

| Ministry                                 | Department                            | Agency | FAQ  | FAQ Answers   |
|--|---------------------------------------|--------|--|---|
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | How can one create an E-citizen account as a Kenyan citizen living abroad?   | To create an account, visit the E-citizen website, follow the registration process, and ensure you have the required documentation and information readily available.   |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | What is the timeline for repatriation, deportation, and evacuation? Who is responsible for covering the costs?         | The timeline depends on the country and the availability of contact persons. The government may cover costs if the family is unable to raise the required funds for the repatriation process.   |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | How can the state departments address cases of work imbalance and abuse experienced by Kenyan citizens working abroad? | The state department can address these issues by increasing awareness, providing consular assistance, advocating for rights, and establishing emergency response mechanisms to safeguard the rights and well-being of Kenyan workers overseas.                                  |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | Are there specific requirements for diaspora citizens to access government services through E-citizen?                 | Diaspora citizens need to provide proof of citizenship and other relevant documents as per the specific requirements of each service. The diaspora or immigration department communicates feedback both verbally and through letters and emails to the distressed or their kin. |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | What services are available on the E-citizen platform for Kenyan citizens in the diaspora?                             | The platform offers a range of government services, including passport applications, birth certificate requests, driving license renewals, and business registrations. If the links are not working, reach out to the E-citizen support team for assistance.                    |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | What are the processing times for various E-citizen services for diaspora Kenyans?                                     | Processing times may vary depending on the type of service. Delays can occur due to high usage or system malfunctions. Embassies may take time to respond due to the complexity of issues and bureaucratic processes.   |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A    | Can one renew their Kenyan passport online through E-citizen while residing abroad?                                    | Yes, one can renew their passport online by following the instructions on the platform and ensuring they meet all eligibility criteria.   |
| Ministry of Foreign and                  | State Department for Diaspora Affairs | N/A    | How can one obtain a Kenyan birth certificate or other vital   | Kenyan citizens abroad can obtain vital documents through the E-citizen platform by submitting the necessary applications and supporting documents  |

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| Diaspora Affairs                         |                                       |     | documents through E-citizen?  | online. Track the status of applications by logging into your account and accessing the relevant section for application status updates.                                   |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A | Can one pay for government services and fees online through E-citizen using international credit/debit cards?         | E-citizen accepts payments for government services online using various methods, including international credit cards. Ensure the card is enabled for online transactions. |
| Ministry of Foreign and Diaspora Affairs | State Department for Diaspora Affairs | N/A | Is there a helpline or support service available for the Kenyan diaspora experiencing difficulties with the platform? | Yes, there is a helpline and support service available for assistance with any issues encountered on the platform.   |