**EAST AFRICAN COMMUNITY SECRETARIAT**

# 1st EAC POLICY MAKERS WORKSHOP ON e-IMMIGRATION

**24th -26th August 2011**
**KIGALI, RWANDA**

REPORT OF THE WORKSHOP
Ref/EAC/IMM/e-IMM/01/2011

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**WORKSHOP REPORT**

## 1.0 INTRODUCTION

The East African Community organised a Regional Policy Makers Workshop on e-Immigration from the 24th – 26th August 2011. The workshop was convened in accordance with the programmed activities of the East African Community for the period July- December 2011.

### 1.1 Purpose of the Workshop

The purpose of the workshop was to provide a forum for the Directors of Immigration to:

i) Discuss, identify and debate key challenges of implementing e-immigration initiatives
ii) Understand the needs and benefits of coordinated and harmonized e-strategies
**iii)** Recommend a way forward on policy, legal, Institutional and funding issues for e-immigration initiatives**.**

The following e-Immigration issues were discussed:

i. Concept of e-Immigration service's- opportunities, benefits & challenges
ii. Current status of e-immigration systems in Partner states
iii. Institutional and legal frameworks for e-immigration
iv. Best practices in e-Immigration-lessons-challenges
v. The concept of a one stop Boarder post (OSBP)
vi. The proposed EAC one Border Post Bill
vii. Development of a common e-immigration web-portal
viii. Resource mobilization strategies for e-immigration.

### 1.3 ATTENDANCE TO THE E-IMMIGRATION WORKSHOP

The e-immigration workshop was attended by the Directors of Immigration, technical experts drawn from ICT and Training Departments and representatives of the EAC Ministries from the Partner States. The EAC Secretariat was represented by the Deputy Secretary General, Productive and Social Sectors and senior technical staff. Resource Persons drawn from

the Partner States, the UK High Commission, Nairobi, Kenya and Data card, UK facilitated the three day workshop.

The list of participants is attached to this report as **Annex I.**

## 1.4 CONSTITUTION OF THE BUREAU

The Workshop was conducted under the overall chairmanship of the Republic of Burundi, while different sessions were chaired by the Directors of Immigration from Partner States. Ms. Lucy Kahonge, Chief ICT Officer, Department of Immigration, Republic of Kenya was the Rapporteur.

## 1.5 Adoption of the workshop programme

The workshop programme was adopted and is hereto attached as **Annex II.**

## 1.6 SUMMARY OF KEY OPENING STATEMENTS

### 1.6.1 Remarks by Chairperson

The chairperson welcomed the Chiefs of Immigration to the 1st EAC policy Makers workshop on e-Immigration to Kigali. On behalf of the Chiefs of Immigration, the chair thanked the Republic of Rwanda for the warm hospitality accorded to all delegates. He also thanked the Hon. Minister for finding time to officiate the opening ceremony of the workshop. He concluded by calling upon all participants to participate fully and objectively during the three day workshop.

### 1.6.2 Welcome Remarks by Jean Claude Nsengiyumva, EAC DSG (Productive and Social Sectors)

The Deputy Secretary General Social and Productive Sectors on behalf of the Secretary General and on his behalf conveyed the community's appreciation to the Chiefs of immigration for accepting the invitation to discuss e-immigration services in-depth and strategise the way forward. He thanked the Government and the people of the Republic of Rwanda for accepting to host the workshop. He noted that Rwanda has been at the forefront in implementing e-government services. He emphasized that migration services play a critical role in the facilitation of free movement of persons and at the same time contributes to enhancing both national and regional security.

He informed the delegates that, the first EAC Regional e-Immigration Workshop was held in Zanzibar in December 2007, to examine, consolidate, share views and experiences and extend the existing consensus in East Africa regarding e-Immigration as one of the strategic priorities for the EAC Regional e-Government Strategy Framework. Five priority areas were identified and endorsed by Chiefs of Immigration. He noted that Partner

States were at different stages of implementing their e-Government systems, hence appealed to them to work together, share best practices and to learn from one another.
He concluded his remarks by thanking the Chiefs of Immigration for their acceptance to attend the policy makers workshop on e-immigration and assured them that the Community will support full implementation of the recommendations endorsed during the workshop

### 1.6.3 Official Opening Remarks by Hon. Monique, Mukaruliza, Minister of EAC Affairs, Republic of Rwanda

The Hon. Minister on behalf of the Government and her own behalf welcomed the delegates to Kigali and Rwanda. She informed the delegates that in the contemporary era as opposed to the past, there exists challenges on how to manage migration in a way that impacts positively on development. She noted that one of the solutions for effectively sustaining positive migration trends is by use of information technology in the management of migration.

She urged partner states to expedite the process of complying with the East African Community Common Market Protocol. She noted that Rwanda had already harmonized her immigration laws as per the protocol provisions. She pointed out that a decision had been taken to market EAC as a single tourist and investment destination. She emphasized on the importance of basic infrastructure development for successful implementation.

The Hon. Minister remarked that the efforts currently in place to create an enabling environment for people to travel with minimum costs and risks will be futile if Partner States gave less importance to e-governance and e-immigration.

She reminded Partner States that the best way to fight transnational and cross border crimes was to have in place a communication system that allowed quick, responsive and regular in Directorate of Immigration and Emigration is one of the sources of data which is crucial for formulation of sound policies which are essential for economic growth. She reiterated Rwanda's commitment in supporting all initiatives regarding the integration Agenda.

The full speech of the Hon. Minister is hereby attached as **Annex III**.

## 2.0 WORKSHOP PROCEEDINGS

The workshop utilised various active learning methods which included paper presentations, plenary discussions and focus group discussions.

## 2.1 Background to the EAC Regional E-Government Framework and the e-Immigration Initiative

Article 89 of the Treaty for establishment of the East African emphasizes the need for Partner States to undertake and evolve co-ordinated, harmonized and complementary communication policies; maintain, expand and up-grade communication facilities to enhance interaction between persons and businesses in the Partner States, and exchange information on technological developments in communication. The various EAC Development Strategies recognize and emphasize the importance and need co-ordination and harmonization of ICTs policies.

e-Government is one of the priority areas for bridging the digital divide and improving government service delivery, therefore, EAC recognised the need to develop harmonised and co-ordinated Regional e-Government Framework as both a sub-set and a driver of government and public sector reform. The process of developing the Regional e-government framework commenced in 2004 with a regional stakeholder's workshop that agreed on the priorities for e-government. This was followed by a series of workshops and Technical Working Group meetings. The framework was adopted by the 13th Council of Ministers in November 2006.

