
eRegulations — Help Manual

English edition • Structured from help.eregulations.org export • Images embedded

UN Trade and Development (UNCTAD)

Table of contents

Placeholder for table of contents	0
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Part I — System administration

1. System philosophy

<https://help.eregulations.org/index.php/1-philosophy-of-the-system/>

Procedures presented from the user's point of view

From the point of view of the user:

Operation that the investor wants to achieve = OBJECTIVE
Any mandatory interaction = STEP
NECESSARY STEPS to achieve an OBJECTIVE = PROCEDURE

The system is built around the notion of step

STEP = any necessary interaction between the user and the administration (or a private actor providing a necessary service, such as a notary) to achieve an operation.

Elements of the step

- 1 Where should I go? (person and entity in charge)
 - 2 What will I get at the end of the step? (result of the step)
 - 3 What should I give or show to obtain the result? (requirements)
-
- 1 How much should I pay in this step? (costs)
 - 2 How long does this step take? (time frame)
 - 3 Whom can I complain to in case of disagreement with the person in charge of the step? (recourse)
 - 4 What legal texts justify the existence and the modalities of this step? (legal justification)
 - 5 Who confirms that all this information is valid? (certification)
-
- 1 Name of the step
 - 2 Additional information
-
- 1 Name of the step
 - 2 Contact details (entity, department and person in charge)
 - 3 Result(s) of the step
 - 4 Requirements
 - 5 Costs
 - 6 Duration
 - 7 Legal justification
 - 8 Additional information
 - 9 Recourse

10 Certifying authority

Types of steps

- external (interaction with the user) / internal to the administration (« back office »)
- mandatory / optional (recommended but not mandatory)
- alternative (sometimes there are several ways to do things, for example there are two different places where you can obtain the same document)

The system presents the way the investor has to follow to achieve his objective

Steps are presented in consecutive order, reflecting the physical path the user has to follow

The eRegulations system proposes a "grammar" for administrative transparency based on simple and universal principles:

- Describe the procedures from the users' point of view, according to his objective
- Detail the procedure step by step
- Give, for each step, the necessary and sufficient information (the 10 elements of the step) users need to know to understand the step.

2. Public interface

<https://help.eregulations.org/index.php/2-public-interface/>

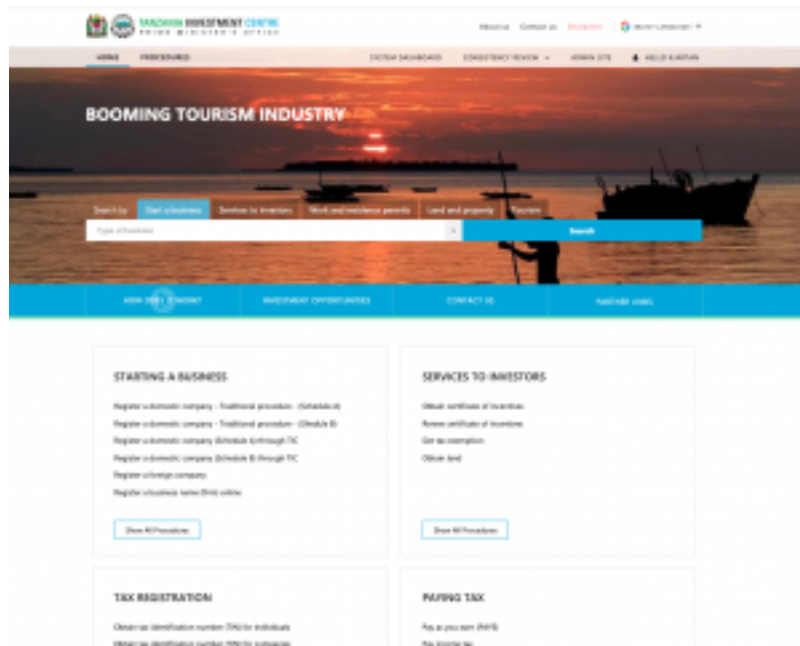
The public interface allows public to access the database through addresses of the following type:

http:// "country-or-city name".eregulations.org.

The site is composed of four levels:

Home page (first level)

- A slide-show with welcome messages
- Texts and video messages from the institutions in charge of the project
- Directory of institutions/ministries, forms and legal bases
- Menu of the procedures documented in the system



Screenshot-2020-06-25-at-17.32.04-300x242.png

Menu page (second level, opens when you click on an objective on the homepage)

- Investment sub-objectives
- Explanatory texts

First time investors

First time foreign investors can either **create a company** or sign a **Business Cooperation Contract** with a Vietnamese partner. In both cases, they need to obtain an investment certificate.

The application process depends on the location of the registered office of the company or BCC (inside or outside special zone)

Company creation

Foreign investors can create local companies under the form of: **Limited liability (LLC)** or **Joint Stock (JSC)** companies. They can be either 100% foreign owned or joint venture with local partners.

The creation process is the same for all forms of companies. However, it may vary depending on the following factors:

- location (inside or outside special zone). Binh Dinh Province encourages manufacturing projects located inside industrial zones (IZs)
- whether the investor will rent a simple office or lease land and request a construction permit
- special requirements (e.g. a feasibility study) apply to projects above VND 300 billions (about USD 14 million).

With Simple Office Lease

- ▶ **Outside Industrial Zones**

With land lease and construction permit

Outside Industrial Zones

- ▶ **Outside industrial clusters**
- ▶ **In industrial clusters**

Inside Industrial Zones

- ▶ **With construction project above VND 15 billion**
- ▶ **With construction project below VND 15 billion**

In Nhon Hoi Economic Zone

- ▶ **with construction project above VND 15 billion**
- ▶ **With construction project below VND 15 billion**



Summary page (third level, opens when you click on a procedure/objective)

- Left part: list of all steps in the procedure
- Right part: summary of the procedure indicating the total number of institutions involved, showing all results, requirements, costs, duration and legal bases justifying the procedure

List of steps (Total number of steps: 2)

Apply for VAT certificate (1)

- 1 Submit request for value added tax registration

Obtain VAT certificate (1)


- 2 Collect VAT certificate

SUMMARY OF THE PROCEDURE

Where to go? (1)

You will have to go to the following agencies. The number indicates how many interactions are required with each entity.

1 1




Tanzania Revenue Authority (x 2)

What you will get (1)

The objective of the procedure is to obtain those documents.

1




VAT certificate

Required documents (2)


The documents with green band will be provided to you during the procedure.

1



Business license

2



Application and registration form (VAT 101)

How much?

Free of charge



How long ?

The estimated total time is calculated by adding the time spent: 1) waiting in queue, 2) at the counter and 3) between steps.

	Min.	Max.
Total time (sum):	1 d	2 d
<i>of which:</i>		
Waiting time in queue (sum):	15mn	25mn
Attention at counter:	15mn	25mn
Waiting time until next step (sum):	1 d	2 d

Legal justification?

The regulations which justify the procedure and its content

-  Tanzania Revenue Authority Act 2006 (Article 5)
-  Value Added Tax Act, 2014 (articles 19, 20, ss. 19)

Summary page collage docx




Step page (fourth level, when you click on a step)

- Left part: list of all steps in the procedure
- Right part: description of the elements for each step


13 Collect Investment Certificate (last modified: 9/9/2015)

Sheet with tabs




Contact details

 <p>Entity in charge HANOI AUTHORITY FOR PLANNING & INVESTMENT (HAPI) 16 Cat Linh Street, Dong Da District, Hanoi Tel: +84 43 825 8637 Email: sokhdthanoi@hapi.gov.vn Website: http://www.hapi.gov.vn</p>	 <p>Unit in charge RECEPTION AND RELEASE DESK Mon: 08:00-10:30, 13:30-16:30 Tue: 08:00-10:30, 13:30-16:30 Wed: 08:00-10:30, 13:30-16:30 Thu: 08:00-10:30, 13:30-16:30 Fri: 08:00-10:30, 13:30-16:30 Sat: 08:00-10:30</p>	 <p>Person in charge MS. NGUYEN THE KIM ANH Office staff Tel: +84 43 825 7410 Email: anhnk@hapi.gov.vn</p>
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Expected results





Requirements


1.  Receipt of application file (Hapi4) (original)
2.  Passport or Vietnamese ID card of the person collecting result (original)
3.  Authorization document (original)
of the investor for the person collecting the Investment Certificate if the investor does not collect directly


Time frame


Waiting time in queue: Min. 5mn - Max. 30mn
Attention at counter: Min. 5mn - Max. 15mn

Legal justification

1.  Decree No. 108/2006/ND-CP of the Government dated 22 september 22, 2006 providing guidelines for implementation of a number of articles of Law on Investment (Article 41)
2.  Decision No. 1088/2006/QĐ-BKH of the Ministry of Planning and Investment dated October 19, 2006, issuing standard forms for conducting investment procedures in Vietnam (Article Apdx.II-3)

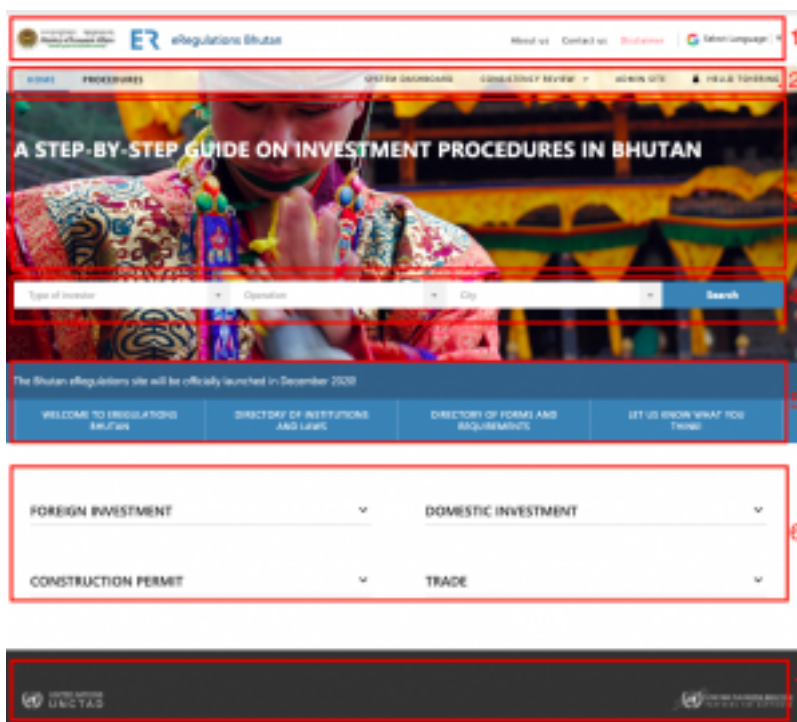
 Who certified this information ?
Huu Luong NGUYEN (MR.), 21/11/2014

 Report incorrect information

 Suggest a simplification

PROCEDURES PAGE

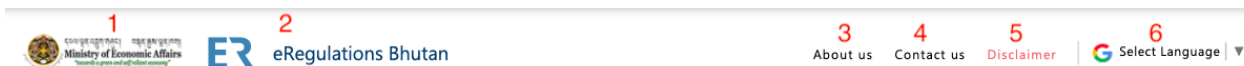
Home page



Screen-Shot-2563-10-27-at-7.12.14-PM-300x269.png

Section 1

- 1 Logo of the local counterpart
- 2 Logo of the system
- 3 About us: presents the local eRegulations team
- 4 Contact us: visitors can send messages/feedback to the administration
- 5 Disclaimer: statements denying responsibility of entities in the exactness of information provided
- 6 Language: allows a quick translation of the site, powered by google translation



Screen-Shot-2563-10-27-at-10.39.27-PM.png

Section 2

- 1 Home : takes you to the home page from any part of the system
- 2 Procedures : shows the complete list of procedures documented in the system
- 3 System dashboard: data of the procedures in the system
- 4 Consistency review: it is the process of verification of procedures. Administrators verify that procedures are precise, fitting to the eRegulations norms and that they are correctly set up in the administrative interface

- 5 Admin site: takes you to the administrative interface of the system
- 6 Name of the user who is logged in



Screen-Shot-2563-10-27-at-10.52.22-PM.png

Section 3

- 1 Slide show: series of photos with welcoming messages towards the visitor (fully configurable through the administrative interface)



Screen-Shot-2563-10-27-at-11.02.21-PM.png

Section 4

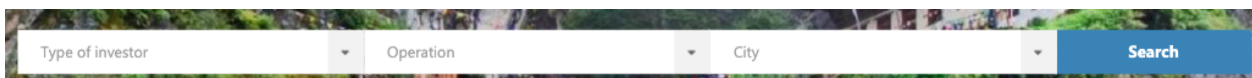
- 1 Filter sets: it enables search of procedures based on specific categories. The search engine can be configured from the administrative site



Screen-Shot-2563-10-27-at-11.04.19-PM.png

Section 5

- 1 eRegulations Bhutan : welcome note and text
- 2 Directories of institutions/ministries and legal bases
- 3 Directories of forms and requirements registered in the system
- 4 Feedback : link to a simple form for sending comments, complaints or simplification ideas



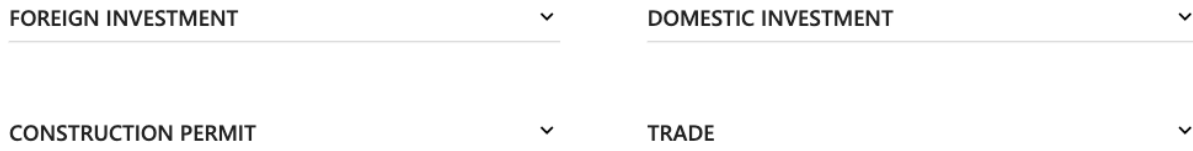
Screen-Shot-2563-10-27-at-11.04.19-PM-1.png



Screen-Shot-2563-10-27-at-11.03.58-PM.png

Section 6

- 1 Title of the objective (procedure)
- 2 Sub-Menu
- 3 Links to sub-objectives (procedures)



Screen-Shot-2563-10-27-at-11.10.15-PM.png

- 1 Logo of UNCTAD and sponsors/donors (if any)



Screen-Shot-2563-10-27-at-11.11.33-PM.png

Menu page

- To open the menu page → click on the Procedures tab on the home page
- A slider will open → click on an objective



Screen-Shot-2563-10-27-at-11.18.57-PM.png

- Explanatory text which applies to the whole objective and sub-objectives
- Investment sub-objectives or the specific operation which leads to the summary of the procedure

Foreign investment <

Foreign companies or individuals can create a company in Bhutan through a joint venture with a local partner/ promoter. 100% foreign company ownership is allowed for certain activities in the service sector. The equity share depends on the investment sector and can be consulted [here](#) (Schedules I, II & III). Activities not listed under the priority list and negative lists will have to fulfill certain screening criteria set in Schedule V of the same document.

Company creation process is the same for all types of companies. Depending on the location and type of activity, land and/or environmental clearance must be obtained.

Activities listed [here](#) do not require location clearance.

Activities listed under the green list of project categorization do not require environmental clearance. However, for projects under government reserved forest land or government land, Environmental Clearance for Land issued by the District Environment Officer is a mandatory requirement for all kinds of activities.

Thimphu

Businesses on "Rented space-without land requirement" would apply to those set up in rented apartment/building.

Outside Municipality

- [On private land > without environmental clearance](#)
- [On private land > with environmental clearance](#)
- [On govt. land > without environmental clearance](#)
- [On govt. land > with environmental clearance](#)

See more

Screen-Shot-2563-11-30-at-11.23.12-AM.png

Summary page

Steps (30)

- Obtain security clearance (local partner) (2)
 - 1 Request security clearance
 - 2 Obtain security clearance
- Purchase legal stamps (local partner) (1)
 - 3 Purchase legal stamps
- Obtain company name clearance (3)
 - 4 Request company name approval
 - 5 Receive payment advice notification (by email)
 - 6 Pay name clearance fee and obtain company name approval
- Obtain FDI registration certificate (3)
 - 7 Request FDI registration certificate
 - 8 Receive information for collection of FDI registration certificate
 - 9 Collect FDI registration certificate
- Register company (3)

Summary of the procedure

Institutions involved (8)

- Any post office or local stationery shop
- Ministry of Economic Affairs, Department of Industry (x 11)
- Ministry of Economic Affairs, Regional Trade and Industry Office, Thimphu (x 4)
- Thromde, Thimphu (x 4)
- Royal Monetary Authority (x 3)
- Any commercial bank in Bhutan (x 2)
- Regional Revenue and Customs Office, Thimphu (x 2)
- Any agriculture extension office

Results (5)

- Foreign direct investment registration certificate
- Certificate of incorporation
- Project approval (FDI)
- Business license
- Type of Tax Pay (TPN) Agency: 3 letters and 5 Numbers

Required Documents (30)

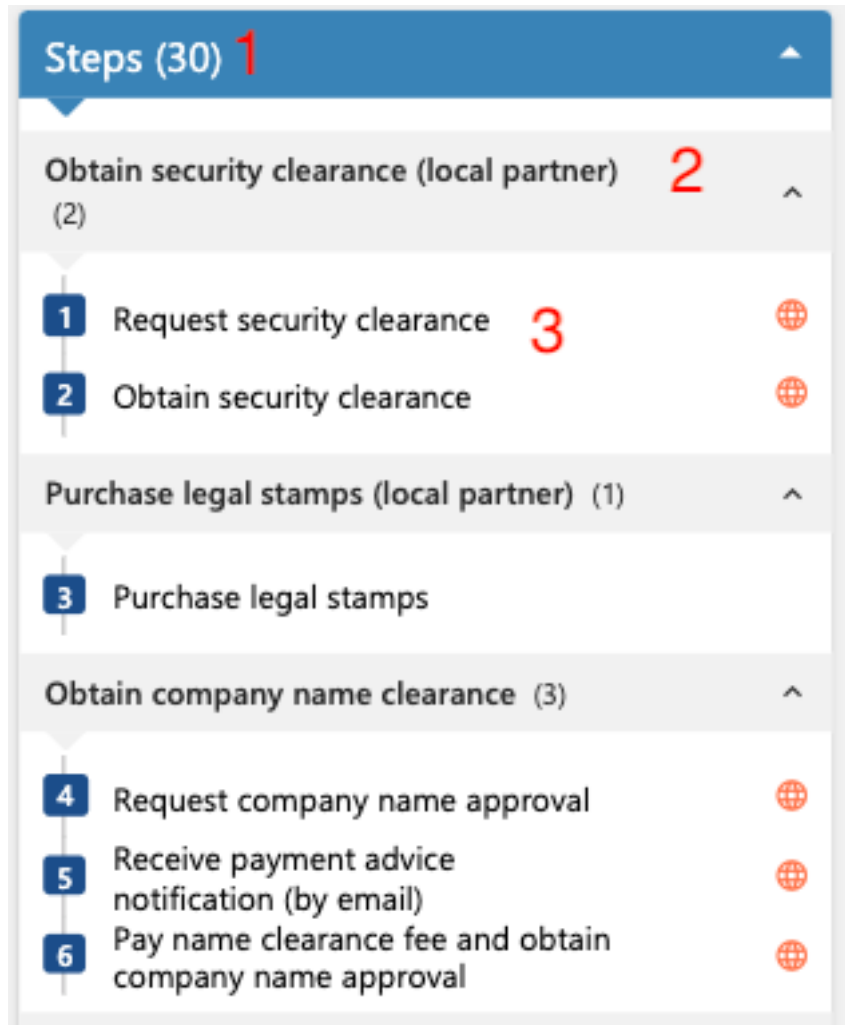
Individual investor Corporate investor

Screen-Shot-2563-10-27-at-11.25.25-PM.png

- 1 Left part: list of all steps in the procedure
- 2 Right part: summary of the procedure indicating the total number of institutions involved, showing results, requirements, costs, duration and legal bases justifying the procedure



Left part: List of steps

- 1 Number of steps : refers to the total number of mandatory and optional steps which are necessary to complete the procedure
- 2 Block : name of the block (group of steps that are related to each other) and the number of steps it contains
- 3 Step : name and number of the step. If you click on the name, the step file opens on the right side of the page




Screen-Shot-2563-10-27-at-11.29.28-PM.png

Right part: Summary of the procedure





Summary of the procedure


Institutions involved (8)



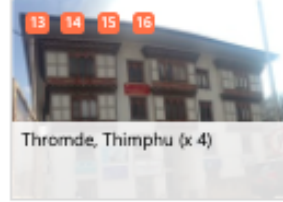
3
Any post office or local stationery shop



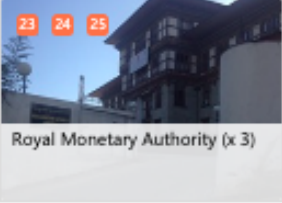
4 5 6 7 8 9 10
11 17 18 19
Ministry of Economic Affairs, Department of Industry (x 11)



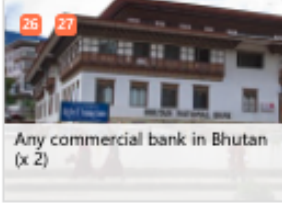
12 20 21 22
Ministry of Economic Affairs, Regional Trade and Industry Office, Thimphu (x 4)




13 14 15 16
Thromde, Thimphu (x 4)




23 24 25
Royal Monetary Authority (x 3)



26 27
Any commercial bank in Bhutan (x 2)




28 29
Regional Revenue and Customs Office, Thimphu (x 2)

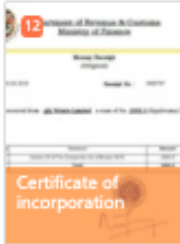


30
Any agriculture extension office

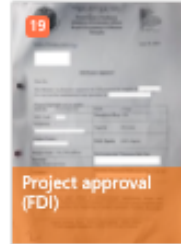
Results (5)




9
Foreign direct investment registration certificate




12
Certificate of incorporation



19
Project approval (FDI)



22
Business license



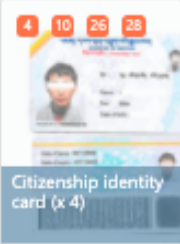
29
Type of Tax Payer (TPN)/Agency Tax payer number
3 letters and 5 Numbers

Required Documents (30)

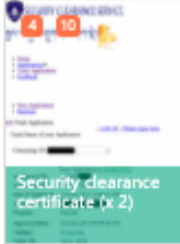
Individual investor

Corporate investor


^




4 10 26 28
Citizenship identity card (x 4)




4 10
Security clearance certificate (x 2)




4 10
Passports of all foreign investors



7
Company profile of domestic partner



7
Proof of financial capability of domestic partner



10
Foreign direct investment registration certificate

Screen-Shot-2563-10-27-at-11.36.45-PM.png

Estimated cost **BTN 4,740**

  **BTN**  

This is an estimate based on a series of assumptions which you can [modify](#) to calculate your own costs:

Cost detail

Estimate your cost

BTN 40 - BTN 10 per

4 

BTN 1,000

Business license fee

BTN 2,000

Registration fee

BTN 100

Booklet fee

BTN 500

Business license fee

BTN 1,000

Registration fee

BTN 100

Booklet fee




Total Duration **10d - 25d**



	Min.	Max.
Total time (sum):	10d	25d
<u>of which:</u>		
Waiting time in queue (sum):	5mn	1h. 40mn
Attention at counter:	10mn	1h. 5mn
Waiting time until next step (sum):	10d	24d

Laws (6)



-  Companies Act of Bhutan 2016 Chapter 4, Section 32(a)
-  General Guidelines for Industrial and Commercial Ventures in Bhutan, 1997 (articles 2.4, 4.1 (iii), ii)
-  Income Tax Act of the Kingdom of Bhutan 2001 Part I, Chapter 10, Section 47 and Part II, Chapter 4, Section 16

Screen-Shot-2563-11-30-at-11.35.28-AM.png

Step page

The screenshot displays a web application interface for a procedure. On the left, a sidebar titled "Steps (30)" lists various steps, with step 7, "Request FDI registration certificate", highlighted in red. On the right, a detailed view for step 7 is shown, including contact details for the Ministry of Economic Affairs, Department of Industry, and the Foreign Direct Investment Division. It also lists the person in charge, Sonam Lhamo, and provides contact information such as telephone, fax, and email. An "Expected results" section shows an image of a document with the number 13 circled.

Screen-Shot-2563-10-27-at-11.45.50-PM.png

- 1 Left part: List of all steps in the procedure
- 2 Right part: Description of the elements for each step

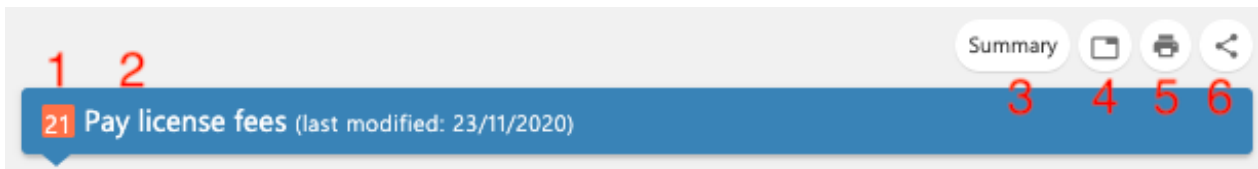
Left part: List of steps

The graphic is titled "List of steps (Total number of steps: 7)". It features a vertical sequence of three steps, each with a large red number indicating its position in the sequence. Step 1 is "Submit application for land occupancy", step 2 is "Obtain payment letter", and step 3 is "Pay for land". The steps are presented in a clean, modern layout with a blue header and a light gray background.

NewImage

- 1 Number of the steps : shows the total number of mandatory and optional steps involved in the procedure
- 2 Block : name of the block and the number of steps it contains
- 3 Name of the step : brief description of the action to be taken by the user or the result expected from the step; when clicked, a window is opened on the right side of the page with full description of the elements of the step

Right part: description of the step



Screen-Shot-2563-11-30-at-11.49.30-AM.png

Contact details 7



Entity in charge

MINISTRY OF ECONOMIC AFFAIRS,
REGIONAL OFFICE OF ECONOMIC
AFFAIRS, THIMPHU

Changzamtok Industrial Estate ,
Thimphu

Tel: +975 2 325 622 / +975 2 331 901



Unit in charge

LICENSING SECTION, ROEA,
THIMPHU

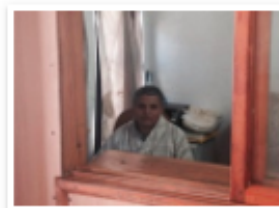
Mon: 09:00 - 01:00, 02:00 - 05:00

Tue: 09:00 - 01:00, 02:00 - 05:00

Wed: 09:00 - 01:00, 02:00 - 05:00

Thu: 09:00 - 01:00, 02:00 - 05:00

Fri: 09:00 - 01:00, 02:00 - 05:00



Person in charge

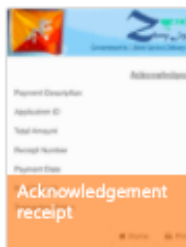
BAL KRISHNA SHARMA

Accountant

Tel: +975 17 607 826

Email: bkp_67@yahoo.com

Expected results 8



Requirements 9

1. Application number (SMS notification)

Cost **BTN 21,300.00** 10



Large scale business

BTN 4,000

Business license fee for authorized share capital above BTN 100 m

BTN 8,000

Registration fee

BTN 100

Booklet fee

Screen-Shot-2563-11-30-at-11.52.28-AM.png

Time frame 11


Waiting time until next step: Max. 0.5 day

Legal justification 12


1.  General Guidelines for Industrial and Commercial Ventures in Bhutan, 1997 Annex II
2.  Cottage and Small Industry Policy 2012 Chapter 5 - reference for investment size

Additional information 13

The amount payable will be reflected on the system when the application number is provided.

 Report incorrect information

14

 Suggest a simplification

Recourse: Ministry of Economic Affairs, Regional Office of Economic Affairs, Thimphu 15



Entity in charge

MINISTRY OF ECONOMIC AFFAIRS,
REGIONAL OFFICE OF ECONOMIC
AFFAIRS, THIMPHU

Changzamtok Industrial Estate ,
Thimphu
Tel: +975 2 325 622 / +975 2 331 901



Unit in charge

REGIONAL DIRECTOR'S OFFICE,
RTIO, THIMPHU

Mon: 09:00 - 01:00, 02:00 - 05:00
Tue: 09:00 - 01:00, 02:00 - 05:00
Wed: 09:00 - 01:00, 02:00 - 05:00
Thu: 09:00 - 01:00, 02:00 - 05:00
Fri: 09:00 - 01:00, 02:00 - 05:00



Person in charge

DHURBA GIRI

Offtg. Regional Director
Tel: +975 02 323 334
Email: dgiri@moea.gov.bt

Screen-Shot-2563-11-30-at-11.54.03-AM.png

- 1 Number of the step : indicates the order of the steps in a procedure
- 2 Name of the step : brief description of the action to be taken by the user or the result expected from the step
- 3 Summary button: it will take you back to the summary page of the procedure
- 4 Tab sheet button: step sheet can be viewed in two ways : "full view" of all elements or "tabs view" grouping elements. The content is exactly the same, only the presentation changes. This button allows changing the view
- 5 Print button : allows printing the step or the complete procedure
- 6 Embed button : to share/ embed the step page to a website
- 7 Contact details: - Entity in charge: Photo, name, address, email and phone number of the entity in charge of the step -Unit in charge: Photo, name, address, email and phone number and working hours of the administrative unit in charge of the step - Person in charge: Photo, name, address, email and phone number of the head of the unit or the person directly in charge of the step

-
- 8 Result of the step: document (or information) that is obtained at the end of the step
 - 9 Requirements : list of the documents or forms which have to be presented, they can be previewed by clicking on the image icon (thumbnail). There is also mention of the number of originals, copies or authenticated copies which have to be submitted to the person in charge of the step
 - 10 Cost: detailed list of what has to be paid in the step
 - 11 Timeframe: (i) waiting time in queue - minimum and maximum time (range) from the moment that the user enters the office till the moment the person in charge takes care of his request, (ii) time at the counter - minimum and maximum time the user spends at the counter with the person in charge of the step, (iii) waiting time until next step - minimum and maximum time the user has to wait before undertaking the next step (usually picking up the document which is requested in the current step)
 - 12 Legal justification : name of the norm (law, decree, circular, etc.) which justifies the step and its elements, with the exact indication of where it can be found (chapter, section, etc.) A link or a document containing the norm is attached
 - 13 Additional information : any additional information that is considered useful and that can not be described in other parts/elements of the step
 - 14 Report incorrect information and suggest simplification : links allow reporting an incorrect information in the step or propose an idea for simplification
 - 15 Recourse : person to whom the user can complain in case this one disagrees with the official in charge of the step. Usually this person is the immediate superior to the person in charge
- Index
 - > Home page
 - > Menu page
 - > Summary page
 - > Step page

Index

3. Login

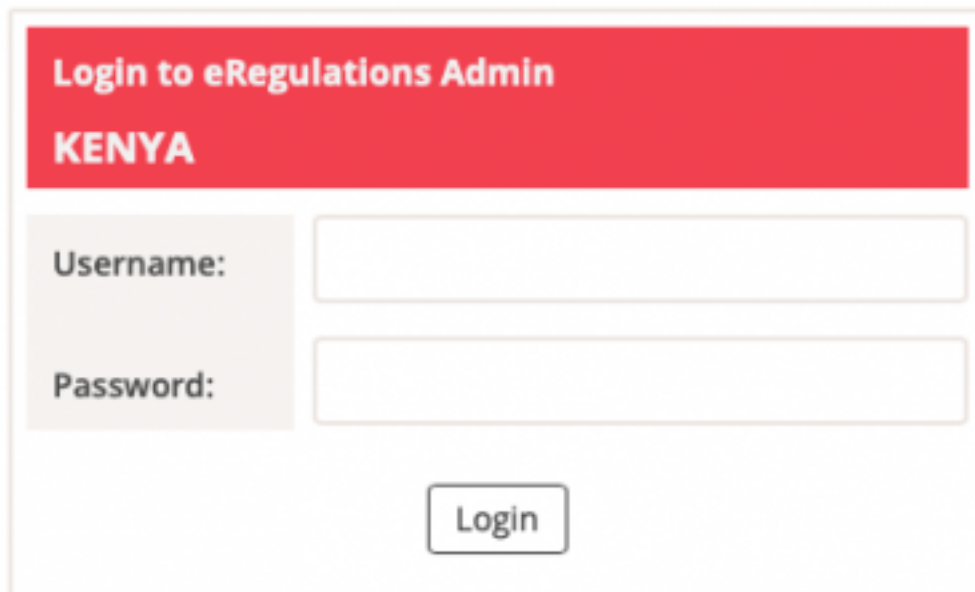
<https://help.eregulations.org/index.php/3-login/>

There are several types of system administrators with different rights: editors, validators, translators, publishers, super administrators, etc.

They all enter through the entry to the administrative part , their user/password determines the type of interface to which they can have access to.

1. Click on 'MEMBERS' or type "http://admin.'name of city/country'.eregulations.org" in your browser's bar.

2. A window opens: 'Login to eRegulations admin'



Login to eRegulations Admin
KENYA

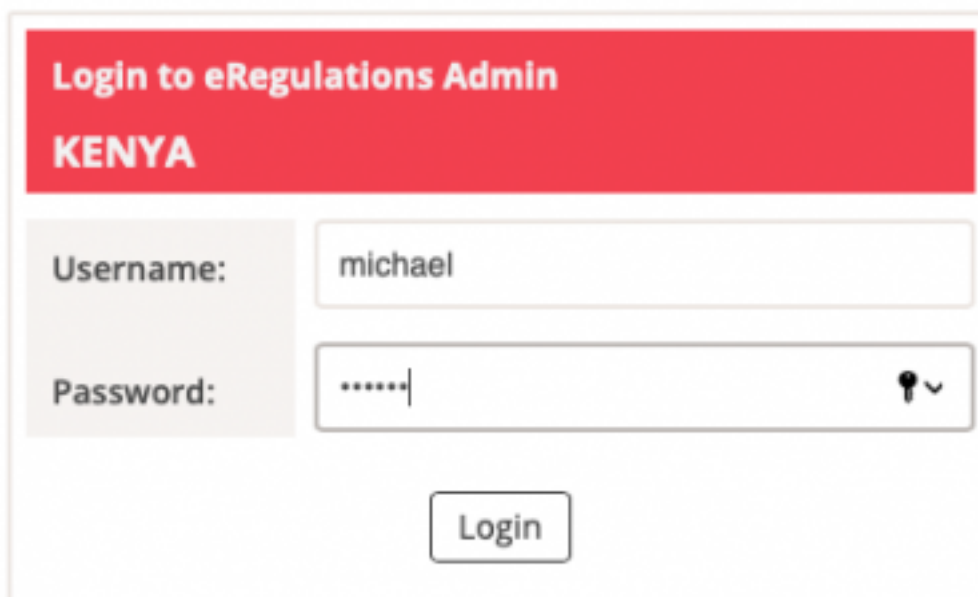
Username:

Password:

Login


Screenshot-2020-07-07-at-07.19.52-e1594120869570.png

3. Enter your username and password



Login to eRegulations Admin
KENYA

Username: michael

Password: 

Login

Screenshot-2020-07-07-at-07.23.38-1-e1594122077444.png

4. Click on this button and Login .

4. Administrative interface

<https://help.eregulations.org/index.php/4-admin-interface/>

All the data on procedures, steps, directories of institutions, laws, forms, photos, menus, texts, etc. are registered and modified through the administrative interface.



