



**Directorate of
Criminal Investigations**



Client User Manual for Clearance Certificate on e-Citizen

This manual will describe in detail how to access the E-Citizen portal, create an account, applying for Police Clearance Certificate, printing out the C24 form, the receipt and finally download the certificate from applicants e-citizen account.

1. GETTING STARTED

1 Introduction

E-Citizen is a web-based Management Information System (MIS) software application that automates service application, payments and application review procedures for processing permits. It enables applicants to monitor the status of their applications and provides improved management information for agencies to improve service delivery.

In this tutorial, we will be giving clients (citizens) a walkthrough of how to access the eCitizen Web portal, create an account, access their account and apply for a Police Clearance Certificate, pay and download/ print out the receipt and Form c24 and finally at a later download the approved POLICE CLEARANCE CERTIFICATE online.

1.1. Registering on E citizen

IMPORTANT NOTES TO REMEMBER:

1. You must be Kenyan Citizen and holder of an ID card to register on e-citizen platform.
2. Children under the age of 18 can apply on the parents/guardians account

REQUIREMENTS DURING SUBMISSION

- TWO (2) copies of the invoice (of KES. 1050) and One (1) copy of the **C24** printed on both sides of an A4 paper.
- The applicant in person.
- Original ID card and its photocopy for adults or birth certificate and its photocopy for children under 18 years accompanied by ID copy of the parent/ guardian.
- Must allow his/her fingerprints and palm prints to be recorded on a prescribed fingerprint form C24.

1.1.1 Open your browser e.g. Mozilla Firefox or Google chrome and key in www.ecitizen.go.ke

1.1.2 Follow the registration process to register.



Fig 1.1

1.1.3 Choose Account category you want to create (for this manual, we have chosen a Kenyan citizen account highlighted below in red)

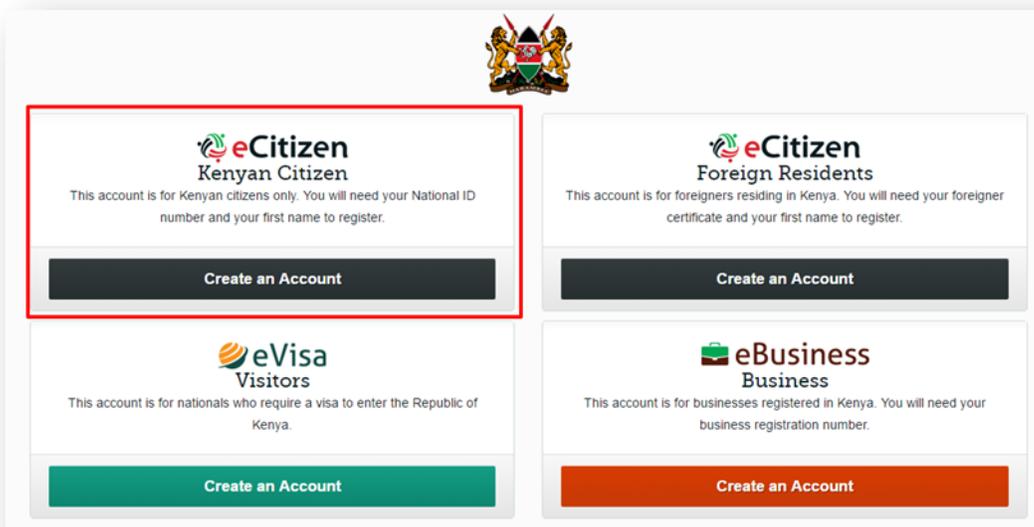


Fig 1.2

1.1.4 Enter ID Number and first name as it appears on your ID. See example below

1 — 2 — 3 — 4
Account Email Phone Photo

Citizen Account
For Kenyan citizens with National ID

National ID Number
Greg

Enter First Name as in National ID
25187373

Verify

Fig 1.3

1.1.5 Enter your email address and password and confirm your password

Remember to read the terms and conditions and check the box 'I agree to the terms and condition'

The form is titled "1. Account details" and includes a progress bar at the top with four steps: Account (1), Email (2), Phone (3), and Photo (4). Step 2, "Email", is currently active. Below the title, there is a section for account details with a placeholder image and the text "GREGORY KENYA" and "12345678". The "Email" section contains two input fields, both with the placeholder "e.g. you@example.com". The "Password" section contains two input fields, both with the placeholder "Password". Below the password fields is a checkbox labeled "I agree to the terms and conditions". At the bottom, there is a green "Continue" button with a red arrow pointing to the text "Click to continue".