The EAC e-Government Framework vision states:

*"Quality and consistency in public service delivery, in order to satisfy citizens' expectations of new standards of service provision that allow greater regional integration and economic development".*

The framework covers all major aspects of regional cooperation on e-government including:

i. Agreed Priority Areas and Flagship applications; Customs and Immigration controls, e-Parliament, e-Health, e-Banking, e-Procurement, e-Commerce and e-Tourism, Meteorological and Tidal;
ii. Cross cutting issues; enabling environment and,
iii. Addresses policy, resources and other issues referred to in the respective national ICT Policies

**Implementation of e-applications**

A number of Stake holder's workshops took place including the Regional e-Health workshop April 2006; Regional e- Government for Local Authorities October 2007; and the Regional e-Immigration workshop December 2007. All Workshops: aimed at creating awareness on the benefits of adoption of e-Government and harmonized strategies, identified key areas of cooperation, agreed on the development of Regional Strategy Frameworks and formed Regional Technical Working Groups.

**Development of a Legal and Regulatory Framework**

The operational efficiency of the Regional e-Government Framework requires back up support in terms of legislation on data & network security, cyber crime, information systems and electronic transactions. A series of Stake holder's workshops on Cyber Laws, e-Justice, and Information Security, were convened between 2005 and 2006 to examine key legal and regulatory issues and identify priorities for cooperation. A Regional Taskforce was formed to spearhead the development and implementation of the Regional Legal framework for Cyber laws. A Regional Legal Framework for harmonization of Cyber laws covering Electronic Transaction, Electronic Signature and Authentications, Data protection and Privacy, Consumer protection and Computer crime was developed between 2008-2009. The Framework was approved and adopted by the Council in May 2010. The second part of the legal framework on Cyber laws covering Intellectual property rights, competition, and e-taxation is being developed and expected to be ready by end of 2011.

**Implementation of the e-Immigration applications**

Under the EAC Treaty - Article 104, Partner States agreed to adopt measures for achieving free movement of Labour and services, ensure the right of establishment and residence of the citizens within the Community ease border crossing and maintain common standards of travel documents Community. e-Immigration including adoption of Border Management systems, a common visa policy, automated Customs and Immigration Information System are key aspects of the Protocol for free movement of Labour and Capital. Application of e-immigration as a core tool in facilitating the implementation of the immigration activities can play a catalyst role within the region. The first Regional e- Immigration Workshop was held in Zanzibar, December 2007; with the aim of:

- raising awareness on the need and benefits for coordinated and harmonized e-strategies for Immigration within the region; and
- To developing an action plan and roadmap for the implementation of EAC Regional e-Immigration initiative within the EAC Regional e-Government Strategy Framework

In line with the EAC Regional e-government Framework, the first EAC Regional e-Immigration Workshop was held in Zanzibar in December 2007.
The focus of the Zanzibar workshop was to examine, consolidate, share views, experiences and extend the existing consensus in East Africa regarding e-Immigration as one of the strategic priorities for the EAC Regional e-Government Strategy Framework. Five (5) priority areas were identified and agreed upon. These include-:

i) Development of an EAC Regional e-Immigration Strategic Framework
ii) Development of e-Immigration Systems
iii) Capacity Building for e-Immigration
iv) Establishment of an EAC Regional e-Immigration Technical Working Group
v) Funding

Progress has been made in the area of Establishment of the EAC Regional e-Immigration Technical Working Group and in capacity building priority areas.

**Challenges in Implementing the Regional e-government Framework and E-immigration Initiative**

Challenges include among others:

i) Infrastructural Development – National/regional backbone, connectivity, power fluctuations, computers, low bandwidth
ii) Lack of e-immigration policy / institutional/ legal frameworks
iii) Electronic payment for services (visas, passports)
iv) Data Centres and Information security
v) High costs of Immigration Information systems, internet access, computer illiteracy
vi) Non interactive, transactional websites
vii) Manual information mgt systems (Registries)
viii) Capacity – ICT Units, specialist ,human skills & numbers (EAC, National level)
ix) Capacity in transposition of the Legal Framework into policies, laws, and regulations ( drafters),
x) Stakeholder sensitization, training and engagement in preparation of laws (e.g Parliamentarians, judges , enforcement agencies, telecom operators)
xi) Funding

**Way forward**

i. Review national immigration policies/ regulations- incorporate e-immigration- Common Market protocol principles
ii. Development of e-immigration policy, Web Portal Policy framework, legal and regulatory frameworks
iii. Harmonize /standardize systems, service forms
iv. Automate Information Systems/integration back office
v. Funding to support the initiative, priority programs-
vi. Develop capacity- ICT departments

## 2.2 Presentation on the adoption of e-Immigration Services in the East African Community

### 2.2.1 Concepts of e-Immigration services

The paper discussed the concepts of e-Immigration services emphasizing the fact that world over, countries are embracing the use of Information and Communications Technologies (ICT) in various service delivery processes in order to improve and gain internal efficiency through the reduction of costs by eliminating paperwork and improving processes, improving citizen service

by providing customized, tailored, consistent 24x7 (24 hours seven days a week) self-services and promoting economic competitiveness by creating an attractive environment for foreign investment and increasing access to businesses in the world economy and markets.

The paper also attempted to list various immigration services that need to be automated which include; issuance of Visas and Residence Permits (transit, visitors, ordinary residence, work permit, business, student, permanent, asylum etc.), issuance of Passports, Special Passes, alternative travel documents other than passports, Citizenship issues, service application forms, provision of general information, border management, among others. ***The paper defined e-Immigration as the use of Information and Communications Technologies (ICT) in the various immigration processes.*** Also stressed the fact that e-Immigration is one of the core components of Electronic Government (e-Government) services being implemented at national and regional levels around the world. Defined Electronic Government (e-Government) as the use of Information and Communications Technologies (ICT) to promote a more efficient and effective governance, facilitate accessibility to public services, allow greater public access to information, and make governments more accountable to citizens.

### 2.2.2 e-Immigration Services Adoption Key Policy Issues

A number of key policy issues were discussed in the paper including a comprehensive e-Immigration policy and strategic framework to ensure systems integration and interoperability within Partner States agencies and at regional level, political will or e-Leadership at both Partner State and regional level to push for change and resources, publicly taking "ownership" of the initiative and committing their time on a sustained basis. Financial resources, inter-agency coordination, and change management.

In addition, requisite competences to ensure availability of the necessary skills and knowledge within the Immigration and Customs departments, subject-area and information technology skills was also identified as a prerequisite. Human capital within these departments; sufficient numbers of skilled, ICT literate personnel (including managers with experience in project management, evaluating and implementing ICT solutions) was emphasised as essential. Funding for the key e-Immigration pilot projects, setting up the key infrastructure, a harmonized EAC legal framework that provides guidance on transparency procedures and sanctions for transgression including Electronic Transactions, Electronic Signatures and Computer Misuse Bills need to be in place to provide protection to the citizens and other stakeholders while transacting business with the customs and immigration electronic services.

Immigration processes re-engineering need to be undertaken to eliminate the unnecessary steps. This does not only involve re-writing of procedures in various sections of the Immigration departments but also re-looking at the services offered to ensure that the designs meet actual service user needs and match actual user contexts. An Information Security Infrastructure (EAC e-Security Policy), people's participation and civic engagement through various communications media, public private sector partnership (PPP), setting up an e-Immigration institutional structure at political, policy

and technical levels to spearhead the adoption, action plan for the adoption of the e-Immigration services with the requisite monitoring and evaluation framework and system for each of the institutional structure levels will need to be developed and implemented.