Screenshot-2020-07-09-at-14.11.04-e1594293203437.png

The administrative interface has four tabs:

Content

- Create and edit procedures
- Link to the database of institutions and civil servants, laws and documents



Newimagecontent

Public interface

- Home page layout
- Create and edit menus
- Menus translation
- Contact page

PUBLIC INTERFACE

LAYOUT HOMEPAGE

MENUS

TEAM PAGE

Screenshot-2020-07-09-at-15.09.16-e1594297777425.png

System settings

- Users link (create user profiles and access rights)
- View feedback(complaints or simplification ideas) sent by visitors of the system
- Country parameters (local currency, costs variables, etc.)
- Activity log (view of users' logs/activities in the system)

SYSTEM SETTINGS

USERS

VIEW FEEDBACK

COUNTRY PARAMETERS

ACTIVITYLOG

Screenshot-2020-07-09-at-15.39.31-e1594298443202.png

Translation

- Procedure translation
- Menu translation
- System translation (administrative interfaces, labels, etc.)

TRANSLATION

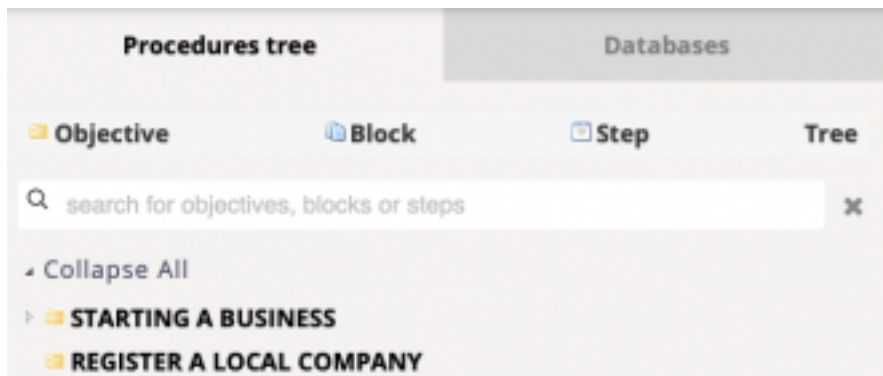
TRANSLATE PROCEDURES

SYSTEM TRANSLATION

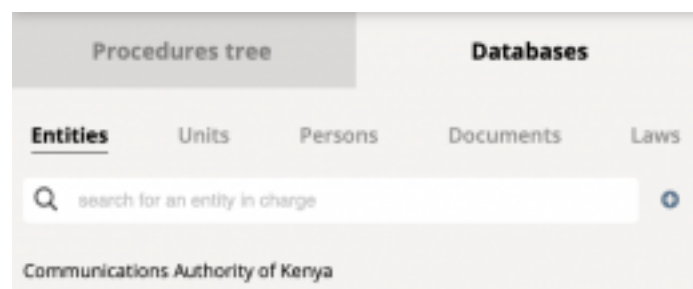
MENUS TRANSLATION

Screenshot-2020-07-16-at-18.13.01-e1594913267983.png

Content



Screenshot-2020-07-10-at-17.31.32-e1594391608423.png



Screenshot-2020-07-15-at-15.14.20-e1594815517688.png



Screenshot-2020-07-13-at-18.21.02-e1594819363878.png



Screenshot-2020-07-15-at-17.01.33-e1594821906599.png



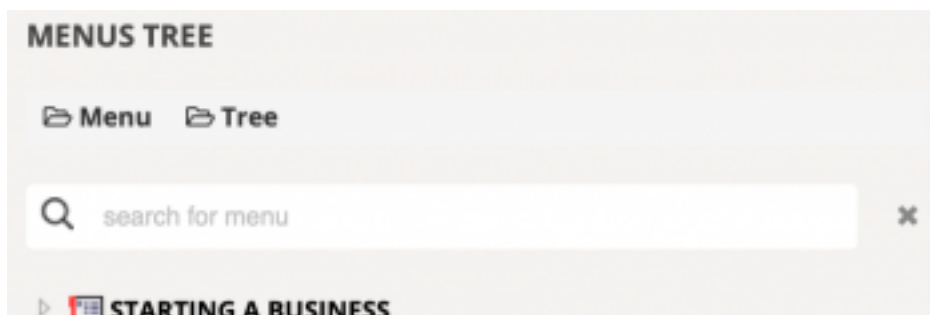
Screenshot-2020-07-15-at-16.32.20-e1594837457136.png

Public interface

▶ EDIT Homepage Layout Details



Screenshot-2020-07-10-at-17.55.22-e1594392980154.png



Screenshot-2020-08-05-at-08.06.59-e1596604325726.png

▶ EDIT Public Contact Page Details

GENERAL

AUTHORITIES


KENYA EREGULATIONS PROJECT TEAM

Text :




Screenshot-2020-07-10-at-18.39.24-e1594395624877.png

System Settings

DATABASE OF USERS 

USERS WITH ROLE: **NO SELECTION** ▼

 Adi, Guracha [Guracha]

Screenshot-2020-08-05-at-08.22.29-e1596605023641.png

See all the feedback received

List with all the feedback (complaints, suggestion or general comments) sent through the system

Refresh entries

Feedback received at	Feedback No	Name of sender	Feedback sent from	Type of feedback	
08 June 2015	000001	Njau Mahugu		N/A	
16 December 2015	000002	spremmi kjaran		N/A	

Screenshot-2020-07-13-at-16.29.24-e1594647003591.png

MANAGEMENT OF COUNTRY PARAMETERS

COST VARIABLES

CURRENCY

THIRD PARTIES

FILTERS

Name of variable	Operator	Label of variable	Label of hypothesis	Average value	
Unimproved Site Value	percentage			0.00	 
Percentage	percentage	Unimproved Site Value		0.00	 
percentage	percentage	Valuation amount		0.00	 
Percentage-purchase price	percentage	Of the balance of purchase price		0.00	 
percentage-project	percentage	Project cost		0.00	 
percentage- contract	percentage	Contract amount		0.00	 

Screenshot-2020-07-13-at-16.37.29-e1594647497339.png

FILTERS

Object type: Object ID: Username:

Modifications from: to:

Object type	Object ID	Object Name	Action
PersonInCharge	214	Khatib Khamis Ali	Updated

Screenshot-2020-07-13-at-17.51.56-e1594651961347.png

TRANSLATION

MANAGEMENT OF CONTENT TRANSLATION Please choose the language to translate in

OBJECTIVES | BLOCKS | STEPS | DOCUMENTS | LAWS | ENTITIES IN CHARGE | UNITS IN CHARGE | PERSONS IN CHARGE

Name [en] **Translation [sw]**

Access to Government Procurement Opportunities (AGPO) for women and youth

Advance tax

AGPO certificate for people with disabilities

Agricultural sector

Applications service provider license

Screenshot-2020-07-16-at-18.51.40-e1594914764420.png

MANAGEMENT OF SYSTEM TRANSLATION

COUNTRY PARAMETRES | LABELS

Name [en]	Translation [sw]
-- Select --	-- Select --
Kenyan Shilling	Kenyan Shilling
US Dollar	US Dollar

Screenshot-2020-07-16-at-18.42.22-e1594914228888.png

MANAGEMENT OF MENU TRANSLATION

Name [en] **Translation [sw]**

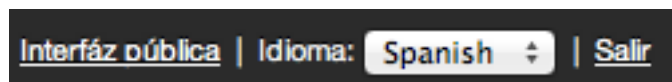
Access to Government Procurement Opportunities (AGPO)	
Advance tax	

Screenshot-2020-07-16-at-18.35.22-e1594914971226.png

- Index
- > Content

- > Public interface
- > System parameters
- > Translation

Index



Webm45

5. Homepage

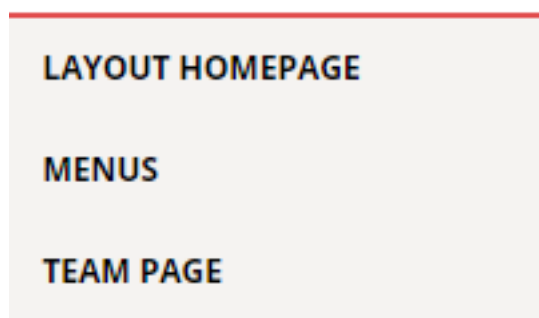
<https://help.eregulations.org/index.php/5-homepage-2/>

The public interface should be welcoming and give a clear view of what the eRegulations project is about, together with the information the user will find in the website.

Editing of the public interface

Where is the entry for editing the home page?

PUBLIC INTERFACE



Public-interface-new-e1594288113420.png

▶ EDIT Homepage Layout Details

GENERAL

HEADER

TOP MENUS

SLIDESHOW

MIDDLE SECTION

FILTER SETS

BOTTOM MENUS

FOOTER

Visible languages:

en sw

Feedback receivers :

List with users that will receive all the feedback of the site

[add feedback user](#)

	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	

hp2-new-e1594636143173.png

The 'General' tab

EDIT Homepage Layout Details

GENERAL HEADER TOP MENU SLIDESHOW MIDDLE SECTION FILTER SETS BOTTOM MENU FOOTER

Visible languages: en sw

Feedback receivers : [add feedback user](#)
List with users that will receive all the feedback of the site

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Hide persons in charge to public :
You can choose to display persons in charge information only to logged in users, for security reasons.

Site Title :

System Meta Keywords :

hp3-new-2.png

- Visible languages : tick the box next to the language(s) that you want to be visible on the public interface.
- Feedback receivers : add, remove or edit the list of persons receiving comments sent by the visitors of the site through the home page. More information on feedback tutorial ' Comments '.
- Hide persons in charge: One can choose to display persons in charge information only to logged in users for security reasons
- Site title: Words used for displaying page name for example eRegulations Kenya
- System meta keywords : adding search keywords (for search engines like google, yahoo, bing, etc.) helps increasing the number of the visitors of the site. Below some keywords suggestions: eRegulations, name of the country or city, investment, investor, procedure, requirements, company, individual trader, registration, entrepreneur, taxes, social security, transparent, administration, rules, etc.
- System meta description : this description appears under the name of the site in search engines (google, yahoo, bing, etc).

Visible languages:



en



sw

hp6-new.png

Feedback receivers :

List with users that will receive all the feedback of the site

[add feedback user](#)

hp4-new-1.png

The 'header' tab

▶ **EDIT** Homepage Layout Details

Manage content through WYSIWYG editor:

Header :

KenInvest eRegulations Kenya

hp7-new-1-e1594639301262.png

The 'top menus' tab

▶ **EDIT** Homepage Layout Details

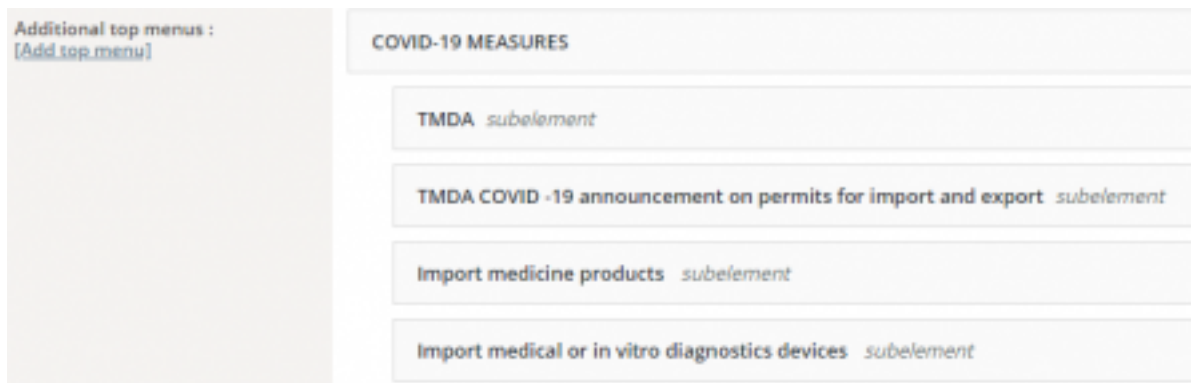
Show only certified procedures to public :
If yes, only procedures which all steps are certified will be displayed to public.

Show objective tree in main menu :
If yes, the procedure tree will be shown and not the menu tree.
Keep in mind changing this setting might serious affect the public site audience

Additional top menus :
[\[Add top menu\]](#)

hp19new-e1594811546682.png

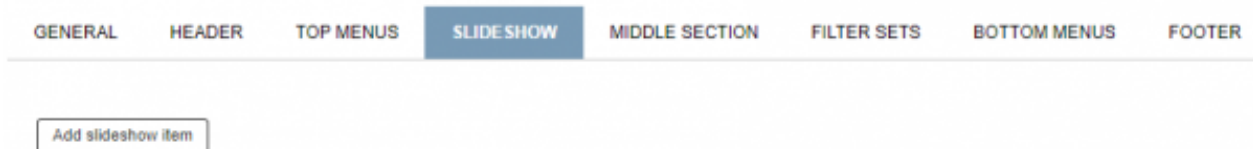
- Show only certified procedures to the public: Switching this button on will only show/display procedures which all the steps have been certified in the public interface
- Show objective tree in main menu: Switching this button on shows the procedure tree and not the menu tree
- Additional top menus: Allows the user to add additional menus to provide the public with further information on a certain subject matter



hp20-new-e1594813234374.png

The 'slideshow' tab

▶ EDIT Homepage Layout Details



hp8-new-1-e1594638556939.png



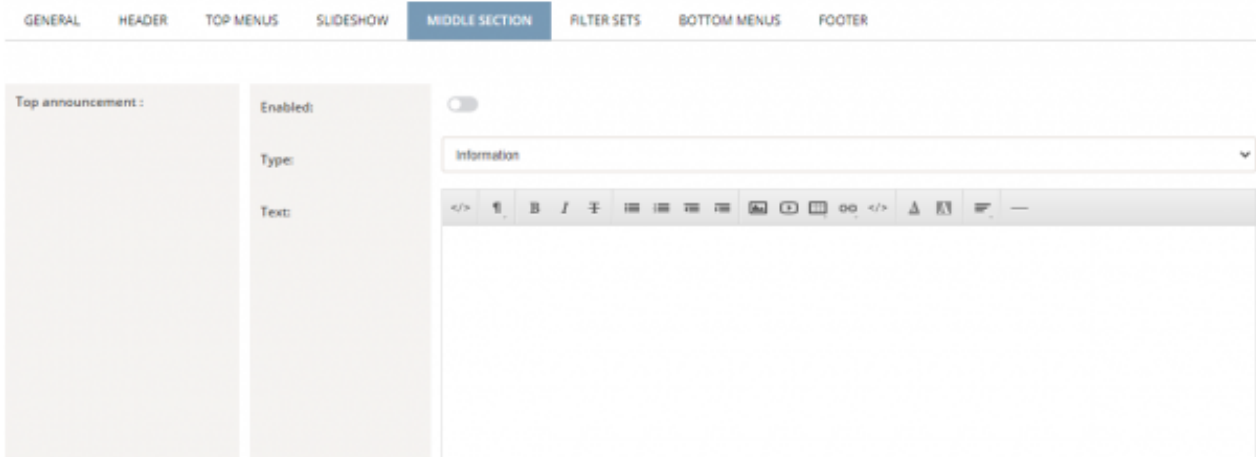
hp9-new-e1594379926499.png

- Upload image to your slide, the size should be 1100 pixels width x 320 pixels height .

- Type in the text you want to appear in the slide. Keywords of your text should be in bold to be more visible and to better pass on the message.

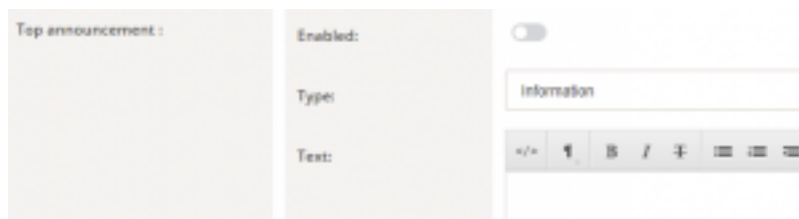
The 'middle section' tab

▶ EDIT Homepage Layout Details



hp10-new-1-e1594639612440.png

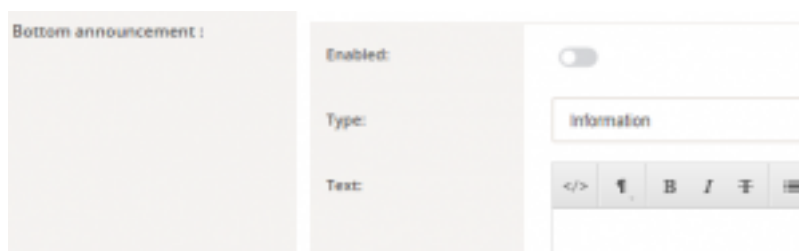
- Top announcement: For adding announcements at the top part of the website. To add switch on the enable button, then select the type of information you want to add and finally type the content you want to display in the text tab



hp21-new-1-e1594816408365.png

- Boxes : corresponds to the 4 boxes of links to presentation media or descriptions. For each box, insert an image of 232 pixels width x 159 pixels height . You can put a 'weblink', a 'video' or a link to the 'feedback' module in these boxes or simply put an image or illustration (with no hyperlink).Content of the boxes:

- Bottom announcement: For adding announcements at the bottom part of the website. To add switch on the enable button, then select the type of information you want to add and finally type the content you want to display in the text tab



hp22-new-e1594818584929.png

The 'Filter sets' tab

▶ EDIT Homepage Layout Details

GENERAL HEADER TOP MENU SLIDESHOW MIDDLE SECTION **FILTER SETS** BOTTOM MENU FOOTER

[add filter set](#)



Starting a business ✕ Visas and permits ✕ Property and environmental compliance ✕ Sectoral licences ✕ County permits ✕

Starting a business

Preset filter(s)

+

Filters in the tab

Select type of business  Type of business  +

hp23-new-1-e1596460520552.png

The 'bottom menu' tab

▶ EDIT Homepage Layout Details

GENERAL HEADER TOP MENU SLIDESHOW MIDDLE SECTION FILTER SETS **BOTTOM MENU** FOOTER

Show bottom menu collapsible:
If yes, only the menu title will be visible at start. The menu content will be visible when clicking

[add bottom menu](#)

Start a business in Kenya Service to investors Taxpayer services Work permits and visas Social security Land and property Sectoral permits Export processing zones

Title: Start a business in Kenya

Visibility:

URL: menu/1

Icon: [select image](#)

hp14-newPNG-e1594381346630.png

Title :	Start a business in Kenya
Visibility :	<input checked="" type="checkbox"/>
URL :	menu/1
Icon :	select image
Plus URL :	menu/1

hp16-2new-e1594647369965.png

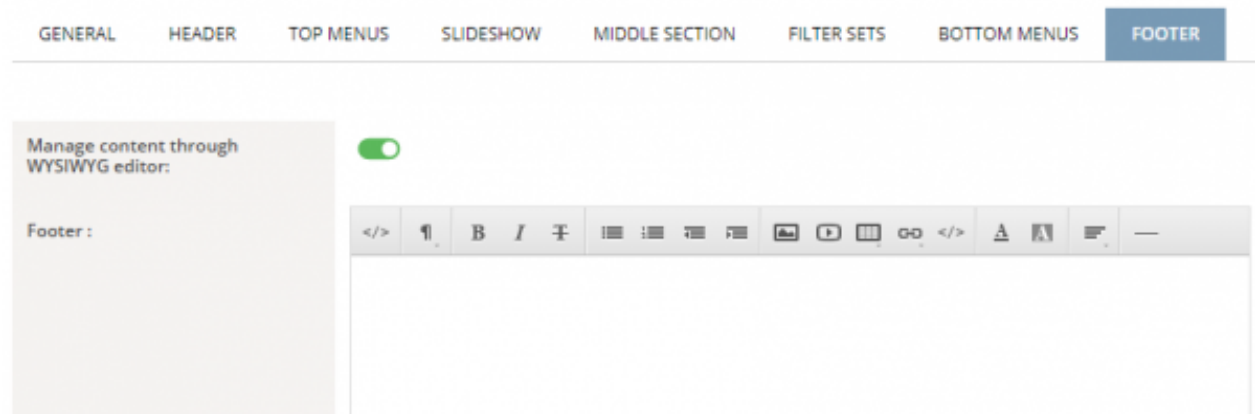
- the name of the group: title of the menu
- the visibility of the menu
- the link (URL) to the respective menu page
- the icon that appears on the left side of the title. These icons are pre-configured and generated automatically (size: 35 x 35 pixels)
- the plus URL : link to the procedures page behind the '+' icon

Submenus : [Add procedure] [Add separator] [Add end-separator]	Start a local company for citizens Start a local company for foreigners Registering a branch of a foreign company Register a sole proprietorship Register a partnership Register a limited liability partnership Obtain information on a company in Kenya	
<input type="button" value="Save"/> <input type="button" value="Delete"/>		

hp17-new-e1594644427863.png

The 'footer' tab

▶ EDIT Homepage Layout Details



hp18-new-e1594382151199.png

- Index
- > Editing of the public interface

Index

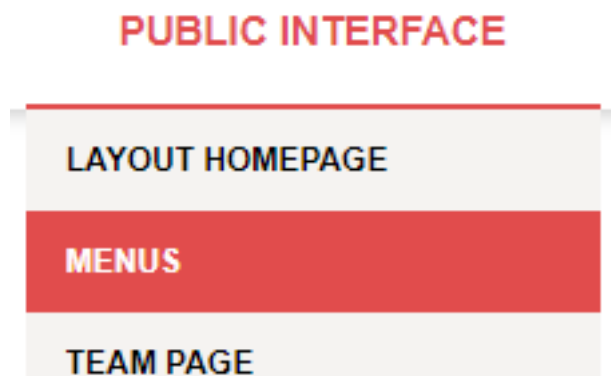
6. Menu page

<https://help.eregulations.org/index.php/menu-page-joan/>

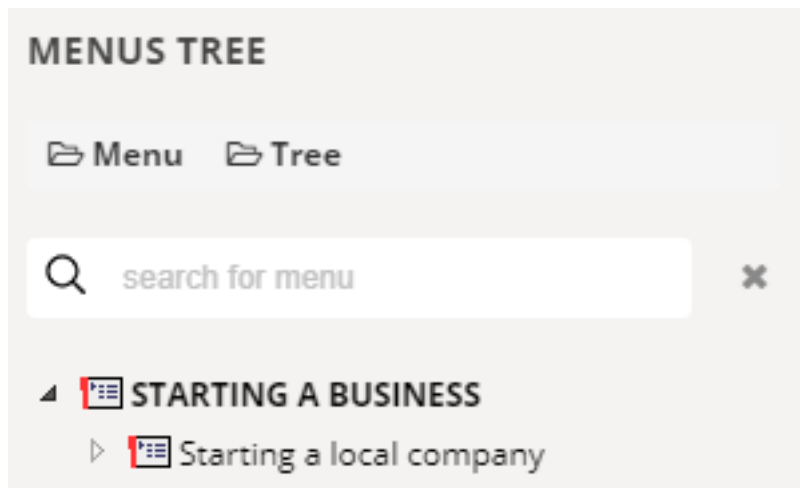
The menu page shows the list of procedures (or objectives) and their sub-categories (also called sub-objectives). For example company creation is the main objective with different sub-objectives which define the precise type of company to be created such as local company, foreign company, local branch of a foreign company, etc. This page contains a text space to put brief explanations on the procedures. You can also upload images on the right side of the page, illustrating a concept related to the procedures.

Menu structure

The tree of objectives



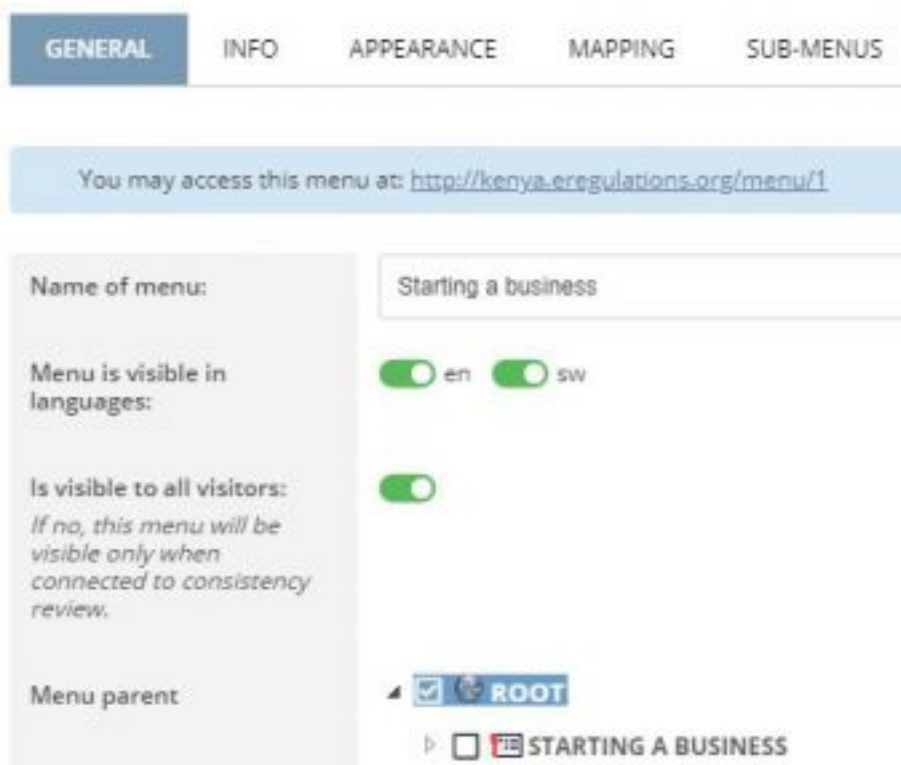
Menu1-new.png



menu2-new.png

Procedure sheet

'General' tab



menu-1new-e1602853892207.jpg

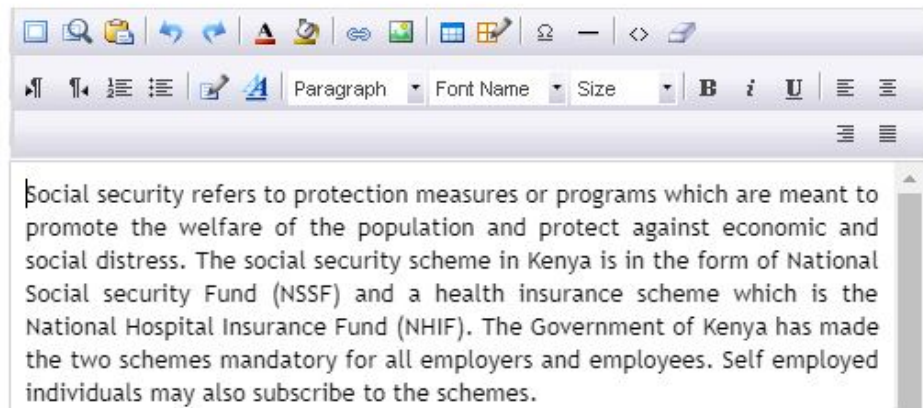
'Info' tab

You may access this menu at: <http://kenya.eregulations.org/menu/102>

Image (Fixed Size :
435px*123px):

[select image](#)

Description of menu



Menu-2new.jpg

- Leave the image section free.
- Description of menu: explanation which applied to the objective, and/or sub-objectives.
- Keywords for search engines(google, yahoo, bing, etc.).
- Description that appears under the title of the objective in search engines.

'Appearance' tab

You may access this menu at: <http://kenya.eregulations.org/menu/1>

Info for public big menu display

Is visible in public site menu:



Nb of columns in submenu section:

Icon:

[select image](#)

Active Icon:

[select image](#)

Info for public menu page display

Image 1:

[select image](#)

menu-7new.jpg

- Switch on the "is visible in public site menu tab" to make the procedure visible on the public interface. If you switch it off the procedure will not appear in the menu in the public interface
- Select the number of columns in sub-menu section.
- Upload icons, they will appear on the left side of the procedures titles.
- Images (1,2,3) appear on the right column. The size of the images should be: 255 pixels width x 227 pixels height .

'Mapping' tab

You may access this menu at: <http://kenya.eregulations.org/menu/1>

Select objective/block for menu

- ▶  STARTING A BUSINESS
-  REGISTER A LOCAL COMPANY
- ▶  INVESTOR SERVICES
- ▶  IMMIGRATION SERVICES
- ▶  PAYING TAXES
- ▶  SOCIAL SECURITY
- ▶  LAND AND PROPERTY
- ▶  BUILDING AND CONSTRUCTION
- ▶  SECTORAL PERMITS
- ▶  INVESTMENT INCENTIVES

menu-4new.jpg

Sub-menu' tab

You may access this menu at: <http://kenya.eregulations.org/menu/1>

Sub-menu

<input type="checkbox"/>	Starting a local company		
<input type="checkbox"/>	Registering a branch of a foreign company		

menu-5new-1.jpg



Menu44

'Feedback receivers' tab

You may access this menu at: <http://kenya.eregulations.org/menu/1>

Feedback receivers :

List with all the users that will receive feedback when the visitors will comment this menu

[add feedback user](#)

menu-6new.jpg

Norms of drafting texts in menu pages

Parent objective (level 1 of the menu)

- Names of objectives should be precise and point to an operation that the investors or citizens want to do. Example 'Business registration', 'Land transfer', etc.
- The description of the objectives should be simple and concise it should say what is useful for the visitors in addition to the information they can see in other parts of the system. Remember that the goal is not explaining how to reach an objective here since this is described step by step in the procedures page. Write the texts in the editor's HTML mode and use the below format: First sub-title First paragraph Second sub-title Second paragraph Third paragraph etc. The following elements can be added to the paragraphs: text in orange link To insert an image linked to a document you can put the following code:
- The three images of the right column are uploaded through the "appearance" tab
- There is no need to do the mapping (link the menus procedures to the tree of objectives) at this level of the menu.

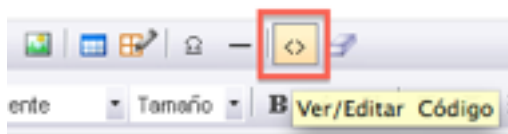
First sub-title

Second sub-title

Sub-objective (level 2 of the menu)

- The description of the sub-objectives should be a simple and concise text giving concrete and useful information about the sub-objective. Write the texts in the editor's HTML mode and use the below format: Paragraph 1 Paragraph 2 The following elements can be added to the paragraphs: text in orange link
- You should do the mapping i.e. link the procedure to the tree of objectives, to make it visible on the public interface .
- Index
- > Menu structure
- > Norms of drafting texts in menu pages

Index

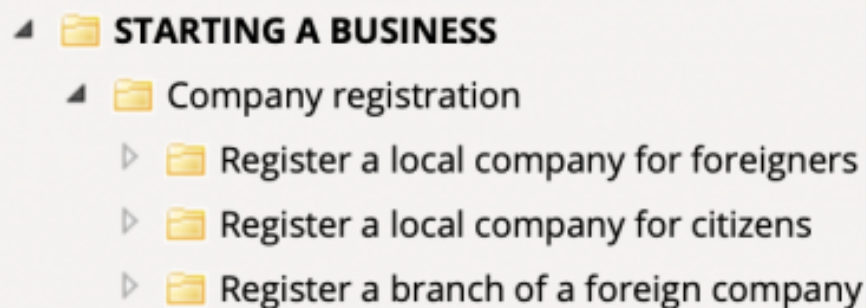


Menu55

7. Objectives

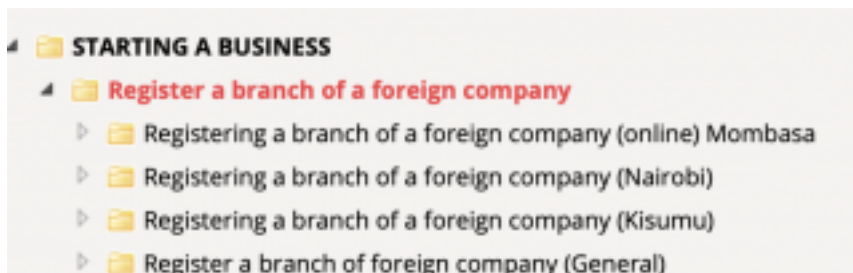
<https://help.eregulations.org/index.php/objective-agnes/>

An objective is an operation that investors or citizens want to achieve. In the system, an objective is a folder in the tree of objectives with sub-folders, blocks and steps.



Screenshot-2020-08-13-at-14.26.05-e1597318125866.png

How to create an objective?



