Huduma Centres — Kenya's Assisted One-Stop Service Points, 14.1 Million In-Person Customers in FY2024/25 and the Digital-Divide Paradox

Digital Inclusion · Good practice · Kenya

Quality score: 68/100

Evidence strength: Moderate

Summary

Kenya's Huduma Centres give citizens assisted, in-person access to IDs, passports and other services; the Treasury counted 14.1m customers in FY2024/25, while evidence on impact is mostly self-reported.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-10-25

Huduma Kenya Service (National Treasury, Government of Kenya) — accessed 2026-10-25

Business Daily: Huduma Centre visits hit 14.1m (14 Jan 2026) — accessed 2026-10-25

Nation: Study heaps praise on Huduma Centres (2018) — accessed 2026-10-25

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