



**MINISTRY OF FOREIGN AND DIASPORA  
AFFAIRS  
STATE DEPARTMENT FOR DIASPORA  
AFFAIRS**

**COMPILATION OF FREQUENTLY ASKED QUESTIONS  
(FAQs) FOR E-CITIZEN SUPPORT**

**1. Question;** How can one create an E-citizen account as a Kenyan citizen living abroad?

**Response;** to create an account one can visit the E-citizen website and follow the registration process and ensure to have the required documentation and information readily available

**2. Question;** What is the timeline for repatriation, deportation and evacuation? who is responsible for covering the cost of these processes and What criteria is used by the government to cover the cost of some cases?

**Response;** In most cases the timeline depends on the country and the information at hand i.e.; in the case of repatriation the availability of the contact persons matters.

In the case of who's covering the cost, the government intervenes in situations where the family is unable to raise the required funds for the repatriation process

**3. Question;** How can the state department for diaspora affairs and state department for immigration and citizen services address cases of work imbalance and abuse, including instances of sexual abuse and confiscation of passports or documentations experienced by Kenyan citizens working abroad?

**Response;** The state department for diaspora affairs can address these issues by increasing awareness, providing consular assistance, advocating for rights as well as establishing emergency response mechanisms so as to safeguard the rights and well-being of Kenyan workers overseas.

**4. Question;** Are there any specific requirements or procedures for diaspora citizens to access government services through E-citizen and how does the diaspora or immigration department give feedback regarding plights of Kenyan citizens.

**Response;** Diaspora citizens need to provide proof of citizenship and other relevant documents as per the specific requirements of each service.

When giving feedback the diaspora communicates both verbally and through writing letters and Emails to the distressed or their kins.

**5. Question;** What services are available on the E-citizen account platform for Kenyan citizens in the diaspora and what can be done when the systems or available links are not working?

**Response;** The platform offers a range of government services, including passport applications, birth certificate requests, driving license renewals and business registrations among others. In situations where the links are not working one should reach out to the E-citizen support team for assistance.

**6. Question;** What are the processing times for various e-citizen services for the diaspora living Kenyans and why does it take too long for services to be delivered by embassies?

**Response;** The processing timeline may vary depending on the type of service and following the high number of kenyans using the platform sometimes this leads to system malfunctioning hence unable to deliver on time.

Embassies may take time to respond to issues raised by citizens depending on the complexity of the issues and in some cases because of the bureaucratic processes and diplomatic considerations.

**7. Question;** Can one renew their Kenyan passport online through E-citizen while residing abroad?

**Response;** Yes, one can renew their passport online by following the instructions provided on the platform and ensure one meets all eligibility criteria.

**8. Question;** How can one obtain a Kenyan birth certificate or other vital documents through E-citizen and How can one track the status of their applications or transactions made through E-citizen while residing abroad?

**Response;** Kenyan citizens abroad can obtain vital documents through the E-citizen platform by submitting the necessary applications supporting documentations online.

One can track the status of their applications by logging into the account and accessing the relevant section for application status updates.

**9. Question;** Can one pay for government services and fees online through E-citizen accounts using international credit/debit cards?

**Response;** E-citizen accepts payments for government services online using various methods including international credit cards. One has to ensure the card is enabled for online transactions.

**10. Question;** Is there a helpline or support service available for the Kenyan diaspora experiencing difficulties with the platform?

**Response;** There is a helpline and support service available if one needs help with any issues encountered.