Screenshot-2020-08-05-at-11.21.44-e1596615784388.png

Create an objective

- The name of the objective
- Its parent , select "Root" if this is the parent objective (main operation).
- Save the objective.









blo9-new.png


▶ CREATE OBJECTIVE

Name of the objective:

Parent

- ▶  **ROOT**
- ▶  **STARTING A BUSINESS**
- ▶  **REGISTER A LOCAL COMPANY**
- ▶  **INVESTOR SERVICES**
- ▶  **IMMIGRATION SERVICES**

 **SAVE**

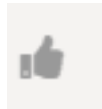


Screenshot-2020-08-05-at-11.32.23-e1596616537537.png

How to edit an objective?



blo9-new.png



blo10-new.png



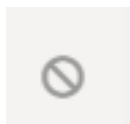
blo11-new.png



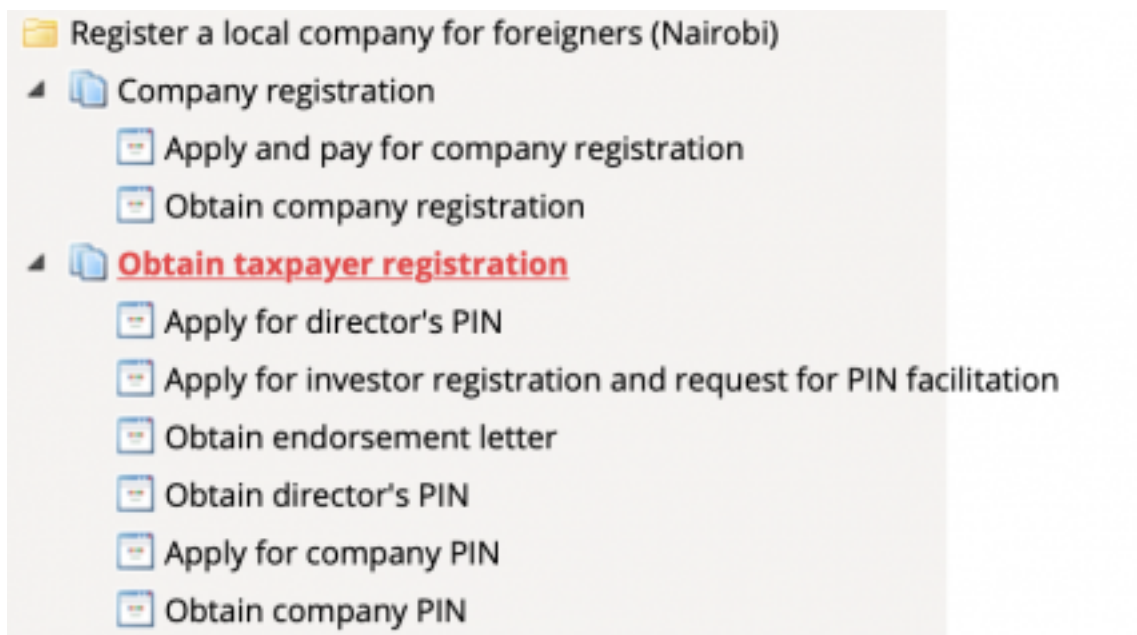
blo12.png



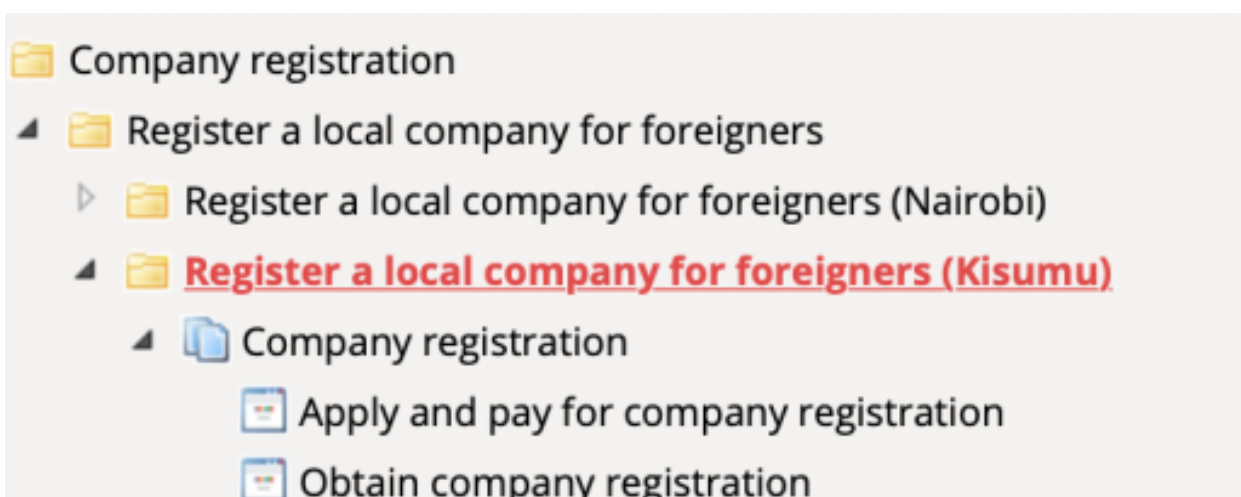
Screenshot-2020-10-27-at-16.53.58-e1603806920537.png



blo13.png

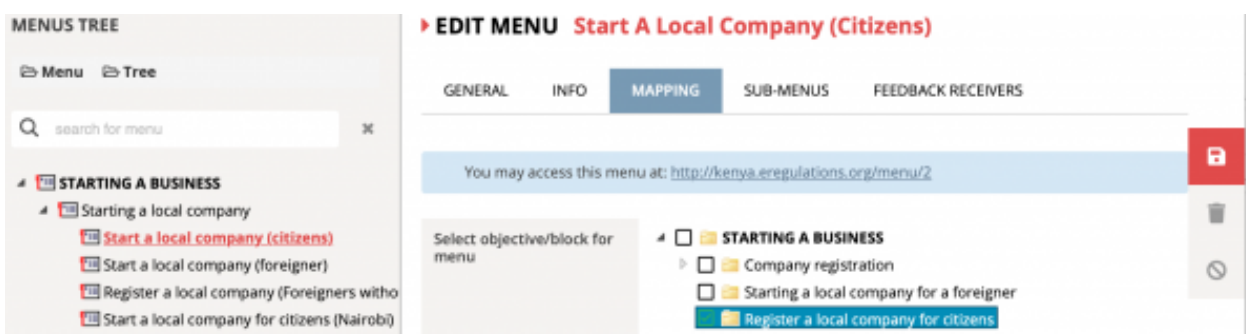


Screenshot-2020-08-13-at-15.42.19-e1597323955877.png



Screenshot-2020-08-13-at-21.41.48-e1597345152746.png

How to link an objective to a menu?



Screenshot-2020-08-13-at-22.27.39-e1597347094641.png

- From the menu tab on the administrative interface, go to the Mapping tab of the expected menu or sub-menu

-
- Select the corresponding objective in the "Objective tree" that appears below.
 - Save the menu

 - Index
 - > How to create an objective?
 - > How to edit an objective?
 - > How to link an objective to a menu?

Index

8. Blocks

<https://help.eregulations.org/index.php/blocks-joan/>

To make the procedure easily understandable, we divide it into several parts called "blocks".

What is the purpose of blocks?

How should you group steps?

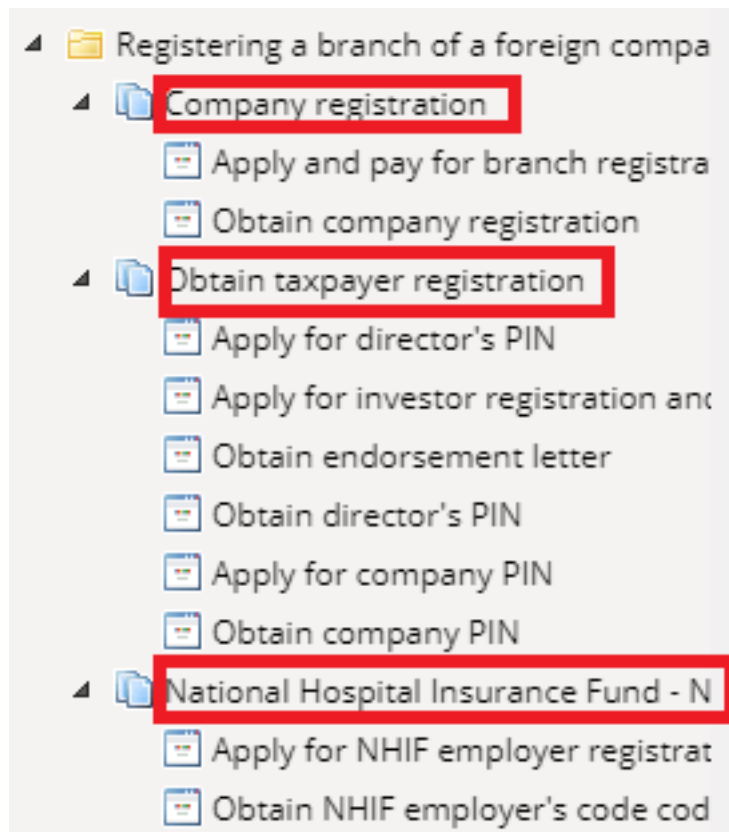
- Steps that belong to the same entity
- Steps that are done for reaching a common objective (ex. preparing application documents)
- Steps of the same nature (ex. payments, etc.)

How to create and edit blocks?

Where are the blocks?



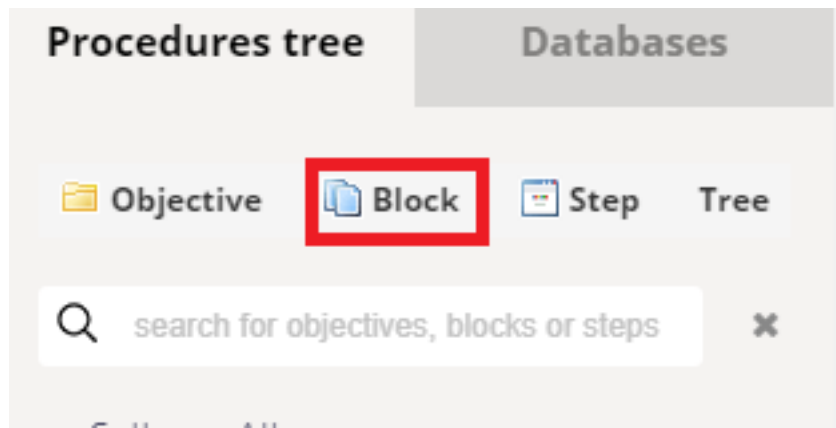
Ps1



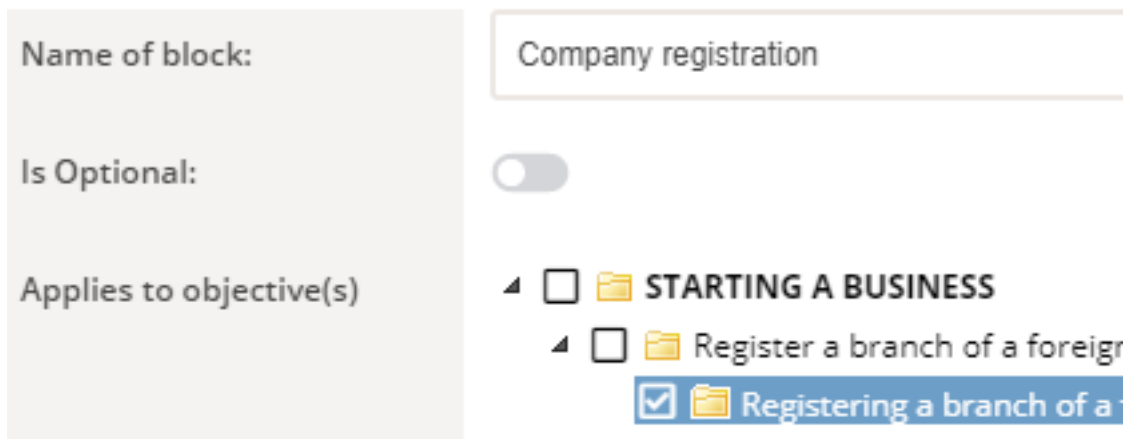
blo1-new-2.png

Create blocks

- Under the procedures tree on the top left there are small menus with links for creating objectives, blocks, steps and tree > Select "block"
- A sheet appears on the right side of the page > insert the name of the block > assign it to the objective (folder) where you want it to be and save. The name of the block should be as precise as possible and describe the final objective of the block (ex. pay registration fees). Edit blocks
The save button allows you to modify a block and save it without publishing. Your modifications will not appear in the public interface but will be saved in the admin site The publish button allows your modifications to appear in the public interface The move to recycle bin button moves a block to the recycle bin therefore disappearing from the public interface, but not deleted from the system. The duplicate button allows you to duplicate your objective. The cancel button allows you to cancel your modifications if you change your mind! To change the order of steps in a block you should click the block then drag the step to where you want it to be then publish the step to save the changes To change the order of blocks you should click on the procedure then drag the block to where you want it to be then publish the block to save the changes A block is a group of steps It is easier for visitors of the site to understand the sequence of steps when they are grouped in blocks: Above is an image of how they appear in the public interface. Norms of editing block titles Title of the block Remember to use the same grammatical form in titles, for example if you use the noun form (payment of registration fees) or infinitive form (pay registration fees) keep the same format in all blocks.
- The name of the block should be as precise as possible and describe the final objective of the block (ex. pay registration fees).



blo2-new.png

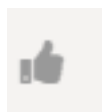


blo3-new-1.png

Edit blocks



blo9-new.png



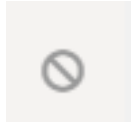
blo10-new.png



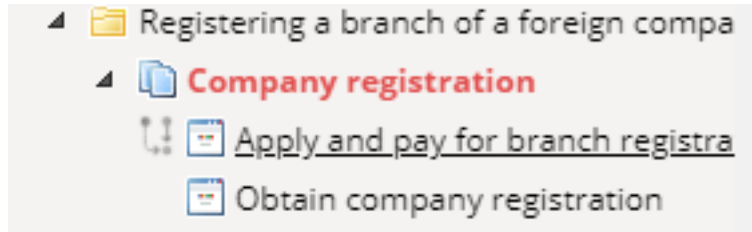
blo11-new.png



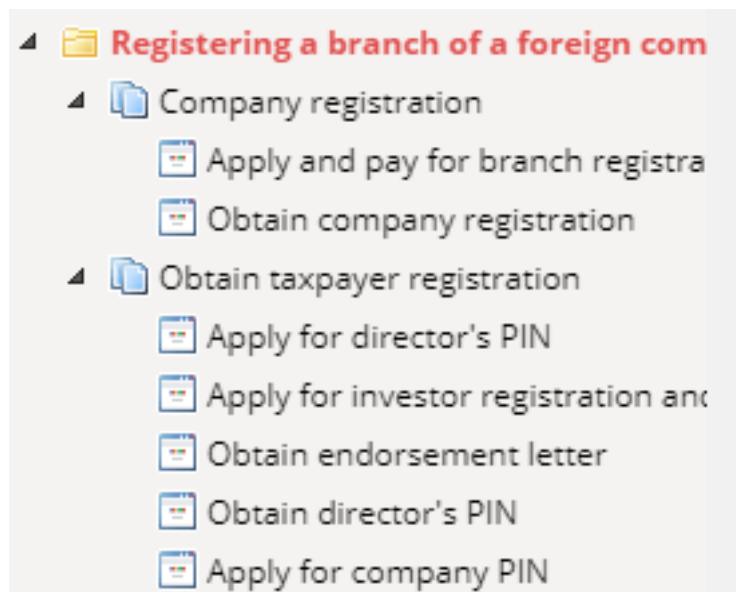
blo12.png



blo13.png



blo4-new.png



blo5-new.png

A block is a group of steps

Company registration (2)

- 1 Apply and pay for branch registration
- 2 Obtain company registration

Obtain taxpayer registration (6)

- 3 Apply for director's PIN
- 4 Apply for investor registration and request for PIN facilitation
- 5 Obtain endorsement letter
- 6 Obtain director's PIN
- 7 Apply for company PIN
- 8 Obtain company PIN

Social security registration (2)

- 9 Apply for NSSF employer registration
- 10 Obtain NSSF certificate of registration

blo6-new.png

Norms of editing block titles

Title of the block

 **Obtain taxpayer registration**

blo8-new.png

- Index
- > How to create and edit blocks

- > A block is a group of steps
- > Norms of editing block titles

Index

9. Steps

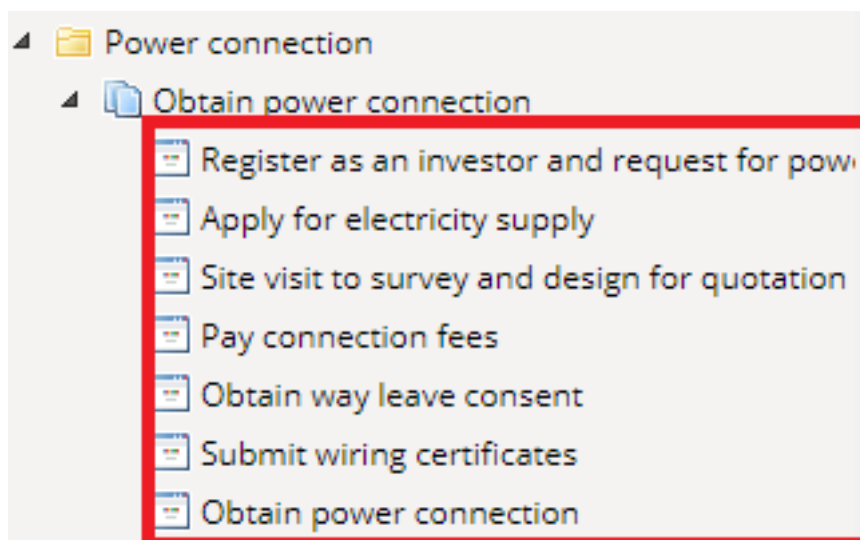
9. Steps

<https://help.eregulations.org/index.php/steps-joan/>

A step is any necessary interaction between the user and the administration (or a private actor providing a necessary service, such as notaries, lawyers, etc.) or an interaction with an online system to achieve an operation. Each step contains 9 elements that are created and edited as described below.

Create and edit steps

Where are the steps located in the system?



Step1-new-2.png

How to create a step?

- insert the name of the step : remember that it should be short and must describe the interaction, for example: "pay tax registration fees"
- skip "category" and "is internal" choices for the time being - if the step can be done online switch the tab on and paste the online link - if it is not mandatory but recommended then you can check "optional"
- select the block in the procedure , where you want to place the step.
- Click on the save button and save the step.



blo9-new.png



step2-new-2.png

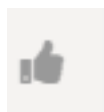
Name of step:	<input type="text" value="Pay registration fees"/>
Category	<input type="text" value="User in person"/>
Is Online:	<input type="checkbox"/>
Is Optional:	<input type="checkbox"/>
Is Internal:	<input type="checkbox"/>
Applies to blocks:	<ul style="list-style-type: none">▲ STARTING A BUSINESS<ul style="list-style-type: none">▲ Register a branch of a foreign company

step3-new.png

How to edit a step?



blo9-new.png



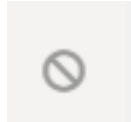
blo10-new.png



blo11-new.png



blo12.png



blo13.png

Edit this step in the administrative interface

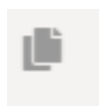
step4-new.png

How to assign a steps to procedures?

Name of step:	Apply and pay for branch registration
Category	User in person
Is Online:	<input checked="" type="checkbox"/> Apply online URL: <input type="text" value="https://a"/>
Is Optional:	<input type="checkbox"/>
Is Internal:	<input type="checkbox"/>
Applies to blocks:	<ul style="list-style-type: none"> ▲ STARTING A BUSINESS <ul style="list-style-type: none"> ▲ Register a branch of a foreign compa <ul style="list-style-type: none"> ▲ Registering a branch of a foreign c <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Company registration <input type="checkbox"/> Obtain taxpayer registrati <input type="checkbox"/> National Hospital Insurance <input type="checkbox"/> Social security registration <input type="checkbox"/> Obtain single business perr ▲ Registering a branch of a foreign c <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Company registration

step5-new.png

How to duplicate a step?



blo12.png

The step sheet in the administrative interface

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
Name of step:	<input type="text" value="Obtain company registration"/>							
Category	<input type="text" value="User in person"/>							
Is Online:	<input checked="" type="checkbox"/>	<input type="text" value="Obtain online"/>	URL:	<input type="text" value="https://accounts.ecitizen.go.kr"/>				
Is Optional:	<input type="checkbox"/>							
Is Internal:	<input type="checkbox"/>							

step6-new.png

Content tab (step elements)

- name
- contact
- results
- requirements
- costs
- duration
- legal source
- additional information
- recourse

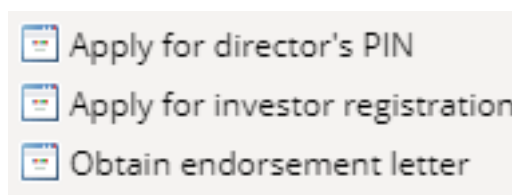
Admin tab (step life cycle)

- Audit : shows the status of the step in the consistency review, date and name of the system user who created the step
- Review : shows the list of consistency review comments on different elements of the step
- Users : list of the persons who have editing rights for the step
- Translate : allows you translate the step, without the need to send it to the translator
- Certification : is where you register the data on the date, entity and person in charge of certification and upload the certification sheet
- Update history : lists all the changes made to the step including the date of modification, name of the user and elements which have been modified

Norms of editing steps

Step title

- Remember to use the same grammatical form in titles, for example if you use the noun form (payment of registration fees) or infinitive form (pay registration fees) keep the same form in all steps.
- The title begins with a capital letter and follows in small letters.



step7-new.png

- Index
- > Create and edit steps
- > The step sheet in administrative interface
- > Norms of editing steps

Index

9.5 Steps - Cost

<https://help.eregulations.org/index.php/steps-cost-joan/>

Costs can be fixed or variable given certain parameters. In the cost section you have the possibility to define if it is a fixed cost, variable and add comments/explanations if needed.

Create and edit costs

How to define a cost?

- fixed cost- ex. USD 50 for company registration .
- percentage of a value - ex. 5% of the company's inventory value
- variable cost per unit - ex. USD 20 per business premises
- range of a value- ex. between USD 8 to USD 12 depending of the type of activity .
- proportion of a value- ex. USD 8 if the value of the inventory is below USD 2'000 or, USD 10 if the value of the inventory is between USD 2'000\$ and USD 4'000, or USD 12 if the value of the inventory is more than USD 4'000
- some costs are a combination of two or more of the above types

Costs in the step sheet

- 1 switch on the "Has costs tab"
- 2 add the cost by clicking the "Add cost tab"
- 3 you can also separate the costs by adding a separator through the "add Separator"
- 4 add any comments that may be useful for the visitors of the site

- 5 choose payment method
- 6 attach documents related to the cost

Section visibility:

Has costs:

+ / or Value Currency Operator Variable Optional text Av

[add cost](#) [add separator](#)

Comments:

Choose the payment methods:

cash Check Card Other

Attachments

[add file](#)

Cost2-new.png

Cost row

Add a new cost

Is alternative to
the previous
one:

Type:

fixed

par

%

Currency / Value

KES

par

Select or add new

Optional text

Legal base:

-- No legal source --

Preview cost

KES par .

Hypothetical
Value

Hypothetical
value text

Submit

Cancel

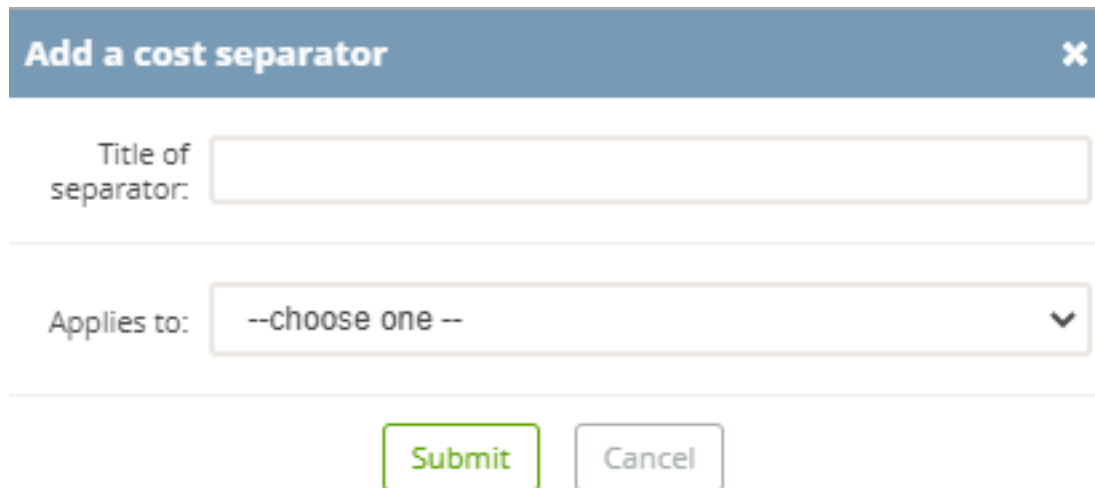
cost15.jpg

- is alternative to the previous costs: defines if a cost is additional to previous ones in a step, 'or' means the cost is alternative and can replace the one placed before it.
- type: can be fixed or variable (percentage of the unit cost)
- currency/value : currency in which the cost is expressed.
- optional text : to explain to which element of step the cost applies.
- legal base: the legal justification of the cost
- Hypothetical value: hypothesis on the quantity of elements that compose the average value.

- Hypothetical value text: explanation on the hypothetical value

Cost separators

- Title of the separator : description of the separator as it appears on the public interface.
- Applies to : filter that defines to which category of users the separator applies.



Add a cost separator ✕

Title of separator:

Applies to:

cost6-new.png

Variables costs

Cost per percentage: '%'

Type: fixed par %

Value: % ▾

Optional text:

Legal base: ▾

preview cost
KES 1.5000 % Land purchase price For payment of land rate for leaseholds (areas within CBD not captured in the previous payroll.)

Currency / Hypothetical Value of Land purchase price: ▾

Hypothetical value text:

Cost7-new.png

Cost per unit: 'per'

Is alternative to the previous one:

Type: fixed **par** %

Currency / Value: KES 100.0000 par page

Optional text:

Legal base: -- No legal source --

preview cost
KES 100.0000 par page For certification of documents.

Hypothetical Value of page:

Hypothetical value text:

cost8-new.png

Create cost variables

Cost variables in '%'

New

Name of variable :

Operator : %

Label of variable :

Label of hypothesis :

Average value :

cost9-new-1-e1599117240298.png

- The name of the variable starts with 'percentage-' and does not have spaces.
- The label of the hypothesis is the same as the 'variable'.
- The average value is always zero when creating the variable.

Cost variables 'per' unit

New

Name of variable :

Operator :





Label of variable :

Label of hypothesis :

Average value :

Cost10-new-1-e1599118108278.png

- The name of the variable starts with 'per' and does not have spaces.
- The label of the hypothesis is 'quantities of...(s)'.
- The average value is always zero when creating the variable.

	+/ or	Value	Currency	Operator	Variable	Optional text	Average Value	Average value text
1	+	1500.0000	KES	none		For annual land rate for freehold land/ peri urban areas	0.0000	 
1	or	1.5000	KES	%	Land purchase price	For payment of land rate for leaseholds (areas within CBD not captured in the previous payroll.)	0.0000	 

cost11-new-e1603456077310.jpg

Details of the first row

Is alternative to the previous one:

Type: **fixed** par %

Currency / Value: KES 1500.0000

Optional text: For annual land rate for freehold land/ peri urban areas

Legal base: -- No legal source --

preview cost
KES 1500.0000 For annual land rate for freehold land/ peri urban areas.

cost-12-300x279.jpg

Detail of the second line of cost

Is alternative to the previous one:

Type: fixed par **%**

Value: 1.5000 % Land purchase price

Optional text: For payment of land rate for leaseholds (areas within CBD not captured in the previous payroll.)

Legal base: -- No legal source --

preview cost
KES 1.5000 % Land purchase price For payment of land rate for leaseholds (areas within CBD not captured in the previous payroll.)

Currency / Hypothetical Value of Land purchase price: KES 0.0000

Hypothetical value text:

cost13-285x300.jpg

This is how it appears in the public interface:

Cost **KES 1,500.00**

This is an estimate based on a series of assumptions which you can [modify](#) to calculate your own costs:

Cost detail	Estimate your cost
KES 1,500 For annual land rate for freehold land/ peri urban areas	
or KES 0 - 1.5 % Land purchase price For payment of land rate for leaseholds areas within CBD not captured in the previous payroll.	<input type="text" value="30.00"/> ✓ ✕

cost14.jpg

- Index
- > Create and edit costs
- > Create cost variables

Index

9.1 Visibility

<https://help.eregulations.org/index.php/steps-visibility-joan/>

There are several elements in a step sheet that you can hide from the public interface. For example if a step has no cost you can make this section invisible and it will not appear in the public interface.

Visibility of step elements

▶ EDIT STEP Obtain Company Registration

CONTENT

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
------	---------	---------	--------------	------	----------	--------------	-----------------	----------

Section visibility:

Visi2-new.png

- Contact
- Results
- Requirements
- Cost
- Duration
- Legal source
- Additional information

- Recourse

Visibility of sub-sections

[add cost](#) [add separator](#)

Comments:

Choose the payment methods:

cash Check Card Other

visi3-new.png

Waiting time in queue

Time Spent at a Counter

Interval Min - Max:

MIN:		MAX:	
Hours:	Minutes:	Hours:	Minutes:
00 ▾	05 ▾	00 ▾	10 ▾

Waiting time until next step

Visi4-new.png

- Index
- > Visibility of the step
- > Visibility of step elements
- > Visibility of sub-sections

Index

9.2 Results

<https://help.eregulations.org/index.php/steps-resultsjoan/>

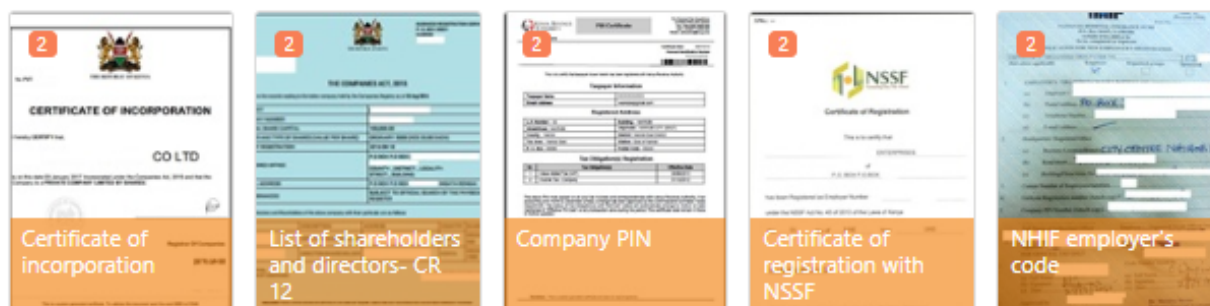
A result is what the user receives from an entity at the end of a step.

Types of results

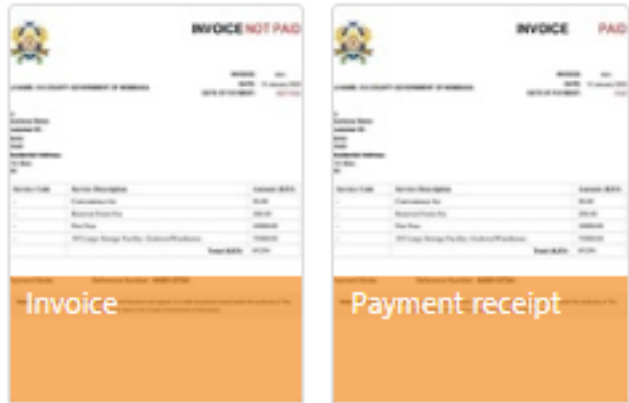
What are the different types of results?

- 1 Final results are those that the user can keep and can be used in other procedures (ex. investment certificate). Usually these are the results that the user is looking for when he starts a procedure. In the procedure summary page final results appear under "Results" section, with an orange color band.
- 2 Intermediary results are those that are obtained during the procedure and are necessary for getting the final result. They only appear in the steps under "Expected results" and are not visible in the procedure's summary page.
- 3 Appointment is a kind of result that is obtained when processing a request takes a given number of days. Usually the date is told orally to the user and there is no document. To illustrate this kind of result you can use one of the two images here and upload it in the "Expected results" section in the step. This kind of result does not appear in the procedure's summary page:
- 4 "Information" is another kind of result which is given orally. It is not common to document a step with no concrete results, the purpose of the system is to give as precise information as possible to the users. However, in certain cases, particularly when the procedure is not clear within the institution or if there are many variables depending on different cases, some institutions recommend the users to go and obtain information orally. This type of result does not appear in the procedure's summary page. You can use one of the images below to illustrate information:

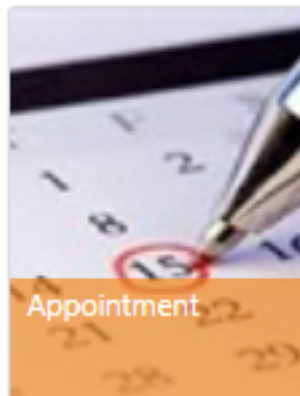
Results (6)



resu1-new.png



resu2-new.png



resu3-new.png

Create and edit results

How to create a result?

Add a result of step

CHOOSE A TYPE CHOOSE A DOCUMENT SELECT DOCUMENT PROPERTIES

Type:

resu7-new-e1603445900702.jpg

Add a result of step ✕

CHOOSE A TYPE
CHOOSE A DOCUMENT
SELECT DOCUMENT PROPERTIES

Create document

Document name:

Document type: -- choose one -- ▼

Document file: File URL
[select file](#)

Document thumbnail: [select image](#)

resu3-2-new-e1597914844788.png

- 1 Document name : is usually the name of the document that is obtained.
- 2 Document type : select the type from the drop-down menu.
- 3 Document file : attach the sample document given at the end of the step. It is best to use jpg. format for one pager documents and pdf for documents with several pages
- 4 Document thumbnail : shows a preview of the file (dimension: 110px by 140px).

How to edit a result?



Lapiz.png


CHOOSE A TYPE

CHOOSE A DOCUMENT

SELECT DOCUMENT PROPERTIES

Document on which this requirement is based:

Type
document

Attachments




Is final result of objective:

Number of: Original Copy

Legal base:

Submit

Cancel

resu5-new.png

How do results look like in the public interface?

Procedure's summary page

Results (6)



Resu4-new.png

Step sheet

Expected results



Resu6-new.png

- Index
- > Types of results
- > Create and edit results

Index

9.3 Contact

<https://help.eregulations.org/index.php/steps-contact-agnes/>

The entity, unit and the person in charge of a step are registered in the "contact" section. All components of contacts are saved in a separate database.

Description of the contact

Contacts structure

- 1 the entity in charge: a public institution (ministry, municipality, etc.) or a private entity in charge of the step or an online portal where applications can be made.
- 2 the unit in charge: division of the entity (division, department, reception desk, etc.) that is in charge of the step inside the entity
- 3 the person in charge: the person directly in charge of the operation in the unit. If two persons are in charge, names and a photo of both persons should be registered. If more than two persons are alternately in charge, the name, photo and contact details of the head of unit are registered as the person in charge of the step

Contact details



Energy & Petroleum Regulatory Authority

Entity in charge

**ENERGY & PETROLEUM
REGULATORY AUTHORITY**

Eagle Africa Centre, Longonot road,
Upperhill. P. O. Box 42681 , Nairobi
00100
Tel: +254 202 847 000 / +254 202
847 200
Tel. 1: +254 202 717 603
Email: info@erc.go.ke
Website: www.erc.go.ke

1



Unit in charge

**PETROLEUM AND GAS
DEPARTMENT**

Mon: 08:00 - 13:00, 14:00 - 17:00
Tue: 08:00 - 13:00, 14:00 - 17:00
Wed: 08:00 - 13:00, 14:00 - 17:00
Thu: 08:00 - 13:00, 14:00 - 17:00
Fri: 08:00 - 13:00, 14:00 - 17:00

2



Person in charge

IAN KANDIE BETT

Assistant petroleum officer
Tel: +254 709 336 285 / +254 709
336 215
Email: ian.bett@erc.go.ke

3

Screenshot-2020-08-13-at-23.07.27-e1597349750988.png

- An entity in charge is formed of one or more unit(s)
- An unit in charge is formed of one or more person(s)
- A unit only depends on one entity in charge
- A person only depends on one unit in charge

Attachments:

[Add file](#)

Con3

Contact details



Entity in charge

BANK



List of KRA agent bank account details

Screenshot-2020-08-14-at-00.41.13-e1597354999133.png

Add a file
✕

File name:

File URL


Document: [select file](#)

📄
KRA-Bank-Accounts-20052015.pdf
🗑️

[select image](#)

Document thumbnail:

🖼️
Screenshot 2020-08-14 at 00.45.25.png
🗑️



Submit

Cancel

Screenshot-2020-08-14-at-00.45.53-e1597355256967.png

- 1 Name of the file : the complete name of the file
- 2 Type of file : indicates the format of the file if it is a URL (link) or a document - it is best to put documents in jpg (if it is a one pager) or pdf (if it has more than one page) format
- 3 Documents attached : remember, if you select format of the document file, you should definitely upload an attachment
- 4 Thumbnail : loads a preview of the file (dimensions: 110px per 140px)

Where are contacts configured?



