OCTOBER 5TH—OCTOBER 9TH Issue 61

WEEKLY
Bulletin

STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT

NATIONAL CUSTOMER SERVICE WEEK 2026

TRANSFORMING PUBLIC SERVICE THROUGH CUSTOMER SERVICE EXCELLENCE

A five-day celebration showcasing public service achievements, innovations and citizen-focused services across the five BETA pillars.

BY MERLYNE CHERUTO

National Customer Service week 2026,opened at Uhuru Park,Nairobi on the 6th of October,with a rallying call for better service under the theme Extra Mile. Speaking on behalf of the Principal Secretary, State Department for Public Service and Human Capital Development, CHRP Steven Wambua,urged public servants to move beyond slogans and make excellent service an everyday commitment to Kenyans.

HIGHLIGHTS

1 CUSTOMER SERVICE WEEK CELEBRATIONS

NATIONAL CUSTOMER SERVICE WEEK 2026

TRANSFORMING PUBLIC SERVICE THROUGH CUSTOMER SERVICE EXCELLENCE

STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT

NAIROBI CITY COUNTY

KSG
KENYA SCHOOL OF GOVERNMENT
Empowering the Public Service

NATIONAL CUSTOMER SERVICE WEEK 2026

THEME

"***EXTRA MILE:*** *Transforming Public Service Through Customer Service Excellence*"

5TH - 9TH OCTOBER 2026

UHURU PARK
Nairobi

THE FIVE BETA PILLARS - ONE FOCUS EACH DAY

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
AGRICULTURAL TRANSFORMATION & FOOD SECURITY	MSME ECONOMY	AFFORDABLE HOUSING AND SETTLEMENT	UNIVERSAL HEALTH COVERAGE	DIGITAL SUPERHIGHWAY & CREATIVE ECONOMY
From Farm to Market Taking Government Services the Extra Mile	Making Government Work for the Small Businesses	Beyond Houses: Putting the Citizen at the Centre of Housing Services	Putting the Patient First: The Extra Mile in Healthcare	Digital Government: Making Services work for Everyone

Ministry of Investments, Trade and Industry
State Department for Industry

KENYA EXPORT PROMOTION & BRANDING AGENCY

MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT
STATE DEPARTMENT FOR LIVESTOCK DEVELOPMENT

MINISTRY OF YOUTH AFFAIRS, CREATIVE ECONOMY AND SPORTS

MINISTRY OF INVESTMENTS TRADE AND INDUSTRY
STATE DEPARTMENT OF TRADE

MINISTRY OF CO-OPERATIVES AND MICRO, SMALL AND MEDIUM ENTERPRISES (MSMEs) DEVELOPMENT

MICRO AND SMALL ENTERPRISES AUTHORITY

Ministry of Investments, Trade and Industry
State Department for Investment Promotion

Hustler Fund

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION
State Department for Immigration and Citizen Services

HIGHER EDUCATION LOANS BOARD
Empowering Dreams

SHA Social Health Authority

KENYA REVENUE AUTHORITY
Tulipe Ushuru, Tujitegemee!

NTSA

KEBS Kenya Bureau of Standards

NSSF

KBC Your National Broadcaster

huduma KENYA

KENYA YEARBOOK EDITORIAL BOARD

KNBS KENYA NATIONAL BUREAU OF STATISTICS

NATIONAL EMPLOYMENT AUTHORITY

UWEZO FUND

Better Services, Happier Citizens
Together we go Extra Miles!

CELEBRATING CUSTOMER SERVICE WEEK THROUGH APPRECIATION

By Mercy Shibadu

Staff from the Ministry of Public Service and Human Capital Development on the 8th of October,2026 took Customer Service Week celebrations beyond the office by visiting workers and customers across different sectors,following a directive by the Principal Secretary,Associate Professor Jane Kere Imbunya.The initiative provided an opportunity to engage directly with the members of the public, recognize their contribution and promote a culture of courtesy, respect and professionalism in service delivery.

