# National Council for Persons with Disabilities

# FREQUENTLY ASKED QUESTIONS ON DISABILITY REGISTRATION ON eCITIZEN

## 1.What is the new registration System?

The NCPWD New Registration System is a platform developed for the purpose of collecting accurate socio-economic data of persons with disabilities - data that is useful for government's planning purposes. It has also incorporated the 2022 Disability Medical Assessment and Categorization Guidelines developed by the Ministry of Health, useful in accurately and uniformly defining the disability of an individual and also accountability trails down to the health facility. Unlike the old registration system, the system has deployed secure checks and balances to curb fraud and enhanced reporting.

## 2.Why do I need to migrate?

The migration process involves a person with disability updating their registration details on the new registration system. This is also part of the Council cleaning its database to ensure that only rightful persons are duly registered as persons with disabilities. With the Government enhancing its digitization efforts in line with Presidential directive on digitization of public services, the new registration system is the recognized data repository of disability data. Hence, migrating into the new registration system will ensure that the person with disability has access to services and is also not left behind in the ongoing digital transformation.

For one to migrate into the new registration system, they need the following:

- a copy of their disability medical assessment report from a government gazetted hospital signed by the County Director of Health/County Director of Medical Services.
- copy of their national identification card for adults and birth certificate for under 18
- coloured passport size photo on a clear background

## 3.Will NCPWD still issue Disability Registration Cards?

With the digitization of the registration process for disability-related services on the eCitizen portal, it's important to note that the National Council for Persons with Disabilities (NCPWD) will no longer issue physical cards to registrants. Instead, the Disability Registration Certificates generated through this process will be the primary means of identifying Persons with Disabilities (PWDs).

The Disability Registration Certificate includes a QR code, which verifies the authenticity of the certificate and the registration details of the individual with the main database maintained by NCPWD.

## 4.How do I self-register as a person with a disability on the e-Citizen platform?

The following documents are required for the registration process:

1. A disability medical assessment report from a government-gazetted hospital signed by the County Director of Medical services
2. National ID for persons above 18 years or Birth Certificate for Minors
3. Coloured passport-size photo

After confirming the above documents below are the steps to follow:

- Sign in if you have an existing eCitizen account or sign up to create an account
- Login with eCitizen or OTP (One Time Password)
- Search for “National Council for Persons with Disabilities” under listed agencies
- Click on “Register as a person with Disability” and follow the steps provided
- Complete the registration and wait for application approval
- On approval, you will receive an SMS from eCitizen with an application number and link to access your registration certificate

eCitizen

Gateway to all Government services

## 5.How do I register a minor who does not have an eCitizen account?

You will need the following documents to register a minor:

- Minor's Disability medical assessment report from a gazetted government hospital signed by the County Director of Medical services
- Minor's birth certificate
- Minor's passport-size photo on a clear background

After confirming the above documents below are the steps to follow:

- Visit www.ecitizen.go.ke and sign in to your account
- Find 'National Council for Persons with Disabilities' under the listed agencies.
- Click on 'Register as a Person with Disability.'
- Under 'Applicant Category,' choose 'Minor.'
- Complete the form and submit for approval.
- You will receive an SMS on approval to print the minor's registration certificate.

## 6. If yet to migrate to the new registration system, how do I update my disability registration details on eCitizen?

You will need the following documents to update your record

1. A disability medical assessment report from a government-gazetted hospital signed by the County Director of Medical services
2. National ID for persons above 18 years or Birth Certificate for Minors
3. Coloured passport-size photo on a clear background

After confirming the above documents below are the steps to follow:

- Sign in if you have an existing eCitizen account or sign up to create an account
- Login with eCitizen or OTP (One Time Password)
- Search for "National Council for Persons with Disabilities" under listed agencies
- Click on "Register as a person with Disability" and follow the steps provided
- Complete the registration and wait for application approval
- On approval, you will receive an SMS from eCitizen with an application number and link to access your registration certificate

**NB: Your current NCPWD registration number will be retained**

## 7.What if I already have a Waiting Card? How do I access my Disability Registration Certificate?

If you already possess a Waiting Card, you can access your Disability Registration Certificate through the following:

- Sign in if you have an existing eCitizen account or sign up to create an account
- Login with eCitizen or OTP (One Time Password)
- Search for "National Council for Persons with Disabilities" under listed agencies
- Update your details and submit to complete the process

REPUBLIC OF KENYA

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## DISABILITY REGISTRATION CERTIFICATE
**REF: NCPWD-AKTPR**

**1. PERSONAL DETAILS OF THE APPLICANT**

| | | | |
|---|---|---|---|
| **FULL NAME:** MARK JOHNS | **ID NO:** 212545453 | **GENDER:** MALE | |
| **REG NO:** | **D.O.B:** 1999-11-22 | **ETHNICITY:** MERU | |
| **EMAIL ADDRESS:** markjohns13@gmail.com | **TELEPHONE NO:** +254 110 658 792 | **POSTAL ADDRESS:** 13268 | **CODE:** Nairobi GPO 00100 |
| **CONSTITUENCY:** changamwe | **WARD:** Kipevu | **COUNTY OF RESIDENCE:** Mombasa | |
| **SUB-COUNTY:** Changamwe | **LOCATION:** Changamwe | **SUB-LOCATION** Changamwe | |

**2. DISABILITY DETAILS**

| DISABILITY CATEGORY | SUB CATEGORY | CAUSE | AGE WHEN DISABILITY WAS ACQUIRED |
|---|---|---|---|
| 1. VISUAL-IMPAIRMENT | • SEVERE VISUAL IMPAIRMENT | • Illness | • 1 |

**COUNTY OF ISSUE:**
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Executive Director

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## 8.How do I access my Disability Registration Certificate?

- Sign in if you have an existing eCitizen account or sign up to create an account
- Click on “Home” and proceed to “Recent Applications”
- View history and click on the reference number of your application
- Choose whether to Download Disability Certificate or print the certificate

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