eCitizen
Fast.Secure.Convenient

AI Conversational Chatbot in English and Kiswahili

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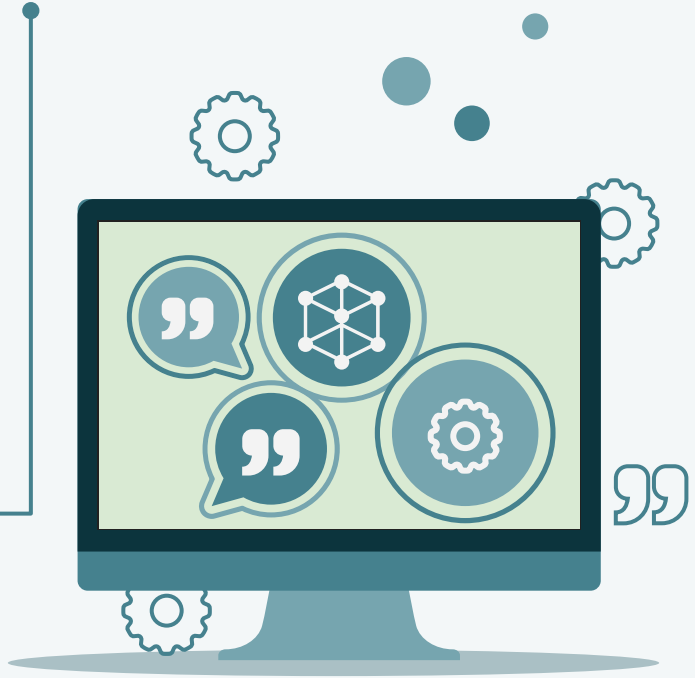
01

AI in Digital Public infrastructure

What we have managed to achieve



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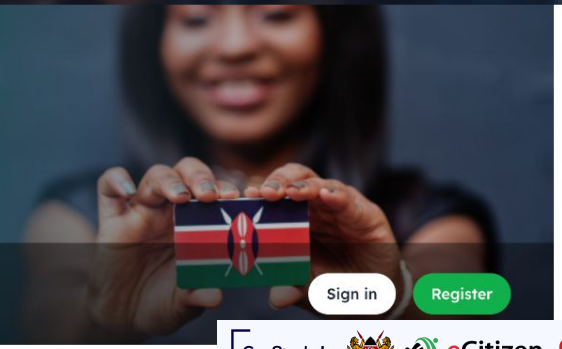
Government of Kenya services **simplified**
All your government records **unified**

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

Apply for a Passport
Apply for a Driving License
KRA Services
Apply for a Birth Certificate
Apply for Certificate of Good Conduct
Save for Affordable Housing
Register a Business
Apply for a Marriage Certificate

Over **22,000** Government services now available from **100+** Ministries, Counties, Departments and Agencies.



Get started on eCitizen today

Sign in Register

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600+

Our current list of MCDAs

16,000+

Our current services under eCitizen

120,000+

Our current daily transactions

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AI-powered eCitizen Chatbot (GovBot)

It transforms service delivery by offering **24/7** intelligent support and automated assistance on the national platform of various **MCDA services and FAQs**.

Built on the secure **Gov Stack** infrastructure, it ensures scalability, compliance, and a shift from static portals to an interactive citizen experience.

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GovStack

02

Digital Language Accessibility

Ensuring No Citizen is Left Behind

By breaking down linguistic barriers, it directly address digital inclusion

Empowers a wider population engagement with government services confidently and independently.

