

Approved
SNA
20/3/24

Parliament of Kenya



THE NATIONAL ASSEMBLY
THIRTEENTH PARLIAMENT - THIRD SESSION - 2024
DEPARTMENTAL COMMITTEE ON DEFENCE, INTELLIGENCE AND FOREIGN
RELATIONS

REPORT ON PARTICIPATION IN THE DIASPORA MOBILE CONSULAR SERVICE
(MCS) EXERCISE IN JAPAN FROM 20TH TO 27TH NOVEMBER, 2023

THE NATIONAL ASSEMBLY PARLIAMENT BUILDING	
DATE:	20 MAR 2024
	WEDNESDAY
TABLED BY:	Hon. Koehn Nelson, MP Chairperson, Committee on Defense, Int. and Foreign Relations
CLERK AT THE TABLE:	Miriam Mado

CLERK'S CHAMBERS
DIRECTORATE OF DEPARTMENTAL COMMITTEES
PARLIAMENT BUILDINGS
NAIROBI

MARCH, 2024

NATIONAL ASSEMBLY
RECEIVED
20 MAR 2024
SPEAKER'S OFFICE
P. O. Box 41842, NAIROBI.

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CHAIRPERSON'S FOREWORD

The report documents the participation of a delegation from the Committee in the Mobile Consular Service (MCS) Exercise in Japan from 20th to 27th November, 2023. The aim of the participation in the activity was to assess how the MCS Exercise was being conducted and the challenges faced that would inform recommendations for future improvements.

Participation in the MCS Exercise was as follows: Wednesday, 22nd November, 2023 the exercise happened in Tokyo at the Kenya Embassy, Chancery; and Thursday, 23rd November, 2023 in Osaka at the Osaka International Convention Center (Grand Cube Osaka). The consular services availed for the Kenyan Diaspora Community in Japan were: Passport application and renewals; National I.D registration; Document Attestation; Birth Certificate Registration; and Regaining of Kenyan Citizenship.

Having participated in the MCS Exercise in Tokyo and Osaka and thereafter a courtesy visit to the Embassy, the delegation made the following recommendations:

- 1) The State Department for Diaspora Affairs should ensure budgeting and funding for MCS activities is always finalized before the execution of an activity to avoid facilitation challenges.
- 2) The National Treasury should:
 - a) Resolve the payment limitations on the E-Citizen platform regarding ability to use debit and credit cards.
 - b) Ensure a prompt and responsive 24-hour customer service support for the E-Citizen platform.
 - c) Revamp/upgrade the e-citizen platform in order to enable it to handle the load of services it is meant to handle.
- 3) Live fingerprint capture for Identity Card applications needs to be accelerated by the National Registration Bureau. This will greatly speed up data capture and enhance accuracy thereby reducing rejections.

Pursuant to Standing Order (S.O) 199(6), it is my pleasant duty to present to the House the Report of the Departmental Committee on Defence, Intelligence and Foreign Relations on its participation in the MCS Exercise in Tokyo and Osaka, Japan from 22nd to 24th November 2023.

Hon. Nelson Koech, M.P.

Chairperson, Departmental Committee on Defence, Intelligence and Foreign Relations

1.0 PREFACE

1.1 Introduction

1. This report documents participation by a delegation of the Departmental Committee on Defence, Intelligence and Foreign Relations in the Mobile Consular Service (MCS) Activity in Japan (Tokyo and Osaka) from 20th-27th November, 2023.
2. The participation in the MCS Activity provided not only an opportunity for the Committee to carry out its oversight mandate on the utilization of the resources allocated to the State Department for Diaspora Affairs but also an opportunity to understand the challenges faced during the activity. This would inform the recommendations that will be proposed for future improvements.