Screenshot-2020-08-14-at-01.00.00-e1597356120244.png

▶ EDIT STEP Apply To Be A Registered Investor

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
------	---------	---------	--------------	------	----------	--------------	-----------------	----------

Section visibility:

Screenshot-2020-08-14-at-00.57.09-e1597355920808.png

How to add a contact?

Entity in charge

Select an Entity in charge	
<input type="text" value="search for a entity in charge"/>	<input type="button" value="New Entity in Charge"/>
Communications Authority of Kenya	152
Advocate	0
Advocate	9
Bank	35
Business Registration Service	133
Cash office - City Hall	22
Certified public secretary	0

Screenshot-2020-08-14-at-01.07.11-e1597356535767.png

Add a new entity in the database of the entities in charge

- Full name of the entity
- Full address (street, number, city, post code)
- Country
- Phone number(s) and fax(es).
- Email and website
- Choose image of the entity in charge

- The schedule of the opening hours of the entity in charge must always be registered starting from the left case. Each line can be copied in the following one with the link "Copy".
- Add any useful information about the working hours that could be useful to the user.

Add an Entity in charge ⊞ ✕

Name of entity in charge:

Is visible in public directory:

Is Online:

Address:

Street	City	ZipCode
<input type="text"/>	<input type="text"/>	<input type="text"/>

Country:

Google Maps URL:

Phone:

Fax:

Email:

Website:

Screenshot-2020-08-14-at-01.11.32-e1597356781229.png

Unit in charge

Select an existing unit from the database

Choose an Unit in charge ✕

New Unit in Charge

Collection of certificates counter Number 4	12
Account's department	4
Account's desk	2
Account's office , 3rd floor room 324	4
Accreditation desk - 10th floor	3
Advocates offices	0
AGPO Counter - Number 13	3
AGPO Office	0
AGPO office - 6th floor room 635	7
Alien card collection counter - Number 1	1

Nhấp để chọn

Screenshot-2020-08-14-at-01.18.15-e1597358241767.png

Add a new unit in the database

- Full name of the unit
- click on Add picture to load the picture of the unit in charge
- entity to which the unit depends on
- working hours schedule: if the schedule is the same as the entity in charge, select "schedule inherited". If it is different, complete the unit schedule, following the same rules than the ones for the entity in charge
- Any other information about the Working hours schedule of the unit in charge that could be useful to the user

Add an Unit in charge



Name of unit in charge:

Is visible in public directory:

Image of unit in charge: [select image](#)

Entity in charge:

schedule inherited:

Please indicate the opening hours

Monday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a
Tuesday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Wednesday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Thursday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Friday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Saturday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Sunday	<input type="text" value="09:00"/>	-	<input type="text" value="13:00"/>	·	<input type="text" value="13:30"/>	-	<input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy

Screenshot-2020-08-14-at-01.40.01-e1597358467175.png

Person in charge

Selecting an existing person in charge from the database

Choose a person in charge



Erastus K. Gitau	0
National Bank of Kenya Cashier	4
Abiud Nyabunga	7
Abubakar Salim	0
Abubakar Salim	24
Accountant	2
Accreditation officer	2
Agnes Ndambo	3
Allan Gisanga	9

Adding a new person in charge to the database

- name of the person in charge
- function of the person in charge
- phone number
- email
- click on Add picture to upload the photo of the person in charge
- the unit to which the person belongs

Add a person in charge ⊞ ✕

Name of person in charge:

Is visible in public directory:

Profession:

Phone:

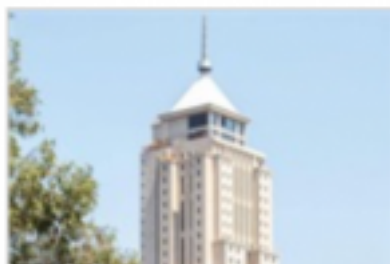
Email:

Image of person in charge: [select image](#)

Unit in charge:

How to edit a contact?

[edit](#) | [remove](#) | [select new](#)



Modify an Entity In charge ✕

Name of entity in charge:

Is visible in public directory:

Is Online:

Address:

Street <input style="width: 95%;" type="text" value="UAP Old Mutual Towers, Upper Hill, 14th and 15th floor"/>	City <input style="width: 95%;" type="text" value="Nairobi"/>	ZipCode <input style="width: 95%;" type="text" value="00200"/>
---	--	---

Country:

Google Maps URL:

Phone:

- Index
- > Description of the contact
- > How to add a contact?
- > How to edit a contact?

Index

9.4 Requirements

<https://help.eregulations.org/index.php/step-requirements-agnes/>

Requirements are conditions or documents that citizens (or investors) are asked to present in a step to obtain a result. In the eRegulations system, requirements are registered in a specific database. Very often the results of one step is the requirement of another step.

Types and categories of requirements

Categories of requirements

- "Generic" ones are those administrative documents that investors or citizens already have them in their personal archives before starting a procedure. Example: passport, identity card, etc.

-
- "Results of previous steps", are documents that are obtained in the course of the procedure and required in the same procedure. Example: receipt of a payment, proof of bank account, etc.

Types of requirements

- Forms - downloadable and usable: these documents can be downloaded from the system filled and presented to the administrations.
- Forms - to fill online: users can fill in the form online through the system.
- Forms - sample: these forms are not usable and just serve as samples for the users to see what the form looks like.
- Documents: all other documents except forms (ex. ID card, receipt of payment, copies of contracts, etc.)
- Information: such as tax registration number, name of parents and other kind of information that is required at the administration's counter and is given orally
- Other: requirements that do not enter in previous categories, such as "physical presence of the applicant"

Order of requirements



Flecha

- 1 Forms - downloadable and usable
- 2 Forms - to fill online
- 3 Forms - sample
- 4 Results of previous steps
- 5 Documents
- 6 Information
- 7 Other

Add and edit requirements

Add requirements

CHOOSE A DOCUMENT
SELECT DOCUMENT PROPERTIES

<input type="checkbox"/> KPLC acknowledgement letter document	0	
<input type="checkbox"/> Mobile number n/a	0	
<input type="checkbox"/> Online visa application form fillable online	1	
<input type="checkbox"/> Permit cover letter document	13	
<input type="checkbox"/> Registration card for National Council for People with Disabilities. document	1	
<input type="checkbox"/> Society Minutes document	2	
<input type="checkbox"/> Structural idemnity form document	1	

Screenshot-2020-08-14-at-12.54.51-e1597398991529.png

- "generic" requirements.
- documents which are "results of previous steps", Forms/Application letters, new requirements etc.

CHOOSE A DOCUMENT
SELECT DOCUMENT PROPERTIES

Document on which this requirement is based: **Architectural drawings**

Type	Attachments	
document		

Is alternative to the previous one:

Number of: Original Copy Authentic

Legal base: -- No legal source -- Comment:

Screenshot-2020-08-14-at-15.32.31-e1597408478451.png

- 1 Order : mention if the requirement adds up to others or if it is an alternative to another one.
- 2 Quantity : mention the number of originals, copies and/or authenticated copies which have to be presented.
- 3 Comments : if necessary, add any comment or information.
- 4 Legal base : select the legal base justifying the requirement.



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Create a new generic requirement



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

The screenshot shows the 'Add a new requirement' form with the 'Create document' section active. It includes a 'Document name' text input, a 'Document type' dropdown menu, a 'Document file' section with radio buttons for 'File' and 'URL', and a 'Document thumbnail' section with a 'select image' link. At the bottom, there are 'Save' and 'Cancel' buttons.

Screenshot-2020-08-14-at-15.43.09-e1597409127222.png

The screenshot shows the 'Add a new requirement' form with the 'SELECT DOCUMENT PROPERTIES' section active. It displays 'Document on which this requirement is based: Document sample'. Below this is a table with columns 'Type' and 'Attachments'. The 'Type' column contains 'document' and the 'Attachments' column contains 'Attachments'. There is a toggle for 'is alternative to the previous one', a 'Number of:' section with input fields for 'Original', 'Copy', and 'Authentic', a 'Legal base' dropdown menu, and a 'Comment' text area. At the bottom, there are 'Submit' and 'Cancel' buttons.

Screenshot-2020-08-14-at-15.43.37-e1597409107834.png

- 1 Name of requirement : put the precise name, if it is a document, put the name of the document
- 2 Description : you can leave this part blank
- 3 Type of document : select the type of requirement
- 4 Attachment : select if there is an attachment to the requirement, in almost all cases a sample, image, or a form is attached
- 5 Upload attachment : if the requirement is a document it is best to use the jpg format (if it is a one pager) or pdf (if several pages)
- 6 Thumbnail : you will see a preview of the file (dimensions: 110px x 140px)

How to edit a requirement?



Lapiz



Screenshot-2020-08-14-at-15.58.41-e1597410057871.png

Requirements separators

What is a separator?

- Individual traders and companies : The list of requirements for completing an operation are not the same for an individual trader and a company, in such cases two separators are created. Remember to upload the full list of requirements per each case/separator even if some of them are in common.
- Non-residents : in some cases non-residents have to present additional documents, they are registered under a separator.
- Representative : if the step can is done by the representative of the user, additional documents might be required, they are registered under a separator.
- Legal base : the specific norm that justifies the requirement.

How to add a requirement separator?



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Add a separator [X]

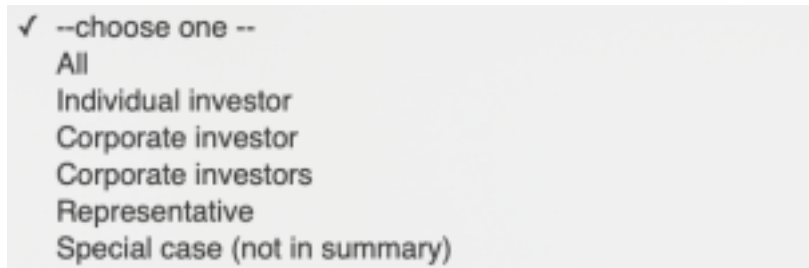
Title of separator:

Applies to:

Screenshot-2020-08-14-at-16.03.31-e1597410326497.png

- 1 Title of the separator : put one of the titles mentioned above or any other one depending on the case. Application : Select from the drop down menu to which field the separator applies:

- 1 Title of the separator : put one of the titles mentioned above or any other one depending on the case.
- 2 Application : Select from the drop down menu to which field the separator applies:

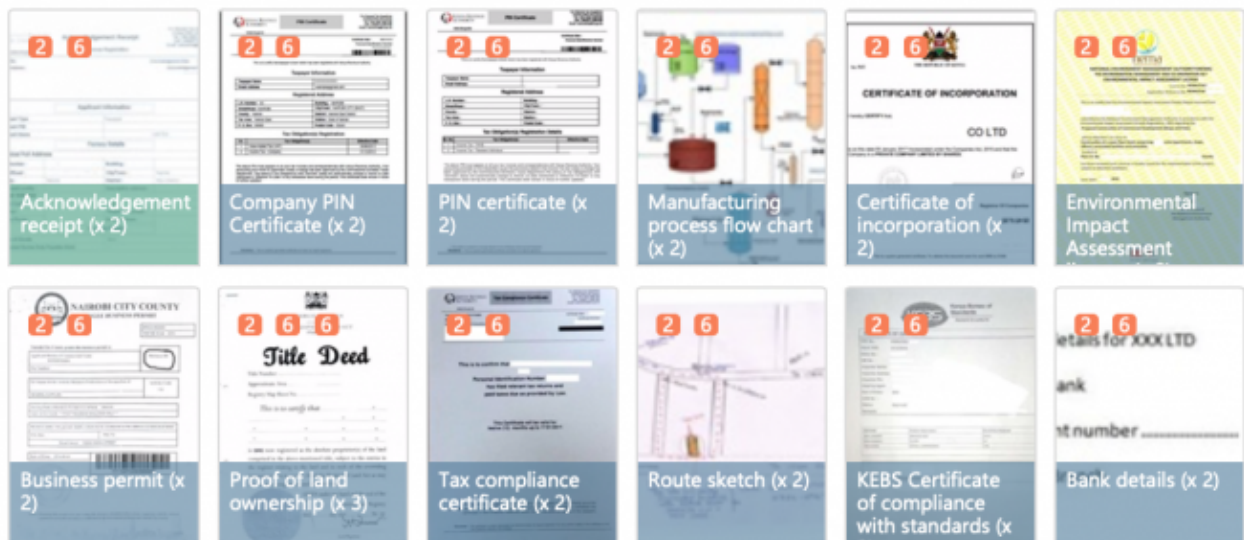


Screenshot-2020-08-14-at-16.07.15-e1597410537196.png

How do requirements appear in the public interface?

Procedure summary page

Required Documents (24)




Screenshot-2020-08-14-at-16.10.04-e1597410703503.png

Step sheet



Requirements

Representatives

For individual investor

1.  **Cover letter (original)**
It should be addressed to the Managing Director Kenya Investment Authority requesting for investor registration and foreign taxpayer pin facilitation.
2.  **Investment application form (original)**
3.  **PIN acknowledgment receipt - non resident (original)**
4.  **Certificate of incorporation (copy)**
5.  **Signed memorandum of a company with share capital-CR2 (copy)**
6.  **Proof of investment (copy)**
Proof of investment can be in form of a bank statement (Whether from a local bank or a foreign bank), Equipment and assets on site or inform of an Import declaration forms /receipts showing that the investor has already bought equipment /assets worth that amount or any other evidence that the amount to be invested is 100,000 USD.
7.  **Passport (copy)**
Displaying the current visa page.

In addition for representatives

1.  **Agent's current practising certificate (copy)**
The agent can either be an advocate or an auditor.
2.  **Letter of authority (copy)**
For the designated representative of the branch - signed by the CEO or similar of the foreign company.

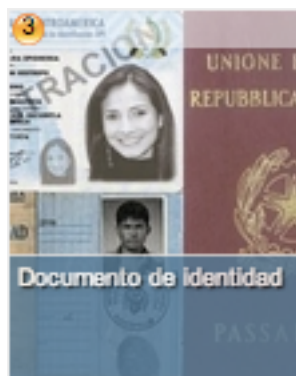
Screenshot-2020-08-14-at-17.09.05-e1597414221778.png

- Index
- > Types and categories of requirements
- > Add and edit requirements
- > Requirement separators
- > How do requirements appear in the public interface?

Index



Req7



Req6

9.5 Cost

9.6 Timeframe

<https://help.eregulations.org/index.php/steps-timeframe-agnes/>

"Timeframe" indicates the total duration of the step, from the waiting time in queue to the time the user has to wait before being able to process the next step.

Duration of a step

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
------	---------	---------	--------------	------	----------	--------------	-----------------	----------

Screenshot-2020-08-20-at-14.16.23-e1597922436722.png

Duration of a step

- Waiting time in queue : indicate the minimum and maximum minutes and/or hours that the user has to queue to reach the civil servant's counter.
- Attention at counter : indicate the minimum and maximum minutes and/or hours that the interaction with the civil servant lasts at counter.
- Waiting time until next step : indicate the minimum and maximum hours/days that the user has to wait before being able to process the next step.
- Additional information : indicate any necessary information that might be useful to the user regarding the duration of the step.
- Attachments: upload any relevant files that might be useful regarding the duration of step.

Waiting time in queue

Interval Min - Max:

MIN:		MAX:	
Hours:	Minutes:	Hours:	Minutes:
(00)	(00)	(00)	(00)

Screenshot-2020-08-20-at-14.22.51-e1597922767837.png

Time Spent at a Counter



Interval Min - Max:

MIN:		MAX:	
Hours:	Minutes:	Hours:	Minutes:
01	00	02	00

Screenshot-2020-08-20-at-14.27.59-e1597923099322.png

Waiting time until next step



Interval Min - Max:

MIN:		MAX:	
Days:	Hours:	Days:	Hours:
01	00	01	00

Screenshot-2020-08-20-at-14.38.40-e1597923597602.png

Additional Info:



Comments

Screenshot-2020-08-20-at-14.55.00-e1597924666279.png

Attachments

[add file](#)

Screenshot-2020-08-20-at-15.13.48-e1597925685259.png

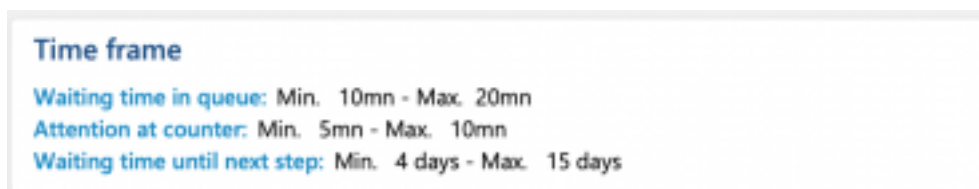
How does the timeframe appear on the public interface?

In the procedure's summary page

Total Duration		26d - 49d		^	
		Min.		Max.	
Total time (sum):		26d		49d	
<i>of which:</i>					
Waiting time in queue (sum):		10mn		20mn	
Attention at counter:		7h. 20mn		1d 1/2	
Waiting time until next step (sum):		25d		47d	

Screenshot-2020-08-25-at-12.44.48-e1598349312957.png

In the step sheet



Screenshot-2020-08-25-at-13.17.25-e1598350765642.png

- Index
- > Duration of a step
- > How does the timeframe appear on the public interface?

Index

9.7 Legal justification

<https://help.eregulations.org/index.php/legal-justification-agnes/>

Legal justification is the specific norm that justifies a step and its elements. It is important to mention the exact section and article where the existence of the step (and its elements) is explained and justified.

How to define which legal justification applies to a step?

Steps (7)

Obtain power connection (7)

- 1 Register as an investor and request for power connection facilitation
- 2 Apply for electricity supply
- 3 Site visit to survey and design for quotation
- 4 Pay connection fees
- 5 Obtain way leave consent
- 6 Submit wiring certificates
- 7 Obtain power connection



Screenshot-2020-08-25-at-13.59.43-e1598355809135.png

PART VII —RIGHTS OF WAY, WAYLEAVES AND USE OF LAND FOR ENERGY RESOURCES AND INFRASTRUCTURE

170. A person may develop energy infrastructure, including but not limited to electric supply lines, petroleum or gas pipelines, geothermal or coal infrastructure, on, through, over or under any public, community or private land subject to the provisions of this Act and relevant written law.

Power to develop energy infrastructure on any land.

171. (1) A person who wishes to enter upon any land, other than his own to—

Permission to survey land for energy infrastructure.

(a) undertake exploratory activities relating to exploitation of energy resources and development of energy infrastructure, including but not limited to laying or connecting electric supply lines, petroleum or gas pipelines, or drilling exploratory wells;

(b) carry out a survey of the land for the purposes of paragraph (a);

shall seek the prior consent of the owner of such land, which consent shall not be unreasonably withheld:

Provided that where the owner cannot be traced, the applicant shall give fifteen days' notice, through

Screenshot-2020-08-25-at-14.11.07-e1598355957283.png

Legal justification database



Screenshot-2020-08-25-at-15.07.25.png

▶ CREATE LAW

Name of norm

Is visible in public directory

Document file File URL
[select file](#)

Document thumbnail [select image](#)

[Save](#)
[Cancel](#)
[Delete](#)

Screenshot-2020-08-25-at-15.39.32-e1598359252968.png

Document file File URL
 [Shorten the link](#)

Screenshot-2020-08-25-at-15.47.18-e1598359686719.png

Legal justification in the system

▶ EDIT STEP **Submit Notification Of Application** CONTENT ADMIN

NAME CONTACT RESULTS REQUIREMENTS COST DURATION **LEGAL SOURCE** ADDITIONAL INFO RECOURSE

Section visibility:

+ / or	Detail	Norm	Comments
add norm			

Additional info:

[Save](#)
[Like](#)
[Trash](#)
[Print](#)
[Close](#)

Screenshot-2020-08-27-at-11.45.39-e1598518083811.png

Structure in the admin interface

+ / or	Detail	Norm	Comments
add norm 1	Sec 21, 22 3	Occupational Safety and Health Act, 2007 4	5 6

Additional info:

Comments: 7

Screenshot-2020-08-27-at-12.49.44-e1598522505518.png

- 1 Add norm : click on add norm to see a pop-up window linked to the database and select the norm from the database

- 2 Additional or alternative norm : the '+' sign means that it adds up to the previous norm, "or" means it is alternative to the previous one
- 3 Sections : insert the exact section justifying the step.
- 4 Norm : Add the exact law justifying the step, its costs and requirements
- 5 Comment : any additional and useful information or comment regarding the article/section.
- 6 Duplicate or delete : select the norm and duplicate or delete it.
- 7 Comment on the norm : any additional and useful information or comment regarding the norm.

Add a legal justification



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

+ / or	Detail	Norm	Comments
+	Sec 21, 22	Occupational Safety and Health Act, 2007	

[add norm](#)

Additional Info:

Comments:

Screenshot-2020-08-27-at-12.49.44-e1598522505518.png

How does a legal justification look like in the public interface?

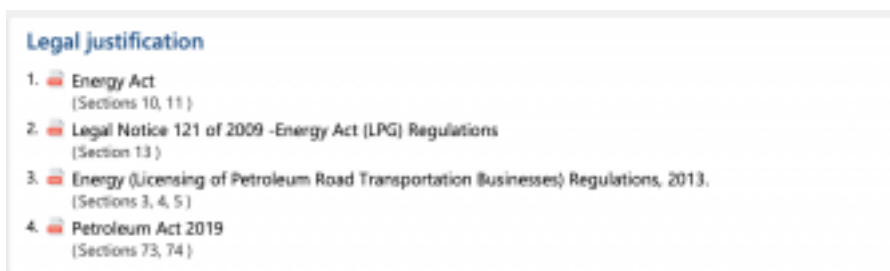
In the procedure's summary page

Laws (4)

- Energy (Licensing of Petroleum Road Transportation Businesses) Regulations, 2013.
(Sections 3, 4, 5, 6)
- Energy Act
(Sections 10, 11)
- Legal Notice 121 of 2009 -Energy Act (LPG) Regulations
(Sections 13)
- Petroleum Act 2019
(Sections 73, 74)

Screenshot-2020-08-27-at-14.05.20-e1598526737879.png

In the step sheet



Screenshot-2020-08-27-at-14.04.17-e1598526899572.png

Norms of editing legal justification texts

Name of the norm

- Put the exact name of the law, decree, circular, etc. ex. "Stamp duty act" .
- Leave the 'Description' section empty.

Name of norm :

Management of Objectives Blocks And Steps

Description of the norm :

Management of Objectives Blocks And Steps

Articles, Sections, numerals, etc.

- If only one section applies, this is how it is written: Sec.10
- If there are several articles, this is how they are written: Sec.10, 12, 14
- If there are several consecutive articles applying, this is how they are written:Sec.10-14 (i.e. Sections 10, 11, 12, 13, 14)
- If a specific sub-section of a section applies, this is how it is written: Sec.10.b
- It is also possible to have a combination of the above formats: Sec.10, 12-15, 17.c

Name of norm :

Law9

Articles Articles:

Screenshot-2020-10-27-at-15.11.31-e1603800762744.png

Articles:

Screenshot-2020-10-27-at-15.14.30-e1603800940929.png

Articles Articles:

Screenshot-2020-10-27-at-15.33.23-e1603802061411.png

Articles Articles:

Screenshot-2020-10-27-at-15.36.34-1-e1603802361826.png

- Index
- > Identification of the legal justification
- > Legal justification in the system
- > Norms of editing legal justification

Index

9.8 Additional information

<https://help.eregulations.org/index.php/steps-additional-information/>

Additional information is any data that may be useful to the users but can not be expressed in any of the elements of the step.

"Additional information" in the admin interface

Where is it located?

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
------	---------	---------	--------------	------	----------	--------------	-----------------	----------

Section visibility:

Newimage-1.png

How to fill the "Additional info" section?

- Turn the section visibility ON Add Comments : put any information that may be useful to better understand the step and/or procedure, be precise and only put necessary information which is not expressed in other sections of the step. Upload documents or links, if available/needed, to complement your comments and save .
- Turn the section visibility ON Add Comments : put any information that may be useful to better understand the step and/or procedure, be precise and only put necessary information which is not expressed in other sections of the step. Upload documents or links, if available/needed, to complement your comments and save .
- Turn the section visibility ON

- Add Comments : put any information that may be useful to better understand the step and/or procedure, be precise and only put necessary information which is not expressed in other sections of the step.
- Upload documents or links, if available/needed, to complement your comments and save .

Section visibility:



Newimage-2.png

Comments:

The applicant is required to submit at least 3 unique names in order of priority. Upon completion of the online application, the applicant ought to download the online forms - CR1, CR2, CR8 and the statement of nominal capital and have them signed then upload them in the ecitizen system. Upon submission of the signed forms, the application undergoes review whereby the registrar checks whether the requirements have been met and whether the forms have been signed by the requisite parties. If satisfied, it is approved upon when the applicant will be able to download the registration certificates. If the application is missing some requirements, it will be sent back for corrections.

Newimage-3.png



blo9-new.png

Attachments

[add file](#)

Newimage-4.png

"Additional information" in the public interface

Additional information

The business permit fee depends on the size of the business, location, number of employees and type of business.

Newimage-5.png

Norms of editing additional information

- bold text: bold text
- italic text: text in italics
- bullet points : first bullet second bullet
- numerical bullets: first bullet second bullet
- first bullet

- first bullet
- second bullet
- second bullet

1 first bullet

1 first bullet

1 second bullet

1 second bullet

- Index
- > "Additional information" in the admin interface
- > "Additional information" in the public interface
- > Norms of editing additional information

Index

9.9 Recourse

<https://help.eregulations.org/index.php/steps-recourse/>

A recourse is the immediate hierarchical superior authority of the person in charge of the step, who the user can complain to in case of delay or disagreement.

Create a recourse

The screenshot shows the 'EDIT STEP Apply For Driving Licence' interface. At the top, there is a navigation bar with tabs: NAME, CONTACT, RESULTS, REQUIREMENTS, COST, DURATION, LEGAL SOURCE, ADDITIONAL INFO, and RECURSE. The 'RECURSE' tab is selected. Below the navigation bar, there is a 'Section visibility' toggle which is turned on. The main content area contains three rows, each with a label and a link to add an entity:

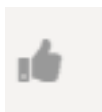
- Entity In Charge** with a link [add entity in charge](#)
- Unit In Charge** with a toggle switch turned on and a link [add unit in charge](#)
- Person In Charge** with a toggle switch turned on and a link [add person in charge](#)

At the bottom, there is an 'Attachments' section with a link [add file](#).

Screenshot-2020-09-24-at-12.49.53-e1600941155494.png

- entity in charge of the recourse

- unit in charge of the recourse
- person in charge of the recourse



blo10-new.png

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL SOURCE	ADDITIONAL INFO	RECOURSE
------	---------	---------	--------------	------	----------	--------------	-----------------	----------

Section visibility:

Entity In Charge

Business Registration Service

[edit](#) | [remove](#) | [select new](#)

Address : Harambee Avenue P.O Box 30031
 City : Nairobi
 ZipCode : 00100
 Country : Kenya
 Phone : +254 790 724 689
 +254 790 724 571
 Email : cr@ag.go.ke
 Website : https://brs.go.ke
 Working hours : Monday-Friday: 08:00-17:00



Unit In Charge



Customer care - Business Registration Service

[edit](#) | [remove](#) | [select new](#)

Working hours : Monday-Friday: 08:00-17:00



Person In Charge



Samuel Wairegi Wahome

[edit](#) | [remove](#) | [select new](#)

Profession : Customer care officer
 Phone : +254 020 2227461
 +254 (0) 202 251 355
 Email : wairegi.samuel@yahoo.com
 cr@ag.go.ke



Screenshot-2020-10-23-at-15.47.32-e1603457431949.png

Norms of editing recourses

Title of a recourse

- The title should be the name of the entity or unit in charge of the recourse, ex. "Foreign investment agency".

- Index
- > Create a recourse
- > Norms of editing recourses

Index

9.10 Recycle bin

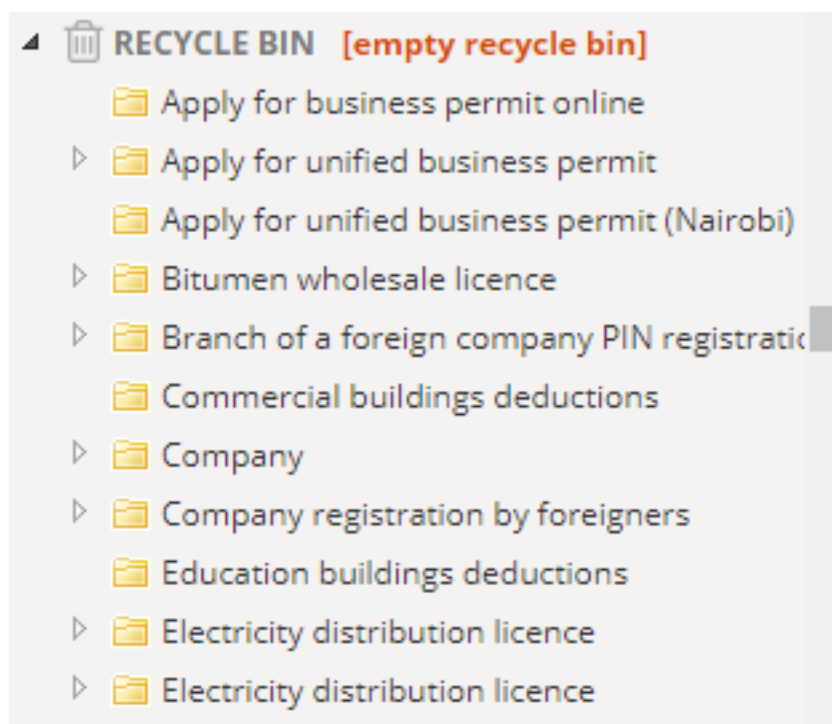
<https://help.eregulations.org/index.php/steps-recycle-bin-joan/>

If you are not sure of deleting a step you can move it to the recycle bin. The step will no longer appear in the public interface, but it will remain in the database. You can find it in the recycle bin and, if you wish so, apply it to a step again.

Where is the recycle bin?



Ps1

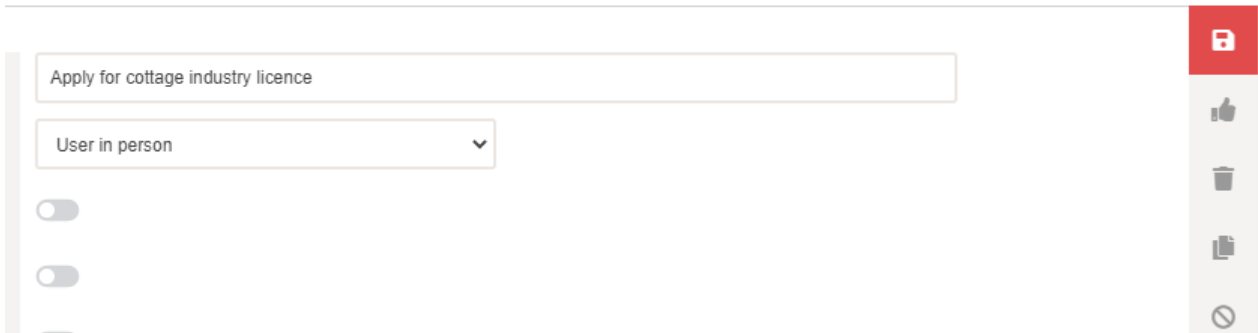


recycle1-new.png

Move a step to the recycle bin

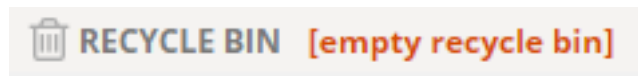


blo11-new.png

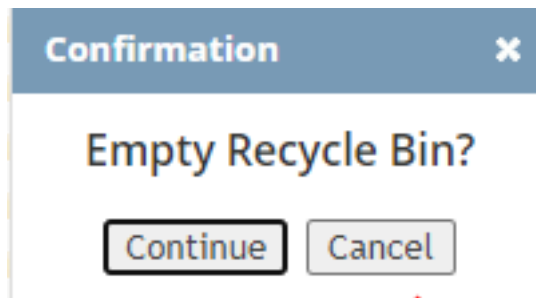


recycle2-new.png

Empty recycle bin



recycle4-new.png



Recycle3-new.png

- Index
- > Where is recycle bin?
- > Move to recycle bin
- > Empty recycle bin

Index



9.11 Certification

<https://help.eregulations.org/index.php/steps-certification-agnes/>

Certification is the last part of documenting a step. The highest authority within a department or ministry/institution, signs the step sheet and certifies the correctness of the information.




Get the certification sheet signed

Download the certification sheet

Summary  

2 Submit application for licence to manufacture excisable goods
(last modified: 15/05/2019)

Contact details

		
Entity in charge KENYA REVENUE AUTHORITY	Unit in charge EXCISE DEPARTMENT - 17TH FLOOR	Person in charge LICENCING OFFICER
Times Tower Haile Selassie Avenue P.O.BOX 48240 , Nairobi 00100 Tel: +254 202 810 00 Tel. 1: 341342 Email: callcentre@kra.go.ke Website: www.kra.go.ke Directions: Google maps	Mon: 08:00 - 05:00 Tue: 08:00 - 05:00 Wed: 08:00 - 05:00 Thu: 08:00 - 05:00 Fri: 08:00 - 05:00	Tel: +254 202 815 057 / +254 202 815 096

Screenshot-2020-09-22-at-14.57.51-e1600776997574.png

Preview & Print

Properties

- Print the full procedure
- Print selected step:

Submit application for licence to manufacture excisable goods

- Include recourse information
- "Certification sheet" format

Print

Screenshot-2020-09-22-at-15.22.05-e1600778402576.png

Who should sign the certification sheet?

Upload the certification sheet in the system

Scan and resize the sheet

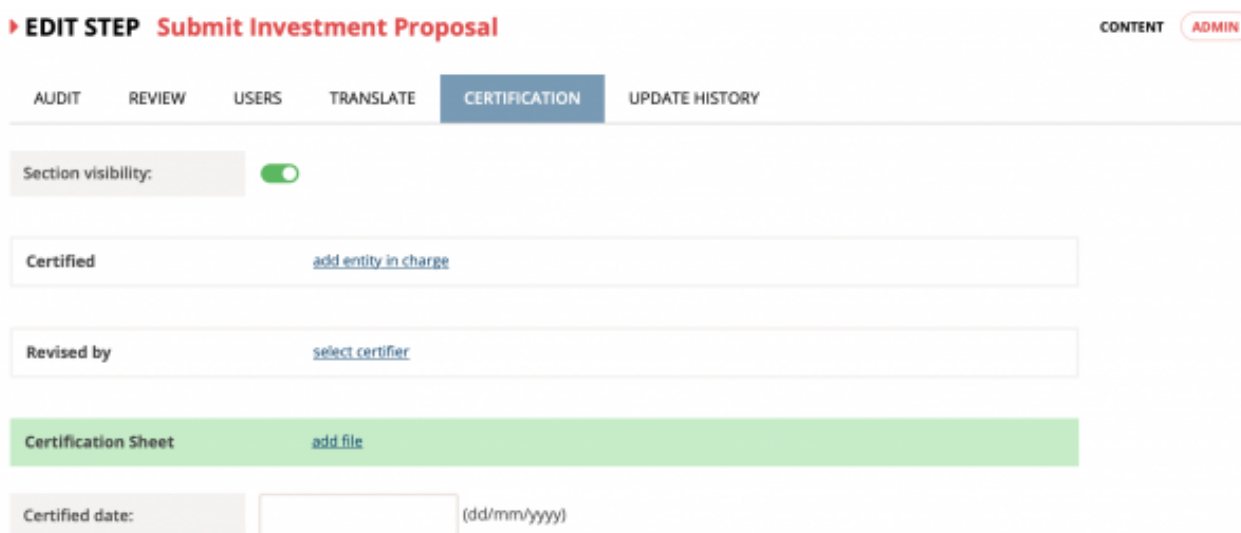
- 1 Resize the image to maximum 750 pixels and in vertical form.