Fig 1.4

1.1.6 A confirmation link will be sent to your email address.

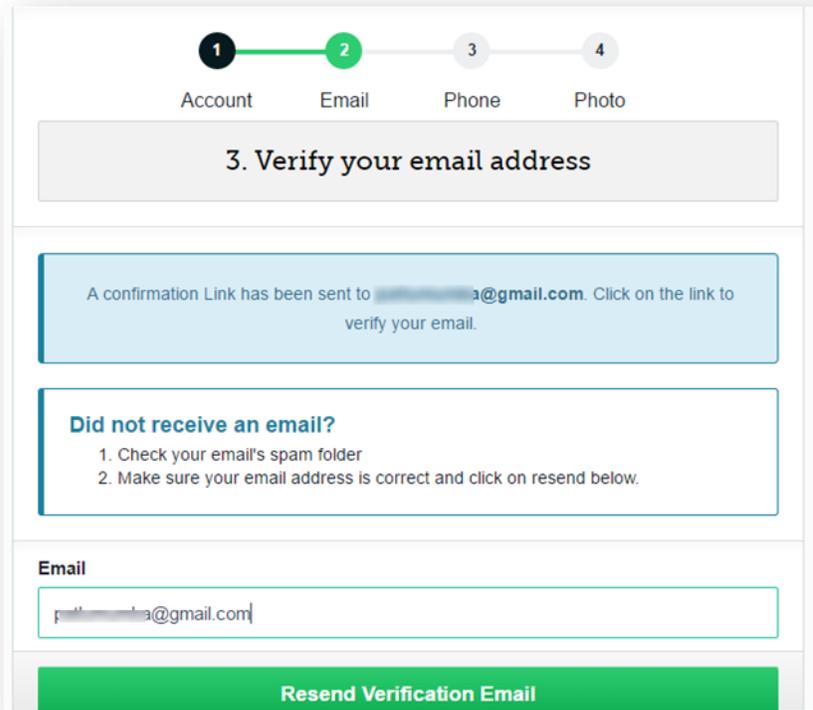


Fig 1.5

1.1.7 Login to the email account you specified. Once you receive the confirmation email, click on activate your eCitizen account link. See below

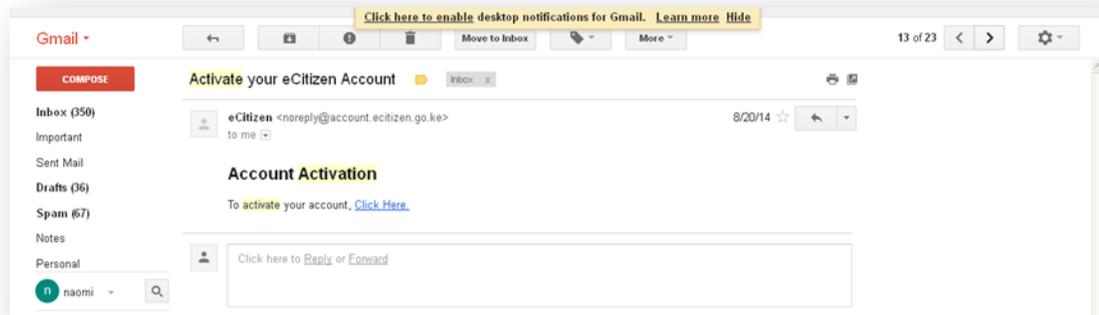


Fig. 1.6

Note: Please use a valid email address as all notifications and applications status will be sent to the specified address