1.2 Mandate of the Committee

3. The Departmental Committee on Defence, Intelligence and Foreign Relations is one of the twenty (20) Departmental Committees of the National Assembly established under *Standing Order 216*. The functions and mandate of the Committee include, among others, to:
 - a) investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned Ministries and departments;
 - b) study the programme and policy objectives of Ministries and departments and the effectiveness of the implementation;
 - c) on a quarterly basis, monitor and report on the implementation of the national budget in respect of its mandate;
 - d) study, assess and analyze the relative success of the Ministries and departments as measured by the results obtained as compared with their stated objectives;
 - e) investigate and inquire into all matters relating to the assigned Ministries and departments as they may deem necessary, and as may be referred to them by the House;
4. The Second Schedule to the National Assembly Standing Orders assigns the Departmental Committee on Defence, Intelligence and Foreign Relations the mandate to consider matters in related to *Defence, intelligence, foreign relations, diplomatic and consular services, international boundaries including territorial waters, international relations, and veteran affairs*.

1.3 Oversight

5. In executing its mandate, the Committee oversight the following MDAs: the Ministry of Defence (MoD), the State Department for Foreign Affairs (SDFA), the State Department for Diaspora Affairs (SDDA), the State Department for East African Community (SDEAC) and the National Intelligence Service (NIS)

1.4 Committee Membership

6. The Committee was constituted by the House on 27th October, 2022 and comprises the following Members:

Chairperson

Hon. Koech Nelson, M.P.

Belgut Constituency

UDA Party

Vice-Chairperson

Hon. Maj. (Rtd.) Sheikh Abdullahi Bashir, M.P.

