

Onboarding

What to Expect

Guidelines

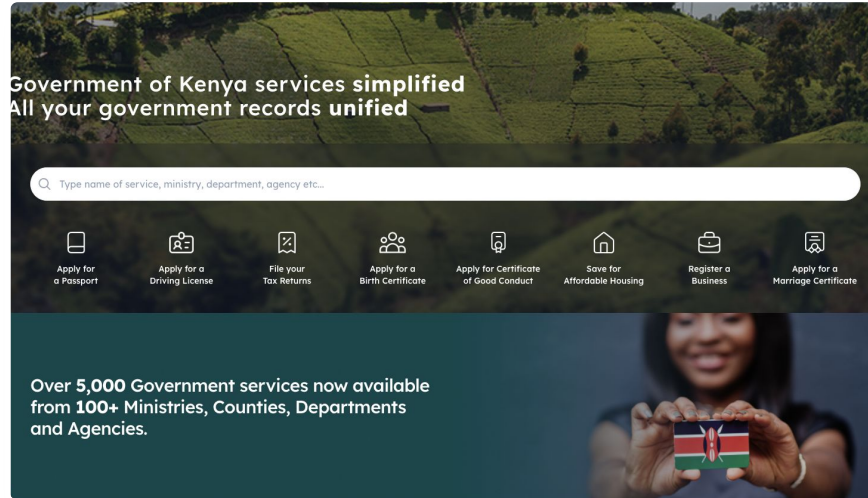
Introduction

Onboarding is the process through which an **Ministry or Department or Agency or County (MDAC)** is officially admitted to the ecitizen ecosystem.

It is important to maintain clear communication and collaboration throughout the process.



 eCitizen



Government of Kenya services simplified
All your government records unified

Q Type name of service, ministry, department, agency etc...

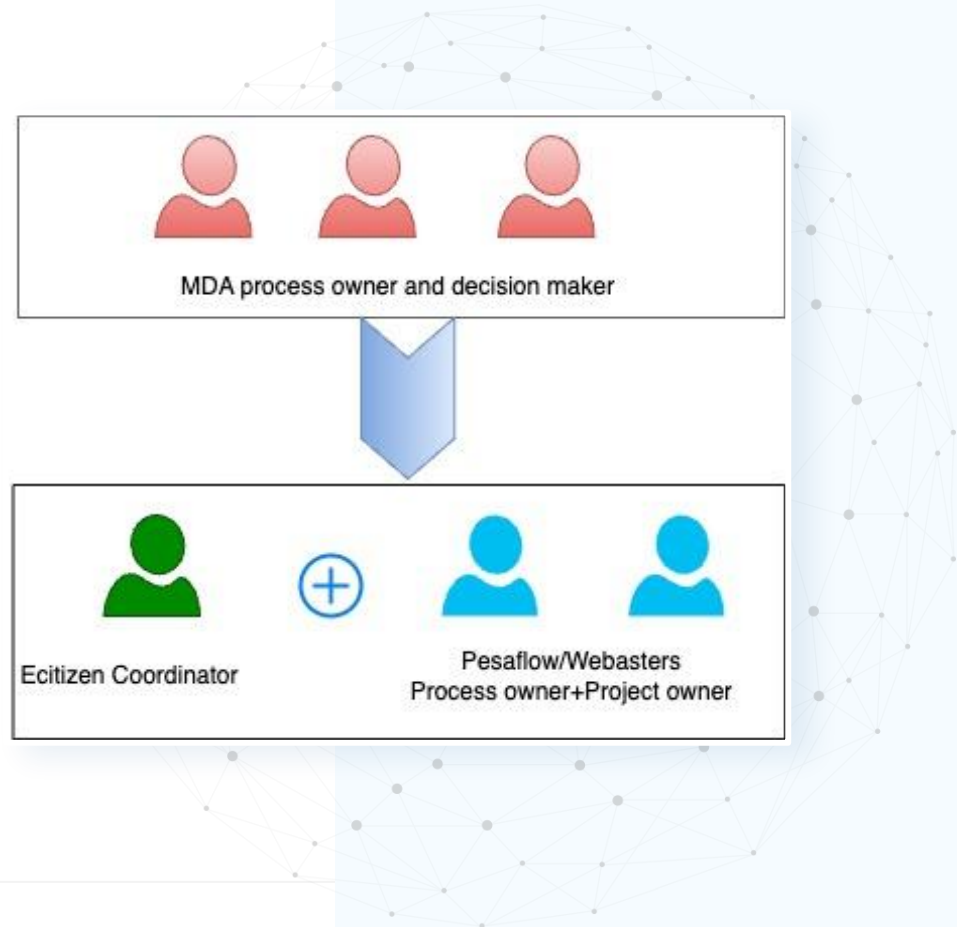
- Apply for a Passport
- Apply for a Driving License
- File your Tax Returns
- Apply for a Birth Certificate
- Apply for Certificate of Good Conduct
- Save for Affordable Housing
- Register a Business
- Apply for a Marriage Certificate