- 2 If the certification sheet is long and printed in two pages, at the moment of scanning stick the pages together to make one page. If the sheet is too long you can put them next to each other and scan.
- 3 The scanned sheet should show all elements of the step and not just the certification part.

Upload the certification sheet in the step



Screenshot-2020-09-22-at-15.51.22-e1600779627716.png



Screenshot-2020-09-22-at-16.05.21-e1600780334192.png

- the certifying entity
- the certifier
- the certification sheet
- the certification date

Certifying entity

Certified by

Certification sheet

Certification date

- Index
- > Who should sign the certification sheet?
- > Upload the certification sheet into the step

Index

10. Contacts, requirements, laws

<https://help.eregulations.org/index.php/contacts-requirements-laws-joan/>

"Contact details", "requirements" and "laws" are stored in three independent databases in the eRegulations system.

Use of the databases

Direct access to the items

- 1 Search an item
- 2 Add an item
- 3 Modify an item
- 4 Check to which step the element is related to

Procedures tree **Databases**

Entities Units Persons Documents Laws

🔍 search for an entity in charge

Communications Authority of Kenya

Advocate

Advocate

Bank

Business Registration Service

Cash office - City Hall

Certified public secretary

City Hall

City Hall Annexe

Commercial Bank of Africa

County Government of Kenya

Department of immigration: Foreign nationals m...

Department of Trade, Investment, Energy & Indu...

Deputy County Commissioner's office

Directorate of Occupational Safety and Health Se...

Directorate of veterinary services

Citizen

Effs portal

▶ **EDIT ENTITY IN CHARGE** **City Hall**

Name of entity in charge: City Hall

Is visible in public directory:

Is Online:

Address:

Street: City Hall, City hall way
P.O Box 30075

City: Nairobi

ZipCode: 00100

Country: Kenya

Google Maps URL: ⓘ

Phone: 020-2176467

Phone 2:

Fax: 1

Fax 2:

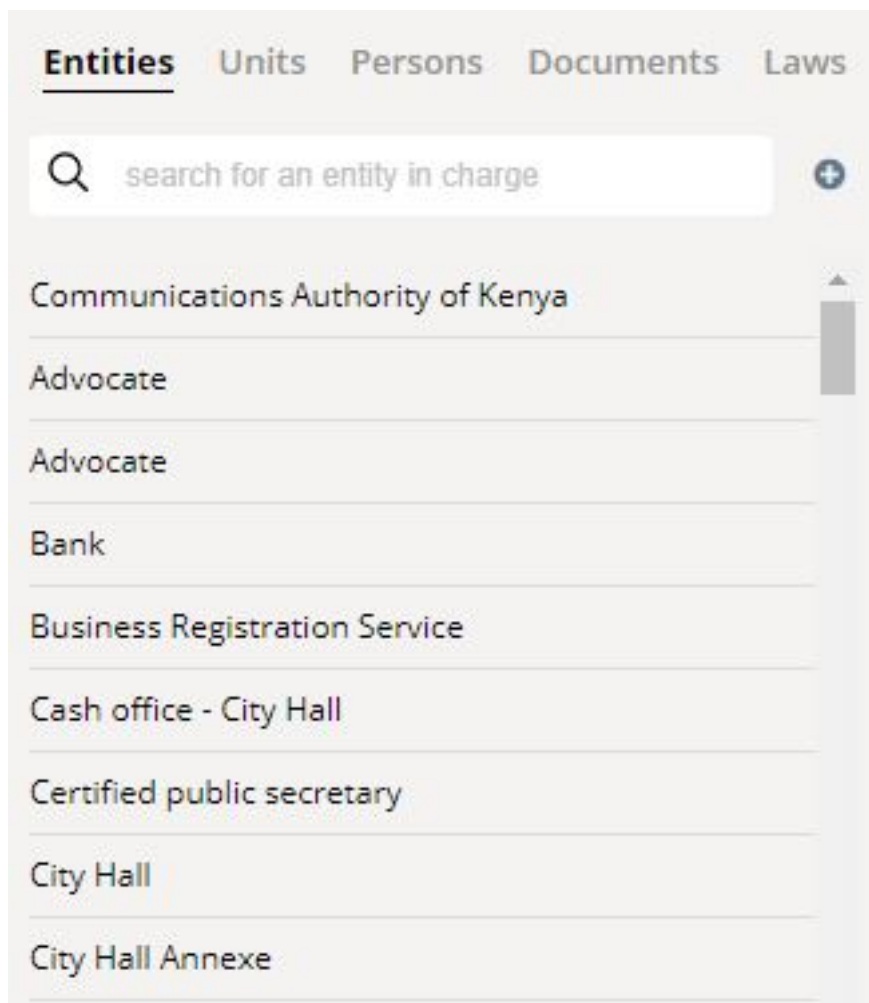
database1-new-1.jpg

Where are the databases?

- In Admin > Content > Databases > Entities you can find all the entities in charge that appear in steps
- In Admin>Content>Databases>Units you can find all units in charge that appear in steps
- In Admin>Content>Databases>Persons you can find all persons in charge that appear in steps
- In Admin > Content >Databases> Documents , you can find all requirements which appear in steps.
- In Admin > Content >Databases> Laws you can find all the laws, regulations, circulars which appear in the steps.



database2-new-e1601386340263.jpg



database-4.jpg

Add an item to the database



Screenshot-2020-08-25-at-15.07.25.png

Add an item to the "contacts" database

▶ CREATE UNIT IN CHARGE

Name of unit in charge:

Is visible in public directory:

Image of unit in charge: [select image](#)

Entity in charge:

schedule inherited:

Please indicate the opening hours

Monday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a
Tuesday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Wednesday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Thursday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Friday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Saturday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy
Sunday	<input type="text" value="09:00"/> - <input type="text" value="13:00"/>	<input type="text" value="13:30"/> - <input type="text" value="17:30"/>	<input type="checkbox"/> closed	<input type="checkbox"/> n/a Copy

Working hours additional info:



database5-new.png



Screenshot-2020-08-25-at-15.07.25.png

Add an item to the "documents" database

▶ CREATE DOCUMENT

Document name	<input type="text"/>	
Type of document	<input type="text" value="Choose one"/>	
Is visible in public directory	<input checked="" type="checkbox"/>	
Attach files related to document	<input checked="" type="checkbox"/> File <input type="checkbox"/> URL select file	
Document thumbnail	select image	



database6-new.png



Screenshot-2020-08-25-at-15.07.25.png

Add an item to the "laws" database

▶ CREATE LAW

Name of norm	<input type="text"/>	
Is visible in public directory	<input checked="" type="checkbox"/>	
Document file	<input checked="" type="checkbox"/> File <input type="checkbox"/> URL select file	
Document thumbnail	select image	

Screenshot-2020-09-30-at-14.23.44.png



Screenshot-2020-08-25-at-15.07.25.png

- Index
- > Databases of contact details, requirements and laws

- > Add an item to the database

Index

11. Directories

<https://help.eregulations.org/index.php/12-directories-agnes/>

Directories of entities in charge, administrative forms and laws can be reached from the homepage. Information of the directories comes directly from the steps.

Access to the directories from the homepage



Screenshot-2020-09-24-at-14.46.10-e1600948137717.png



Tanzania Investment Centre







How to select the elements that appear in the directories?



Screenshot-2020-09-29-at-15.46.42-e1601384121518.png



Entities in charge directory

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

	<p>Communications Authority of Kenya P.O. Box 14448 Details</p>		<p>Business Registration Service Harambee Avenue P.O Box 30031 Details</p>
	<p>Cash office - City Hall City hall way P.O.Box 30075 Details</p>		<p>City Hall Annexe P.O.Box 30075 Details</p>
	<p>Commercial Bank of Africa Details</p>		<p>County Government of Kenya Details</p>



Screenshot-2020-09-29-at-16.00.23-e1601384497354.png

Cash office - City Hall

	<p># Address: City hall way P.O.Box 30075 ☎ Tel: +254 202 176 467 ✉ Email: info@nairobi.go.ke www.nairobi.go.ke</p>	
--	---	--















[Make the map bigger](#)

Units and persons in charge

	<p>Cash counter Mon: 08:00 - 17:00 Tue: 08:00 - 17:00 Wed: 08:00 - 17:00 Thu: 08:00 - 17:00 Fri: 08:00 - 17:00 Sat: 08:00 - 14:00</p>		<p>Isaac Chege Cashier Tel +254722972481 Email isaacchege@gmail.com</p>
---	--	---	---

Screenshot-2020-09-29-at-16.08.31-e1601385003241.png

Directory of forms and administrative documents

		Certificate of business registration
		Certificate of Compliance
		Certificate of incorporation
		Certificate of membership
		Certificate of name reservation
		Certificate of registration
		Certificate of registration

- downloadable forms can be downloaded from the system and presented to the administration
- Forms which can be visible online
- forms which can be filled online

Directory of laws

		Advocates Act
		Advocates Remuneration Order 2014
		Certified Public Secretaries Act
		Companies Act 2015
		Companies ACT General Amendment (2) Regulations 2016
		Companies Act Regulations 2015
		Income Tax Act
		Investment Promotion Act 2004
		Kenya Citizenship and Immigration Act,2011
		Kenya Citizenship and Immigration Regulations 2012
		Labour Relations Act

- Index
- > Access to the directories from the homepage
- > Directory of entities in charge
- > Directory of forms and administrative documents
- > Directory of laws

Index

12. System translation

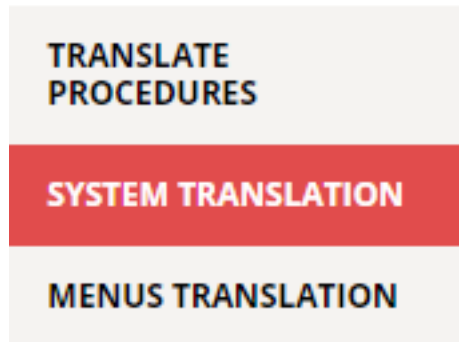
<https://help.eregulations.org/index.php/system-translation-joan/>

All the texts of the administrative interface and labels of the public interface can be modified through the translation module. Modifications can be applied to the local system, i.e. the system you are working on or to all eRegulations systems of the same language.

System translation

Where can you modify the texts?

TRANSLATION



translation1-new.png

MANAGEMENT OF SYSTEM TRANSLATION



translation2-new.png

Edit a label

Labels used in all pages		select other module: Labels used in all pages
Name [en]	Translation [SW]	
-- Select --	-- Select --	
active		
Add	Add	
Add entity in charge		
Add partner	Add partner	
Add person in charge		
Add unit in charge		
Address	Address	

translation3-new.jpg

active

Save to shared dictionary Save to local dictionary Cancel

translation4-new.jpg

- If you are sure that your modifications should be applied to all eRegulations systems, save the changes clicking on the Save to shared dictionary .
- If the modification should apply only to the system that you are working on save changes clicking on Save to local dictionary .

Norms of translation

Shared or local dictionary?

- Save changes to the shared dictionary only if you correct a misspelling or a terminology which is inadequate in the system . Always look up your modifications in a reliable dictionary and contact the Geneva team to make sure that changes you want to introduce are pertinent and can be applied to all eRegulations systems.
- Changes can be introduced in the local dictionary if you want to adapt words and labels to make them better understandable in the country . Make sure that your modification is pertinent, correct and necessary for a better understanding of the users.
- Index
- > System translation
- > Norms of translation

Index

13. Users

<https://help.eregulations.org/index.php/users-agnes/>

Depending on the role you have as an eRegulations system user, you can access all or some of the modules in the administrative interface.

In this section you will see how to attribute different user rights, for example to edit the contents of the system, review the consistency of the information, translate, etc

Create a user

Where can you create a user?

SYSTEM SETTINGS

USERS


VIEW FEEDBACK


COUNTRY PARAMETERS

ACTIVITYLOG

Screenshot-2020-10-01-at-15.19.40-e1601555294754.png

USERS WITH ROLE: NO SELECTION ▼

 **Adi, Guracha [Guracha]**

 **Amisi, Rogers [Rogers]**

Screenshot-2020-10-01-at-15.53.00-e1601558774467.png

Create a new user

▶ CREATE USER

Username: *	<input type="text"/>	<div>Select image</div> <div>No profile picture present</div>
Password: *	<input type="password"/>	
Password again: *	<input type="password"/>	
Email: *	<input type="text"/>	
Skype id:	<input type="text"/>	
Title:	<input type="text"/>	
First name: *	<input type="text"/>	
Last name: *	<input type="text"/>	
Time zone:	Pacific Time (GMT -8) ▾	
User roles: *	<div>Admin-Administrators Admin-Feedback Admin-Regulation-Certifiers Consultant-Admin</div>	

Screenshot-2020-10-01-at-16.29.36-e1601559347251.png

- User name
- Password
- User's e-mail address
- User's Skype identification
- User's title (Mr, Mrs, etc.)
- User's name
- User's surname
- Time zone of the system
- Rol(es) (or rights) the user has in the system
- image of the user



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

User's Roles

Administrators of the administrative interface

Admin-Administrator

Admin-Feedback

Admin-Updateers

Admin-Publishers

Admin-Certifiers

Administrators of the consistency review

Consultant-Local

Consultant-Regional

Consultant-Admin

- Index
- > Create a user
- > Users Roles

Index

14. Country parameters

<https://help.eregulations.org/index.php/country-parameters-joan/>

Country parameters are elements that are specific to each eRegulations system, such as the currency, cost variables, and third parties.

Where are country parameters?

SYSTEM SETTINGS

USERS

VIEW FEEDBACK

COUNTRY PARAMETERS

ACTIVITYLOG

country-parameter1-new.png



MANAGEMENT OF COUNTRY PARAMETERS

COST VARIABLES

CURRENCY

THIRD PARTIES

FILTERS

country-parameter2-new.png

Cost Variables

Name of variable :

Operator :

Label of variable :

Label of hypothesis :

Average value :

country-parameter-3-new.png

Currency

COST VARIABLES **CURRENCY** THIRD PARTIES FILTERS

Local currency of the country:

Foreign currencies used in the system

-- Select -- [--]

US Dollar [USD]

- Argentine Peso [\$]
- Utd. Arab Emir. Dirham [AED]
- Afghanistan Afghani [AFA]
- Albanian Lek [ALL]
- NL Antillian Guilder [ANG]
- Angolan New Kwanza [AON]
- Austrian Schilling [ATS]
- Australian Dollar [AUD]

country-parameter5-new-292x300.png

Third parties

Objective Block Step Tree

search for objectives, blocks or steps

Collapse All

STARTING A BUSINESS

- Company registration
 - Register a local company for foreigners
 - Register a local company for foreigners
 - Company registration
 - Apply and pay for company registration**
 - Obtain company registration

▶ EDIT STEP **Apply And Pay For Company Registration**

NAME	CONTACT	RESULTS	REQUIREMENTS	COST	DURATION	LEGAL	SOURCE
Name of step:	Apply and pay for company registration						
Category	User in person						
Is Online:	<input checked="" type="checkbox"/>	Apply online	URL:	https://accounts.ecitizen.go.ke			
Is Optional:	<input type="checkbox"/>						

country-parameter6-new.png

New

IsEnabled:

Title:

Add

country-parameter7-new.png

Filters

MANAGEMENT OF COUNTRY PARAMETERS

- COST VARIABLES CURRENCY THIRD PARTIES **FILTERS**

Filter options used across the system

New filter

country-parameters7-new.jpg

Create/Edit filter ✕

Name:

Label:

Is Inclusive:

Options: Add

Save Cancel

country-parameters8-new.jpg

- Index
- > Cost Variable
- > Currency
- > Third parties
- > Filters

Index

15. Content translation

<https://help.eregulations.org/index.php/content-translation-joan/>

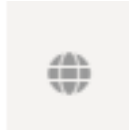
The user with a translator role can/should translate the step's content of an eRegulations system. It is the Administrator of the system who sends the elements for translation (procedures, steps, menus, etc) to the translator.

Translate from the translator account

Send elements of the system to translation.

- The content of an entire procedure
- The content of a step

Example for an entire procedure



content-2.png

Objective dependencies ✕

Register a local company for foreigners (Nairobi)

Group	Number of items
objective	1
block	5
step	13
law	15
Requirement	34
entityInCharge	6
personInCharge	7
unitInCharge	7

Submit

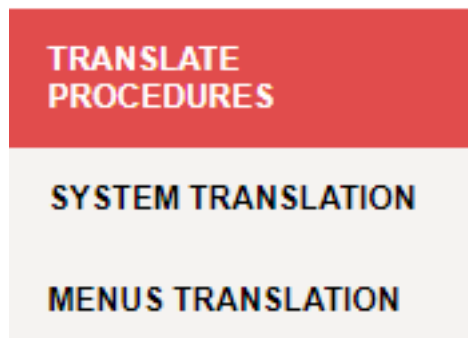
Cancel

content-3.jpg

✔ Objective sended successfully to translation! ✕

Trac3

TRANSLATION



content-translation-1new.png

MANAGEMENT OF CONTENT TRANSLATION

Please select objects you wish to send to translation to sw

<input type="checkbox"/>	Blocks	
<input type="checkbox"/>	Entities in charge	
<input type="checkbox"/>	Generic requirements	
<input type="checkbox"/>	Laws	
<input type="checkbox"/>	Menu	
<input type="checkbox"/>	Objectives	
<input type="checkbox"/>	Persons in charge	
<input type="checkbox"/>	Steps	
<input type="checkbox"/>	Units in charge	

content-translation-2-new.jpg

Create a translator account

▶ CREATE USER

Username: *	<input type="text"/>
Password: *	<input type="password"/>
Password again: *	<input type="password"/>
Email: *	<input type="text"/>
Skype id:	<input type="text"/>
Title:	<input type="text"/>
First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Time zone:	Pacific Time (GMT -8) ▼
User roles:*	<div style="border: 1px solid #ccc; padding: 5px;"><ul style="list-style-type: none">Admin-AdministratorsAdmin-FeedbackAdmin-Regulation-CertifiersConsultant-Admin</div>

content-translation-3new.png

Translation dashboard

Translation dashboard

Context of procedure : All ▼

Words added : 921 Words-deleted : 0

Please translate into: English

Never translated Updated Translated

BLOCKS 3	ENTITIES IN CHARGE 3	GENERIC REQUIREMENTS 1 14	LAWS 4
OBJECTIVES 3	PERSONS IN CHARGE 7	RECOURSE 3	STEPS 11
UNITS IN CHARGE 8			

NewImage

- Never translated : the element has been sent and the translator has not translated the element. The element has to be translated.
- Uploaded :The element was translated but this one has been edited in the original language: The translator has to verify if the translation is still corrected.
- Translated : The element has been translated and hasn't been edited in the original language. Nothing has to change in this case.

Example of an element's translation



NewImage

ID	NAME	TRANSLATION STATUS
<input type="text" value="search by name"/>		
54	AFIP - Agencia Lomas de Zamora	Never translated
15	Municipio - Dirección Municipal de Inspección	Never translated
30	Unidad Sanitaria Dr. Gregorio Aráoz Alfaro	Never translated

NewImage

Name of entity in charge:

Address:

Street	City	ZipCode
<input type="text" value="Manuel Castro 220 PB"/>	<input type="text" value="Lomas de Zamora"/>	<input type="text" value="1832"/>
<input type="text" value="Manuel Castro 220 PB"/>	<input type="text" value="Lomas de Zamora"/>	

NewImage

Back to list

Stop working

Save

Commit translation

Name of entity in charge:

Municipio - Dirección Municipal de Inspección

Municipality - General direction of Municipal Inspection

NewImage

54 AFIP - Agencia Lomas de Zamora

Never translated

15 Municipio - Dirección Municipal de Inspección

Translated

30 Unidad Sanitaria Dr. Gregorio Ardoz Alfaro

Never translated

NewImage



NewImage

Translate from the admin account

► EDIT STEP Apply And Pay For Company Registration

AUDIT

REVIEW

USERS

TRANSLATE

CERTIFICATION

UPDATE HISTORY

Please translate into:

content-4.jpg

Please translate into:

GENERAL

Name of step:

Apply and pay for company registration

Category

User in person

Is Online:



content-5.jpg

- Index
- > Translate from the translator account
- > Translate from the admin account

Index

16. Activity log

<https://help.eregulations.org/index.php/activity-log-joan/>

All actions undertaken in an eRegulations system are kept on a “log” that shows informations such as the date of modifications, the user who did the modification, etc.

Where can you find the list of actions?

SYSTEM SETTINGS

USERS

VIEW FEEDBACK

COUNTRY PARAMETERS

ACTIVITYLOG

activitylog-1-new.png

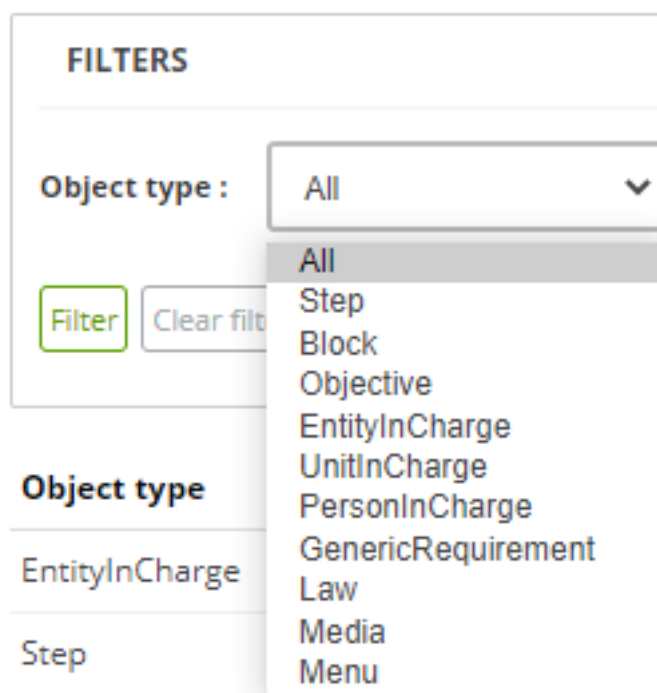
FILTERS

Object type : Object ID : Username: Modifications from: to :

Object type	Object ID	Object Name	Action	Username	Date
EntityInCharge	21	Cash office - City Hall	Updated	agnes	9/29/2020 2:07:06 PM
Step	2035	Apply for driving icence	Updated, Updated StepSectionVisibility	agnes	9/24/2020 10:49:31 AM
Step	2035	Apply for driving icence	Updated, Updated StepSectionVisibility	agnes	9/24/2020 10:49:29 AM
Step	2035	Apply for driving icence	Updated, Added StepSectionVisibility	agnes	9/24/2020 10:49:15 AM

activitylog-2-new.jpg

- Object type : block, step, entity, etc.
- Object ID
- Username
- Modifications



Activitylog-3-new.png

- Index
- > Where can you find the list of actions?

Index

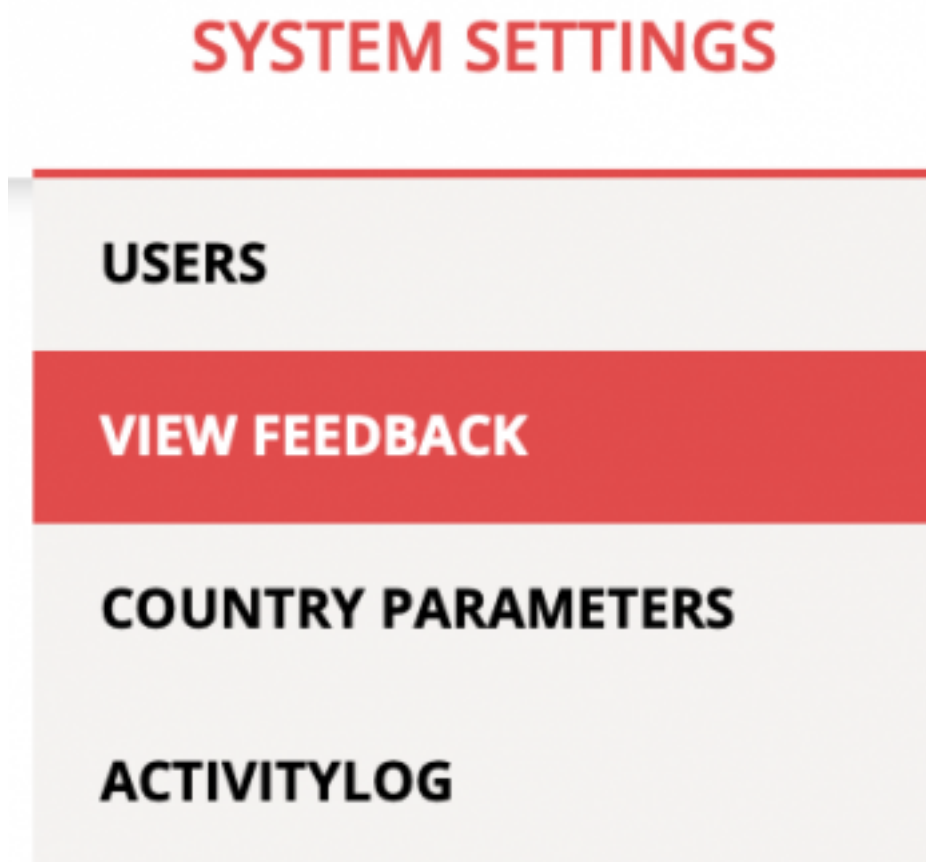
17. Feedback

<https://help.eregulations.org/index.php/feedback-agnes/>

Feedbacks are messages that users of the eRegulations system send which can be simplification proposals, reports of incorrect information or suggestions on the procedures to be documented or

graphics/presentation of the system.

Where can you see the list of feedbacks?



Screenshot-2020-10-01-at-16.45.41-e1601560012886.png

See all the feedback received

List with all the feedback (complaints, suggestion or general comments) sent through the system

Feedback received at	Feedback No	Name of sender	Feedback sent from	Type of feedback	
08 June 2015	000001	Njau Mahugu		N/A	
16 December 2015	000002	spremsi kijatan		N/A	
16 December 2015	000003	srensni kijatan		N/A	
17 December 2015	000004	srensni kijatan		N/A	

Screenshot-2020-10-06-at-16.28.43-e1601991147250.png

Feedback received at	Feedback No	Name of sender	Feedback sent from	Type of feedback	
08 June 2015	000001	Njau Mahugu		N/A	
16 December 2015	000002	spremsi kijatan		N/A	
16 December 2015	000003	srensni kijatan		N/A	
17 December 2015	000004	srensni kijatan		N/A	

Screenshot-2020-10-06-at-16.43.20-e1601991911387.png

Feedback details

Feedback at 2/22/2016 1:43:13 PM from:

Name:

Email: [rosew](#)

Country: KE

Feedback General Body:

Category: Layout and information of procedures and step

Details:

Hi,

This is a very informative site.

Kindly add registration procedures for an investment group.

Regards,

Screenshot-2020-10-13-at-14.58.56-1-e1602590997141.png

Feedback details



Feedback at 6/8/2015 2:32:20 PM from:

Name: Njau

Email:

Country: KE

Administrative Error:

Menu Sequence: Registration of Companies/Registration of Limited Liability Company/Preparation of company documents/Form 203

Step: Apply for a Name Reservation

Step Fields: duration

Details:

22 Mins

Screenshot-2020-10-13-at-14.52.25-1-e1602591772447.png

How can a system administrator receive a feedback

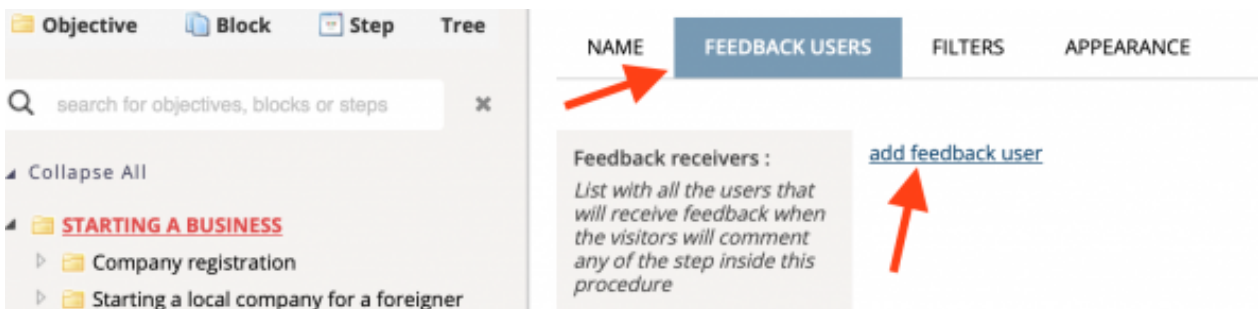
1. Create a feedback receiver profile



Screenshot-2020-10-13-at-15.46.04-e1602593306286.png

2. Assign specific feedbacks to a specific system administrators.

Assign a feedback receiver in procedures to a system administrator.



Screenshot-2020-10-13-at-15.58.41-e1602594067540.png



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Select user(s) for receiving feedback ✕

New user

Adi, Guracha	guracha@invest.go.ke
Boinett, Norman	norman@invest.go.ke
Chemuren, Hellen	chemuren@invest.go.ke
GROZEL, Frank	frank.grozel@unctad.org
Ikiara, Moses	ikiara@invest.go.ke
jackson, joan	joanthesh@gmail.com
john, agnes	aginduku@gmail.com
kenya, investment	info@invest.go.ke
MORTAZAVI, bita	mortazavi.bita@gmail.com
musau, James	musau@invest.go.ke

Screenshot-2020-10-13-at-16.02.47-e1602594261282.png

Assign a feedback receiver in a step to a system administrator

Objective **Block** **Step** **Tree**

✕

- ▲ Collapse All
- ▲ **STARTING A BUSINESS**
 - ▲ Company registration
 - ▲ Register a local company for foreigners
 - ▲ Register a local company for foreigners (Nairobi)
 - ▲ Company registration
 - Apply and pay for company registration

AUDIT REVIEW **USERS** TRANSLATE CERTIFICATION UPDATE HISTORY

Feedback receivers : [add feedback user](#)

List with all the users that will receive feedback when the visitors will comment the step

Screenshot-2020-10-13-at-16.10.24-e1602596755639.png



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Assign a feedback receiver for procedures of a menu to a system administrator

Screenshot-2020-10-15-at-11.59.14-e1602754099542.png



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Assign a feedback receiver for the entire system in the Homepage



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

EDIT Homepage Layout Details

Screenshot-2020-10-15-at-12.44.02-e1602755781859.png

- Index
- > Where can you see the list of feedbacks?
- > How can a system administrator receive a feedback?

Index

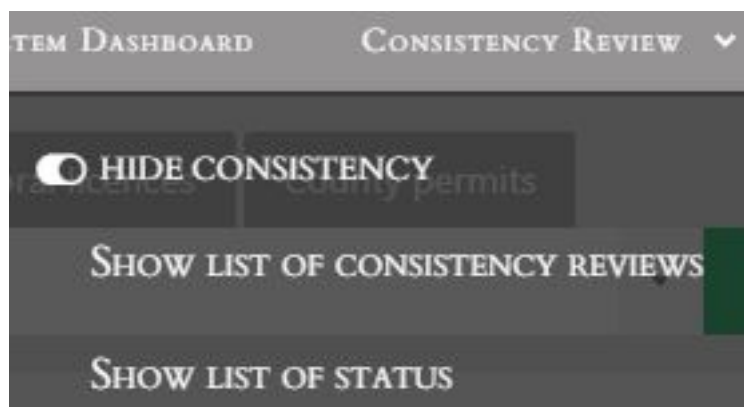
18. Consistency review

<https://help.eregulations.org/index.php/consistency-review-joan/>

The consistency review is the point review of the content in procedures of an eRegulations system. This review has to be very precise in order for users to understand perfectly the procedure. With the consistency review we make sure the procedure complies with the reality on field but also to the law.

Proceed to the consistency review

What does it mean?



consistency-1.jpg

When do you do the consistency review ?

Order of the consistency review

- 1 The menu page from which depends the procedure.
- 2 The summary of the procedure , by following the order of the summary.
- 3 The steps of the procedure , by following the order of the steps and the structure of the steps sheet.

What do you verify during the review ?

In the menu page

- The description of the objective is simple, clear and short.
- The text is perfectly understandable by a person with basic education.
- Illustration images are in the right size and look good.
- Important words are in bold or in blue.
- The menu title is the same than the link in the top menu.
- If a link has to be included to the text, you must insert target= »_blank » in the html so that the link opens in another tab.

- The description of the objective is simple, clear and short.
- The text is perfectly understandable by a person with basic education.

-
- The text has to precisely talk about the sub-objective in question, not about another sub-objective.
 - The description is a quick description of the procedure. It emphasizes to whom it applies in the procedure in case this one does not apply to everyone.
 - The important words is in bold or in blue.
 - The sub-objective is linked to the expected procedure.
 - If a link has to be included to the text, you must insert target= »_blank » in the html so that the link opens in another tab.

In the summary of the procedure

- The steps are gathered in coherent blocks.
- The name of the block has the same grammatical form than all other blocks of the procedure.
- The name of the step follows this format "verb + complement".
- Possible Verbs determining the action of the step are: Submit, Collect, Pay, Obtain (Obtain = Submit + Collect; in one interaction)
- "Submission" steps are always followed by "Collection" steps.
- "Obtaining" steps are never followed by "Collection" steps.
- You don't mention the localisation of the step if this one is mentioned on the block's name.

- Each entity has a picture.
- The size of each picture is 640 pixels width x 480 pixels height (when you click on the image of the entity).
- The name of each entity is exactly the same than the official name of the entity.
- The orange frames (ex: 1 , 3) inform about the steps where the entity appears. There shouldn't be duplicates.
- The number in the () after the entity's name corresponds to how many times the entity appears in the procedure.

- Results of the procedure correspond to the results that pushed the user to start the procedure.
- Results called "Results of the procedure" are those that have been configured as the "final result of the procedure".
- The payment receipts, appointments, information, should not appear as results of the procedure.
- Each result in the .doc or pdf must have a preview image in the following format 110 pixels width x 140 pixels height.
- Each image has a size of a maximum of 700 pixels width x 1000 pixels height. (Depending on which side of the image is the larger).
- The attached documents should be perfectly readable.

- Required documents with a blue frame are the generic conditions.