Mandera North Constituency

UDM Party

Members

Hon. Wanjira Martha Wangari, M.P, EGH
Gilgil Constituency
UDA Party

Hon. Joshua Kandie, MP
Baringo Central Constituency
UDA Party

Hon. Hassan Abdi Yusuf, MP, EGH
Kamkunji Constituency
Jubilee Party

Hon. Kwenya Thuku Zachary, MP
Kinangop Constituency
Jubilee Party

Hon. Odhiambo Millie G. Akoth,MP
Suba North Constituency
ODM Party

Hon. Logova Sloya Clement, MP
Sabatia Constituency
UDA Party

Hon. Kanchory Elijah Memusi, MP
Kajiado Central Constituency
ODM Party

Hon. Ikana Fredrick Lusuli, MP
Shinyalu Constituency
ANC Party

Hon. (Dr.) Kasalu Irene Muthoni,MP
Kitui County
WDM-K

Hon. Mohamed A. Hussein, MP
Lagdera Constituency
ODM Party

Hon. Kirima Moses Nguchine, MP
Imenti Central Constituency
UDA Party

Hon. Teresia Wanjiru Mwangi, MP
Nominated Member
UDA Party

Hon. Luyai Caleb Amisi, MP
Saboti Constituency
ODM Party

1.5 Committee Secretariat

7. The Committee is facilitated by the following staff:

Mr. Dennis Mogare Ogechi
First Clerk Assistant/Head of Secretariat

Ms. Clarah Kimeli
Principal Legal Counsel II

Mr. Bernard Njeru
Clerk Assistant III

Mr. Salat Ali
Principle Serjeant-at-Arms

Mr. Machuki E. Mwebi
Fiscal Analyst III

Ms. Noelle Chelagat
Media Relations Officer I

Mr. Lenny Muchangi
Legal Counsel II

Mr. John Nganga
Audio Recording Officer

Mr. Daniel Ominde
Research Officer III

Ms. Faith Malala
Public Communications Officer

Ms. Rhoda Muchori
Hansard Reporter

1.6 Committee Delegation

8. The delegation comprised of:

- 1) **Hon. Hassan Abdi Yusuf, MP, EGH**
- 2) Mr. Machuki E. Mwebi

-Leader of Delegation
-Delegation Secretary

2.0 MOBILE CONSULAR SERVICES-JAPAN (TOKYO AND OSAKA)

2.1 Background Information

9. Access to Government Services is a Constitutional right to every Kenyan citizen. For the Kenyan Diaspora due to the distance of their diverse locations, at times it has been a challenge for them to have access to critical government services like documentation (National Identity Cards and Passports). National Identity Cards are majorly needed by second-generation immigrants who are 18 years old and above while Passports are majorly required by first-generation immigrants, as well as undocumented Kenyans, who need to replace their prior passports.
10. In the past, the Government has provided these services through the missions with varying levels of success. Despite the past attempts the demand for government services by the Kenyan Diaspora has not been adequately met due to challenge of access to the central registry and technological lags in the e-citizen platform occasioned by time differences. It is on this basis that the State Department for Diaspora Affairs (SDDA) initiated a program to provide Mobile Consular Services (MCS) to the Kenyan Diaspora, as per a Presidential Directive issued by President Hon. Dr. William Ruto in December 2022. This directive mandates the relevant Ministries responsible for managing the Kenyan Diaspora to address their needs, acknowledging their significance to the Kenyan economy.
11. The SDDA has in place Mobile Consular Units (MCUs) that work closely with the State Department for Immigration and Citizen Services in taking the needed services to the Kenyan Diaspora.
12. The services offered to the Diaspora during the Mobile consular services (MCS) include: Identity card (ID) application and replacement; Passport application, renewal and replacement; Birth certificate application and replacement; Certificate of Good Conduct application; Marriage Certificate application; Document Attestation; Declaration of Dual Citizenship; Police Clearance Certificate; and Emergency Travel Certificate.
13. Since the inception of the MSC Activity, the SDDA has had two phases for the activity:
 - (i) **Phase 1 (January -July 2023)**-Covered eight (8) Countries (New Zealand, Australia, United Kingdom, Qatar, Brazil, Oman, Canada and United States of America). In this phase a total of 5,549 Kenyans were attended to as summarized in table 1.

Table 1: Summary of Number of Services Offered During MCS Phase 1 (January-July 2023)

Service	Passport Renewal	New ID Application	Application For Citizenship	Application for Birth Certificate	Document Attestation	Declaration of Dual Citizenship	Police Clearance	Emergency Travel Certificate	Total
No. of Services	3,699	1,631	62	130	2	20	4	1	5,549

Source: State Department for Diaspora Affairs-MCS Phase 1

(ii) **Phase II (July-December 2023)**-Covered fifteen (15) countries namely Philippines, Singapore, Malaysia, Indonesia, Vietnam, Cambodia, Laos, Thailand, Saudi Arabia, France, Germany, Belgium, Japan, United States and South Korea. At the time of writing this report, the SDDA had not published the numbers. That notwithstanding, the Committee had an opportunity to conduct an oversight visit for the MCS Activities was for the Tokyo and Osaka cities in Japan. In addition, information of the MSC services offered in South Korea was shared and a summary of the number of services offered in Japan and South Korea is summarized in table 2.

Table 2: Summary of Number of Services Offered During MCS Phase II (Tokyo & South Korea)

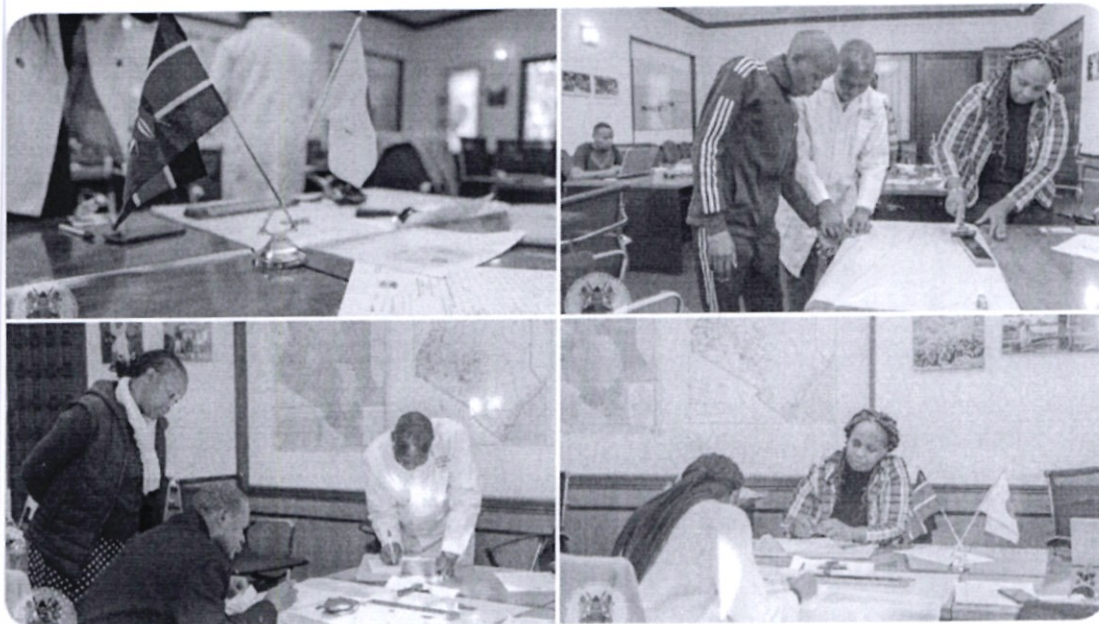
Details	Identification Documents (IDs)	Passport Application/Renewal	Certificate of Good Conduct	Birth Certificate	Total
Japan	19	2	0	0	21
<i>Tokyo</i>	13	0	0	0	13
<i>Osaka</i>	6	2	0	0	8
South Korea	19	8	11	1	39
<i>Seoul</i>	17	8	6	0	31
<i>Busan</i>	2	0	5	1	8
Total	38	10	11	1	60