Over 5,000 Government services now available from 100+ Ministries, Counties, Departments and Agencies.

Technical Team Formation

The Ministry, Department, Agency OR County(MDAC) representative will be allocated a representative from Ecitizen Directorate and Webmasters/Pesaflow.

Any meeting or contact should be done in the presence/knowledge of all mentioned parties.



Identifying Services

Provide the following information;

- All services offered
- Which ones are free, which ones are paid for
- Are the services fully, partially or not digitized
- If digitized is there a self service portal.

Note

This will be included in the onboarding report, ensure the information shared is comprehensive and accurate. The report will be acknowledged and signed before it is adopted as the official status of the MDA.



(Insert name of MDA)

Submitted by:

Version: 1

Date: Aug 25, 2023

Total Number of Services:

Total Number of Paid Services:

Total Number of Free services:

	Service	State: Digitized or Manual	Free or Paid
1			
2			
3			

Signed off by:

Name	Designation	Date	Signature

MDAC's with a System

- What kind of system does the MDAC have, is it an in-house system-its or provided by a vendor.
- What processes in the business operations does the system cater for?
- For this category we, we shall provide documentation to facilitate payment and Single Sign On integration.
- MCDA should provide a link to the login page for the self service portal, logo and description of the services offered

The screenshot displays the Government of Kenya eCitizen portal. At the top, it reads "Government of Kenya services simplified" and "All your government records unified". Below this is a search bar and a row of service icons including "Apply for a Passport", "Apply for a Driving License", "File your Tax Returns", "Apply for a Birth Certificate", "Apply for Certificate of Good Conduct", "Apply for Affordable Housing", "Register a Business", and "Apply for a Marriage Certificate". A banner below the icons states "Over 5,000 Government services now available from 100+ Ministries, Counties, Departments and Agencies." and "Get started on eCitizen today" with "Sign In" and "Register" buttons.

The "Agencies" section lists the following:

- National Transport And Safety Authority (NTSA)**: Digital platform for Application and Renewal of Driving License, Driving School Management and FSV related services.
- Directorate of Investigation Services**: Online OTC online services for efficient passport, temporary permit, and visa applications.
- Directorate of Criminal Investigations**: Access the Directorate of Criminal Investigation's online platform for police clearance certificate services and more.
- Business Registration Services**: Leverage BRS's digital platform for simplified and efficient business registration procedures.
- Kenya Revenue Authority**: Utilize OTC's online services for efficient taxpayer, temporary permit, and visa applications.
- Registrar Of Marriages**: Utilize OTC's online services for efficient marriage registration and other legal services.
- Civil Registration Of Persons**: Access OTC's online platform to conveniently apply and pay for birth and death registration services.
- Boma Yango**: The Boma Yango platform is the gateway into the Affordable Housing Program. Start your journey towards home ownership.
- Higher Education Loans Board (HELB)**: Receive HELB loan, get compliance and clearance certificate after completion.

