment. The launch also supports the realization of Article 232 of the Constitution, which outlines values and principles of public service, including accessibility, accountability, and citizen participation.

The CS was joined at the launch by key National and County leaders including Mandera Governor Mohamed Adan Khalif, Deputy Governor Dr. Ali Maalim Mohamud, Mps; Abdullahi Bashir Sheikh (Mandera North), Umulkheir Kassim (Mandera), Fatuma Jehow(Wajir), Aden Dawud (Wajir East), Sulekha Hulbale (Nominated), and MCAs from Mandera and other neighbouring Counties.

CS Ruku reiterated that the operationalization of Ashabito Sub-County and the continued rollout of Huduma Smart Serikalini initiative highlight the Government's sustained efforts through the Ministry to bring services closer to the people, driving transformation from the grassroots and reinforcing inclusive development.

PS Dr. Imbunya meets NYS management to deliberate on strategic and operational matters



The Principal Secretary, State Department for Public Service and Human Capital Development Dr. Jane Kere Imbunya this week held a consultative meeting with the National Youth Service (NYS) management team led by Commandant General Mr. James Tembur.

The meeting focused on key strategic and operational issues, including:

1. Status of the commercialization agenda
2. Strategies to achieve the 100,000 recruits intake target
3. Staff welfare appraisal
4. Establishment of a climate centre
5. Register of debtors and the proposed recovery action plan
6. Draft NYS curriculum and its alignment with market demands
7. Proposed amendments to the NYS Act and related policy implications

Among other pertinent matters.

In her remarks, PS Dr. Imbunya commended the NYS team for their unwavering dedication to the success of the premier institution. She also urged for patience as investigative agencies continue probing the alleged misappropriation of funds at the NYS College in Gilgil. The PS assured that appropriate action will be taken once the investigative report is submitted by the relevant authorities.



PS ICT Eng. Tanui Pays Courtesy Call on PS Public Service

The Principal Secretary for ICT and the Digital Economy, Eng. John Tanui, paid a courtesy call on the Principal Secretary for Public Service and Human Capital Development, Dr. Jane Kere Imbunya, to discuss the operationalization of the Regional Centre of Competence for Digital and Artificial Intelligence (AI) Skilling in the Public Service.

The meeting focused on advancing modalities for the effective establishment and activation of the Centre, which is hosted at the Kenya School of Government.

Supported by the United Nations Development Programme (UNDP), the Centre is envisioned as a strategic hub for building digital and AI capabilities across the public sector, thereby strengthening the government's ability to deliver citizen-centric services in the digital era.

The two Principal Secretaries also explored the Centre's potential role in supporting Kenya's digital diplomacy, particularly in fostering innovation and enhancing regional and international cooperation in emerging technologies.

Both leaders emphasized the importance of accelerating the operational and implementation frameworks to ensure the Centre is launched without delay and begins to deliver tangible impact across the public service.



Courtesy call on PS Dr Imbunya by Wadau wa Elimu team



The delegation expressed their appreciation for the PS approach to service delivery and committed to continued support through continuous engagement.

Wadau wa Elimu – Kenya is a national education forum comprising diverse stakeholders. Its core mandate is to champion quality education and promote evidence-based decision-making through action research.

Stakeholder collaboration and consultation are essential for effective and efficient service delivery. They ensure alignment among stakeholders, promote shared responsibility, and enhance problem-solving capabilities, among other key benefits.

A delegation from Wadau wa Elimu – Kenya, led by Prof. Clinton Sukuru, Kenya Rapporteur, accompanied by Dr. Mercy Igoki, an experienced educationist, and Martha Omollo, an administrator, paid a courtesy call on the Principal Secretary Dr. Jane Imbunya.

The meeting focussed on several important topics, including:

1. The role of research in informed decision-making and its real-time impact.
2. The significance of mental wellness in boosting productivity.
- 3.. The integration of Artificial Intelligence (AI) in public service delivery.
- 4.. The importance of cross-cutting stakeholder collaboration for seamless and efficient service delivery.
5. The need for active digital communication to keep the public informed about government programs.





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2. The Directorate of Counselling and Wellness, State Department for Public Service and Human Capital Development
3. The Huduma Tele-Counselling Centre; Call 1919.



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Huduma Kenya



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HudumaKenya



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Public service to embrace Artificial Intelligence for efficiency

BY SHAMIM MUSA AND
AMINA BAKARI, KNA

The Government is taking a bold step towards digital transformation in public service administration.

During the launch of the Kenya Regional Administration and Management Symposium in Mombasa, the Deputy Head of Public Service Amos Gathecha emphasised the critical role the public service plays in government.

He said the State Department for Public Service was one of the most pivotal departments that should be abreast with AI as it is at the heart of national progress.

Gathecha noted key steps are in motion to exploit the transformative potential of AI in improving public service delivery.

"This is not just a discussion about the future. It is about making bold decisions today to ensure a responsive, efficient, and future-ready public service," Gathecha said.

He pointed to the importance of the Directorate of Smart Governance within the Executive Office of the President as a strategic move, aligning government operations with the digital age.

"The integration of AI



Deputy Head of Public Service Amos Gathecha gives the keynote address during the symposium on smart governance at the Kenya School of Government, Mombasa.

into the public sector is already underway. From automating the filtering of millions of job applications to creating systems that notify citizens on crucial documentation, AI is reshaping how government delivers services," added Gathecha.

The Principal Secretary (PS) for Public Service and Human Capital Development Dr. Jane Imbunya highlighted the need for clarity and tech-savvy structures in governance.

"Smart governance must be specific, measurable, accurate, relevant, and time-bound," she said.

Dr. Imbunya called on public institutions to adapt to the paradigm shift driven by emerging technologies, citing the

Bottom-Up Economic Transformation Agenda (BETA) which focuses on digital infrastructure and innovation.

"As automation reaches exponential levels, we must remain aware of the ethical dimensions of AI. In public service, AI must be grounded in ethical standards and principles," Dr. Imbunya said.

The PS highlighted the impact of the e-Citizen's platform, which has revolutionized government service delivery and inadvertently reduced bureaucracy, enhanced transparency, and curbed corruption through minimal human interaction.

She lauded the platform as a landmark initiative in Kenya's journey toward smart, AI-tailored governance.



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AFRICA
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DAY 2025**

THEME:

**“ENHANCING THE AGILITY
AND RESILIENCE OF PUBLIC
INSTITUTIONS TO ACHIEVE
EQUITABLE GOVERNANCE AND
RAPIDLY ADDRESS
HISTORICAL SERVICE
DELIVERY GAPS.”**



Save the Dates:

**June, 10 - 12th
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Thank you for reading!