### 2.2.3 e-Immigration Services – Opportunities and Benefits

It was underscored that ICT facilitates faster and easier access to information on any of the immigration services. Information is made available for applicants to view from anywhere via the internet. Legal service providers are able to communicate with clients and respond to their immigration legal issues much faster via the Internet. In addition, for immigration cases, online case histories for particular questions have been provided online for clients to read and review their own cases. Technology is also allowing timely calculation of costs and payment of services.

At the various immigration agency offices, ICT is providing a centralized and transparent platform for tracking critical documents and deadlines for immigration applications, easy tracking of progress or location of critical immigration information, enhancing the processes of data/information collection, storage, processing and sharing mechanisms at various levels.

The paper ended by stating that the adoption of e-Immigration Services in the EAC region, will lead to better and efficient approaches of better and more robust procedures of sharing immigration information between immigration agencies, applicants and legal experts, joint border control and enforcement activities, and improved resource sharing and utilization within the Partner States.

### 2.2.4 Adoption of e-Immigration Services – Challenges

Key challenges identified include; incomplete implementation of all systems along all borders and ports as well as requiring entry and exit data from all travellers, minimal political commitment to implement the immigrations reforms, existing legal and administrative barriers to free movement of persons, labour and services across the EAC region, divergent procedures for issuance of work permits, delays in the issuance of national identification systems by some partner states, inadequate enabling infrastructure including internet bandwidth, and backbone communications equipment for e-Immigration operations. Digital divide within the EAC partner states, protecting the privacy of citizens' personal are other challenges identified.

### 2.2.5 e-Immigration - Legal and Institutional Framework Aspects

#### 2.2.5.1 The Legal Framework Aspect

It was stated that the application of ICT to immigration will encounter legal or policy barriers requiring that immigration laws are updated to recognize electronic documents and transactions. Archaic immigration laws, old regulatory regimes, overlapping and conflicting authorities, consultations with stakeholders to assess how existing laws may impede the desired results, clarifications on laws and regulations to allow electronic filings, and

reform processes by simplifying regulations and procedures were emphasised. This calls for a quick and speedy review and enactment of relevant regional level laws incorporating the application of ICT to create a conducive environment for the regional e-Immigration services. Key EAC regional cyber bills including; the Electronic Transactions Bill to remove existing legal impediments that may prevent a person from transacting electronically, the Electronic Signatures Bill to make provision for the use of electronic signatures in secure transactions and the Computer Misuse Bill to legislate on computer crimes, need to be operationalised across the EAC region.

#### 2.2.5.2 Institutional Framework Aspect

The complexity of the many stakeholders involved in the provision of immigration services and enforcement of Immigrations laws in the EAC calls for a unified political, policy and technical levels institutional structure to spearhead the implementation processes of the EAC e-Immigration services. Hence, a well thought and representative institutional structure mechanism need to be set up and operationalised.

**Conclusion**

e-Immigration is not a panacea. Although it can facilitate change and create new, more efficient immigration processes, e-Immigration will not solve all problems of corruption and inefficiency, nor will it overcome the problem of illegal immigration. e-Immigration will require proper planning, sustained dedication of resources and political will. Online services are improving the condition of people in developing countries by improving access to information useful to their daily lives, providing government services, and offering new opportunities to participate in the political process.

## 3.0 STATUS OF E-IMMIGRATION INITIATIVES IN THE PARTNER STATES

### 3.1 Burundi

**Legal framework**

The immigration department is under the Ministry of Public Security.
The government through the Public Security is developing the migration policy. The purpose of this policy is that the issuance of National Identity Card and travel documents can be secured as much as possible.

#### 3.1.1 Issuance of travel documents and visa

**Passport**

The biometric passport is implemented, this includes all types of passports; ordinary, service and diplomatic passports. It is a result of recommendation from the International Civil Aviation Organization (ICAO).this new passport has many and enough security features against fraud. It is issued by the immigration department. All the related information is stored electronically in the system.

**Laissez-passer**

A laissez-passer (permit pass) is in form of single paper on which the identification of the holder is put with the photo attached and has a validity of three months.
Our laissez-passer hasn't security features so that we have to implement a new one machine readable document in a form of booklet containing the identification of the holder with the photo and has a validity of on year.

**E-visa**

The E-visa has been implemented, but by the time is being issued by the headquarters and Bujumbura International Airport. To other points and embassies, an ordinary visa is still issued but not on line.

### 3.1.2 Borders posts stations (exit and entry points)

Burundi has 17 Entry/Exit points that are operational out of 24(numbered before the crisis in 1993 and the rest of them are expected to be rehabilitated soon). They are under the control of immigration department.
The International organization of Migration (IOM) via the African Capacity Building Center (ACBC) has developed a software called; Personal, Identification Registration System to support EAC border posts.

PIRS enables improved border facilitation and control for the exit and entry, and also support migration information management, data collection, processing and dissemination. Mabanda,-Mugina, Kobero and Gisuru are currently operating with that system. Bujumbura International Airport and Gasenyi are computerized but using another software.

### 3.1.3 E-ID card

The ID card is of the first generation and is issued by the District (commune) administrative authority. The issuance is under the Interior Ministry authority.

The implementation of e-ID card is a policy to be developed soon since the legal framework has put in place.

### 3.1.4 On going projects

- ✓ Interconnectivity of all borders to the Immigration headquarter
- ✓ Computerization and connectivity of services within the public Security Ministry
- ✓ The introduction of E-ID card
- ✓ Issuance of E-laissez-passer (very soon)
- ✓ Creation of a website for the immigration Department.

### 3.1.5 Future plans

- ✓ Connecting all border posts including the Bujumbura International Airport to the central server.
- ✓ Issuance of E-visa by all border posts and Embassies.

- ✓ To create an electronic archives system so that physical documents can be stored electronically in the system.
- ✓ To enforce low that will allow the issuance of the E-ID card.

### 3.1.6 Challenges

- ✓ Lack of electricity in most immigration locations
- ✓ Lack of Capacity to most immigration officers to accomplish tasks targets
- ✓ Lack of funds despite the support from some institutions, the contribution is still not adequate to meet requirements
- ✓ Lack of legal framework for the issuance of the E-ID card.

## 3.2 Kenya

### 3.2.1 Current e-Immigration Status In Kenya

**PISCES (Personal Identification Secure Comparison Evaluation System)**

This is a border system which is currently being applied at JKIA, HQs (Nyayo Hse), MIA, Namanga, Malaba, Wajir, Taveta and Lunga. The system has been recently upgraded to include biometric capture at JKIA being the 1st phase. The systems are interconnected through a Wide Area Network (WAN) through telecom agencies for purposes of data sharing and replication and stoplist updating.

