

Expanding inclusive access to social protection through Kenya's Huduma centres

Kenya's Huduma centres play a pivotal role in delivering inclusive social protection services, offering citizens in-person access to vital government programmes at a single, integrated service point. While these services can be accessed online via the eCitizen portal, Huduma centres offer additional convenience and choice – particularly for those with limited digital literacy or internet connectivity. These physical centres significantly enhance accessibility for marginalized populations, including women, youth, persons with disabilities (PWDs), the elderly, and low-income citizens in rural and underserved areas.

Huduma centres facilitate access to a wide range of welfare and social protection services that go far beyond simple application or inquiry. They serve as access points for financial empowerment and welfare programmes such as the UWEZO Fund and the Women Enterprise Fund, which offer subsidized credit and financial assistance to women, youth, and PWDs. The Youth Enterprise Development Fund provides both financial support and business development services for youth-owned enterprises. Huduma centres also deliver key pension-related services from the Treasury and Department of Pensions. They also provide extensive support for National Social Security Fund services, including member and employer registration, card replacement, state-ment retrieval, and claims processing. The National Government Affirmative Action Fund is also accessible through Huduma centres providing support to women, youth, PWDs, children in need, and the elderly.

These services represent just a portion of the more than 70 digital government services offered through the Huduma Centre network, which also includes access to health, education, agriculture, business licensing, utilities, legal and judicial services, and national identification. As detailed in the previous Huduma Centre case study in this report (see box #3), many Huduma centres are co-located within Kenya Posta's post offices, allowing them to serve as accessible public service hubs even in remote regions.

Sources: (Huduma Kenya, n.d.)