-
- Required documents with a green frame are conditions that are the result of a previous step.
 - Each requirement in the .doc or pdf must have a preview image in the following format 110 pixels width x 140 pixels height.
 - Each document or image is readable, straight, and well cropped.
 - Documents that have been turned anonymous must be done in a fine and tidy manner.
 - Document's name is exactly the same than the name written in the document.
 - Each cost has a comment assigned to it, which should point out to what exactly that cost refers to.
 - The variable cost should be written in a correct way and conform to the cost norm.
 - Alternative costs shouldn't appear in the summary. If they do so, it is probably because the "or" was forgotten when added.
 - Verify the veracity of the minimal and maximal duration.
 - Each legal justification has articles or sections of the law that apply to the procedure.
 - The name of the legal justification is the exact same name than the one that appears in the legal document.
 - Laws in the .doc or .pdf format have a preview image of 110 pixels width x 40 pixels height.

In each Step sheet

- Name according to the eRegulations' norm, following the format " Verb + complement".
- Possible Verbs determining the action of the step are: Submit, Collect, Pay, Obtain (Obtain = Submit + Collect; all in one interaction).
- Possible Verbs determining the action of the step are: Submit, Collect, Pay, Obtain (Obtain = Submit + Collect; all in one interaction).
- "Submission" steps are always followed by "Collection" steps.
- "Obtaining" steps are never followed by "Collection" steps
- Each entity, unit, and person in charge has a picture.
- The size of each picture is 640 pixels width x 480 pixels height (When you click on the preview image).
- The name of each entity is the official name of the entity.
- The name of each unit is the official name given to each unit.
- The name of the person in charge follows this format: "Name - Surname"
- If there are two people in charge, both names appear and the picture shows the two people standing next to each other.
- If there are more than two people in charge, there should appear the name and the picture of the head of the unit.

-
- The phone number of the entity or the person in charge is in the format : +XXX YYY ZZZ ZZZ (XXX Country's code – YYY City's Code)
 - Each result in the .doc or .pdf format has a preview image of the following size: 110 pixels width x for 140 pixels height.
 - Each requirement in the .doc or .pdf format has a preview image of the following size: 110 pixels width for 140 pixels height.
 - Each requirement has a legal justification.
 - Documents that have been made anonymous must be done in a fine and tidy manner.
 - The name of the document is exactly the same than the name written in the document.
 - Each cost has a comment assigned to it, which should point out to what exactly that cost refers to.
 - The variable cost is written in a correct way and is conform to the cost norm.
 - Alternative costs shouldn't appear in the summary. If they do so, it is probably because the "or" was forgotten when added.
 - Verify the accuracy of the minimal and maximal duration.
 - The step has a clear legal justification.
 - Each legal justification has articles or sections of the law that applies the step.
 - The name of the legal justification is the exact same name than the one that appears in the legal document.
 - Explanatory text relative to the step in case of any additional information is missing/needed to understand and complete the step.
 - The text should be clear and perfectly understandable by a person with basic education.
 - The certification entity has been selected and is the right one.
 - the certification officer has been selected and is the head of the entity.
 - The certification sheet has been uploaded.
 - The certification sheet is signed and stamped by the head of the entity in charge of the step.
 - Here, same norms as the Contact section are applied.
 - The person in charge of the recourse is the superior authority above the person in charge of the step OR the head of the complaints department and public attention.

Review comments

The life and death of a comment

Institutions/Systems involved (5)



Comments about contacts New ticket

consistency4.jpg

Fluxes of discussion in comments of the consistency review:

Comments about the step in general New ticket

joan
Rename the step to "obtain official land search"
06/10/2020 01:54:27 PM - Open tickets | [Edit ticket](#) | [Answer comment](#)

consistency4-1.jpg

1 Pay for land search (last modified: 05/06/2020)

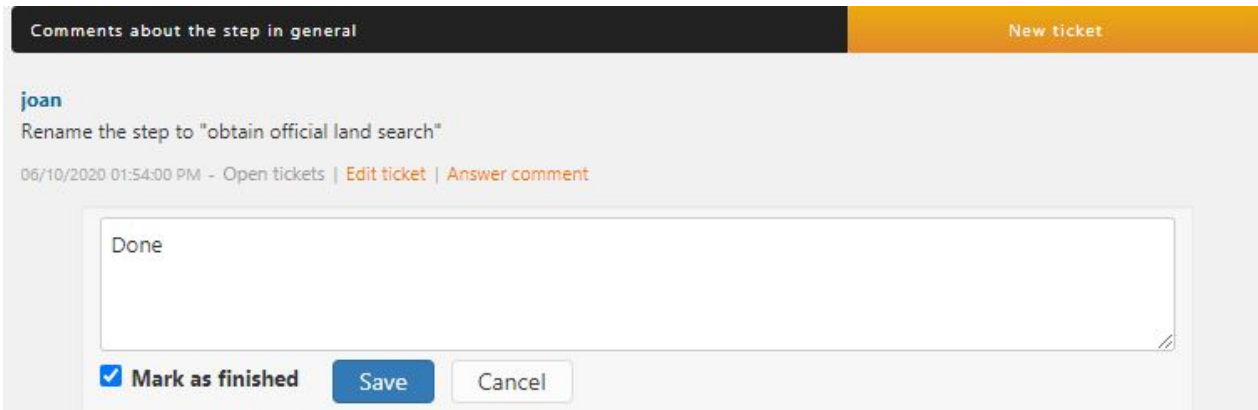
D This step is in the edition phase.
[Change status](#)

[dit this step in the administrative interface](#)

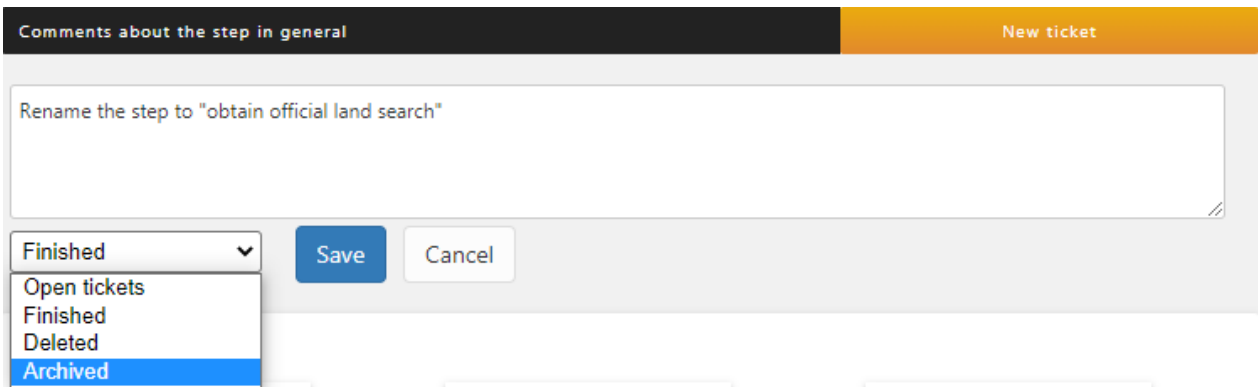
Comments about the step in general New ticket

joan
Rename the step to "obtain official land search"
06/10/2020 01:54:27 PM - Open tickets | [Edit ticket](#) | [Answer comment](#)

consistency-5.jpg

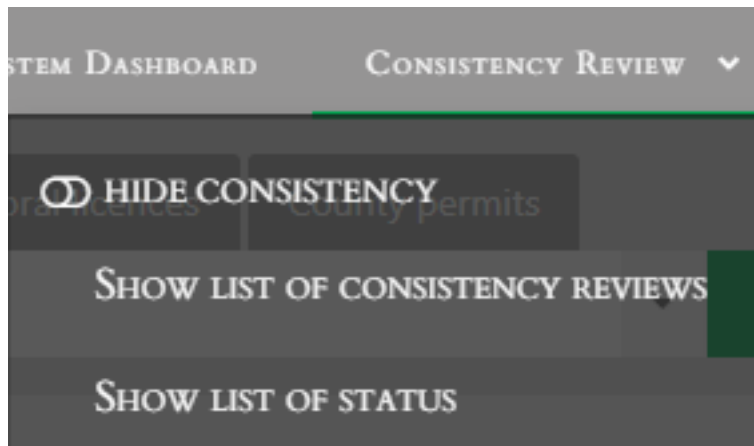


consistency-7.jpg



Consistency-8.png

See the List of comments in the Consistency Review.



consistency-9.png

List of consistency reviews

Text: Status: -- All active status -- Pagetype: -- All pages --
Objective: -- Any objective -- [Search](#)

384 ticket(s) found

#	Page	Step name	Date	User	Status	Section	Remark	Answer(s)
1.	S	Pay for land search	06/10/2020	joan	Finished	general	Rename the step to "obtain official land search"	0
2.	S	Pay for land rates	26/06/2020	joan	Open tickets	laws B	What about the county finance Act is it a legal justification for this step?	0
3.	S	Apply for rates clearance certificate	26/06/2020	joan	Open tickets	requirements	Arrange the requirements appropriately	0

consistency-10-1.jpg

- 1 Search filters, in order to choose which comments to see. (Text filter, page level, procedure.)
- 2 The list of comments, showing the concerned step, date of creation, which user is the author of the comment, the status, the section, the remark and the amount of answers.

The Steps' status

- Status D : Edition status. It's the first step's status, given by default at the step's creation. The user with the Consultant-Local is in charge of the step, in order to edit it and correct all mistakes found during the verification.
- Status C : Verification status. It's the second step's status, in order to verify that the edition has been done correctly. The user with the role Consultant-Regional is in charge of the step and verifies that the step is understandable and documented according to the eRegulations norm
- Status B :Approbation status. It's the third step's status, in order to approve the entire content of the step and to validate it for certification. The user with the role Consultant-Admin is in charge of the step and reviews rapidly that nothing has been forgotten during the verification.
- Status A : Certification status. It's the Fourth and last step's status, in order to make it certified by the certifier. The user with the role Consultant-Local is in charge of the step and certifies it and make sure the step doesn't become obsolete.

D This step is in the edition phase.

[Change status](#)

consistency-11.jpg

C The edition of this step has been completed, waiting for verification.

Last modified by **joan jackson** - 10/8/2020 9:52:00 AM | [Change status](#)

consistency-12.jpg

B This step has been verified, waiting for approval.

Last modified by **joan jackson** - 10/8/2020 10:00:00 AM | [Change status](#)

consistency-13.jpg

A Approved, waiting for certification.

Last modified by joan jackson - 10/8/2020 10:04:00 AM | [Change status](#)

consistency-14.jpg

The flux of statuses

Change the status of a step

D This step is in the edition phase.

[Change status](#)

consistency-11.jpg

D This step is in the edition phase.

[Change status](#)

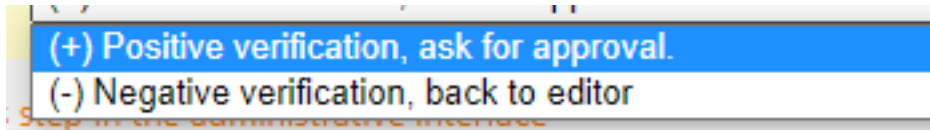
(+) Ask for verification



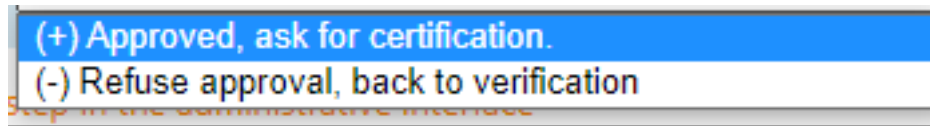
Send

or Cancel

consistency-15.jpg

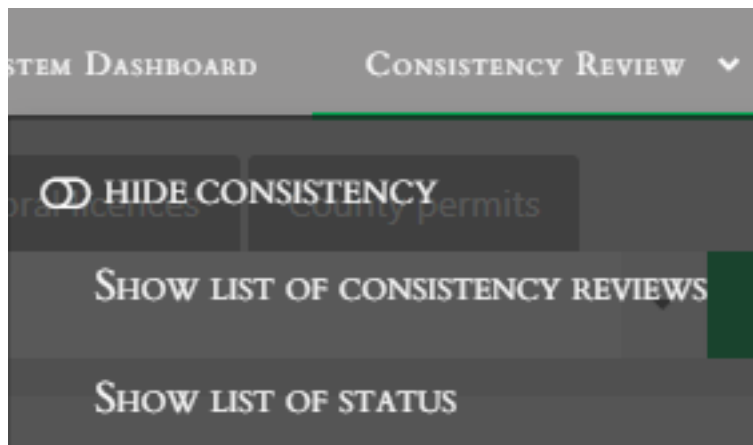


consistency-16.png

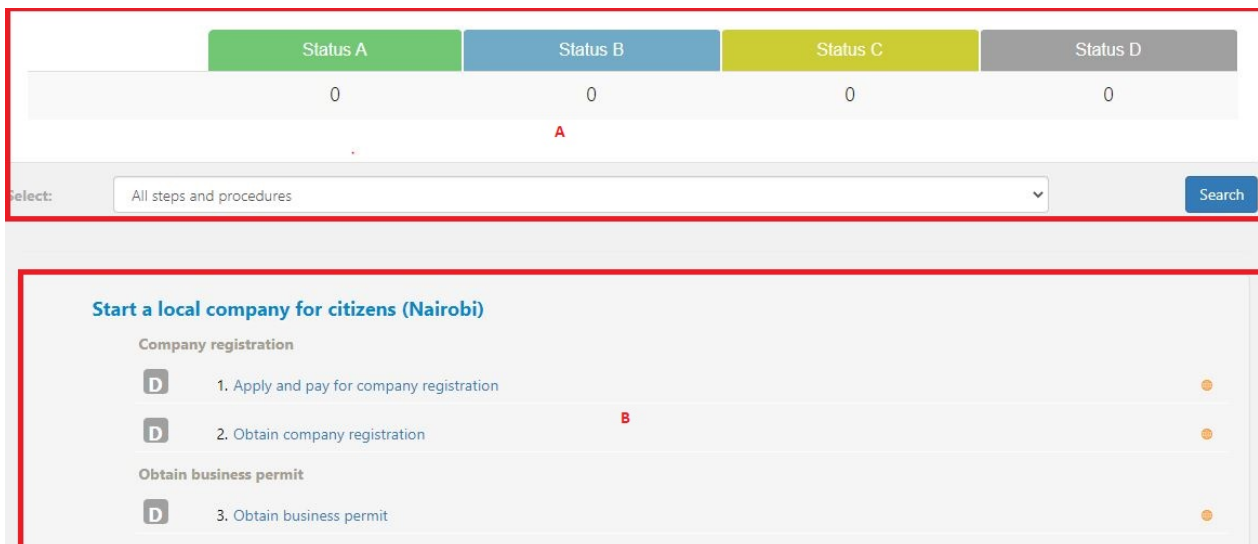


consistency-17.png

List of step's statuses



consistency-9.png



consistency-18.jpg

- 1 Filters in order to choose which status to show (i.e : filters to select the steps that have changed status during the last day, last week, the last month or all steps).
- 2 The list of steps, gathered by procedures, with the status of each one.

Email alerts

- The quantity of steps according to their status currently in the system D , C , B and A ,
- The list of steps of which status has evolved during the last day, week, month, and before.
- The list of comments made in the system, presenting as well the quantity of comments created in the last days, weeks or months.
- The list of steps that are currently waiting to be treated by the user : it's the list of steps in for which the user is in charge.

Estados en el sistema:

D	C	B	A	A*
191	141	11	0	0

Lista de pasos con cambio de estado reciente - Estado A y B :

Procedimiento	Ayer	7 días	15 días	1 mes	> 1 mes
Localización	0	0	0	0	3
Prefactibilidad de Emplazamiento	0	0	0	0	1
Habilitar su comercio - Trámite basado en el decreto	0	0	0	0	1
Permiso Precario de Funcionamiento	0	0	0	0	1
Libreta Sanitaria	0	0	0	0	4
AFIP	0	0	0	0	1

Comentario de revisión de consistencia - "Abierto":

Procedimiento	Ayer	7 días	15 días	1 mes	> 1 mes
Localización					alejandra (5) vian (2) bettina (1)
Prefactibilidad de Emplazamiento					vian (2) bettina (4)

Rev20

- Index
- > Proceed to the consistency review
- > Review comments/
- > The Steps' status
- > Email alerts

IndexInscrito a las alertas de CR Sí No

Alertas cr

19. Videos<https://help.eregulations.org/index.php/videos-joan/>

It is essential for an eRegulations expert to know how to produce videos documenting his/her visits on field; meetings with micro-entrepreneurs; officials; partners, etc.

With a short video, clear and on the right format, the expert can broadcast a much more attractive message than by doing it via a report or an email chain.

Prepare the filming

- His/her camera,
- A charged camera battery,
- The camera's charger,
- The camera's memory device,
- A tripod,
- A lapel microphone, if the camera doesn't have its own microphone,
- Prepared questions.

The filming process

Video - editing

- The title,
- The sub-title when the person speaks ,
- The final credit.

1. The videos title



V1

- 1 The background image is the first image of the video. The title stays between 6 and 8 seconds.
- 2 It's the United Nations logo, without text. Depending on the color of the background, the logo can be blue, white or black. This colour should remain the same during the entire video, it must not change.

- 3 The title is “eRegulations” followed by the name of the country where the video has been shot. The font is Arial, 120, bold, white. With Final Cut Pro, the font size is 120 and the edge 4. With Movie Maker, the font size is 36 and the edge 1.
- 4 The subtitle is the description of the video in one or two lines. In the last line, it should include the date. The font is Arial, bold, white. With Final Cut Pro, the size is 80 and the edge 4. With Movie Maker, the size is 34 and the edge 1.

2. The subtitle



V2

- 1 It's the United Nations logo, without text. Depending on the colour of the background, the logo can be blue, white or black. This colour should be the same during the entire video, it must not change.
- 2 The box appears each time the person speaks. The box remains between 8 and 10 seconds. The box has the United Nations blue colour # 5B92E5. The opacity of the box is 85%, equivalent to a transparency of 15%.
- 3 The first line is the full name of the person with the last name in uppercase. Police set to Arial, 52, white, italic. The second line is the entity where the person works. The font is Arial 52 white, bold. The third line is the person's function. Font: Arial, 52.
- 4 In each line the size can be smaller if the text does not fit into the line.
- 5 In the case of a micro-entrepreneur who does not have an "entity", the subtitle set of 2 lines. The first line is the name, in italics. The second is the activity (shoes Seller) in bold. Font size is the same in the two lines and can be bigger than the size of three lines.



Video22

- 1 Select the video feed from below (the entire video, not just small parts)
- 2 Click the Video transform button
- 3 Grab the corner and it pull up until you don't see the black bars
- 4 Ready!

3. The final credit



V3

- 1 The UNCTAD logo, white, 80 pixels high.
- 2 The partner's logo in the country of filming, 80 pixels high, and centered vertically with the UNCTAD logo.
- 3 "UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT" in two lines, capital letters, Arial, 32, white
- 4 The text that corresponds to the partner followed by a dash and the country, in two lines, capital letters, Arial 32, white.
- 5 "With the support of the "Directorate of Development Cooperation of the Ministry of Foreign Affairs of the Grand Duchy of Luxembourg" in two lines, Arial 26, white
- 6 The logo of Luxembourg, 80 pixels high.

Video broadcast

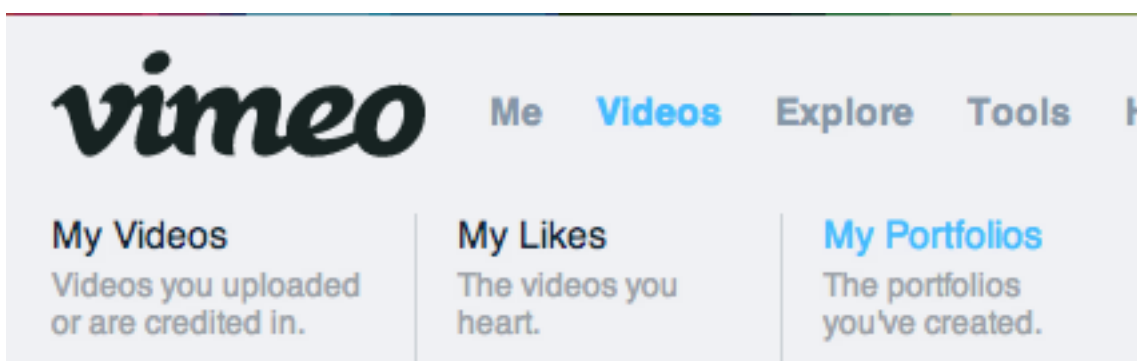
Vimeo

Upload a video on Vimeo

Add this video to its country portfolio

- 1 Go to Videos > My portfolios

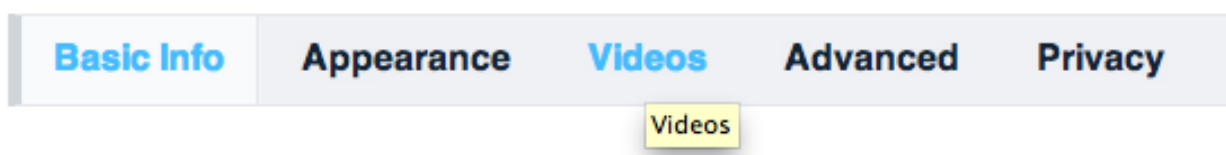
- 2 Locate portfolio that suits and click on Settings
- 3 Go to Videos tab
- 4 Use the link + Add more videos



Vimeo1



Vimeo2



Vimeo3

+ Add More Videos

Vimeo4

- Index
- > Prepare the filming
- > The filming process
- > Video-editing
- > Video broadcast

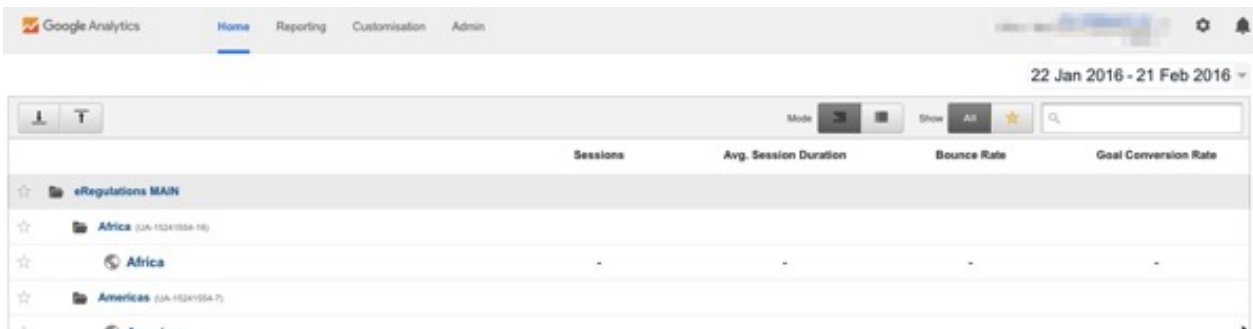
Index

20. Google Analytics

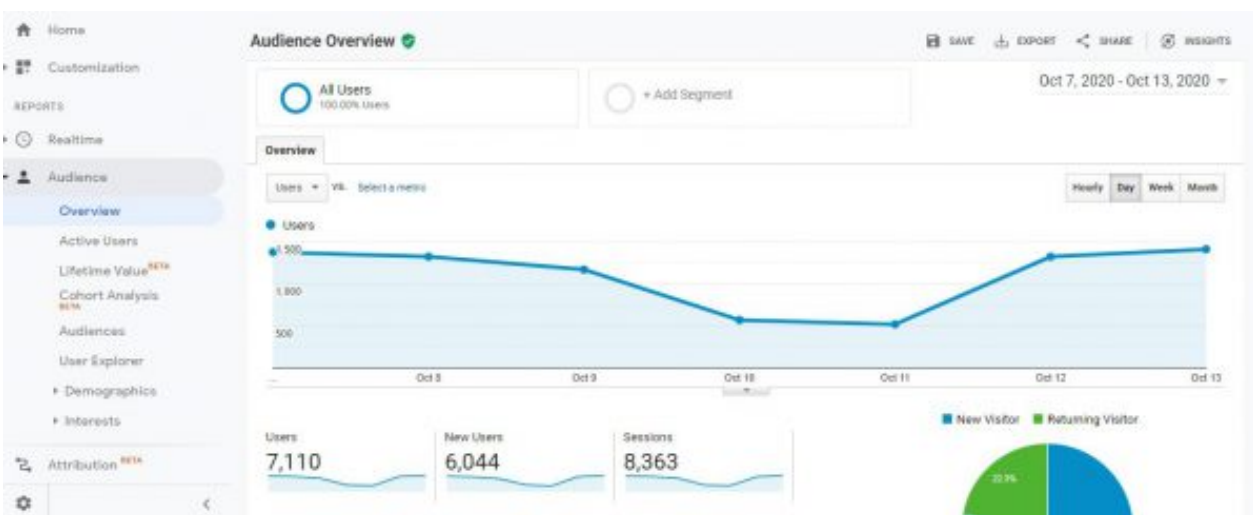
<https://help.eregulations.org/index.php/google-analytics-2/>

Google Analytics is a tool that informs about the audience of an eRegulations system. The web analytics informs about series of parameters such as: the number of visits, new visitors, page views, page views per visit, average duration of a visit, the visitors, the country of origin, the source of the visit, the browser used, etc.

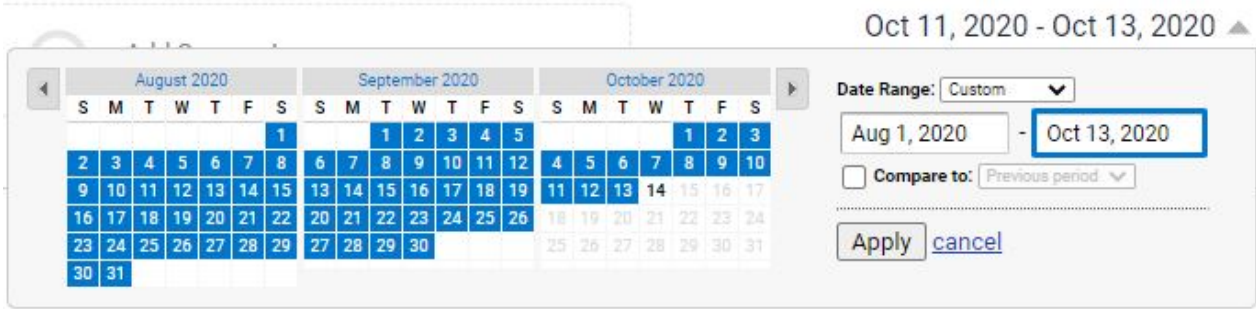
Consult data on Google Analytics



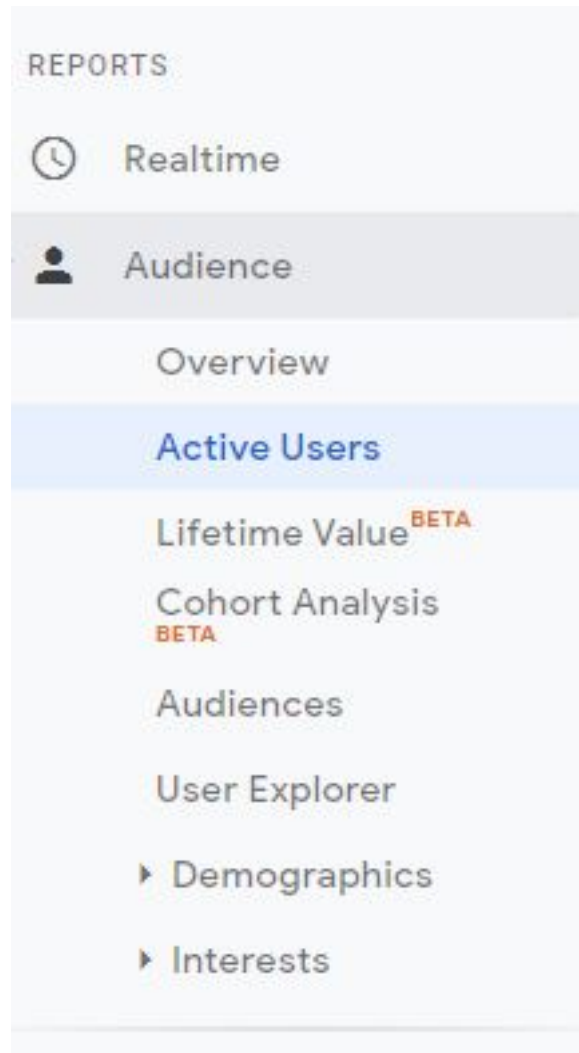
Cursor et Google Analytics



analytic-1new-1-e1602675029281.jpg



analytics-3-new.jpg



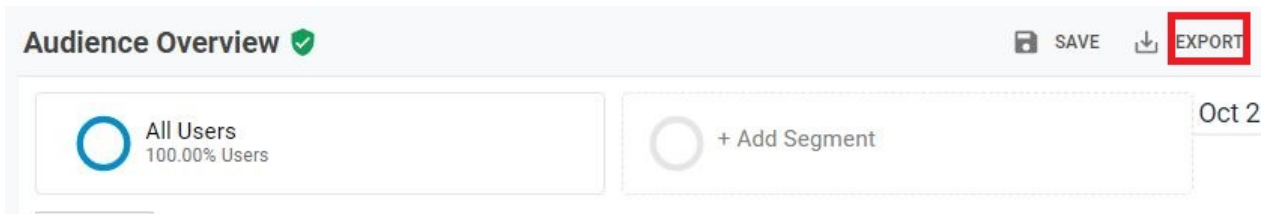
analytic-4.jpg

- number of visits,
- number of new visits,
- number of pages viewed,
- number of pages viewed for each visit,
- average duration of a visit,
- visitors country of origin,,

- source of the visit (the website from which the visitor "comes"),
- The browsers used, etc.

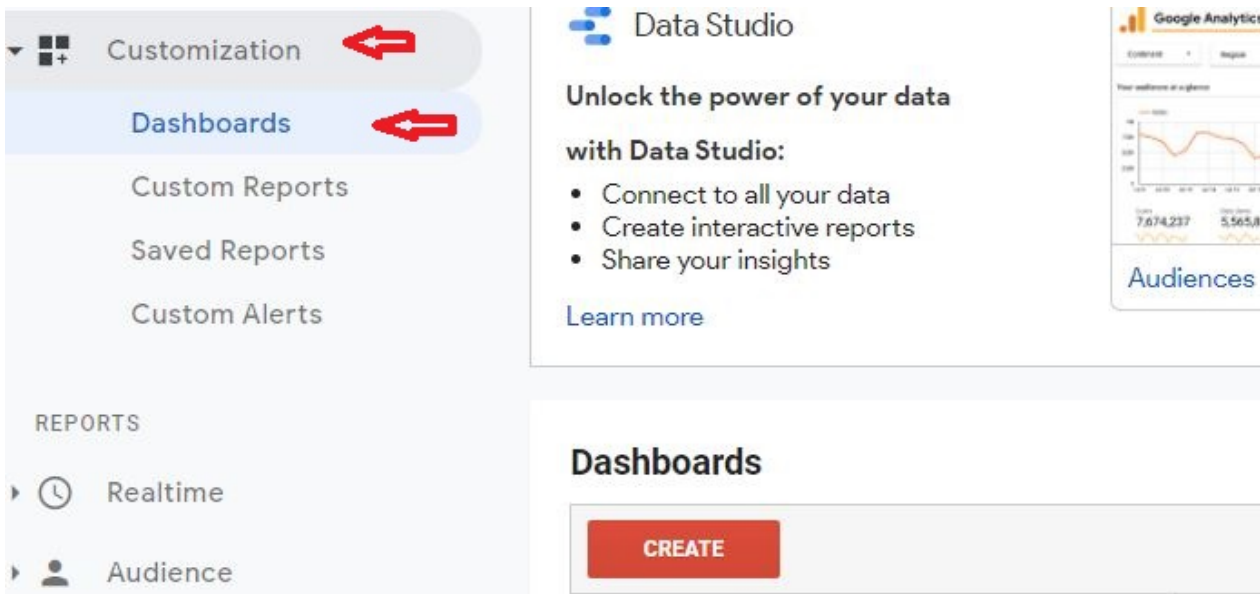
Generate and send reports

Simple reports

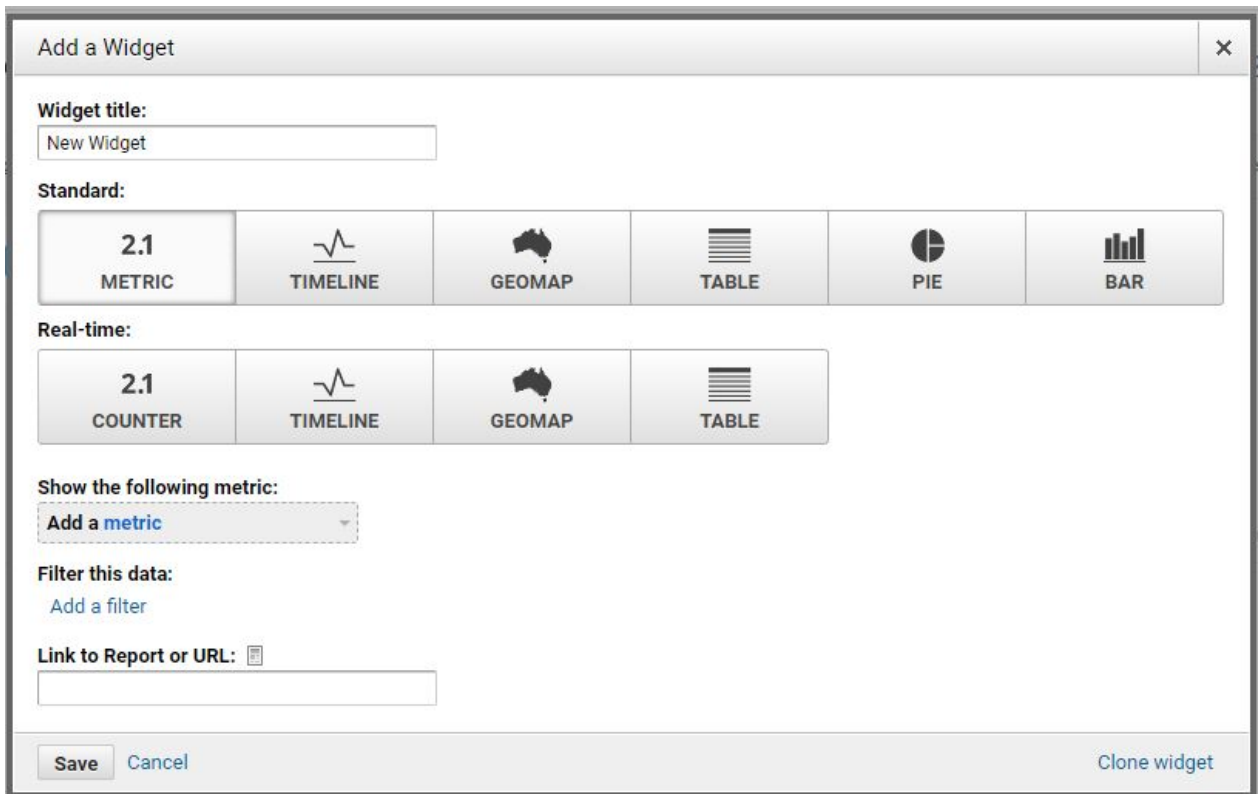


google-1.jpg

Custom reports



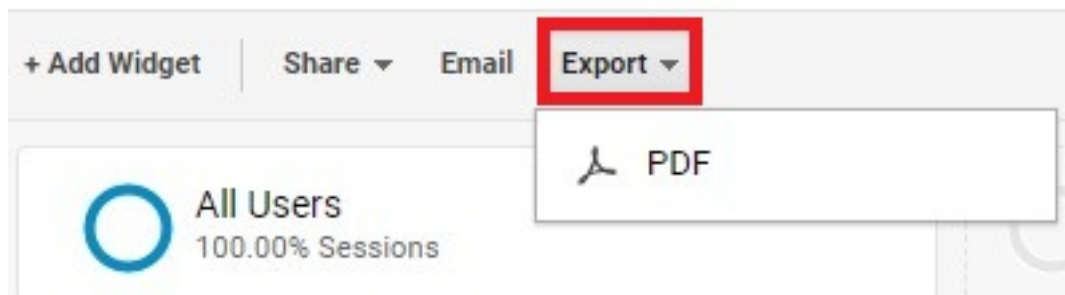
google-analytic1.jpg



google-analytic-2.jpg

- Statistics tab shows the "dry" values of the selected parameters. Examples: Percentage of new visits, average visit duration, page views, etc
- Diagram tab presents diagram representing a data (statistical) in a given parameter (variable) Examples: Visits by cities, time on page by hour of the day, New visits by pages, etc.
- Timeline tab shows a graph of a selected data. It is possible to compare two parameters by putting them on the same graph. Examples: visits, visitors and new visitors, page views, pages visited, etc.
- Table tab shows simple data tables with values of hearing.