The "Counties" section lists the following:

- 001 - Mombasa County
- 012 - Meru County
- 013 - Tharaka-Nithi County
- 014 - Embu County
- 034 - Kajiado County
- 036 - Bomet County
- 042 - Kisumu County

At the bottom, it states "The single point of access for all government services" and "Enjoy the convenience. Get information about government online services and make applications quickly and easily."

Payment System

- How is payment currently handled?
- Which currency(ies) are accepted.
- Payment integration documentation will be shared with the developer to guide them through the integration process.
- Credentials for the test and live environments will be sent privately to the **official contact person** from the MDAC
- We shall handhold on **Skype** (technical support) Email and whatsapp (business support) to ensure seamless onboarding



MDACs with No System

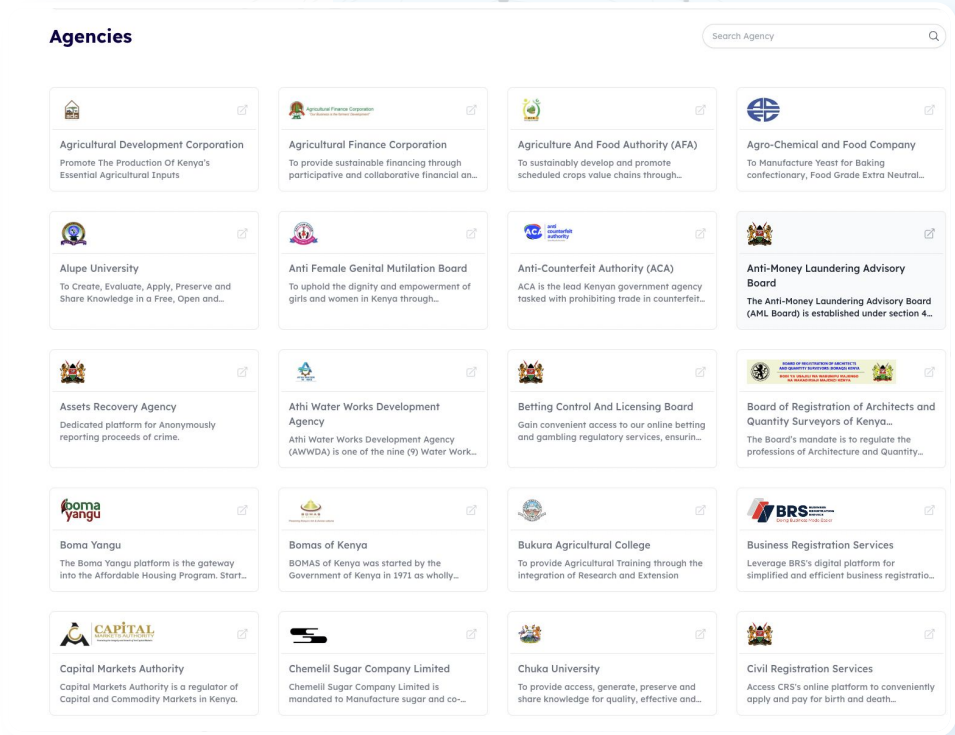
- We shall need:
- Samples of the forms used to request for service
- Business process flow for each service
- Where services are connected explain how
- Certificates/licenses/permits issued
- Fees if any
- Service delivery centralized or devolved
- Before any development work is done, the MDAC shall sign off on the Project Scope document witnessed by the ecitizen coordinator.























Other Requirements

Provide the website, logo, list of services, full name of the MDAC or any other necessary material, to aid the design of the landing page.

For servers, provide the name of the MDAC, domain name, if there are any attachments required in the services being digitized.