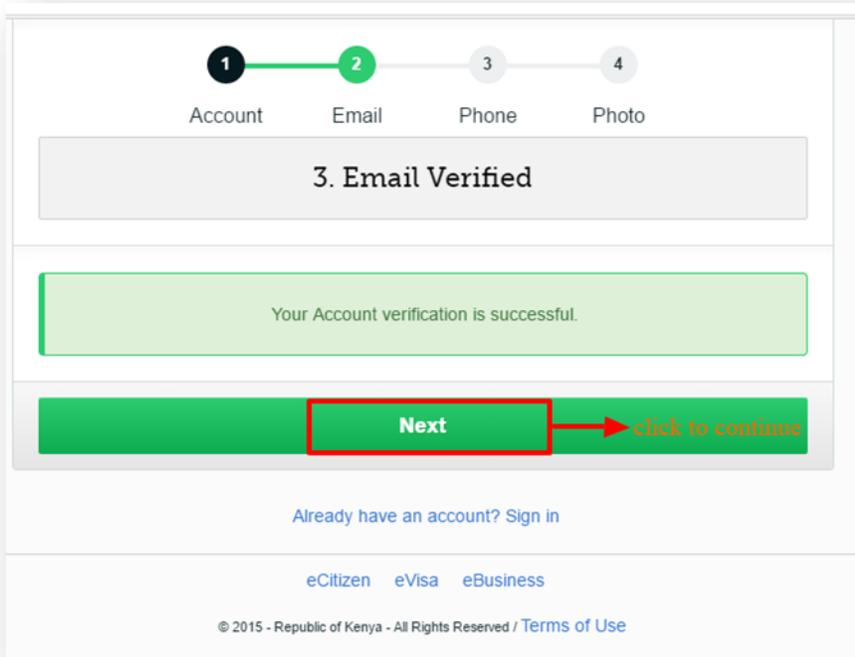


Fig. 1.7

1.1.8 Enter your phone number and click on “send verification code” as shown below

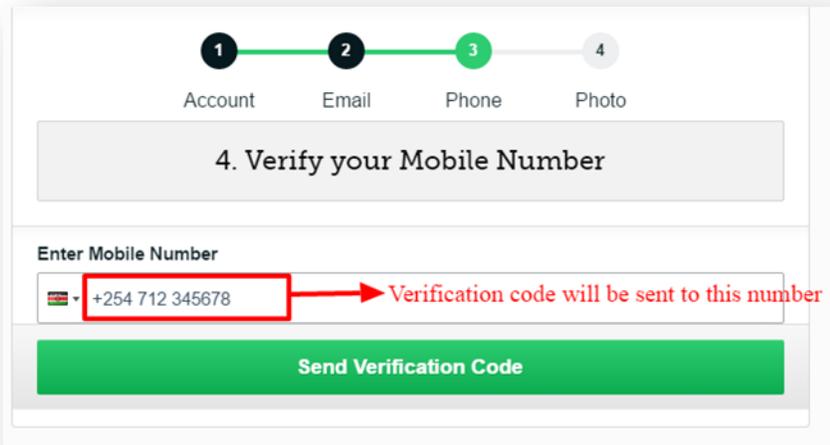


Fig. 1.8

a varication code will be sent to your mobile phone and on the next page (below) key in the code sent to your phone and click verify Button. See below

1 — 2 — 3 — 4
Account Email Phone Photo

4. Verify your Mobile Number

Info! SMS Sent, please use the verification code to verify your mobile number. ✕

+254712345678 [Not your number?](#)

Enter the verification Code sent to your mobile phone via SMS

Verification Code → enter verification code here

Verify

Fig. 1.9 verify mobile number

Upload your photo to complete the registration process.

1 Account 2 Email 3 Phone 4 Photo

4. Update your photo

Upload a passport size photo of yourself to proceed (Maximum Dimensions 500px by 500px)

Passport Size Photo

Click to upload photo

Choose File No file chosen

Skip Continue

Fig. 2.0 upload picture

You can choose to **skip** the upload process if you don't have a ready photo to upload and do it at a later time or when you next login to your e-citizen account.