**E-border Management system**

The Immigration department has already tendered for procurement of an e-border centralized management system to be undertaken in two phases. This system will entail creation of a web portal from which visitors can access the e-visa application and make their applications online which will be transmitted electronically to the central database in Nairobi. This system will be integrated with the e-border management system and the stoplist (unwanted persons) database for purposes of comparison during passengers profiling before clearance.

**Alien Management System**

The system has been tendered and is awaiting evaluation. Implementation of the new system will entail highly secure web based online registration for entry permits and production of secure permits and passes. The system will enhance efficiency in the registration process, workflow and issuance of secure documents to applicants devoid of forgery and counterfeiting.

**Kenya Machine Readable Passport System**

The Department is currently deploying the Kenya Machine Readable system to different regions in the country as a way decentralization of service and taking services near to the citizens. Recent deployment was in Nakuru (Rift Valley) and Embu (Eastern) provinces undertaken in May 2011.

The Directorate of e-government has already undertaken a survey of network infrastructure requirements in the whole country and is in the process of advertising tenders with the 1st Phase focusing on the 47 counties. The Ministry headquarters are already interconnected through the Government Common Core Network (GCCN) an initiative of
Government Information Technology Services under Ministry of Finance

### 3.2.2 Other Services

**Short Message servicing** is available to Passport applicants to track the status of their passport applications.
**Integration:** An Interface has already been established with the National Registration Bureau (NRB) database for purposes of ID verification during passport issuance process
**Website**: The **www.immigration.go.ke** is active with new procedures, forms, newly enacted bills in line with the constitution and tender advertisements promptly posted.

### 3.2.3 Challenges

- Cumbersome procurement procedures delaying the tendering process.
- High cost of interconnectivity.
- High Cost of systems maintenance.

## 3.3 Rwanda

Rwanda has an electronic machine readable passport since 2003 and the machine readable visa system since 2009. Electronic processing has improved the standard of service delivery and enhanced transparency and accountability at Directorate General of immigration and emigration place of work.

Electronic communication between Directorate General, Immigration & Emmigration and its customers has minimized person to person contact. The use of Web based service in issuing service such as Online visa issuing system, feedback information to applicants, tracking number to applicants have increased efficiency by allowing people to request for services and enquire the status without necessarily being restricted to working days and also be able to trace the status of application made.

Rwanda has a home-grown border control system which was developed by Rwanda ICT Engineers since 2004 (Gate Keeper). This system keeps necessary information's to arriving and departing passengers. The system has minimized the time of clearing persons therefore easing border clearance procedures.

Use of internet through Face book, twitter and website generally acted as a direct appointment to superiors wherever a customer is not satisfied on a kind of a service offered to him/her. Rwanda has electronic archives that basically store the data in a simpler way. One does not necessarily need to retrieve a hard copy for consultations. The use of e-archiving has answered the problem of space management and minimizes the time for retrieving hard copy.

The challenges include infrastructure and resources to address financial costs of necessary projects. Lack of appropriate technology to address specific problems where there are borders that receive many people at a time. Also not all border system are centralized and are able to talk to each other.

### 3.4 The United Republic Tanzania

Tanzania has made some progress in developing policy and legal framework on e-Immigration. The Department is already working on Information Security Procedure and the ICT Strategy.

#### 3.4.1 Current e-Immigration Systems

**Personal Identification Secure Comparison System (PISCES)**

This is a system which acts as a border control tool. The system stores information, Movement of the traveler and the stop list.

This year, PISCES was upgraded to capture the digital fingerprint (Biometric) of the traveller. Also the system has been expanded to Horohoro border post where it is already installed and operating while Tunduma border point is expected to be installed in October 2011. Kasumulu border point is next in the installation plan.

Presently, only a few stations have been connected through wide area network (WAN). These stations are JKNIA and Immigration HQ. However, we are in the process of connecting all the stations through fiber optic cable which is in the final stage in the country.

**Visa Administration System (VAS)**

This system is used to produce visa stickers. It was installed in 2006 in Tanzania embassies abroad and some entry points.
The VAS system was upgraded in 2009 to enable validation of Visa automatically and also to produce timely reports such as daily, monthly and annually.

**Resident Permit Report**
The Department is currently planning to computerize the issuance and control of the Resident permits.

**Passport Issuance System (PIS)**

This system is used to issue Tanzania Machine Readable passports of all types. i.e Ordinary, Diplomatic, Services and East Africa Passport.
However there is a plan to upgrade the system to issue e-Passport and incorporate chip Security features.

**Personal Identification and Registration System (PIRS)**
The system was provided by International organization for Immigration (IOM). It is currently installed in North West Tanzania. i.e. Bukoba Regional office, Kabanga Border, Rusumo border, Kigoma Regional Office, Kibondo District Office, Manyovu land border and Kigoma port.

In this year, the PIRS system expanded to the Southern Region of the country. It has been installed in Mtwara and Ruvuma Regions where the operation will start soon.

**E-archives (SAPERION SYSTEM)**
This is the system that used to **scan and store** paper documents electronically. The stored documents can be easily retrieved using document ID or document name. Up to now the system is working in Dar es salaam only.

**Web portal**
Earlier, the information about Tanzania Immigration Department was published in the Ministry of Home affairs website. However, Immigration Department has begun to construct its own web portal that will be able to provide information and access the services issued by the department.
Presently the constructors of the Immigration web portal are gathering information that can be accessed in the portal. The web portal can be viewed at www.immigration .go.tz

**National Identity card**
The government is at final stages to start issuing National identity card to all citizens above 18 years. The Identity Card will be a smart card and is expected to be issued at the end of this year.

**Summary**
In implementing the e-immigration in Tanzania, the government through Department of Immigration has established several systems for difference purpose, such as PISCES, VAS, PIRS, PIS and SEPERION.

**3.4.2 Success:**
Many benefits had been recorded since the systems begin operation. For instance the country produce machine readable passport through PIS, Machine readable visa sticker through VAS, Control the entry and exit of travellers though PISCES and PIRS and developing an e-Archives through SEPERION system.

**3.4.3 Challenges:**
There are several challenges that hinder the development of e-Immigration projects. These include the lack of sufficient funds to establish wide area Network (WAN) that connect together several stations that operate the PISCES, VAS and PIS projects.

Also, the lack of funds obstructs the expansion of the above stated systems in other stations.

Electricity is a big problem. It has been identified that it cause the system in many station not to operate appropriately or continuously and sometime stopping the project to be installed in some stations.
Another challenge is capacity building; The Department does not have enough staff to handle the complete operation and administration of the e-immigration systems.

### 3.4.4 The way forward:

- To improve the PIS system to produce e-Passports.
- Expansion of control system in other border sites.
- Providing online service via Immigration Department web portal.
- Develop a complete a legal framework for e-Immigration.

## 3.5 Uganda

### 3.5.1 E-Immigration Status

The mandate of the Directorate of Citizenship and Immigration is to facilitate the legal and orderly movement of persons to and from Uganda, process and verify citizenship and enforce national immigration laws for the security and development of the country.
E-immigration is therefore crucial for security and provision of quality and timely immigration services.