Agencies

 Agricultural Development Corporation Promote The Production Of Kenya's Essential Agricultural Inputs	 Agricultural Finance Corporation To provide sustainable financing through participative and collaborative financial an...	 Agriculture And Food Authority (AFA) To sustainably develop and promote scheduled crops value chains through...	 Agro-Chemical and Food Company To Manufacture Yeast for Baking confectionary, Food Grade Extra Neutral...
 Alupe University To Create, Evaluate, Apply, Preserve and Share Knowledge in a Free, Open and...	 Anti Female Genital Mutilation Board To uphold the dignity and empowerment of girls and women in Kenya through...	 Anti-Counterfeit Authority (ACA) ACA is the lead Kenyan government agency tasked with prohibiting trade in counterfeit...	 Anti-Money Laundering Advisory Board The Anti-Money Laundering Advisory Board (AML Board) is established under section 4...
 Assets Recovery Agency Dedicated platform for Anonymously reporting proceeds of crime...	 Athi Water Works Development Agency Athi Water Works Development Agency (AWWDA) is one of the nine (9) Water Work...	 Betting Control And Licensing Board Gain convenient access to our online betting and gambling regulatory services, ensurin...	 Board of Registration of Architects and Quantity Surveyors of Kenya... The Board's mandate is to regulate the professions of Architecture and Quantity...
 Boma Yangu The Boma Yangu platform is the gateway into the Affordable Housing Program. Start...	 Bomas of Kenya BOMAS of Kenya was started by the Government of Kenya in 1971 as wholly...	 Bukura Agricultural College To provide Agricultural Training through the integration of Research and Extension	 Business Registration Services Leverage BRS's digital platform for simplified and efficient business registrati...
 CAPITAL MARKETS AUTHORITY Capital Markets Authority Capital Markets Authority is a regulator of Capital and Commodity Markets in Kenya.	 Chemellil Sugar Company Limited Chemellil Sugar Company Limited is mandated to Manufacture sugar and co...	 Chuka University To provide access, generate, preserve and share knowledge for quality, effective and...	 Civil Registration Services Access CRS's online platform to conveniently apply and pay for birth and death...

Expected Outcome For those with a system

We shall update the link to the site to ecitizen dashboard

We shall share the the necessary resources to facilitate adoption of Single Sign On and Ecitizen Payment platform

The screenshot displays a user interface for accessing government services. At the top, there is a search bar with the placeholder text "Type name of service, ministry, department, agency etc...". Below the search bar is a horizontal row of eight service icons with labels: "Apply for a Passport", "Apply for a Driving License", "File your Tax Returns", "Apply for a Birth Certificate", "Apply for Certificate of Good Conduct", "Save for Affordable Housing", "Register a Business", and "Apply for a Marriage Certificate".

Below the icons, a large banner features a woman holding a Kenyan flag. The text on the banner reads: "Over 5,000 Government services now available from 100+ Ministries, Counties, Departments and Agencies."

Underneath the banner is a section titled "Agencies" with a "View all agencies" link. This section contains a grid of service cards, each with an agency logo, name, and a brief description:

- NTSA** (National Transport And Safety Authority): Dedicated platform for Application and Renewal of Driving Licence, Driving School Management and PSV related services.
- Republic of Kenya National Registration Bureau**: The Department of National Registration Bureau was established in 1978 to implement the registration of Persons.
- Directorate of Immigration Services (New Applications)**: Utilize DLS's online services for efficient ePassport, temporary permit, and eVisa applications.
- Kenya Wildlife Service**: Explore. Experience. Conserve. Kenya Parks.
- Directorate of Criminal Investigations**: Access the Directorate of Criminal Investigation's online platform for police clearance certificate services and more.
- Business Registration Services (BRS)**: Leverage BRS's digital platform for simplified and efficient business registration procedures.
- Kenya Revenue Authority**
- Kenya Revenue Authority**
- Kenya Revenue Authority**

For those without a system

We shall document all processes and embark on system development.