Please ensure that your photo does not exceed the specified size **of 500 x 500 px** and that it is a recent photo of yourself. Immediately you upload your photo, you will be directed to the dashboard where you can view currently available services under different MDAs.

MAKING POLICE CLEARANCE CERTIFICATE APPLICATION

1.1.9 Log into your newly created Account and Click on “Get service now” under DIRECTORATE OF CRIMINAL INVISTIGATIONS menu as shown below.

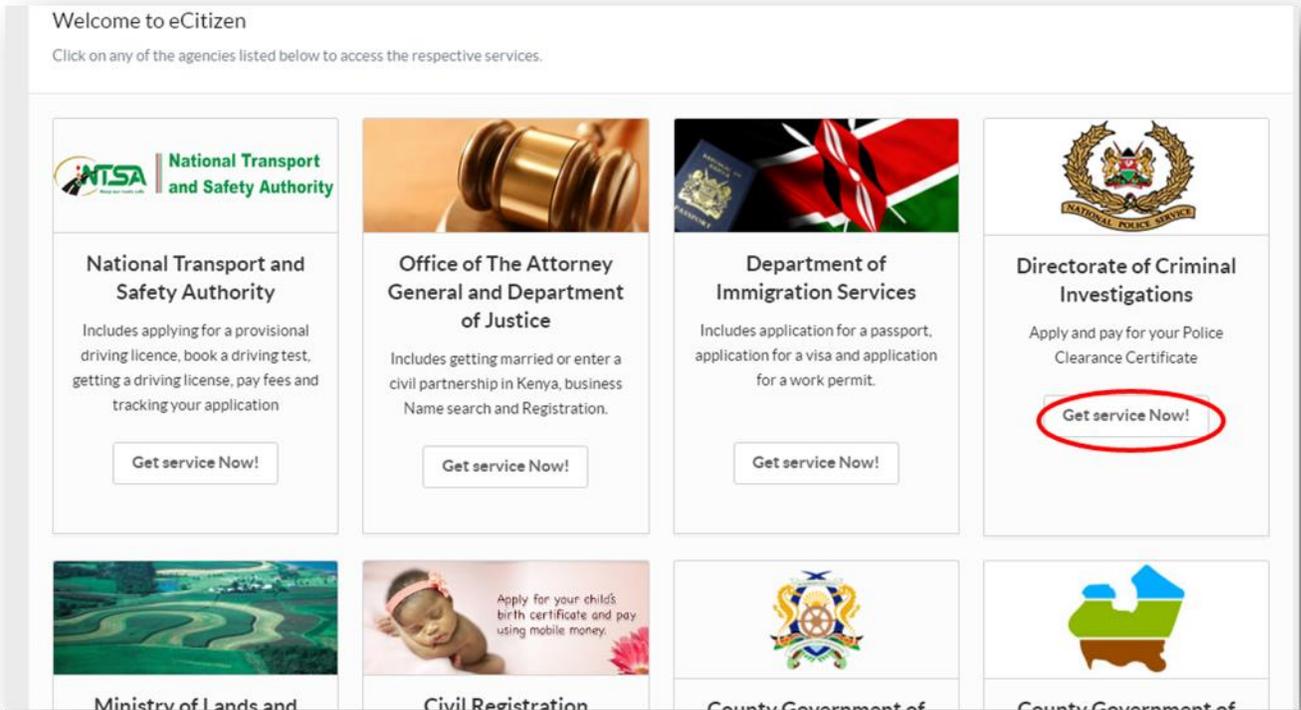


Fig. 2.1 dashboard

1.1.10 The following screen appears displaying your Dashboard. Click on make application button as shown below.