#### 3.5.1.2 Status of e-immigration initiatives

**National Cyber Laws**
National Cyber laws have been enacted to provide a supportive environment for e-government

**Passport Issuance Systems**
Passport issuance systems are computerized. All passports are machine readable and the main passport issuing system is linked to printing sites in Pretoria, London and Washington.

**Border Management Systems**
Border management at Entebbe International Airport, Katuna, Malaba, Busia, Mutukula and Kikagati ports of entry/exit is managed vide biometrically supported Personal Identification Secure Comparison Evaluation System (PISCES) and Personal Identification Reliable System (PIRS). The systems generate security and crime alert lists while facilitating data capture.

**Online immigration application forms**
Application forms for immigration facilities such as permits, passes and certificates are available on the both the Ministry and Directorate websites

**E-payments for immigration services**

Uganda Revenue Authority in cooperation with immigration have promoted self-services through online payment for immigration facilities

**Development of National Immigration Website**

The national immigration website has been overhauled and redesigned into an interactive and dynamic information education and communication tool.

#### 3.5.1.3 E-governance in National Immigration Policy (NMP)

The NMP is being developed and will provide a platform for optimising the use of new technologies in migration management and service delivery

#### 3.5.1.4 Development of Immigration ICT Master Plan

The development of the Immigration ICT Master plan is underway and is intended to provide strategic direction for e-governance in migration management

#### 3.5.1.5 Challenges

Inadequate resources for automation of information management systems and implementation of e-immigration.

## 4.0 PRESENTATION ON PASSPORT PERSONALISATION SOLUTIONS AND SECURITY AT THE TIME OF PERSONALISATION

Mr. Senne K. James from Datacard Group made a presentation that focused on Passport Personalisation systems and security at the time of personalisation. He discussed aspects of security, best practices and passport issuance models. He stressed the fact that ensuring security at the point of personalisation need to clearly address the other aspects including quality, durability and cost. All these features would lead to theft deterrence and efficiency in passport issuance systems.

## 5.0 PRESENTATION ON BEST PRACTICES ON E-IMMIGRATION – LESSONS AND CHALLENGES – UK E-BORDERS

Mr. Neil Roberts, Senior Immigration Specialist, UK High Commission Nairobi, Kenya, made a presentation on UKBA e-Borders Programme citing some best practices that the EAC can benefit from. He stressed aspects of having clear Masterplans at Partner State and regional levels to guide systematic implementation of e-Immigration initiatives. He also stressed the importance of having a comprehensive legal and institutional framework.

## 6.0 PRESENTATION ON THE ONE STOP BORDER POST (OSPB) CONCEPT

An OSBP is a border post that combines two stops into one; for exiting one country and entering the other. Where appropriate, border controls are coordinated and performed simultaneously by various agencies using simplified and harmonised procedures where as in a traditional border set up, border activities are conducted twice, with each side unilaterally performing similar activities as the exiting border.

There are about ten OSBP projects currently underway in the EAC. The projects are at various stages of implementation with most of them still at pre-construction stage. Selected borders have started implementing OSBP principles in border procedures and activities with Immigration leading some of the Joint Border Committees (JBC). Different development Partners, working in conjunction with Partner States are supporting the projects.

## 7.0 PRESENTATIONS ON THE EAC ONE STOP BORDERS POST BILL 2010

OSBP legislation for the EAC is still at draft stage. Earlier this year, the Council adopted the OSBP Bill and referred it to the Sectoral Council on Legal and Judicial Affairs for legal input. The Bill, which is yet to be published and introduced in the East African Legislative Assembly (EALA), is expected to be passed by close of 2011.

The OSBP draft legislation incorporates the principles of extraterritoriality and hosting arrangements to enable border authorities conduct national functions on foreign land. The proposed law also defines the powers of officers in the host state and defines the jurisdiction in respect of the offences committed in the Common Control Zone (CCZ). The Bill also defines the immunities of foreign officers in the host state.

The draft legislation also has provisions to allow officers from one state to be appointed to undertake border controls on behalf of another state.

Sections 15, 36 and 37 of the Draft OSBP Bill have provisions on the use of communication equipment in OSBP scenarios.

## 8.0 DEVELOPMENT OF AN EAC COMMON E-IMMIGRATION WEB PORTAL

A presentation was made on the progress made by Regional e-Immigration Technical Working Group(ReTWG) towards developing a Common e-Immigration Web Portal. The ReTWG:

i) Developed guidelines for developing a common e-immigration Web portal

ii) Identified challenges that could affect the development and management of a common web Portal including among others:
   - High cost of Internet Access in the EAC Region
   - Inadequate ICT infrastructure
   - Scattered information in various departments/ministries
   - Absence of clear policies on websites and web portals

- Maintenance of the Common web portal (human resource, data/content, regular up-dates)
- Lack of e-Commerce policies to enable on-line payments

iii) Identified elements that Web Portal policy framework should address

iv) Agreed on a number of issues and made recommendations as follows:

- Each Partner States should develop/ (review) a web portal taking into account the proposed EAC Web Portal guidelines;

- The Immigration Web Portal should be a stand-alone and should have all the standardized documents (Application Forms) and all other key immigration documents from the Partner States posted on the portal;

- The standardized application forms be posted on the different Partner States Immigration websites;

The proposed guidelines and agreed upon areas are awaiting adoption by the Chiefs of Immigration.

## 9.0 GROUP DISCUSSIONS

The participants were divided into three groups discussing Policy, Legal and Institutional Frameworks. The outcomes of the group work was presented in a plenary session. Summary of the outcomes are attached in Annex IVa-c.

## 10.0 WORKSHOP RECOMMENDATIONS

Following the three day workshop deliberations, participants acknowledged that the workshop was timely, informative and raised awareness on key immigration issues such as policy, legal and institutional frameworks which need to be put in place to facilitate the implementation of e-immigration initiatives at national and regional levels.

The workshop discussions also noted that the Immigration issues at the EAC level are currently handled by different Sectoral Committees and Sectoral Councils. The meeting underscored the need for EAC to establish a Sectoral Council fully devoted to handle immigration, migration and e-immigration matters taking into account that immigration has a very central role to play in the implementation of the EAC Common Market Protocol.