Untitled Dashboard




google-analytic-3.jpg

Email Report: *Untitled Dashboard* ✕

From: [redacted]@gmail.com

To:


Subject:

Attachments:  PDF

Frequency:

▶ ADVANCED OPTIONS

I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

google-analytic-5.jpg

- Index
- > Consult data on Google Analytics
- > Generate and send reports

Index

Ga5



21. Images gallery

<https://help.eregulations.org/index.php/images-gallery-agnes/>

The source of images used in eRegulations systems.

Home page

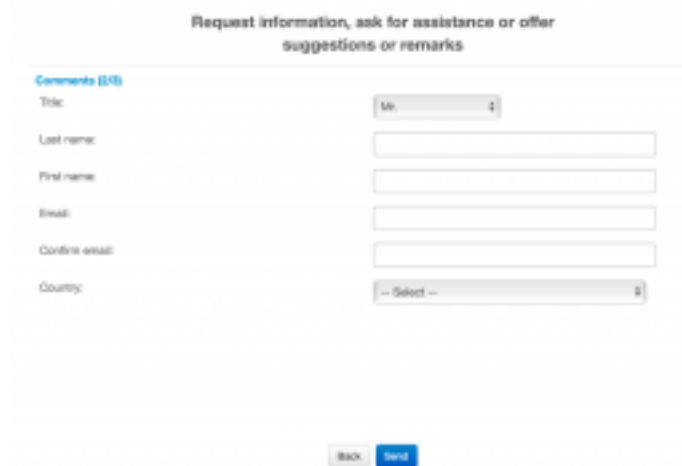
Left logo

Square box - How it works ?



Screenshot-2020-10-16-at-11.53.10-e1602853644223.png

Square box - Contact Us

A web form titled 'Request information, ask for assistance or offer suggestions or remarks'. It includes a 'Comments (0/0)' section with fields for 'Title', 'Last name', 'First name', 'Email', 'Confirm email', and 'Country'. The 'Title' field has a dropdown menu with 'Mr.' selected. The 'Country' field has a dropdown menu with '-- Select --' selected. At the bottom, there are 'Back' and 'Send' buttons.

Screenshot-2020-10-28-at-10.43.46-e1603871663713.png

Footer



Screenshot-2020-10-16-at-11.51.46-e1602853669770.png

Steps

Result - Appointment

Result - Information

Logos of institutions

UNCTAD

With 'UNCTAD' (English)

With 'CNUCED' (French)

Without characters

Luxemburg

- Index
- > Home page
- > Steps
- > Logos of institutions
- > Banners of the system

Index

22. Frequently asked questions

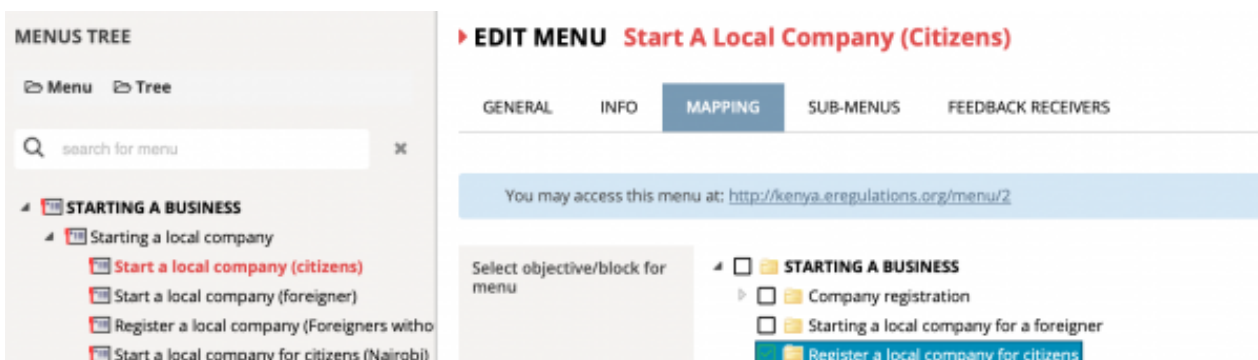
<https://help.eregulations.org/index.php/frequently-asked-questions-agnes/>

The answer to the question the most frequently asked on the system eRegulations.

The procedure doesn't appear on the menu page.



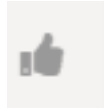
Screenshot-2020-10-13-at-16.05.52-e1602594390456.png



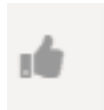
Screenshot-2020-10-15-at-15.02.44-2-e1602764855169.png

Changes on a procedure do not appear online.

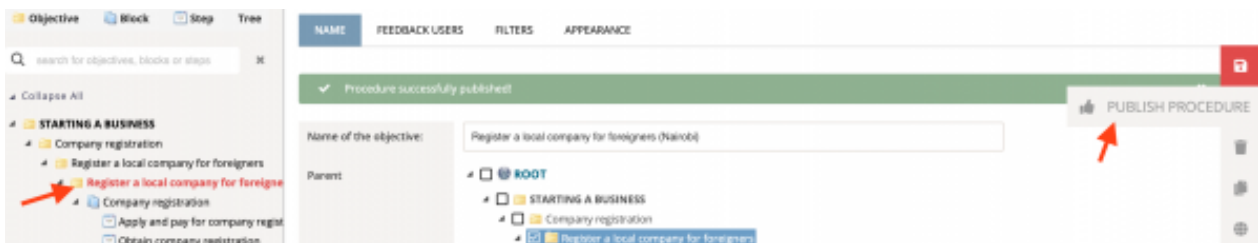
If you have already tried to make changes in a procedure with the button and the changes do not show up in the in the public interface, you can try from the procedure (= upper sub-objective) and click on to publish the procedure.



blo10-new.png

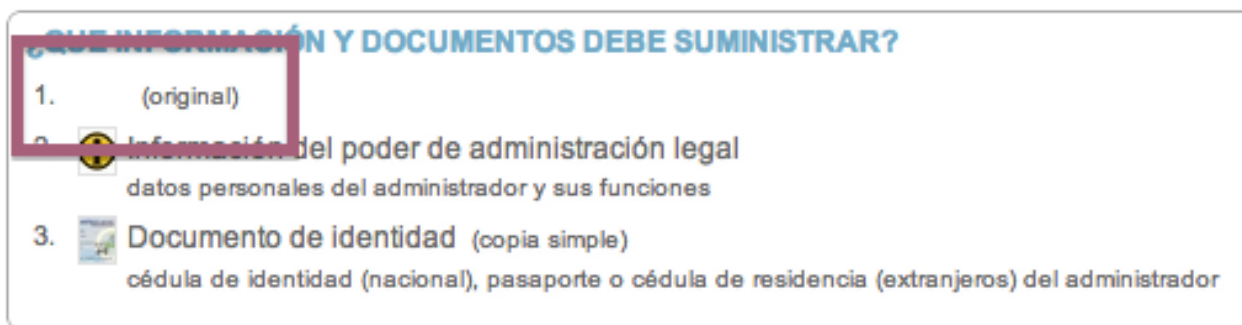


blo10-new.png







Screenshot-2020-10-15-at-16.05.30-e1602767200538.png


An “invisible” requirement on a step



Pf

+ / OR	REQUIREMENT	TYPE
<input type="checkbox"/> +	 Company registration form (form 14a)	downloadable & usable
<input type="checkbox"/> +	 Notarized declaration of Compliance (form14b)	Result of step
<input type="checkbox"/> +	 Notarized memorandum and articles of association	Result of step

 Duplicate selected

 Delete selected

Management of Objectives Blocks And Steps

Mostrar los resultados en: **Todos los objetivos**

Seleccionar objetivo :

Seleccionar bloque :

OK

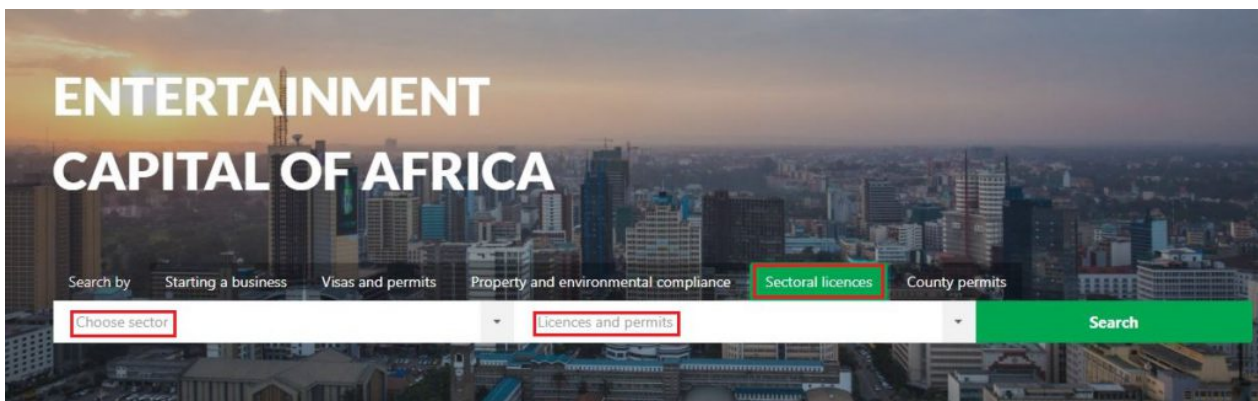
Pf2

Size of contact pictures

23. Filters

<https://help.eregulations.org/index.php/filters/>

- 1 What filter(s) do you need to create i.e what is your objective ?
- 2 How would you like the system to apply the filter(s) i.e how are the search results displayed?
- 3 What name will you give the filter? Proper naming/labelling of filters help users access information they seek quicker and makes them easier to understand



filter-3-new-1024x323.jpg

Creating filters



filter-4-new-e1604909183140.jpg



Screenshot-2020-10-13-at-16.05.52-e1602594390456.png

Create/Edit filter ✕

Name:

Label:

Is Inclusive:

Options: Add

Save Cancel

Filter-3.jpg

Objective Block Step Tree

search for objectives, blocks or steps ✕

- ▲ Collapse All
- ▲ **STARTING A BUSINESS**
 - ▲ Company registration
 - ▲ Register a local company for foreigners
 - ▲ **Register a local company for foreign**

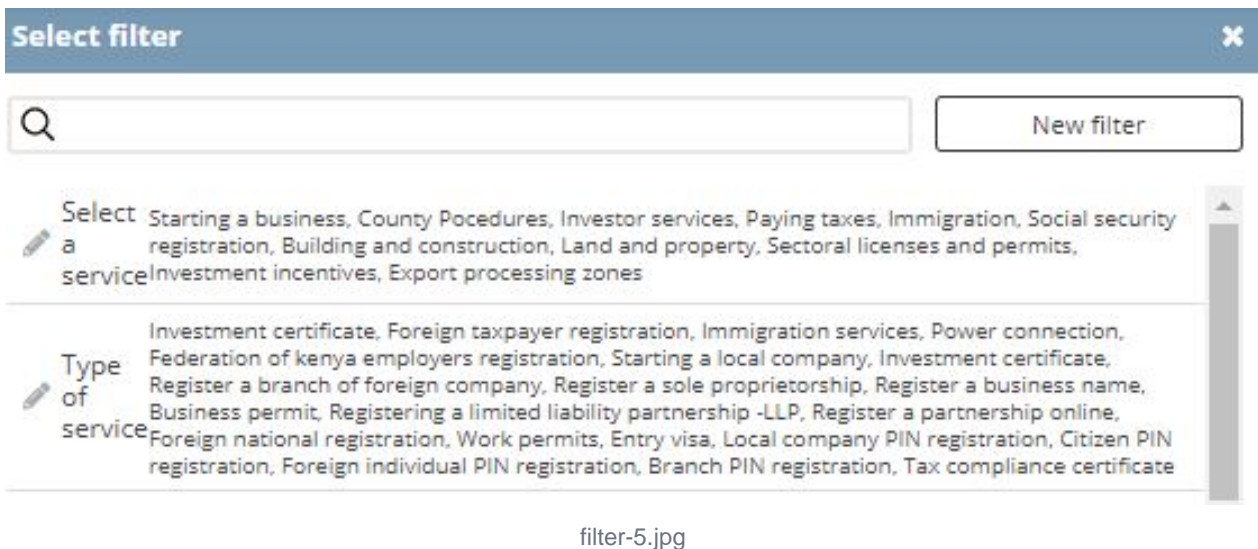
NAME FEEDBACK USERS **FILTERS** APPEARANCE

Is direct result of filter search:

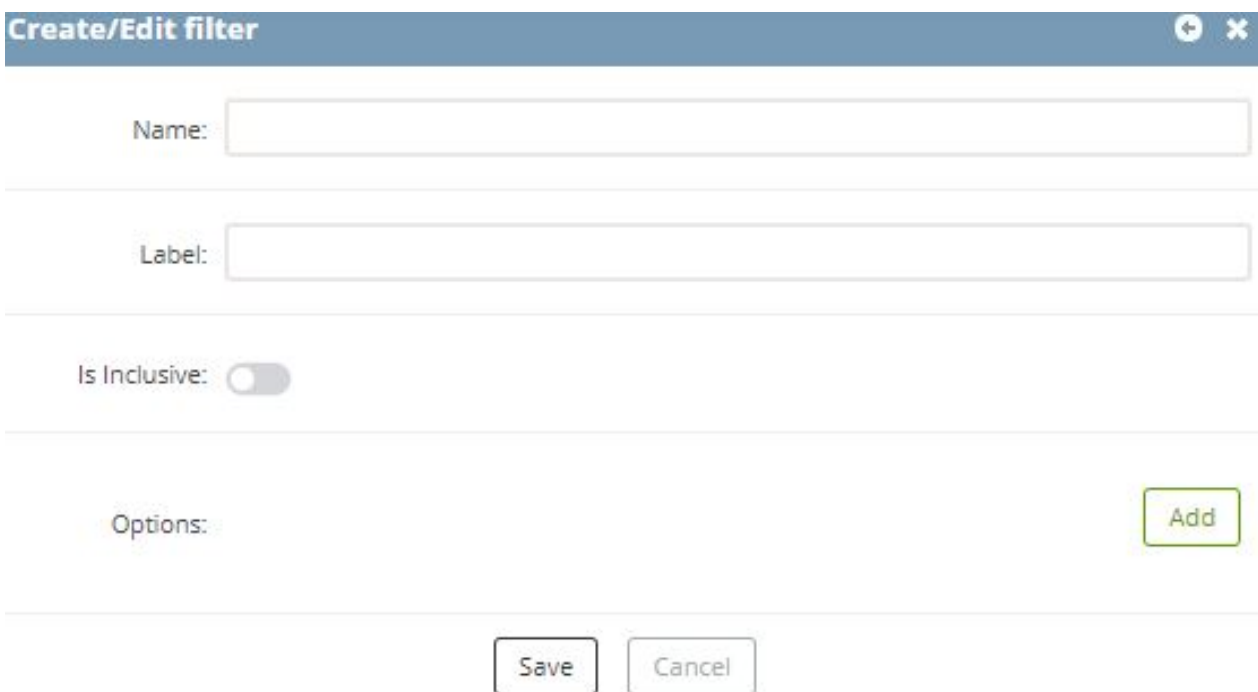
[add filter](#)

Select type of business Select a ser

filter-4.jpg



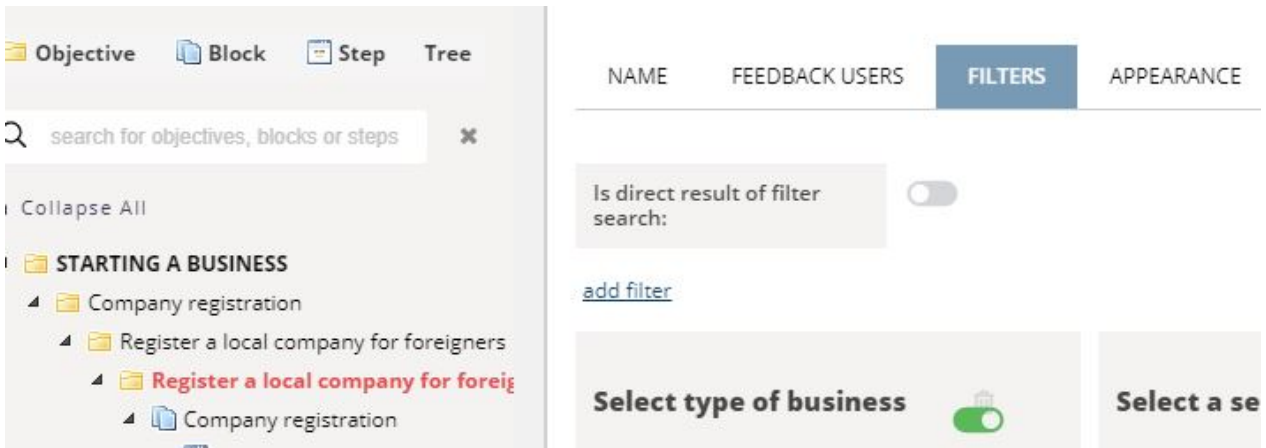
filter-5.jpg



filter-7.jpg

Configuring filters to procedures

- 1 In the administrative interface, go to content > procedures
- 2 Click on the procedures you would like to apply to the newly created filter(s)
- 3 Apply the filter by clicking “filters” and then “add filter.” Note that you will select the filter(s) created in the country parameters here.

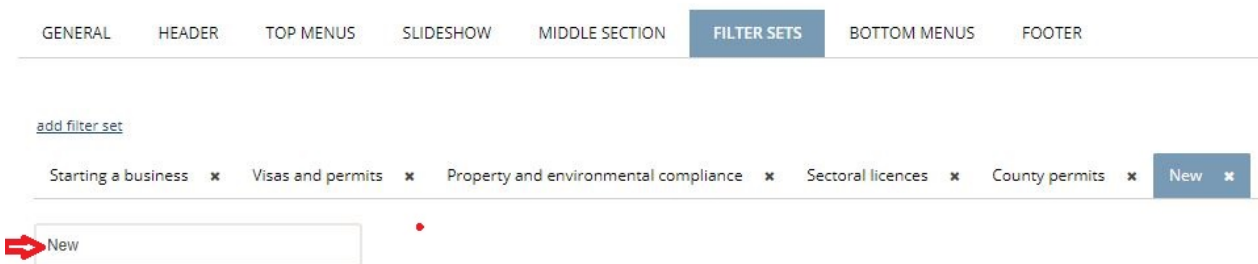


filter-6.jpg

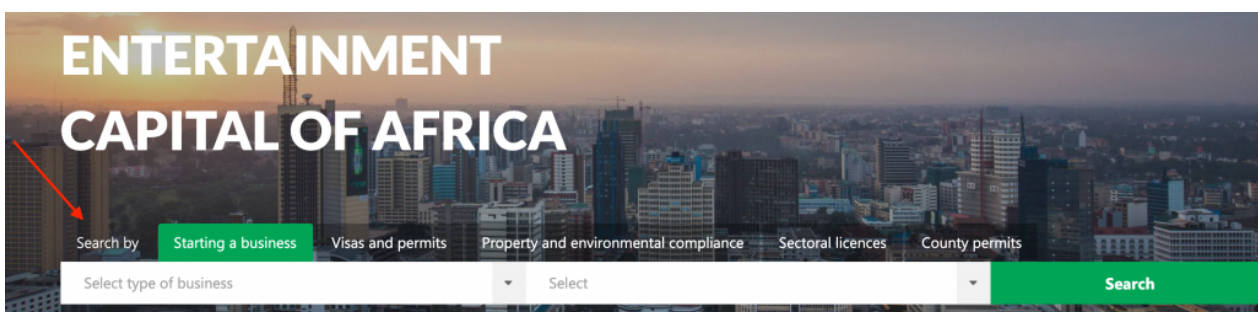
- Ensure that the selected filter(s) is turned on and tick the relevant procedure.
- Proceed to publish the procedure by clicking tab on the publish tab on the right hand side of the system.

Publishing filter(s) in the public interface

▶ EDIT Homepage Layout Details



filter-7-new.jpg



filter-9-1024x248.png

[add filter set](#)

Starting a business ✕ Visas and permits ✕ Property and environmental compliance ✕ Sectoral licences ✕ County permits ✕ **New ✕**

New

Preset filter(s)



Filters in the tab



filter-8-new.jpg

Select filter ✕

Search: [] New filter

- Project registration: Project registration in Nairobi, Project registration in Mombasa
- Land rates payments: Pay for land rates online, pay for land rates in person, Pay land rates (Kisumu county)
- Export processing zones: Developer operator licence, EPZ manufacturing enterprise licence, EPZ commercial enterprise licence, EPZ service enterprise licence, EPZ business service licence
- Choose sector**: Manufacturing, Tourism, Information and communication technology, Energy, Agricultural, Mining

filter-10-new.jpg

LOGISTICS HUB OF THE REGION

Search by: Starting a business Visas and permits Property and environmental compliance **Sectoral licences** County permits

Manufacturing ✕ Licence to manufacture excisable goods ✕ **Search**

filter-11-new-e1604662913605.png

Editing a created filter

MANAGEMENT OF COUNTRY PARAMETERS

COST VARIABLES CURRENCY THIRD PARTIES **FILTERS**

Filter options used across the system

Q

New Filter

Select a service

Starting a business, County Procedures, Investor services, Paying taxes, Immigration, Social security registration, Building and construction, Land and property, Sectoral licenses and permits, Investment incentives, Export processing zones

⊙ ✎ ⚙

Type of service

Investment certificate, Foreign taxpayer registration, Immigration services, Power connection, Federation of Kenya employers registration, Starting a local company, Investment certificate, Register a branch of foreign company, Register a sole proprietorship, Register a business name, Business permits, Registering a limited liability partnership (LLP), Register a partnership online, Foreign national registration, Work permits, Entry visa, Local company PMS registration, Citizen PMS registration, Foreign individual PMS registration, Branch PMS registration, Tax compliance certificate

⊙ ✎ ⚙

Select type of business

⊙ ✎ ⚙

filter12-e1604663503504.png

Create/Edit filter

Name:

Label:

Is Inclusive:

Starting a business

⬆️ ⬆️ 🗑️

County Procedures

⬆️ ⬆️ 🗑️

Investor services

⬆️ ⬆️ 🗑️

Paying taxes

⬆️ ⬆️ 🗑️

Immigration

⬆️ ⬆️ 🗑️

Social security registration

⬆️ ⬆️ 🗑️

Options:

⬆️ ⬆️ 🗑️

⬆️ ⬆️ 🗑️

filter-13-e1604663823963.png

Deleting a filter













blo11-new.png

Create/Edit filter ✕

Name:

Label:

Is Inclusive:

Starting a business		
County Pcedures		
Investor services		
Paying taxes		
Immigration		

filter-11new.jpg

24. Sub-filters and multiple filters

<https://help.eregulations.org/index.php/subfilter/>

Creating a sub filter

▶ EDIT OBJECTIVE Class B Work Permit

NAME FEEDBACK USERS **FILTERS** APPEARANCE

Is direct result of filter search:

[add filter](#)

Visas and permits

Options

Entry visa

Permits and passes

Foreign national registration

Name of new option

Permits and passes

Options

Class A -Prospecting and mining

Class B - Agriculture and husbandry

Class C - Prescribed professions

Class D - Employees

Vertical toolbar: Save, Like, Delete, Print, Refresh, No filter

Screenshot-2020-11-05-at-13.03.41-e1604577190401.png

Work permits

- Class A work permit
 - Obtain class A work permit
 - Register with eFNS portal
 - Apply and pay for work permit process
 - Submit permit application
 - Obtain notification of approval
 - Pay permit fees
 - Obtain payment acknowledgement receipt
 - Submit evidence of payment
 - Obtain notice of permit collection
 - Obtain class A work permit
 - Permit endorsement
- Class B work permit
 - Obtain class B work permit
 - Register with eFNS portal
 - Apply and pay for work permit process
 - Submit permit application

▶ EDIT OBJECTIVE Work Permits

NAME FEEDBACK USERS **FILTERS** APPEARANCE

Is direct result of filter search:

[add filter](#)

Visas and permits

Options

Entry visa

Permits and passes

Foreign national registration

Permits and passes

Options

Class A -Prospecting and mining

Class B - Agriculture and husbandry

Class C - Prescribed professions

Vertical toolbar: Save, Delete, No filter

Screenshot-2020-11-05-at-15.01.18-e1604579138669.png

▶ EDIT Homepage Layout Details

GENERAL HEADER TOP MENUS SLIDESHOW MIDDLE SECTION **FILTER SETS** BOTTOM MENUS FOOTER

[add filter set](#)

Starting a business × **Visas and permits** × Property and environmental compliance × Sectoral licences × County permits ×

Visas and permits

Preset filter(s)

+

Filters in the tab

Visas and permits ×

Screenshot-2020-11-05-at-15.35.02-e1604580699144.png

Starting a business **Visas and permits** Property and environmental compliance Sectoral licences County

Permits and passes ×

You searched for **Permits and passes**

Work permits

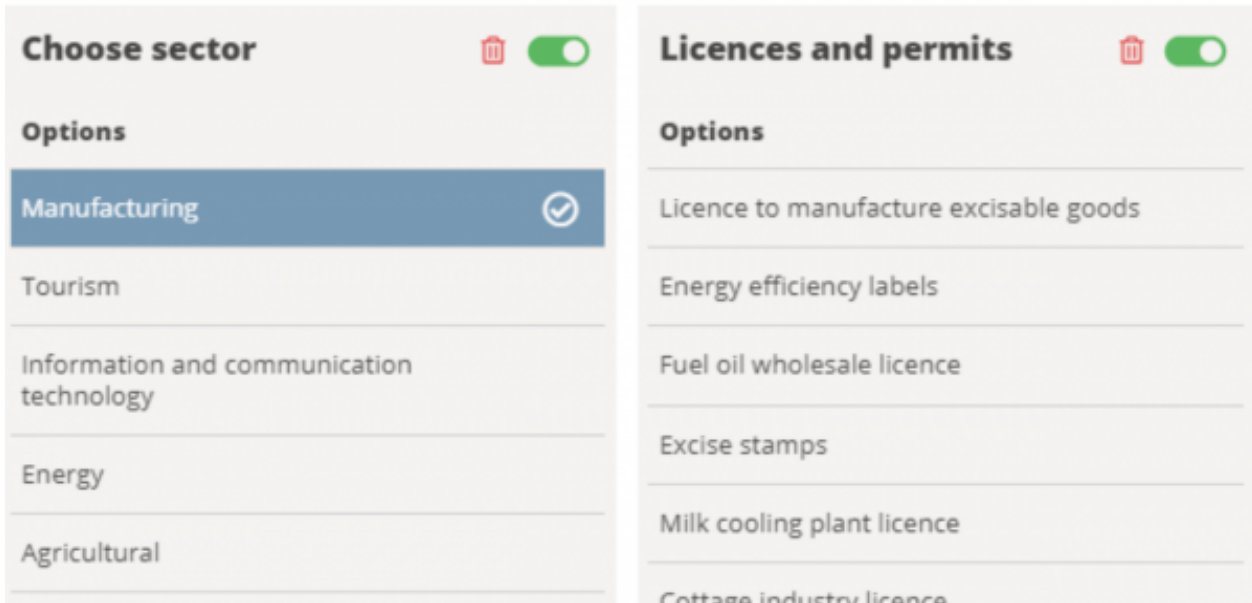
[Immigration Department](#) issues several classes of permits and passes to foreign nationals. The type of permit issued depends on the proposed activity to be carried out in Kenya. Investors registered with KenInvest may use its facilitation services (click [here](#) to access its facilitation procedures for work permits).

Please select one or various in the options below

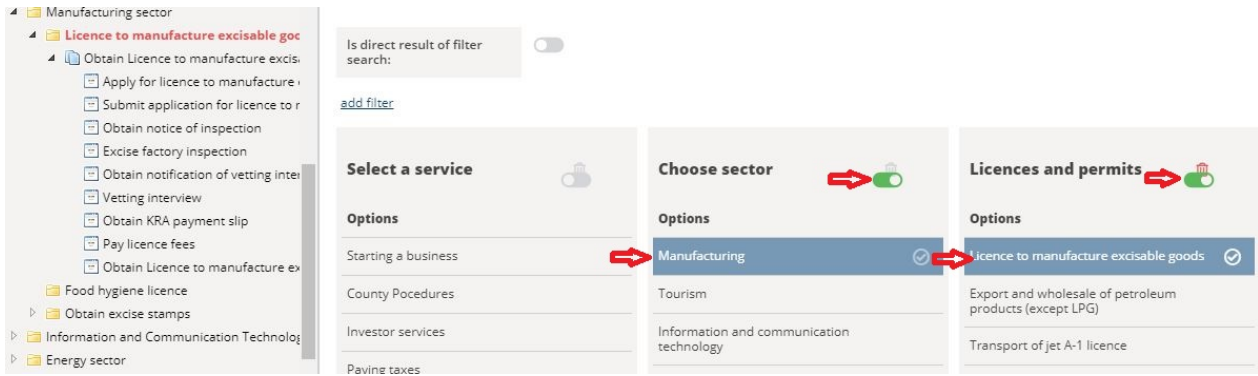
Class B - Agriculture and

[Class B work permit](#)

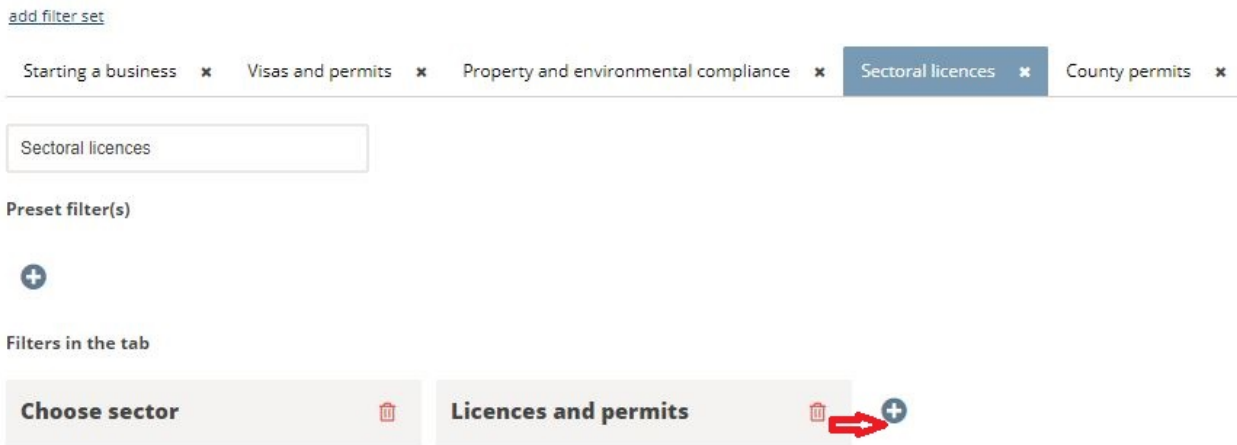
Screenshot-2020-11-05-at-15.54.21-e1604580936969.png



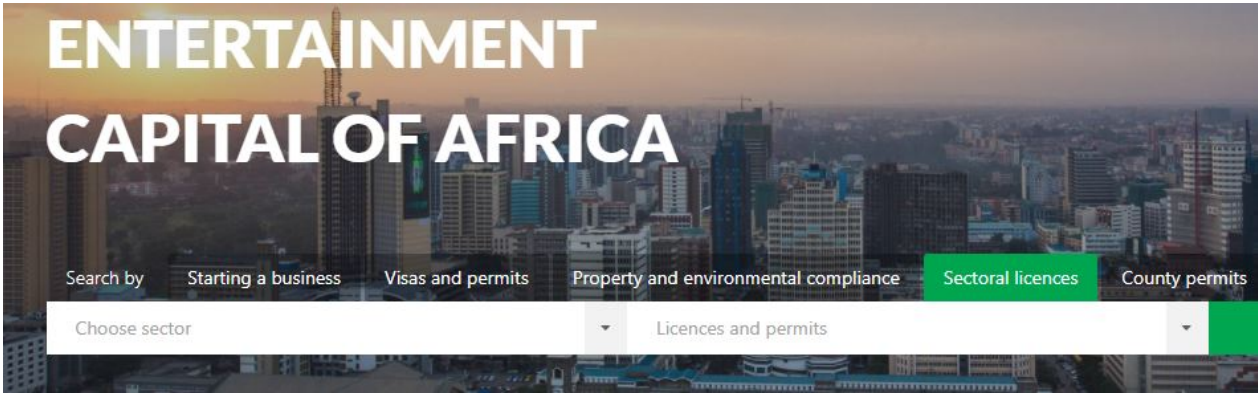
Screenshot-2020-11-05-at-16.11.56-e1604581956335.png



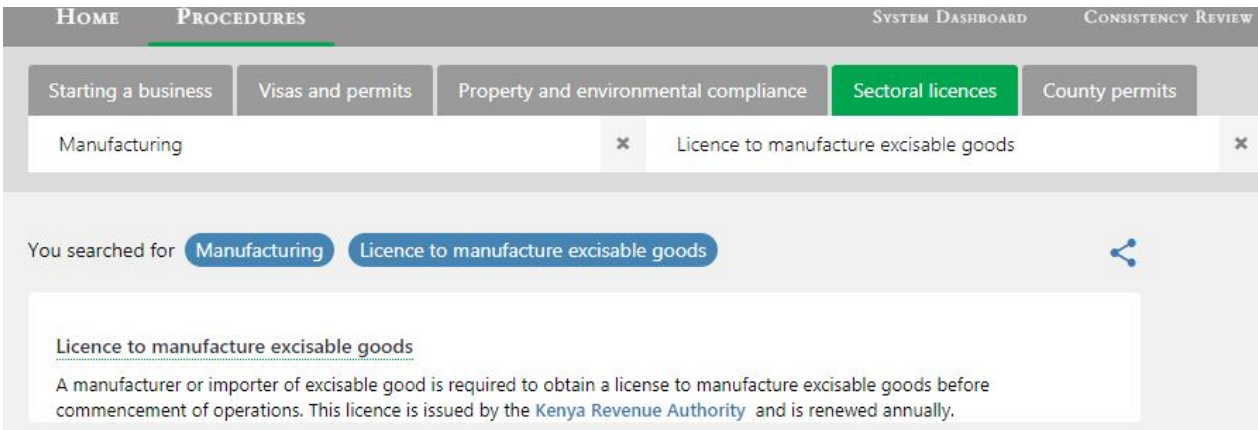
multiple-filter1.jpg



multiple-filter-3.jpg



multiple-4.jpg



multiple-5.jpg

Part II — System installation

1. Hosting requirements

<https://help.eregulations.org/index.php/system-hosting-requirements/>

Overview

- Admin WebApp - application runs on Windows Server, .NET Framework, Internet Information Services (IIS) and SQL Server.
- Public WebApp - application runs on Windows Server, .NET Framework, Internet Information Services (IIS) and SQL Server.
- API Server - application runs on both Windows Server with Internet Information Services (IIS) or OSX/*nix Server
- CRAAlerts CLI - application runs on Windows Server and SQL Server
- Statistics CLI - application runs on Windows Server and SQL Server

Server-side requirements

- Windows Server 2008, 2008 R2, 2012, Windows Vista Home Premium/Business/Enterprise/Ultimate or Windows 7 (both 32bit and 64bit) or Windows 8 (both 32bit and 64bit)
- Microsoft .NET Framework 4.0 or higher
- Microsoft Internet Information Services (IIS) 7.0, 7.5, 8.0 or Visual Studio/Visual Web Developer 2008/2010/2012 built-in web server
- Node.js version 4.x
- Microsoft SQL Server 2012 (including free SQL Server Express Edition)
- MongoDB version 2.0 or higher

Security requirements

- enabling the firewall service on the Windows Server to control both inbound and outbound traffic (it comes with predefined rules)
- installing an anti-virus software of choice (suggestion: Kaspersky)
- set-up a sql data back-up tool (suggestion <http://sqlbackupandftp.com/>) to produce daily back-ups of eRegulations Database

Hardware and disk space requirements

3.1. One server - minimum requirements

- Installation files - 100MB
- Media files (uploaded documents, images) - 1 GB

-
- Database files - 5GB

3.2. One server - optimal requirements

3.3. Distributed architecture - optimal requirements

SQL Server Database Server

Windows Web Server

API Server

Bandwith & transfer limits

CAS requirements (optional)

Hardware requirements requirements

Server side requirements

- Debian Jessie (8)
- Postgresql database ver ≥ 9.6
- Latest haproxy
- LetsEncrypt's certbot
- Latest docker (<https://docs.docker.com/engine/installation/linux/docker-ce/debian/>)
- docker-compose recommended ver $\geq 1.11.2$ If doclker-compose can not be used, then simple docker daemon or direct install are also possible, but it would require more configuration work. The recommended way, is using docker-compose. (<https://docs.docker.com/compose/install/>)
- account in hub.docker.com in order to read images files. This account needs to be sent to eRegistartion team, in order to set up access rights.
- Valid certificate signed by trusted CA. Verisign, Thawte, LetsEncrypt etc. Certificate Common Name and SAN must match server name client will be using to connect.