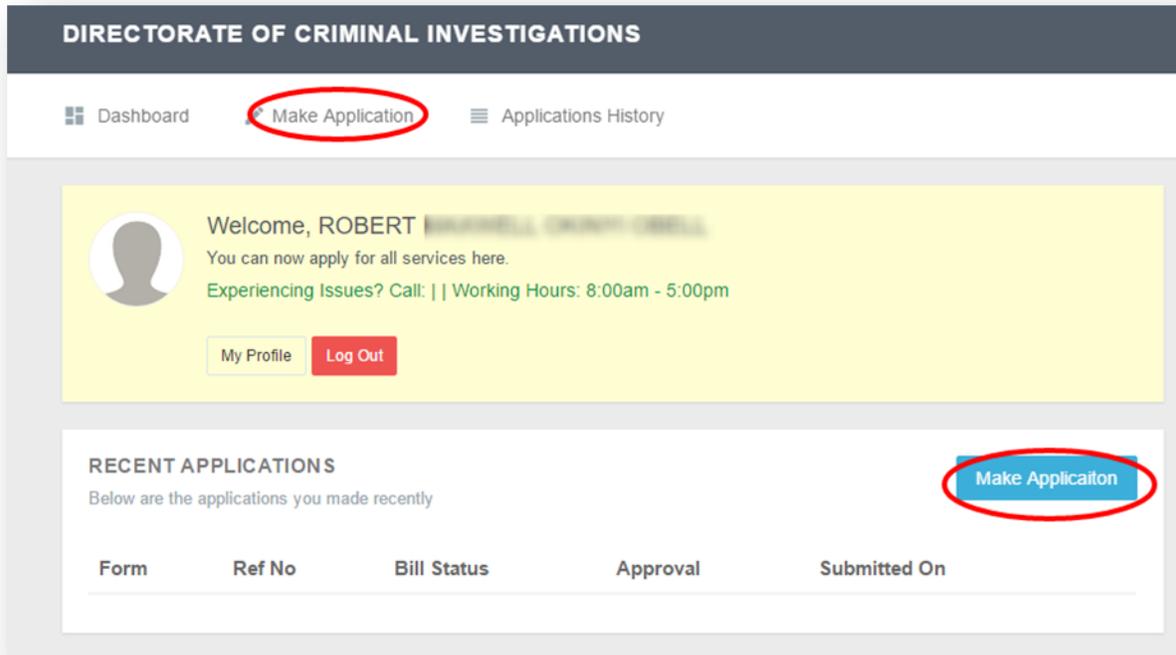


Fig. 2.2 make application

1.1.11 On the next screen, choose which application type you want to make e.g. adult or child application

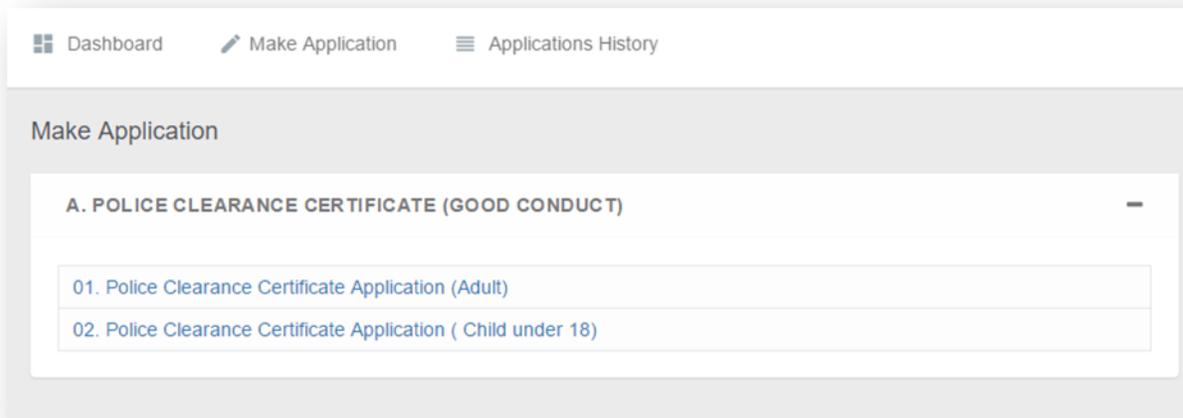


Fig. 2.3 choose application type

1.1.12 Read carefully and understand the application instructions before clicking the apply button below the page.

Make Application

01. Police Clearance Certificate Application (Adult)

This is an application form for persons over 18 years Only

You can apply for, Police Clearance Certificate (Good Conduct) and pay for it online. You can pay using mobile money, Credit and Debit Cards.

