

# Kenya's Huduma centres – Leveraging postal infrastructure for inclusive service delivery

Kenya's Huduma centres were introduced by the government in 2013 to improve citizens' access to public services by consolidating multiple government services under one roof. These centres are designed to serve all Kenyan citizens in a responsive and people-centric manner, particularly benefiting rural populations and underserved communities previously facing significant barriers to accessing essential services. Huduma centres offer 73 critical digital government services from up to 55 government agencies, including national identification, business registration, health insurance, social security, and various licences and permits, aiming to enhance efficiency, reduce bureaucracy, and significantly improve citizen satisfaction.

Rather than building entirely new facilities, the Kenyan government strategically leveraged existing postal infrastructure by digitally upgrading selected post offices into Huduma centres. Utilizing these pre-existing locations, buildings, and Posta Kenya's payment systems considerably reduced costs

and expedited the initiative's nationwide rollout. Although Huduma centres are not exclusively located within postal facilities, the incorporation of postal infrastructure has been strategic for extending geographic reach, particularly into remote and rural areas. Huduma centres are complemented by and integrated with "eCitizen", an online platform where people can access services and pay for public services.

Leveraging postal infrastructure has provided additional benefits beyond cost savings, including capitalizing on the postal network's familiarity and community trust, utilizing existing customer-service-trained postal personnel, and making use of already established financial transaction systems. Thus, by digitally upgrading and repurposing existing postal assets, the Huduma Centre initiative has significantly improved government service accessibility and convenience, demonstrating an inclusive, efficient, and cost-effective approach to digital public service delivery.