Ministry of Public Service, Human Capital Development and Special Programmes

State Department for Public Service and Human Capital Development

Happy **Customer Service Week**

WE SOLVE

Appreciating the people who serve our nation — every day.

INNOVATION | PROBLEM-SOLVING | BETTER SOLUTIONS

INNOVATE

We embrace new ideas to improve service delivery.

SOLVE

We turn challenges into practical solutions.

IMPROVE

We make services better for all.

Better Solutions, A Stronger Kenya

CELEBRATING CUSTOMER SERVICE WEEK

By Merlyne Cheruto

On Thursday 8th October 2026, Laser Insurance Brokers brought a cake to the Ministry Staff so as to celebrate Customer Service Week and recognize the important partnership in supporting public servants through insurance services. The State Department appreciated them ffor the thoughtful gesture and continued commitment to serving civil servants and NYS employees through insurance schemes, claims support, sensitization and medical insurance services.

REPUBLIC OF KENYA

MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES

State Department for Public Service and Human Capital Development

Kenya Our Home Our Future

Happy Customer Service Week 2026

THEME:

The Extra Mile

Committed to responsive, accessible and people-centred public service.

We Listen to Your Needs

We Serve with Integrity

We Work for a Better Tomorrow

Because Public Servants Serve You

Get in Touch

+254 20 222 3400

www.publicservice.go.ke

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Behind Every Government Service: How the Public Service Works

By Juliah Sungu A.

When a citizen walks into a government office seeking a service, the interaction may appear simple: an officer receives a request, processes it and provides assistance.
But behind that moment is a much bigger story.
Across the country, thousands of public servants work every day to turn government policies and programmes into services that touch the lives of millions of Kenyans.
From a teacher in a classroom and a nurse in a health facility to an agricultural officer assisting a farmer, an administrator processing documents or a policy officer developing programmes, each plays a role in making government work.
Public service begins with identifying the needs of citizens. Policies and programmes are then developed, resources planned and allocated, and institutions tasked with implementation. Through coordination, technology and teamwork, these efforts ultimately translate into services at the point where citizens need them.
It is a continuous cycle of **planning, implementation, service delivery and accountability**.
No single institution can do it alone. Ministries, State Departments, State Corporations, Constitutional Commissions, County Governments and other public institutions work within their respective mandates while collaborating to address the diverse needs of Kenyans.
At the centre of it all is the citizen.
Every public servant, whether visible at the service desk or working behind the scenes, has a role in ensuring that public resources are used responsibly and that services are delivered professionally, efficiently and with integrity.
Public service is therefore more than government offices and procedures. It is people serving people and every service delivered is part of a larger effort to improve the lives of Kenyans.

REPUBLIC OF KENYA

MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES

State Department for Public Service and Human Capital Development

Happy Customer Service Week

WE ARE PUBLIC SERVICE WE LISTEN

Understanding citizens and their needs.

We listen so we can serve you better.