Steps of application

1. Read the instructions carefully then fill the application form.
2. Select the mode of payment and pay for the police Clearance.
3. Download and print two(2) copies of your invoice, and one copy of your C24 on both sides of an A4 paper
4. Present the C24 and invoices with an original National ID for adults and Original Birth Certificate for minors, to the DIRECTORATE OF CRIMINAL INVESTIGATIONS DEPARTMENT HEADQUARTERS for finger print processing

During the submission you need the following:

1. Download TWO(2) copies of the invoice and ONE(1) copy of the C24 printed on Both sides of a C24.
2. Applicant in Person.
3. Original ID card and its Photocopy or Birth Certificate & its copy for those under 18 years.
4. Must allow his/her fingerprints and palm prints to be recorded on a prescribed fingerprint form C24.

Police Clearance Certificate fees

Police Clearance Certificate	Kshs. 1050
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Ensure you are using your eCitizen account to apply for your own Police Clearance Certificate. Applications applied on behalf of others will be rejected

During submission you must come with original documents and photocopies of the same.

PRESENT THIS APPLICATION TO DIRECTORATE OF CRIMINAL INVESTIGATIONS DEPARTMENT HEADQUARTERS FOR FINGER PRINT PROCESSING ONLY .

[Apply Now](#)

Fig. 2.4 read application instructions

NOTE: It is important to always read and understand the application information you wish to submit.

1.1.13 Fill out the details you are being request on the application form and their after click on the CONTINUE button below the form.

1420234-001 - POLICE CLEARANCE - 01. POLICE CLEARANCE CERTIFICATE APPLICATION (ADULT)

KES1050.00

FINGER PRINT
Select location at which you will be having your finger prints taken

Area * Nairobi

Nairobi Area finger print locations * DCI Headquarters - Nairobi

Date finger prints is to be taken: 2 / DD 12 / MM 2016 / YYYY

KES1050.00

Continue

ROBERT
max...@gmail.com
ID: 2017000
Logout

Fig: 2.5 fill form

1.1.14 On the next screen displayed, you will be able to view your application details before submission. Click on SUBMIT.

Make Application

REVIEW YOUR ENTRY
Please review your entry below. Click Submit button to finish.

KES1050

Area	Nairobi
Nairobi Area finger print locations	DCI Headquarters - Nairobi
Date finger prints is to be taken:	02 Dec 2016

Submit Back

fill out details to be submitted

Fig. 2.6 application review

*In case you an error or omission on your application at this point and you wish to make corrections, click on **Back** button otherwise, click on **submit** to continue*

1.1.15 Upon clicking submit, the screen will now display the various available payments methods. Select a payment method of your choice