In view of the above, the following specific recommendations were made-:

i. **The EAC Secretariat should institutionalise in the annual calendar of activities the convening of the policy Makers workshop on e-Immigration on rotational basis by Partner States, involving sector Ministers and Permanent Secretaries and other key stakeholders.**

ii. **Partner States should review immigration laws in line with the Common Market Protocol, incorporating e-immigration implementation issues**

iii. **Partner States and EAC Secretariat should set up appropriate institutional framework to champion the implementation of e-Immigration**

iv. **Partner States and EAC Secretariat should establish national and regional e-Immigration implementation Committees at political, policy and technical levels to champion e-immigration initiatives**

v. **The EAC Secretariat should lobby for political support by including the e-Immigration initiative as one of the critical ingredients in the implementation of the Common Market Protocol on the agenda of the next Summit of the EAC Heads of State**

vi. **The EAC Secretariat should establish a Sectoral Council to handle Immigration and e-Immigration matters**

vii. **Partner States should develop common e-immigration systems and integrate existing applications by 2013**

viii. **Partner States should align e-systems and immigration processes at the borders in line with OSBP principles**

ix. **Partner States should develop, up-date and maintain comprehensive web portals in line with approved guidelines**

x. **The EAC secretariat should develop, update and maintain a common web portal with linkages to national immigration web portals**

xi. **The EAC Secretariat and Partner States should develop an information sharing policy by 2012**

xii. **Each Partner State should develop an e-Immigration master plan which identifies immediate, medium and long term priorities taking into account relevant regional e-immigration dimensions**

xiii. **Partner States and EAC Secretariat should develop national and regional e-immigration strategies and commence resource mobilization activities immediately**

xiv. **Partner States and EAC Secretariat need to develop Public Private Partnership (PPP) policy frameworks for e-government support**

xv. **Partner States in collaboration with EAC Secretariat should initiate capacity building programmes in e-Immigration, prioritizing curriculum development and staff exchange programs**

xvi. **Partner States should expedite the issuance of national Identity cards to their national by 2013 to facilitate the use of ID as a travel document within the region in line with the provisions of the Common Market Protocol**

xvii. **Partner States Ministries responsible for Immigration should take the lead in the development of the EAC common visa policy**

## 4.0 ANY OTHER BUSINESS

### 4.1 Proposed study tour on the One Stop Border Post concept and Integrated Border Management (IBM) procedures at Chirundu (Zambia-Zimbabwe Border) first week of October 2011

The Chiefs of Immigration considered the proposal by EAC Secretariat in collaboration with International Organisation for Migration (IOM) to undertake a study tour to the Chirundu One Stop Border Post (OSPB) located at the border between Zambia and Zimbabwe.

The Chiefs endorsed the undertaking of the study tour during the first week of October 2011 and requested the EAC Secretariat to proceed with the preparations.

### 11.2 Chiefs of Immigration side meeting with the DSG (PSS) on immigration issues

The Chiefs of Immigration held a side meeting with the Deputy Secretary General (Productive and Social Sectors) and updated each other on the following immigration issues:

i. The proposed new generation East African Passport
ii. Entry and Exit Declaration Forms
iii. National ID Cards Status
iv. Proposed EAC Single Tourist Visa

## 5.0 CLOSING OF THE WORKSHOP

The Chairperson thanked the Chiefs of Immigration for their commitment, dedication and for their valuable contributions during the workshop. He also took the opportunity to thank the Republic of Rwanda for the warm hospitality and the EAC Secretariat for convening the Policy Makers workshop. There being no other business the workshop was closed at 1830hrs.

**Signed by Heads of Delegations on this 26th day of August 2011**

| | | | | |
|---|---|---|---|---|
| ..... | ..... | ..... | ..... | ..... |
| **Mr. Emmanuel Manirakiza**<br>Head of Immigration Immigration Department. | **Ms. Eunice Lamba-Chacha**<br>Senior Asst. Director of Immigration Services, Immigration Department | **Mr. Kalibata Anaclet**<br>**Director General**<br>Immigration and Emigration Agency | **Mr. Magnus P. J. Ulungi**<br>Principal Commissioner of Immigration Department | **Mr. Sasagah Godfrey Wanzira**<br>Director, Directorate of Citizenship & Immigration Control |
| **Republic of Burundi** | **Republic of Kenya** | **Republic of Rwanda** | **United Republic of Tanzania** | **Republic of Uganda** |

**ANNEX I**

# EAST AFRICAN COMMUNITY
# POLICY MAKERS WORKSHOP ON e-IMMIGRATION
# 24TH – 26TH AUGUST 2011, KIGALI, RWANDA

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**ANNEX II**

## EAST AFRICAN COMMUNITY

# 1st EAC POLICY Makers Workshop on e-Immigration

## Kigali, Rwanda
## 24th -26th August 2011

## WORKSHOP PROGRAMME

**DAY ONE, 24th August 2011**

8.30am – 9.00am: Registration (EAC Secretariat)

**SESSION I: OPENING**

**Chair-Republic of Rwanda**

9.00 am - 9.30am: Constitution of the Bureau
Opening Statements

- Chairperson
- Welcoming Remarks by Mr. Jean Claude Nsengiyumva, EAC Deputy Secretary General (Productive and Social Sectors)
- **Official Opening Remarks by Hon. Monique Mukaruliza, Minister of East African Community Affairs, Republic of Rwanda**

**09.30 – 10.00 GROUP PHOTO & TEA BREAK**

10.00 am – 10.15am: Workshop objectives and expected outputs
**(Workshop Facilitator)**

10.15 am – 11.00am: Background to the EAC Regional e-Government Strategy Framework and the e-Immigration Initiative
**(Ms. Sarah Kagoda-Batuwa, Principal Librarian, EAC Secretariat)**

**SESSION II: REGIONAL AND NATIONAL PRESENTATIONS**

**Chair**: **Republic of Rwanda**

11.00am – 11.30am: Adoption of e-Immigration Services in the EAC Region: Opportunities, Benefits and Challenges – **Mr. Constantine Bitwayiki, ICT/E-Government Development Specialist**

| | |
|---|---|
| 11.30am – 1.15pm: | Status of e-Immigration initiatives in the Partner States.<br>**Partner States Presentations**<br>(15 minutes each)<br>Burundi<br>Kenya<br>Rwanda<br>Tanzania<br>Uganda |
| 1.15pm – 1.30pm | Plenary Discussion |
| **1.30PM – 2.30PM:** | **LUNCH BREAK** |

**Chair: Kenya**

| | |
|---|---|
| 2.30pm – 3.30pm: | Institutional and Legal Frameworks for E-immigration **- Mr. Constantine Bitwayiki, ICT/E-Government Development Specialist** |
| 3.30pm – 4.30pm: | Presentation on Passport Personalisation Solutions and Security at the time of Personalisation **- Mr. Senne K. James – Senior Government Business Development Manager, Datacard** |
| 4.30pm – 5.00pm: | Plenary Discussions |
| **5.00pm – 5.30pm:** | **TEA/COFFEE BREAK**<br>**ADJOURNMENT** |

**DAY II:-25th August 2011**

**Chair**: **Burundi**

| | |
|---|---|
| 8.30 am - 9.30am: | Best Practices on e-Immigration –Lessons and Challenges – **UK e-Borders by Mr. Neil Roberts – UK High Commission, Nairobi Migration Specialist** |
| 9.30am – 10.30am: | The concept of the One Stop Border Post (OSPB) - Mr. Sydney Chibbabbuka **- EAC Customs Expert** |
| **10.30.-11.00 am:** | **TEA BREAK** |
| 11.00am – 11.30pm: | The EAC One Stop Border Post (OSPB) Bill-EAC Secretariat |
| **11.30-12.00 pm** | **Plenary Discussions** |
| 12.00am – 1.00pm: | Presentation /Discussions on the Development of a Common e-immigration Web Portal |
| **1.00pm -230 pm** | **LUNCH BREAK** |