We Hear You | **We Understand** | **We Respond** | **We Care**

Get in Touch

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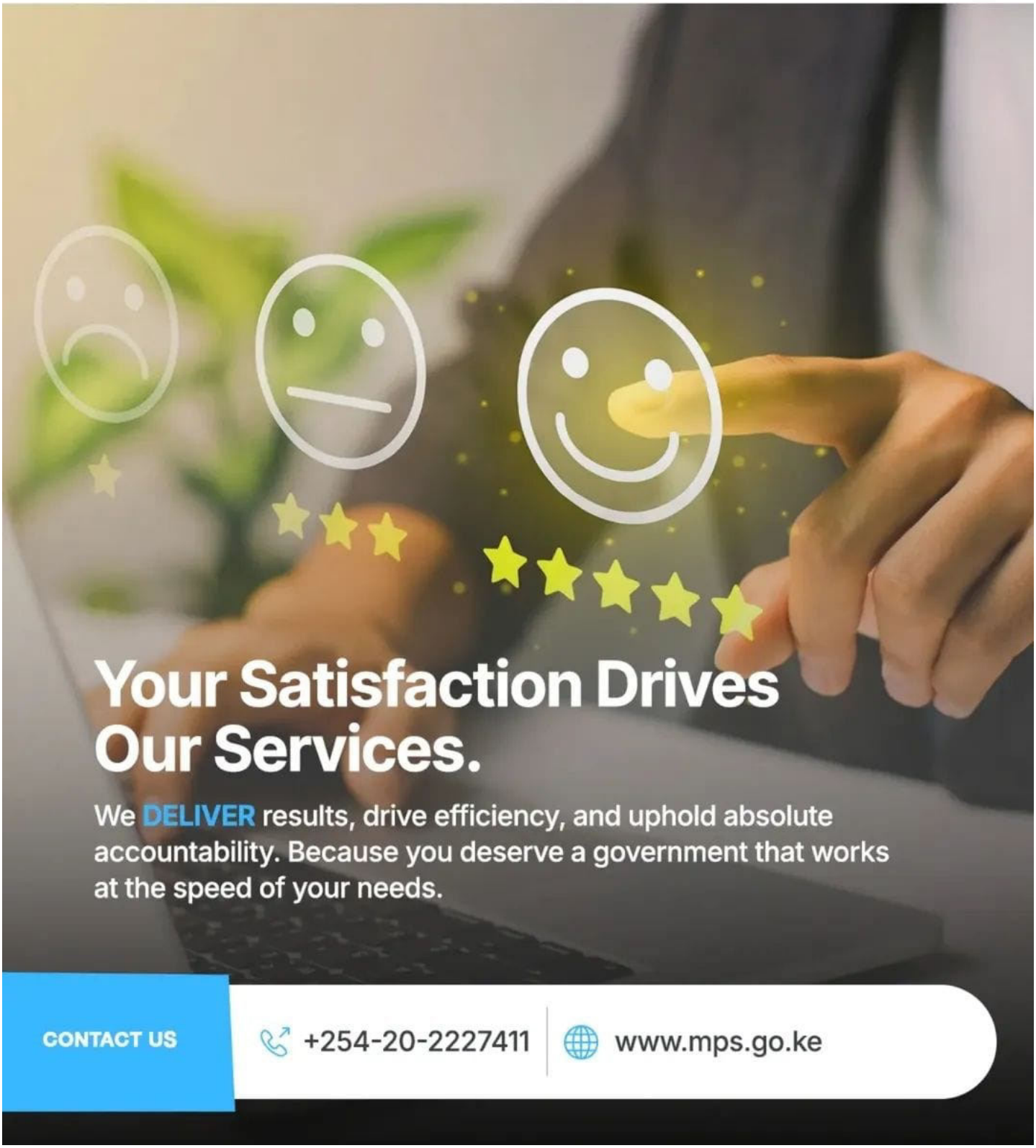
STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT



Have your say !

Word of the Week

1 Peter 4:10

God has given each of you a gift from his great variety of spiritual gifts.Use them to serve one another.

Editor in Chief
Juliah Sungu A.

Editor
Mercy Shibadu

Writers
Merlyn Cheruto
Mercy Shibadu

Photographers
Merlyne Cheruto
Michael Kitavi

LAYOUT AND DESIGN
Rodrick Kipkemboi

GET IN TOUCH WITH US

MINISTRY OF PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT

Harambee House

Harambee Avenue

P.O Box 30050-00100

Nairobi, Kenya

Phone

Telephone : +254-020-2227411

WE WELCOME YOUR FEEDBACK.

info@psyg.go.ke

@SDPSKENYA

@SDPSKENYA

FACEBOOK- @STATE DEPARTMENT FOR PUBLIC SERVICE