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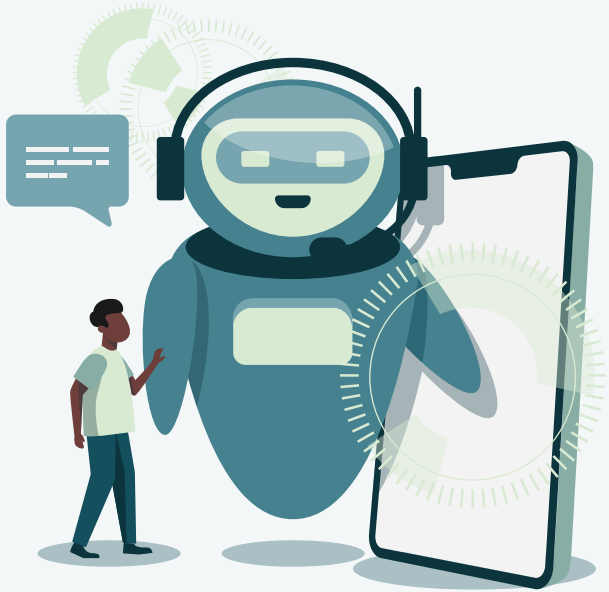
Broader reach, increased platform adoption, and a more equitable digital transformation.

KEY IMPACT



03

Gov Stack & Govt

Sustainability and compliance

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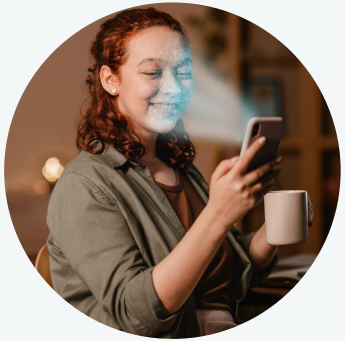
The eCitizen Chatbot by GovStack

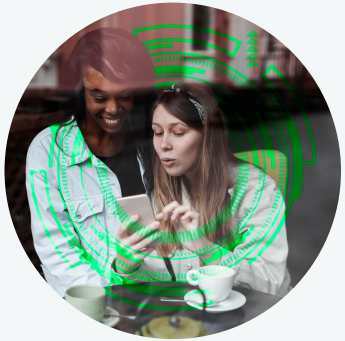
Open Source

It’s Building blocks and API Gateways allows seamless integration with Govt ministries, and institutions



Data Protection

Operates within Kenya's Data Protection Act (2019) framework, ensuring citizen data privacy.



Familiarity

Ensures interoperability, security, and scalability from the start and builds local capacity in development

The Next Steps...

Continuous Learning

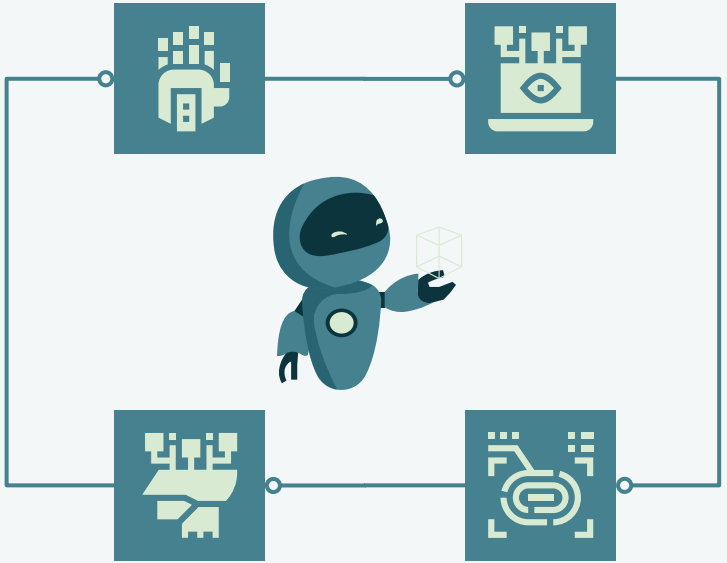
Expand the chatbot's knowledge base to cover more of the **16,000+ eCitizen** services.

Sustain & Scale

Ongoing collaboration with the **Gov Stack** excellence center to monitor, sustain, and scale the service.

Predictive Analysis

Leverage chatbot interactions to gain insights for data-driven policymaking and service improvement.



https://web.think.ke/chat

Thanks!
Asante

Do you have any questions?

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Directorate of eCitizen

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