Source: State Department for Diaspora Affairs-MCS Phase I

2.2 Mobile Consular Service Activity Japan (Tokyo and Osaka)

2.2.1 Tokyo (22nd November, 2023)

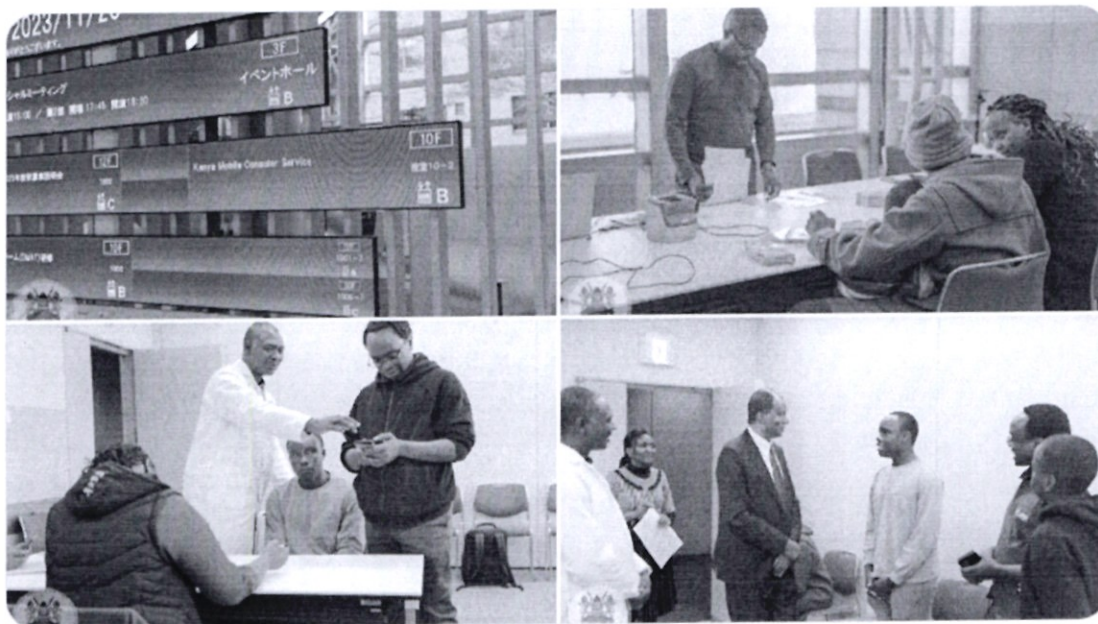
14. From table 2, a total of 13 services were offered in Tokyo which included only issuance of identification cards. This Activity took place at the Kenyan Embassy offices in Tokyo as shown below:



Mobile Consular Services Team in Tokyo offering consular services Kenyan Diaspora for their lost or outdated ID Cards, renewal, and replacement of passports as well as offering guidance on consular inquiries.