All forms and business process flows should be agreed upon by representatives from the MDAC
Next phase is offsite development which will be followed by User Acceptance Testing, Sign off and Go live

Onboarding options include; Web, Mobile Application, Direct to Paybill and USSD.



Scope Sign-Off

Target release Sep 1, 2023

Document Version Version 1

(Insert name of service)

Describe service

Actors Who can apply?

Where is the service initiated? Front end or backend?

Does the service have back office processing?

Service Description

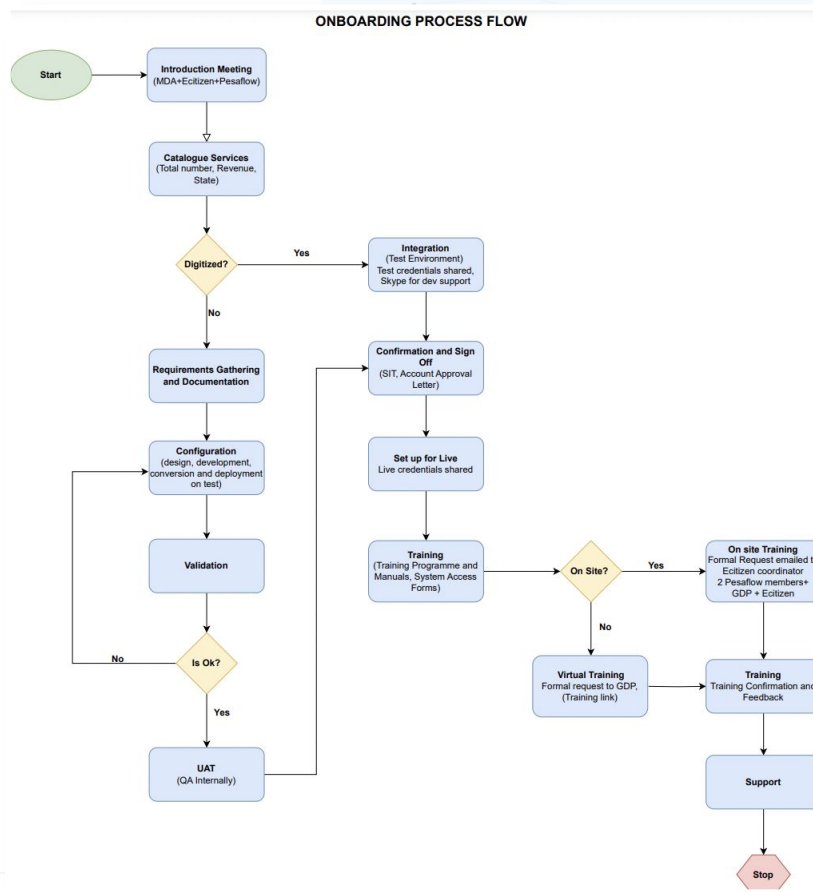
Who can transact this service?

Pre-conditions

Documents

Brief summary of the Onboarding Process

Remember, for the entire journey we need the full cooperation and support of the MDAC.



Terms of Engagement

a) Communication

To maintain clarity and consistency during the project, we insist on formal (email) communication. Requests for meetings, sharing of critical documents should be handled in a formal manner. WhatsApp GROUPS may be used for day to day virtual interactions.

b) Meetings/Trainings

Requests for meetings MUST be done formally through email. Ecitizen Coordinators are the primary contact, direct communication with the Pesaflow/Webmasters team is strongly discouraged. The Pesaflow team shall constitute at least two members.

b) Out of town meetings/trainings

A formal request must be sent to the ecitizen coordinator, who shall confirm availability with Pesaflow/Webmasters team before confirmation is given formally to the MDAC. At least 5 days notice is recommended for any out of town meetings or trainings to enable planning. Pesaflow team shall constitute at least two members.

c) Documentation of Trainings

A program shall be shared before any training, a feedback or report after each training. These will be signed by all parties present.

Thank You.