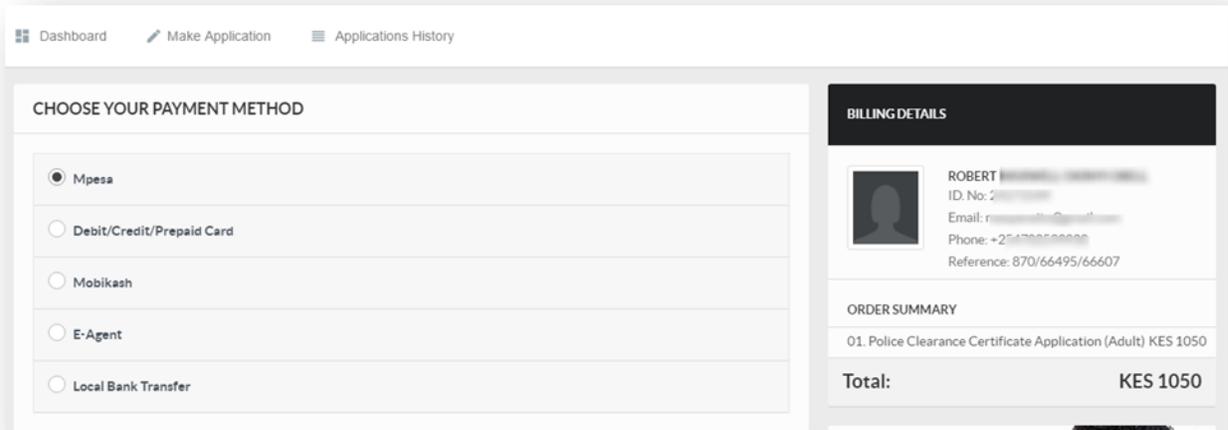


Fig. 2.7 choose payment option

from the above, let's take M-PESA as our chosen payment checkout.

1.1.16 Once you have made your payment and received confirmation SMS from MPESA of the same on your mobile phone, you can now click on 'Complete' as shown in the following screen shot.

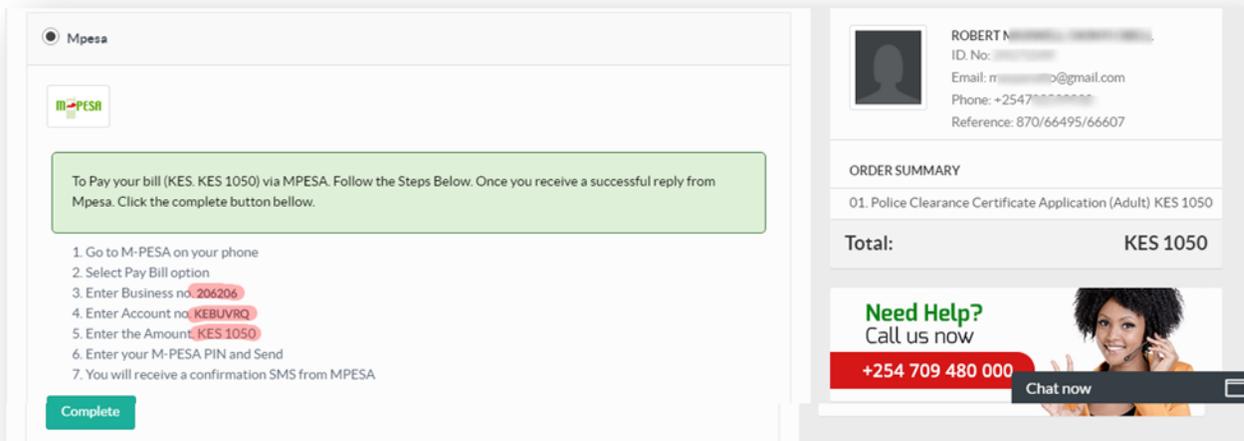


Fig: 2.8 make payment



THE REPUBLIC OF KENYA

PCC-AAAAAAB2
INVOICE PAID



PCC-AAAAAAB2

DIRECTORATE OF CRIMINAL
INVESTIGATIONS (DCI) POLICE
CLEARANCE,

Criminal Investigation Department Headquarters
Directorate of Criminal Investigations
Mazingira House, Kiambu Road
P.O. Box 30036-00100 GPO
Nairobi, Kenya

Chat now

DATE: 16 August 2016

TO

Customer ID: 30734377
Name: PAULETTE VENESSA NYASIO
Email: venessanyasio@gmail.com
Residential Address:
P.O. Box:
Tel:

Service Code	Service Description	Amount (KES)
11111111	Convenience fee	50
1420234-001	Police Clearance	1000
Total (KES)		1050

Payment Mode:

Reference Number: 870/153/148



Fig. 3.1 Invoice paid

Once the applicant is finger printed and the application has undergone the verification and checked for any criminal record on the DCI database, the application is approved and a **POLICE CLEARANCE CERTIFICATE** is generated online.

The applicant will then get an SMS notification to login to his/her e-citizen account and download the E-police clearance certificate and print it on A4 paper back to back.

The e-police clearance certificate can be verified by sending the word **DCI** to **21546**. Then after successful registration, dial ***512#** and follow the prompts.

********END********