2.2.2 Osaka (23rd November, 2023)

15. From table 2, a total of 8 services were offered in Osaka which included: (i) 6 IDs; and (ii) 2 passport application/renewal. This Activity took place at the at the Osaka International Convention Center (Grand Cube Osaka) Room 1010-2, 10th floor as shown below:



*Mobile Consular Services Team in Osaka offering consular services Kenyan Diaspora.
Bottom right: Hon. Hassan Abdi Yusuf, Kamukunji MP interacting with a Kenyan family that had come to apply for ID for the son in Turquoise long sleeve crew neck T-shirt who had turned 18 years.*



Mobile Consular Services Team in Osaka offering consular services Kenyan Diaspora.

Top left: Hon. Hassan Abdi Yusuf, Kamukunji MP interacting with a Kenyan couple that had come for a passport application service.

Top right: Hon. Hassan Abdi Yusuf, Kamukunji MP interacting with a Kenyan working in Osaka who had come for new generation ID application.

2.2.3 Challenges During MCS Activity in Japan (Tokyo and Osaka)

16. The challenges encountered included:

- 1) E-Citizen related challenges:
 - (i) System is not Diaspora-friendly: Requiring local Kenyan addresses i.e., estate and village.
 - (ii) Challenge in uploading documents to the E-Citizen system.
 - (iii) System not credit/debit cards friendly: This forced the diaspora to wait for the people back home to start their day and request them to pay via MPESA because the system declined most credit/debit cards.
 - (iv) Non response from the official email support@ecitizen.go.ke i.e., it was rarely answered. Moreover, due to the time difference between Kenya and Japan, the officers providing the services were forced to wait for their Kenyan counterparts to get to the office, for the issue at hand to be handled.
 - (v) Due to a lot of services being loaded onto the system, it would be non-responsive for some minutes which really delayed the process of application and upload of the required documentation.
- 2) Budgetary constraints: Lack of adequate budgetary provision to facilitate the officers in the field (per diems, supplies, transportation, postage, etc.). Some of the officers in the field, were not facilitated hence were forced to use their own money or get support from the colleagues that were facilitated.
- 3) The tight schedule for the activity with no rest day(s) resulted in fatigue among the staff in the field.
- 4) Use of outdated technique in fingerprint capture: The National Registration Bureau still uses the manual ink-rolled fingerprint capture for ID applications which is an outdated way of capturing fingerprints.

4.0 OBSERVATIONS


17. The delegation observed the following:

- 1) There was adequate publicity of the exercise through the State Department of Diaspora Affairs, Embassy of Kenya in Japan, and Diaspora Community organizations.
- 2) There was low turnout in Tokyo than expected. This was attributed to the rescheduling of the MSC activity that was to happen in an earlier date (which happened to be a holiday in Japan). The designated date found most of the people at work and it was difficult for them to get time out to attend to the exercise.
- 3) The National Registration Bureau was still using manual ink-rolled fingerprint capture for ID applications which is an outdated way of capturing fingerprints.

5.0 RECOMMENDATIONS

18. The delegation recommends the following:

- 1) The State Department for Diaspora Affairs should ensure budgeting and funding for MCS activities is always finalized before the execution of an activity to avoid facilitation challenges. It is crucial to ensure that the officers involved are supported in conducting the exercise, including receiving their allowances before the activity.
- 2) The National Treasury should:
 - a) Resolve the payment limitations on the E-Citizen platform regarding ability to use debit and credit cards.
 - b) Ensure a prompt and responsive 24-hour customer service support for the E-Citizen platform.
 - c) Revamp/upgrade the e-citizen platform in order to enable it to handle the load of services it is meant to handle.
 - d) Make e-citizen more user-friendly for people living abroad; for instance, when choosing a nation of residency, the drop-down menu should only show locations inside that country.
- 3) Live fingerprint capture for Identity Card applications needs to be accelerated by the National Registration Bureau. This will greatly speed up data capture and enhance accuracy thereby reducing rejections.