**Chair: Uganda**

2.30pm – 4.00pm: Group work on various Thematic Areas (policy, legal and institutional framework areas)

4.00pm – 5.00pm: Group work Presentations

**5.00pm: TEA/COFFEE BREAK**
**ADJOURNMENT**

**COCKTAIL AT LEMIGO HOTEL: 7.30pm**

**DAY III:-26th August 2011**

**Chair**: **Tanzania**

8.30 am -9.00am: Resource Mobilization Strategies
9.00am – 1.00PM: Report Preparation

**10.00 - 10.30 am: TEA BREAK**

**10.30am-12.30am: Visit at Kigali Genocide Memorial Centre**

**1.00pm -2.00pm LUNCH BREAK**

**Chair: Uganda**

2.00pm – 4.00pm: Consideration of Draft Report/Workshop recommendations
4.00pm – 5.00pm: Signing of Report
Closure of Meeting

**5.00pm: TEA/COFFEE BREAK**
**ADJOURNMENT**

**ANNEX III**

**OPENING REMARKS FOR E-IMMIGRATION POLICY MAKERS WORKSHOP BY HON. MINISTER OF EAC AFFAIRS**

**Kigali Umubano Hotel, 24th August 2011**

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**Chiefs of Immigration Services from EAC Partner States;**
**Deputy Secretary General in charge of Productive and Social Sectors;**
**Delegates from respective EAC Partner States' institutions;**
**Distinguished guests;**
**Ladies and Gentlemen;**

On behalf of the Government of Rwanda and on my own behalf, it gives me great pleasure to welcome you to Kigali and to Rwanda, a country of a thousand hills and a million smiles. For those visiting us for the first time, I urge you to take time and visit a few sites. For those returning to Rwanda, I say you are always welcome to our beautiful country. Feel at home, as Rwanda is your home away from home.

The historians say that the concept of migration is as old as the history of mankind. People migrated freely before demarcation of the modern states we see today and will continue to do so in this contemporary era however, challenges we have today is how to manage migration in way that impact positively in our development. The use of Information Communication Technology (ICT) in management of migration could be one of the solutions for effectively sustaining positive migration trends.

This workshop of policy makers on e-immigration comes at a time when the EAC Partner States have entered in an important integration stage of a Common Market that entails the free movement of goods, persons, workers, services, capital and the right of establishment and residence.

This stage cannot be fully operational if Partner States laws are not harmonized with the Common Market Protocol. If Non-tariff barriers related

to immigration remain, the EAC Citizens will not enjoy their freedoms and rights therefore the benefits of the extended market would be null.

We in Rwanda have already harmonized our immigration law as per the EAC Common Market Protocol provisions and it was gazette by June 2011. To this effect, we urge all other Partner states to expedite the process of complying with the Protocol as much as the migration issues.

Allow me to mention that a decision was taken to market the East African Community as a single tourist and investments destinations so as to attract foreign investors in our region. So the Community is working towards modalities of issuing single EAC tourist visa. The successful implementation of these commitments depends on the basic infrastructure development. To this end, we think that the development and operationalization of the One Stop Border Posts are very crucial. We can report that some major entry points within the Community are being developed but we need once again to work together for further development so as to achieve our vision of "one people, one destiny."

You may want to remember that all EAC Partner states have already signed a Protocol on Foreign Policy Coordination and now working on its ratification. The aim of this Protocol is to provide consular services to citizens of Partner State in foreign mission where a Partner state is not represented. All these initiatives intend to create an enabling environment for people to travel with minimum costs and risks. Nevertheless these efforts could be futile if Partner states give less importance to e-governance and e-immigration in particular. There is need to create a conducive climate for both investments and tourism promotion through incorporating ICT as a tool to an effective and efficient service delivery.

You may remember that one of the global challenges is transnational crimes and cross border crimes such as cyber crimes, terrorism, drug trafficking, human trafficking and human smuggling to mention the few. For combating these crimes, there's need for concerted efforts. This can be realized by having in place a communication system that allows quick, responsive and regular information sharing among our Partner States.

Again the use of ICT continues to be the best option to take us to that common objective.

Economic growth depends on formulation of sound policies and these cannot be formulated without collecting reliable data. The department of immigration and emigration is one of the sources of data when it comes to information on people's mobility. Again accurate data can be obtained through the use of information technology in data collection.

With these remarks, I wish to reiterate the Government of Rwanda commitment to support all initiatives regarding our integration agenda. In wish you fruitful deliberations and recommendations during this workshop and it is now my honour to declare this workshop open.

**I THANK YOU FOR YOUR KIND ATTENTION.**

# Annex IVa

## GROUP 1: POLICY ISSUES GROUP

1. Identify and document core policy issues likely to affect the adoption of the EAC Regional e-Immigration Initiative.

2. Make recommendations and develop an action plan to address the issues arising

| Issue | Recommendation/ Actions | Timeframe (start and end dates) | Responsible Agency/Agencies/Depts |
|---|---|---|---|
| Lack of electronic system | 1. Deployment of the existing System<br>2. System Integration<br>3. Establishment of the common e-Immigration system<br>4. Promotion of Public Private Partnership (PPP) | 1.Two Phases: First year (2012) deployment of the existing system, then second year (2013) Interconnection<br>2. Integration of the system<br>3. Common e-Immigration 2 phases:<br>- Initiate a study<br>- 2014 Procurement Process | - Partner States<br>- Depts of Immigration<br>- Ministries of ICT, EAC and Finance<br>- EAC Secretariat<br>- International Development |
| Political Will | -Taking to the highest of the EAC<br>- Sensitization all Partner States | Next Summit of EAC | EAC Secretariat |
| Financial Resources | -Resource Mobilisation and awareness<br>-Common Resource mobilisation Strategies starting next year<br>- Promotion of PPP | Immediately | EAC Secretariat, Immigration Depts, Ministry of Finance |

| Inter-Agency Coordination | - Developing appropriate framework at National level<br>- Creating EAC Sector Council for Immigration matters | 1 year starting immediately | Immigration depts and other stakeholders, EAC Secretariat |
|---|---|---|---|
| Change Management and attitude at all levels | - Awareness and trainings<br>- Sensitisation<br>- Enhance communication at all levels | Immediately and continuously | Immigration depts, Ministries of ICT and EAC, EAC Secretariat |
| Skills, Knowledge and Human Capacity Development | - Training and need assessment<br>- Skills audit<br>- Curriculum Development<br>- Develop exchange program<br>- Knowledge sharing | Starting next year | Immigration depts, Ministries of ICT and EAC, EAC Secretariat |
| Infrastructure Development. eg: One-Stop Border Post, Data Center | - Need assessment<br>- Promotion of PPP<br>- Bridging the Digital Divide | 1 year at National level | Responsible Persons from Ministries of ICT |
| Information Security and protection. Eg: Cyber crime | - Appropriate Legal Framework<br>- Appropriate ICT Infrastructure | Starting next year | Ministry of ICT |