SIGNED:  DATE: 20/03/24

THE HON. NELSON KOECH, M.P.
**CHAIRPERSON, DEPARTMENTAL COMMITTEE ON DEFENCE, INTELLIGENCE
AND FOREIGN RELATIONS**

Annexure 1:

Signed list of Members who attended the sitting which considered and adopted the Report



REPUBLIC OF KENYA
THE NATIONAL ASSEMBLY
13TH PARLIAMENT - THIRD SESSION-2024
DEPARTMENTAL COMMITTEE ON DEFENCE, INTELLIGENCE, AND
FOREIGN RELATIONS.
REPORT ADOPTION LIST

REPORT ON THE PARTICIPATION IN THE DIASPORA MOBILE CONSULAR SERVICE (MCS) EXERCISE IN JAPAN FROM 20TH TO 27TH NOVEMBER, 2023

We, Members of the Departmental Committee on Defence, Intelligence, and Foreign Relations, have pursuant to Standing Order 199, adopted this Report and affix our signatures to affirm our approval and confirm its accuracy, validity and authenticity today, **Friday 1st March 2024.**

	NAME	SIGNATURE
1.	The Hon. Koech Nelson, M.P. (Chairperson)	
2.	The Hon. Maj. (Rtd.) Sheikh Abdullahi Bashir, M.P. (Vice Chairperson)	
3.	The Hon. Hassan Abdi Yusuf, M.P	
4.	The Hon. Wanjira Martha Wangari, M.P	
5.	The Hon. Odhiambo Millie Grace Akoth, MP	
6.	The Hon. Kanchory Elijah Memusi, MP	
7.	The Hon. (Dr.) Kasalu Irene Muthoni, M.P	
8.	The Hon. Kirima Moses Nguchine, M.P	
9.	The Hon. Kandie Joshua Chepyegon, M.P	
10.	The Hon. Kwenya Thuku Zachary, M.P	
11.	The Hon. Luyai Caleb Amisi, M.P	
12.	The Hon. Teresia Wanjiru Mwangi, M.P	
13.	The Hon. Logova Sloya Clement, M.P	
14.	The Hon. Ikana Fredrick Lusuli, M.P	
15.	The Hon. Mohamed Abdikadir Hussein, M.P	

Annexure 2:
Committee Minutes



THE NATIONAL ASSEMBLY
13TH PARLIAMENT - THIRD SESSION - 2024
DIRECTORATE OF DEPARTMENTAL COMMITTEES
DC- DEFENCE, INTELLIGENCE AND FOREIGN RELATIONS

MINUTES OF THE 8TH SITTING OF THE DEPARTMENTAL COMMITTEE ON DEFENCE, INTELLIGENCE, AND FOREIGN RELATIONS HELD ON SATURDAY 2ND MARCH, 2024 AT 10:00 A.M IN WOODPECKER CONFERENCE HALL IN SAWELA LODGES NAIVASHA, NAKURU COUNTY.

PRESENT

- 1. The Hon. Koech Nelson, M.P.** - Chairperson
2. The Hon. Wanjira Martha Wangari, M.P
3. The Hon. Kanchory Elijah Memusi, MP
4. The Hon. Kirima Moses Nguchine, M.P
5. The Hon. Kandie Joshua Chepyegon, M.P
6. The Hon. Kwenya Thuku Zachary, M.P
7. The Hon. Luyai Caleb Amisi, M.P
8. The Hon. Ikana Fredrick Lusuli, M.P
9. The Hon. Mohamed Abdikadir Hussein, M.P

APOLOGIES

- 1. The Hon. Maj. (Rtd.) Sheikh Abdullahi Bashir, M.P.** - Vice Chairperson
2. The Hon. Hassan Abdi Yusuf, M.P
3. The Hon. Logova Sloya Clement, M.P
4. The Hon. (Dr.) Kasalu Irene Muthoni, M.P
5. The Hon. Odhiambo Millie Grace Akoth, MP
6. The Hon. Teresia Wanjiru Mwangi, M.P

IN ATTENDANCE

THE NATIONAL ASSEMBLY

- | | | |
|-------------------------|---|----------------------------|
| 1. Mr. Dennis M. Ogechi | - | Clerk Assistant I |
| 2. Mr. Bernard Njeru | - | Clerk Assistant III |
| 3. Mr. Lenny Muchangi | - | Legal Counsel |
| 4. Mr. Salat Ali | - | Principal Serjeant-at-Arms |
| 5. Ms. Noelle Chelagat | - | Media relations Officer |
| 6. Mr. Fred Juma | - | Intern |

AGENDA

1. Preliminaries – Prayers, Adoption of the Agenda
2. Confirmation of minutes of previous meeting
3. **Consideration of a draft Report on the participation in the Diaspora Mobile Consular Services (MCS) exercise in Japan from 20th to 27th November 2023.**
4. Any Other Business
5. Adjournment/Date of the next Sitting

MIN.NO. DDC/DIFR/036/2024:

PRELIMINARIES

The meeting was called to order at 10:10 a.m. and prayer was said. The agenda was unanimously adopted as consideration and adoption of report on the participation in the Diaspora Mobile Consular Services (MCS) exercise in Japan from 20th to 27th November 2023 having been proposed by Hon. Kandie Joshua Chepyegon, M.P. and seconded by Hon. Luyai Caleb Amisi, M.P.

MIN.NO. DDC/DIFR/037/2024:

CONFIRMATION OF MINUTES OF PREVIOUS SITTINGS

Confirmation of minutes of the previous meetings was deferred to a later date.

MIN.NO. DDC/DIFR/038/2024:

CONSIDERATION AND ADOPTION OF REPORT ON THE PARTICIPATION IN THE DIASPORA MOBILE CONSULAR SERVICES (MCS) EXERCISE IN JAPAN FROM 20TH TO 27TH NOVEMBER 2023.

The Committee considered and adopted the report on the participation in the Diaspora Mobile Consular Services (MCS) exercise in Japan from 20th to 27th November 2023 after being proposed by Hon. Ikana Fredrick Lusuli, M.P and seconded by Hon. Wanjira Martha Wangari, M.P.

It was adopted with the following observations and recommendations:

OBSERVATIONS

It was observed that:

- 1) There was adequate publicity of the exercise through the State Department of Diaspora Affairs, Embassy of Kenya in Japan, and Diaspora Community organizations.
- 2) There was low turnout in Tokyo than expected. This was attributed to the rescheduling of the MSC activity that was to happen in an earlier date (which happened to be a holiday in Japan). The designated date found most of the people at work and it was difficult for them to get time out to attend to the exercise.
- 3) The National Registration Bureau was still using manual ink-rolled fingerprint capture for ID applications which is an outdated way of capturing fingerprints.

RECOMMENDATIONS

It was recommended that:

- 1) The State Department for Diaspora Affairs should ensure budgeting and funding for MCS activities is always finalized before the execution of an activity to avoid facilitation challenges. It is crucial to ensure that the officers involved are supported in conducting the exercise, including receiving their allowances before the activity.
- 2) The National Treasury should:
 - a) Resolve the payment limitations on the E-Citizen platform regarding ability to use debit and credit cards.
 - b) Ensure a prompt and responsive 24-hour customer service support for the E-Citizen platform.

- c) Revamp/upgrade the e-citizen platform in order to enable it to handle the load of services it is meant to handle.
 - d) Make e-citizen more user-friendly for people living abroad; for instance, when choosing a nation of residency, the drop-down menu should only show locations inside that country.
- 3) Live fingerprint capture for Identity Card applications needs to be accelerated by the National Registration Bureau. This will greatly speed up data capture and enhance accuracy thereby reducing rejections.

MIN.NO. DDC/DIFR/039/2024:

**ADJOURNMENT AND DATE OF
NEXT MEETING**

There being no other business, the meeting was adjourned at 03:04 p.m. The next meeting to be held on notice.

SIGNED:..... DATE: 26/03/24

**THE HON. NELSON KOECH, M.P.
CHAIRPERSON, DEPARTMENTAL COMMITTEE ON DEFENCE,
INTELLIGENCE AND FOREIGN RELATIONS**

12/12/22

12/12/22