| **Creation of ICT Master/Strategic Plan** | **-Need of assessment: Develop ICT National Plan<br>- Sharing experience with Partner States** | **Starting next year** | **Immigration Depts, Ministries of ICT and EAC,<br>EAC Secretariat** |
|---|---|---|---|
| Information Sharing Policy in EAC Member States | - Regional web-portal<br>- Focal point of Immigration officer at EAC Secretariat<br>- Legal Framework | Next year | Immigration Depts, Ministry of ICT, EAC Secretariat |
| Registration and Identification | - Put in place the National ID Card<br>- Put in place the required equipment | 2 years starting next year | Immigration Depts, Ministry of ICT, EAC Secretariat |
| Lack of Common Visa Policy | -Remove visa services from the Ministry of Foreigner Affairs to Immigration Depts | Immediately | Immigration Depts, Ministry of Foreigner Affairs and EAC Secretariat |

**ANNEX IVb**

**1st EAC Policy Makers Workshop on EAC Regional e-Immigration**

**Thematic Working Group Guidelines**

**GROUP 2: LEGAL FRAMEWORK ISSUES GROUP**

(a) Identify and document core legal issues likely to affect the adoption of the EAC Regional e-Immigration Initiative.

(b) Make recommendations and develop an action plan to address the issues arising from (a) using the matrix below.

| **Issue** | **Recommendation / Actions** | **Timeframe** (start and end dates) | **Responsible Agency/Agencies/Depts** |
|---|---|---|---|
| Limited support for e-Immigration by national Immigration laws<br>- Legislation may not be proactive<br>- Legislation is silent on e-immigration<br>- Legislation is not exhaustive<br>- Legislation has constraints eg on data capture, Information sharing, etc | Revise national Immigration law to accommodate and be proactive on e-immigration | Within 2 years | Ministry responsible for Immigration |
| Access to Information law<br>- inexistence of information law<br>- Limited scope of access to information and info exchange<br>- privacy and confidentiality limitation | Enact / amend access to information laws to accommodate e-Governance | Within 2 years | Ministry responsible for Information Management |
| Legal procedure for sharing information is cumbersome (Diplomatic channels) | Use bilateral Memoranda of Understanding (MOU) to simplify information sharing for e-Immigration implementation | Where need arises | Ministries responsible for Foreign affairs, EAC and Immigration respectively |
| Level of pro-action in the ICT laws. (Are they exhaustive on opportunities for optimization of | Enact or amend ICT Laws to provide platform | Within 2 year | Ministry responsible for ICT |

| | | | |
|---|---|---|---|
| new technologies?) | for optimization of new Technology. | | |
| Absence of the EAC legal and regulatory framework | To develop an EAC legal and regulatory framework for e-Governance and mainstream its aspect in Migration related legal and policy instruments. | Within 1 year | EAC secretariat in consultation with Partner states |

**Annex IVc**

**1st EAC Policy Makers Workshop on EAC Regional e-Immigration**

**Thematic Working Group Guidelines**

## GROUP 3: INSTITUTIONAL FRAMEWORK ISSUES GROUP

(a) Identify key role players in the implementation of the e-Immigration initiative.

a) Key role players

i) NATIONAL LEVEL INSTITUTION

**Immigration**

- Head of Immigration
- Head of ICT
- Head of public Relations and communication
- Head of Travel documents (Passport &Visa)
- Head of refugee affairs *Rwanda and Kenya
- Head of INGO *Rwanda
- Head of Nationality *Rwanda
- Head of Aliens section *Kenya
- Head of National ID bureau/department *Uganda
- Head of Finance and administration/Training
- Head of Border management

## NATIONAL LEVEL INTER AGENCY LEVEL

**Key stake holders**

- Heads of Revenue Authority (coz of e-payment)
- The Police,
- The Intelligence and security agencies
- Ministry of health – to advice on health matters
- The judiciary
- Banks and financial Institutions
- Carriers
- Tourism ministry /authorities/agency
- Ministry responsible for EAC affairs
- Ministry responsible for ICT affairs
- Telecommunication Companies (ICT Services)
- Ministry of foreigner affairs
- Head of Registration, Insolvency, and Trusteeship Agency (RITA) *Tanzania
- Head of National Identity Authority (NIDA) *Tanzania

## REGIONAL LEVEL

- EAC secretariat
- Interpol

b) Suggest and document possible institutional framework/mechanism committees and their composition at Political, Policy and Technical levels to effectively champion the e-Immigration initiative at national and regional levels. Also suggest leadership of the committees (Chairperson, Secretariat, etc.)

i) **Political level**

- **National Level**

1) Minister responsible for Migration affairs
2) Minister Responsible for ICT
3) Minister Responsible for EAC
4) Minister in charge of legal affairs
5) Minister of foreigner affairs
6) Minister of Trade and Tourism
7) Minister in charge of public works
8) President's office - NSIS

- **LEADERSHIP at National Level**

- Chair person: Minister responsible for Migration affairs
- Secretariat: Minister Responsible for ICT

- **Regional Level**

Minister responsible for Migration affairs
Minister Responsible for ICT
Minister Responsible for EAC

**LEADERSHIP AT REGIONAL LEVEL**

**Chair person:** Minister Responsible for EAC
**Secretariat:** Minister responsible for Migration affairs

**ii) Policy level**

National level

1) PS in Ministry responsible for Migration affairs- DG immigration*Rwanda
2) PS in Ministry Responsible for ICT
3) PS in Ministry Responsible for EAC
4) PS in Ministry in charge of legal issues
5) PS in Ministry of foreigner affairs
6) PS in Ministry of Trade and Tourism
7) PS in Ministry in charge of work
8) Head of Immigration

**LEADERSHIP AT National level**

**Chairperson:** PS Immigration*DG Rwanda
**Secretariat:** PS Ministry of ICT

**Regional Level**

PS /DG in the ministry responsible for Migration affairs
PS in the ministry Responsible for ICT
PS Ministry Responsible for EAC

**III) TECHNICAL LEVEL**

**National Level**

- Head of ICT
- Head of public Relation and communication
- Head of Travel documents(Passport &Visa)
- Head of refugees* Rwanda
- Head of INGO*Rwanda
- Head of Nationality*Rwanda
- Head of Aliens rig*Kenya
- Head of National ID*Uganda
- Head of Finance and administration/Training
- Head of Border management

**Leadership**
**Chairperson:** Institution to choose (qualities: should be with versed with immigration and ICT issues)
Secretariat: Head of ICT

**Regional level**
Heads of ICT from Immigration

**Leadership**

Depends on EAC Rotational Principles