GER requirements (optional)

Hardware requirements requirements

Server side requirements

- Ubuntu latest stable
- Apache
- PHP8, MySQL, phpMyAdmin
- Index
- > Overview

-
- > Server-side requirements
 - > Security requirements
 - > Hardware and disk space requirements
 - > Bandwidth & transfer limits
 - > CAS requirements (optional)
 - > GER requirements (optional)

Index

2. Installation on a local server

<https://help.eregulations.org/index.php/2-installation-on-a-local-server/>

About

- Admin Web App : web application allowing data entry by authorized user
- Public Web App : web application displaying the data in HTML format
- CRAAlerts CLI : program that sends email alerts regarding consistency reviews tickets or status changes
- Statistics CLI : program that computes statistical data and saves it to the database

System Prerequisites

- .NET Framework 4.0 (or later)
- Sql Server 2012 (or later)
- IIS 7 (or later)

Installation Process

- creates needed databases
- extracts application files in provided path under following structure - eRegulations |__ CLI |__ ereg-alerts |__ ereg-statistics |__ Web |__ ereg-admin |__ ereg-public
- creates, if needed, Translation Central Repository (folder which contains the system translation modules - shared between eRegulations systems)
- configures web applications in IIS (Admin Web App and Public Web App)

Environment Configuration

- database - database related parameters instanceName : database server name username : username for database connection (please note that the user must have write access on master db) password : password
- webServer - IIS configuration related parameters adminAppBinding : url of the admin application which will be configured in IIS (eg. admin.eregulationsSystem.org)

publicAppBinding : url of the public application which will be configured in IIS (eg. eregulationsSystem.org)

- application - application related parameters country - country specific parameters name : current system country name id : current system country code (ISO 3) city : (optional) current system city region : (optional) current system country region currency : current system currency code (ISO 3) primaryLang : current system main language code (ISO 639-1:2002) secondLang : current system second language code (ISO 639-1:2002) googleCodes - parameters used in public web app for google monitoring and translation plugin googleAnalyticsAcc : (optional) google analytics account googleTranslateContent : (optional) google translate plugin code email - parameters used for feedback and alert sending functionalities smtpServer : smtp server host useSmtpAuthentication : use authentication for smtp server (true/false) smtpUsername : (optional) smtp server username (if authentication on) smtpPassword : (optional) smtp server password (if authentication on) feedbackAlerts - parameters used for feedback and alert sending functionalities sendFrom : the address from which the feedback receivers will get the alerts/feedback messages sendToList : list of email addresses which will receive feedback messages by default installationPath : the path in which the applications will be installed (please use the escaped form of the path) multilangCentralRepositoryPath : the path to the translation central repository (if already exists - please provide the escaped path to it, if not, please provide the desired escaped path - including the folder name)
- instanceName : database server name
- username : username for database connection (please note that the user must have write access on master db)
- password : password
- adminAppBinding : url of the admin application which will be configured in IIS (eg. admin.eregulationsSystem.org)
- publicAppBinding : url of the public application which will be configured in IIS (eg. eregulationsSystem.org)
- country - country specific parameters name : current system country name id : current system country code (ISO 3) city : (optional) current system city region : (optional) current system country region currency : current system currency code (ISO 3) primaryLang : current system main language code (ISO 639-1:2002) secondLang : current system second language code (ISO 639-1:2002)
- googleCodes - parameters used in public web app for google monitoring and translation plugin googleAnalyticsAcc : (optional) google analytics account googleTranslateContent : (optional) google translate plugin code
- email - parameters used for feedback and alert sending functionalities smtpServer : smtp server host useSmtpAuthentication : use authentication for smtp server (true/false) smtpUsername : (optional) smtp server username (if authentication on) smtpPassword : (optional) smtp server password (if authentication on)
- feedbackAlerts - parameters used for feedback and alert sending functionalities sendFrom : the address from which the feedback receivers will get the alerts/feedback messages sendToList : list of email addresses which will receive feedback messages by default

-
- `installationPath` : the path in which the applications will be installed (please use the escaped form of the path)
 - `multilangCentralRepositoryPath` : the path to the translation central repository (if already exists - please provide the escaped path to it, if not, please provide the desired escaped path - including the folder name)
 - `name` : current system country name
 - `id` : current system country code (ISO 3)
 - `city` : (optional) current system city
 - `region` : (optional) current system country region
 - `currency` : current system currency code (ISO 3)
 - `primaryLang` : current system main language code (ISO 639-1:2002)
 - `secondLang` : current system second language code (ISO 639-1:2002)
 - `googleAnalyticsAcc` : (optional) google analytics account
 - `googleTranslateContent` : (optional) google translate plugin code
 - `smtpServer` : smtp server host
 - `useSmtpAuthentication` : use authentication for smtp server (true/false)
 - `smtpUsername` : (optional) smtp server username (if authentication on)
 - `smtpPassword` : (optional) smtp server password (if authentication on)
 - `sendFrom` : the address from which the feedback receivers will get the alerts/feedback messages
 - `sendToList` : list of email addresses which will receive feedback messages by default

Further Information

- uncomment the childs of configuration>Unity>container "ApiPublishers" element
- fill the settings found in configuration>applicationSettings>Unctad.eRegulations.APIPublisher.Properties.Settings section
`eRegApiBaseURI` : API root url
`CountryCode` : the current system name
`APIUsername` : username for api authentication
`APIPwd` : password for api authentication
- `eRegApiBaseURI` : API root url
- `CountryCode` : the current system name
- `APIUsername` : username for api authentication
- `APIPwd` : password for api authentication

CAS (optional)

Install prerequisites

- 1 Debian Jessie (8)
- 2 Postgresql database ver >= 9.6
- 3 Mongo database ver >= v3.4.4
- 4 Redis database ver >=3.2.
- 5 Latest haproxy
- 6 LetsEncrypt's certbot
- 7 Latest docker (<https://docs.docker.com/engine/installation/linux/docker-ce/debian/>)
- 8 docker-compose recommended ver >=1.11.2 If docker-compose can not be used, then simple docker daemon or direct install are also possible, but it would require more configuration work. The recommended way, is using docker-compose. (<https://docs.docker.com/compose/install/>)
- 9 account in hub.docker.com in order to read images files. This account needs to be sent to eRegistration team, in order to set up access rights.
- 10 Valid certificate signed by trusted CA. Verisign, Thawte, LetsEncrypt etc. Certificate Common Name and SAN must match server name client will be using to connect.

Postgresql schemas users & tables

Commands to setup PostgreSQL database (LINUX)

Mongo install

Redis install

Install HAproxy

Install Docker CE & firewall

systemctl daemon-reload && systemctl restart docker.service

add the following lines on top of "/etc/ufw/before.rules" file

Install Docker-compose

Authentication service

Deploy application

OAuth2 implementation

3. Migration of data

<https://help.eregulations.org/index.php/3-migration-of-data/>

Presentation of data

The eRegulations Data is stored in several SQL Server Database instances and Hard Disk. We are listing below each of them and also the persistence location : Country specific data , persisted in the SQL Server 2012 (30-dbe-CountryName) holds the following type of data: procedures repository requirements repository laws repository contact repository translation of all these data country specific parameters: cost variables, etc public site related info like: procedures menu tree, feedback media files references :holds the name of the files used throughout the system User accounts data , persisted in SQL Server 2008 in an instance (00-dbe-Global) centralizing the user authentication & authorization information Consistency review data , persisted in the SQL Server 2008 in an instance (00-dbe-Consistency) centralizing the information for several systems located on the same server: consistency review tickets & comments consistency status of steps System usage statistics , persisted in the SQL Server 2008 in an instance (00-dbe-Statistics) holding the statistics for several systems located on the same server Media files , persisted on the HardDisk (Media folder) containing all the physical files in three folders: media, upload, ftp Public site content , persisted on the HardDisk (folder Config & content) being present within the public web application in the above mentioned folders. They contain: config - the home page information saved in json format, a file for each language of the system content - holds the styles (css), images of the public site. we keep here all the personalization of the site esthetic Migration transport packages For migrating the data, we will use different packaging strategy to correctly apply to the specificity of each type of data. Country specific data - we will produce a file holding a full backup of the current database instance with the SQL Server tools. It will be labeled:

30-dbe-CountryName.bak.zip User accounts data, Consistency review data, System usage statistics - for each of the database we will produce a script file listing INSERTs statements for the data. They will be packaged in an archive labeled: 00-dbe-CentralData.sql.zip Inside you will find 3 script files, one for each database instance: 00-dbe-Global.sql , 00-dbe-Consistency.sql , 00-dbe-Statistics.sql Media files - we will package the "Media, upload, ftp" folders content in an archive, labeled: Media.zip Public site content - we will package the 2 folders "Config" and "content" in an archive labeled: PublicSite.zip Migration procedures on local server Here below the procedure to be followed in order to extract the data from the migration packages into the correspondent persistence locations on the local server.

Please proceed in the indicated order: 1. Central Data: extract the archive 00-dbe-CentralData.sql.zip in a findable place execute the script 00-dbe-global.sql in the context of the current 00-dbe-Global database instance, already present execute the script 00-dbe-consistency.sql in the context of the current 00-dbe-Consistency database instance, already present execute the script 00-dbe-statistics.sql in the context of the current 00-dbe-Statistics database instance, already present 2. Country Data: extract the 30-dbe-CountryName.bak.zip in a findable place restore the country database using the 30-dbe-CountryName.bak backup file 3. Media files: extract the Media.zip in a findable place locate the present eRegulations Admin WebApplication delete the current Media file in the Admin web application root folder of the eRegulations system copy the extracted media, upload, ftp folders into the Admin web application root folder 4. Public site content: extract the PublicSite.zip in a findable place locate the present eRegulations Public WebApplication overwrite the folders content, Config with the folders in the extracted archive Update the configuration files Update all the config files to reflect the systemId from the migrated data: In the case of Nicaragua, SystemId is 23 You will have config files for the following applications: Admin WebApp Public WebApp CRAalerts CLI Statistics CLI

We are listing below each of them and also the persistence location : Country specific data , persisted in the SQL Server 2012 (30-dbe-CountryName) holds the following type of data: procedures repository requirements repository laws repository contact repository translation of all these data country specific parameters: cost variables, etc public site related info like: procedures menu tree, feedback media files references :holds the name of the files used throughout the

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30-dbe-CountryName.bak.zip User accounts data, Consistency review data, System usage statistics - for each of the database we will produce a script file listing INSERTs statements for the data. They will be packaged in an archive labeled: 00-dbe-CentralData.sql.zip Inside you will find 3 script files, one for each database instance: 00-dbe-Global.sql , 00-dbe-Consistency.sql , 00-dbe-Statistics.sql Media files - we will package the "Media, upload, ftp" folders content in an archive, labeled: Media.zip Public site content - we will package the 2 folders "Config" and "content" in an archive labeled: PublicSite.zip Migration procedures on local server Here below the procedure to be followed in order to extract the data from the migration packages into the correspondent persistence locations on the local server.

Please proceed in the indicated order: 1. Central Data: extract the archive

00-dbe-CentralData.sql.zip in a findable place execute the script 00-dbe-global.sql in the context of the current 00-dbe-Global database instance, already present execute the script

00-dbe-consistency.sql in the context of the current 00-dbe-Consistency database instance, already present execute the script 00-dbe-statistics.sql in the context of the current 00-dbe-Statistics database instance, already present 2. Country Data: extract the 30-dbe-CountryName.bak.zip in a findable place restore the country database using the 30-dbe-CountryName.bak backup file 3.

Media files: extract the Media.zip in a findable place locate the present eRegulations Admin WebApplication delete the current Media file in the Admin web application root folder of the eRegulations system copy the extracted media, upload, ftp folders into the Admin web application root folder 4. Public site content: extract the PublicSite.zip in a findable place locate the present eRegulations Public WebApplication overwrite the folders content, Config with the folders in the extracted archive Update the configuration files Update all the config files to reflect the systemId from the migrated data: In the case of Nicaragua, SystemId is 23 You will have config files for the following applications: Admin WebApp Public WebApp CRAAlerts CLI Statistics CLI

Media files: extract the Media.zip in a findable place locate the present eRegulations Admin WebApplication delete the current Media file in the Admin web application root folder of the eRegulations system copy the extracted media, upload, ftp folders into the Admin web application root folder 4. Public site content: extract the PublicSite.zip in a findable place locate the present eRegulations Public WebApplication overwrite the folders content, Config with the folders in the extracted archive Update the configuration files Update all the config files to reflect the systemId from the migrated data: In the case of Nicaragua, SystemId is 23 You will have config files for the following applications: Admin WebApp Public WebApp CRAAlerts CLI Statistics CLI

We are listing below each of them and also the persistence location :

- 1 Country specific data , persisted in the SQL Server 2012 (30-dbe-CountryName) holds the following type of data: procedures repository requirements repository laws repository contact repository translation of all these data country specific parameters: cost variables, etc public site related info like: procedures menu tree, feedback media files references :holds the name of the files used throughout the system
- 2 User accounts data , persisted in SQL Server 2008 in an instance (00-dbe-Global) centralizing the user authentication & authorization information

-
- 3 Consistency review data , persisted in the SQL Server 2008 in an instance (00-dbe-Consistency) centralizing the information for several systems located on the same server: consistency review tickets & comments consistency status of steps
 - 4 System usage statistics , persisted in the SQL Server 2008 in an instance (00-dbe-Statistics) holding the statistics for several systems located on the same server
 - 5 Media files , persisted on the HardDisk (Media folder) containing all the physical files in three folders: media, upload, ftp
 - 6 Public site content , persisted on the HardDisk (folder Config & content) being present within the public web application in the above mentioned folders. They contain: config - the home page information saved in json format, a file for each language of the system content - holds the styles (css), images of the public site. we keep here all the personalization of the site esthetic
- procedures repository
 - requirements repository
 - laws repository
 - contact repository
 - translation of all these data
 - country specific parameters: cost variables, etc
 - public site related info like: procedures menu tree, feedback
 - media files references :holds the name of the files used throughout the system
 - consistency review tickets & comments
 - consistency status of steps
 - config - the home page information saved in json format, a file for each language of the system
 - content - holds the styles (css), images of the public site. we keep here all the personalization of the site esthetic

Migration transport packages

For migrating the data, we will use different packaging strategy to correctly apply to the specificity of each type of data.

- Country specific data - we will produce a file holding a full backup of the current database instance with the SQL Server tools. It will be labeled: 30-dbe-CountryName.bak.zip
- User accounts data, Consistency review data, System usage statistics - for each of the database we will produce a script file listing INSERTs statements for the data. They will be packaged in an archive labeled: 00-dbe-CentralData.sql.zip Inside you will find 3 script files, one for each database instance: 00-dbe-Global.sql , 00-dbe-Consistency.sql , 00-dbe-Statistics.sql
- Media files - we will package the "Media, upload, ftp" folders content in an archive, labeled: Media.zip

-
- Public site content - we will package the 2 folders "Config" and "content" in an archive labeled: PublicSite.zip

Migration procedures on local server

1. Central Data:

- extract the archive 00-dbe-CentralData.sql.zip in a findable place
- execute the script 00-dbe-global.sql in the context of the current 00-dbe-Global database instance, already present
- execute the script 00-dbe-consistency.sql in the context of the current 00-dbe-Consistency database instance, already present
- execute the script 00-dbe-statistics.sql in the context of the current 00-dbe-Statistics database instance, already present

2. Country Data:

- extract the 30-dbe-CountryName.bak.zip in a findable place
- restore the country database using the 30-dbe-CountryName.bak backup file

3. Media files:

- extract the Media.zip in a findable place
- locate the present eRegulations Admin WebApplication
- delete the current Media file in the Admin web application root folder of the eRegulations system
- copy the extracted media, upload, ftp folders into the Admin web application root folder

4. Public site content:

- extract the PublicSite.zip in a findable place
- locate the present eRegulations Public WebApplication
- overwrite the folders content, Config with the folders in the extracted archive

Update the configuration files

Update all the config files to reflect the systemId from the migrated data:

In the case of Nicaragua, SystemId is 23

You will have config files for the following applications:

- Admin WebApp
- Public WebApp

-
- CRAAlerts CLI
 - Statistics CLI

 - Index
 - > Presentation of data
 - > Migration transport packages
 - > Migration procedures on local server
 - > Update the configuration files

Index

4. Source code

<https://help.eregulations.org/index.php/4-sources-code/>

Please find source code for public and admin sites of eregulations:

Part III — Technical specifications

1. Introduction

<https://help.eregulations.org/index.php/1-introduction/>

The eRegulations system is based on several interconnected applications being responsible for assuring data entry activities, pre-processing the information and presenting it to the internet user.

The main eRegulations applications / components are listed below:

- Admin WebApp - application runs on Windows Server, .NET Framework, Internet Information Services (IIS) and SQL Server.
- Public WebApp - application runs on Windows Server, .NET Framework, Internet Information Services (IIS) and SQL Server.
- API Server - application runs on both Windows Server with Internet Information Services (IIS) or OSX/*nix Server
- CRAAlerts CLI - application runs on Windows Server and SQL Server
- Statistics CLI - application runs on Windows Server and SQL Server

2. Admin Web Application

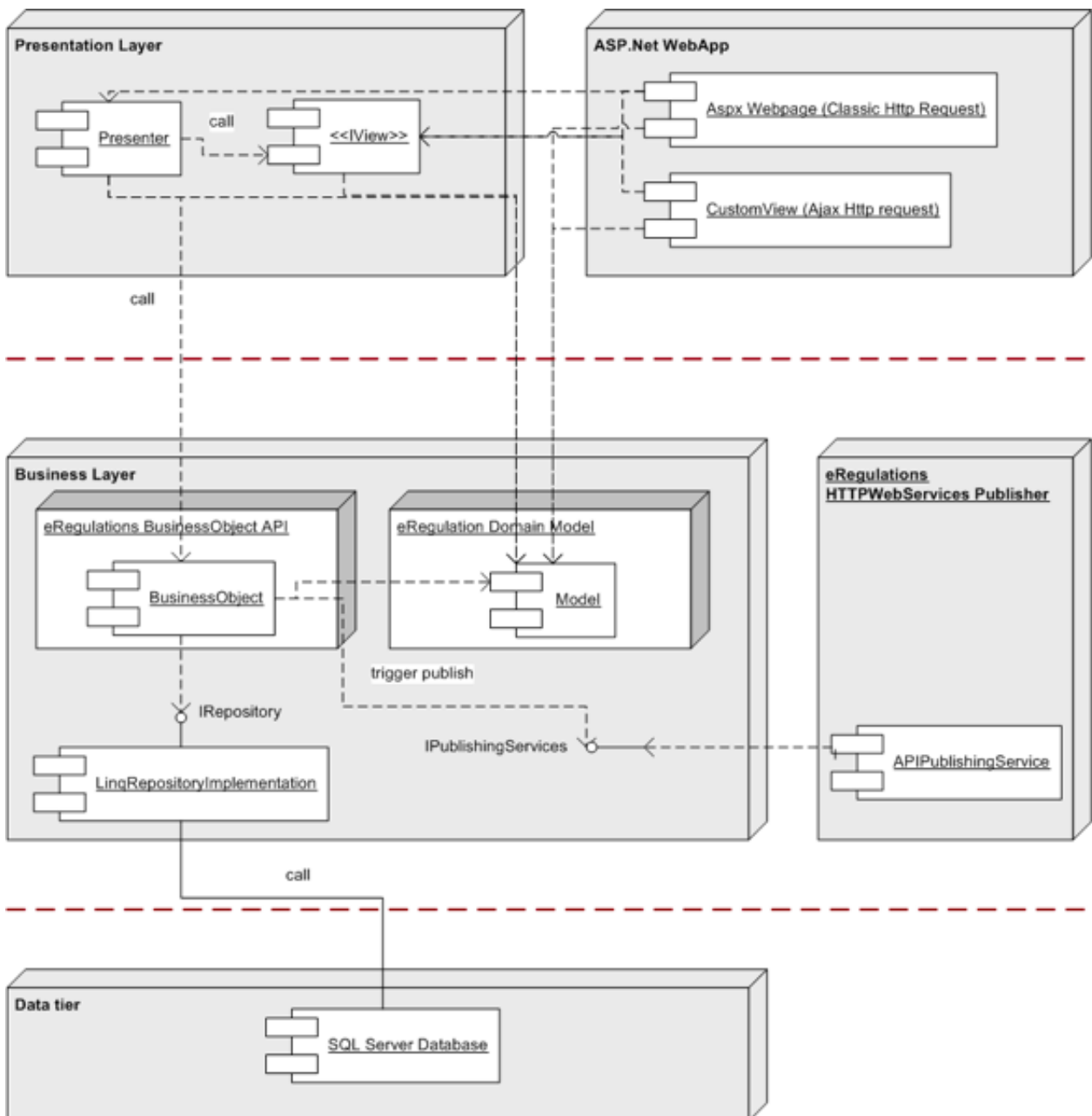
<https://help.eregulations.org/index.php/admin-web-application/>

- 1 eRegulation Content Here below the principal repositories: procedures, blocks of steps, steps and recourses contacts (entities, units and persons in charge) requirements laws media library
 - 2 Public Interface (public web pages) The admin application is also responsible for the information displayed on the public web site of e-regulations. We identified the following editable elements: layout home page the procedure menus that assures not only direct linking with the procedures in the eRegulations content but supplementary visual information to be displayed in the public pages about us page
 - 3 Country parameters (system utility-belt) In this are the system groups several utility modules that helps the administrator manage auxiliary information present within the system: user management feedbacks listing country settings (cost variables catalogue, foreign currencies used in the public system, third parties catalogue, filter catalogue) label translation for the admin/public web pages history tracking of eRegulations content modifications files maintenance (possibility of file name changing into more web friendly names for uploaded documents or images)
- procedures, blocks of steps, steps and recourses
 - contacts (entities, units and persons in charge)
 - requirements
 - laws
 - media library

-
- layout home page
 - the procedure menus that assures not only direct linking with the procedures in the eRegulations content but supplementary visual information to be displayed in the public pages
 - about us page

 - user management
 - feedbacks listing
 - country settings (cost variables catalogue, foreign currencies used in the public system, third parties catalogue, filter catalogue)
 - label translation for the admin/public web pages
 - history tracking of eRegulations content modifications
 - files maintenance (possibility of file name changing into more web friendly names for uploaded documents or images)

1. Application architecture



ERegulations Admin Architecture

2. Data-concepts and states

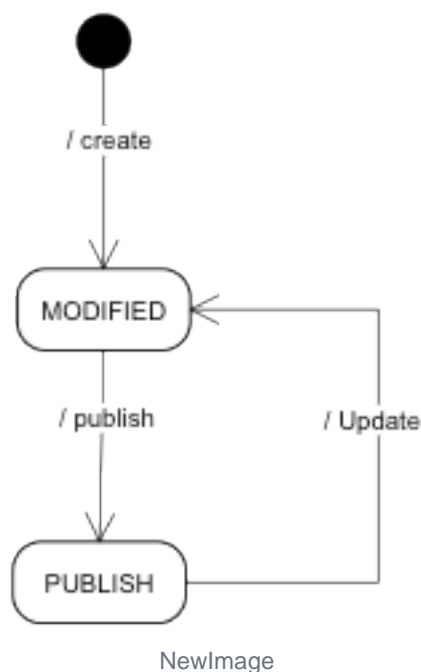
- Objective – a concrete investment operation presented as a ordered list of blocks
- BlockOfSteps – a ordered list of steps with a high level of cohesion
- Step – any interaction necessary to achieve the objective
- general info
- results of steps
- contact
- requirements

- costs
- timeframe
- legal frame
- additional info
- recourse

- Entities in charge
- Units in charge
- Persons in charge
- General requirements (downloadable forms, sample forms, online form links, documents, etc)
- Laws (articles, full laws - either web links for online bookmarking or uploaded documents)
- Media library (all the documents uploaded are stored in media library in logical objects that decouples the media file from the database reference for easy maintenance)

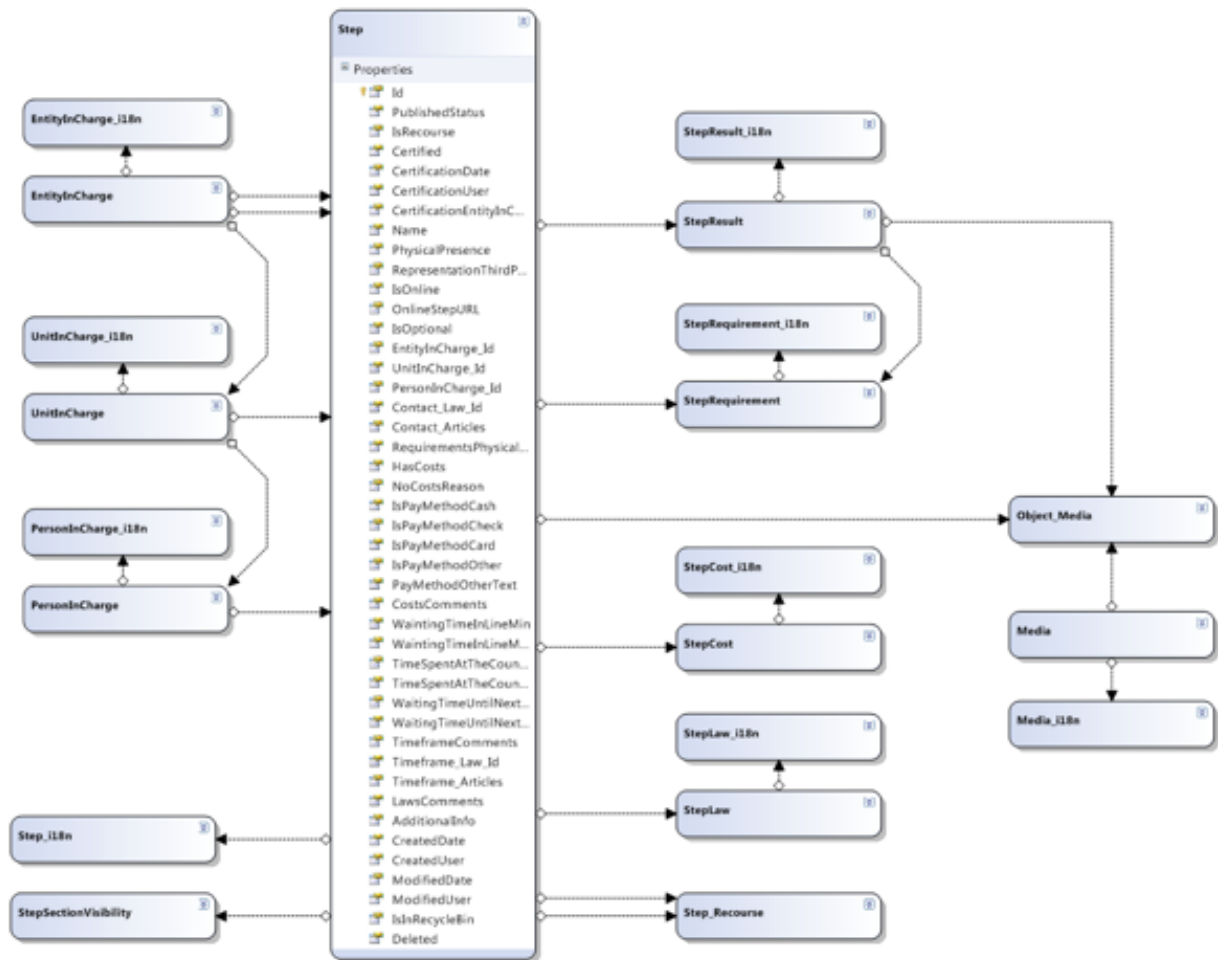
Managing the State of a Data

- MODIFIED
- PUBLISHED



3. Domain model

Step context diagram



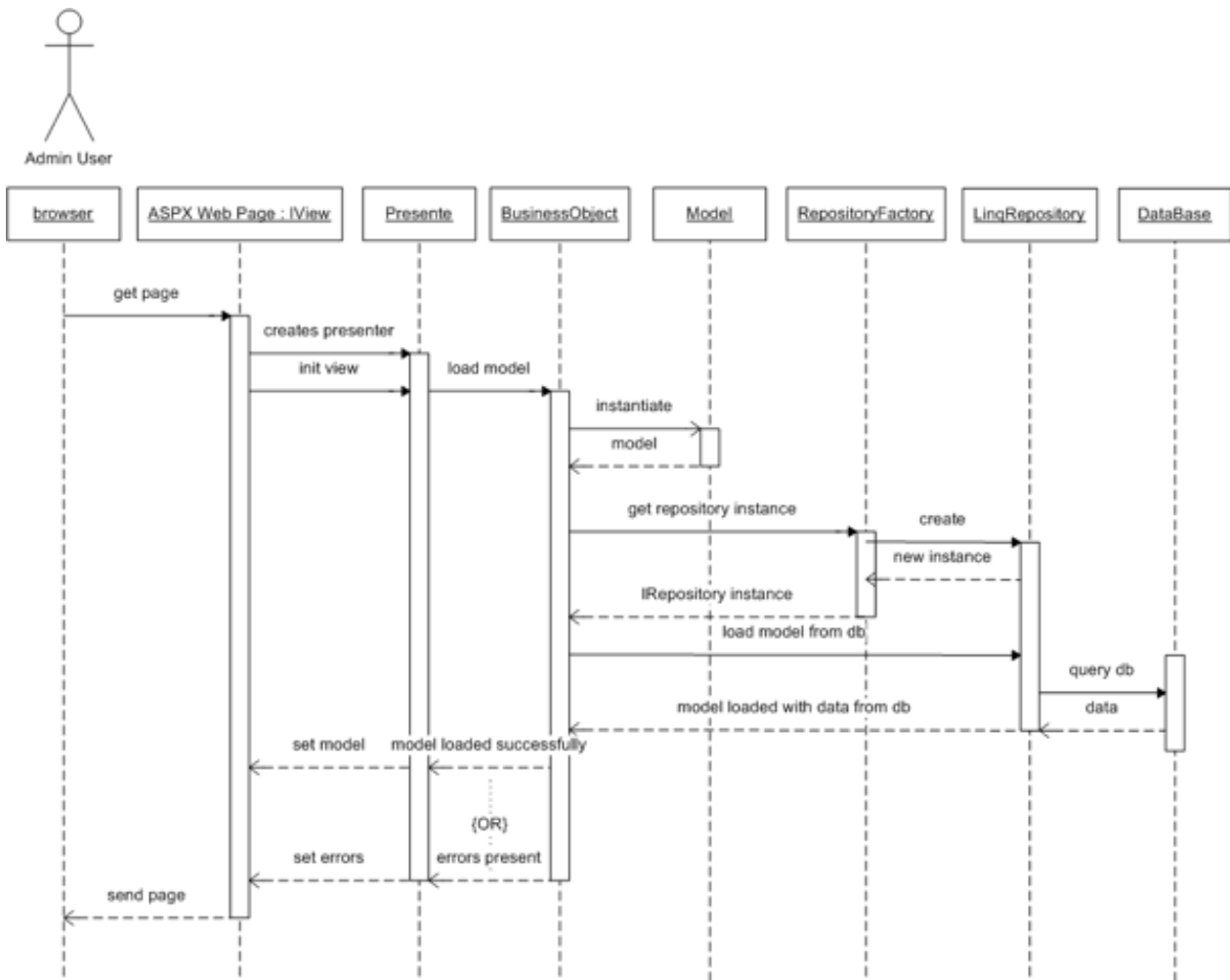
StepContextDiagram

eRegulations data structure

4. Code execution flow

- requesting a new page
- triggering an action on the page (update information, publish, change the order of elements, etc)

Requesting a new page

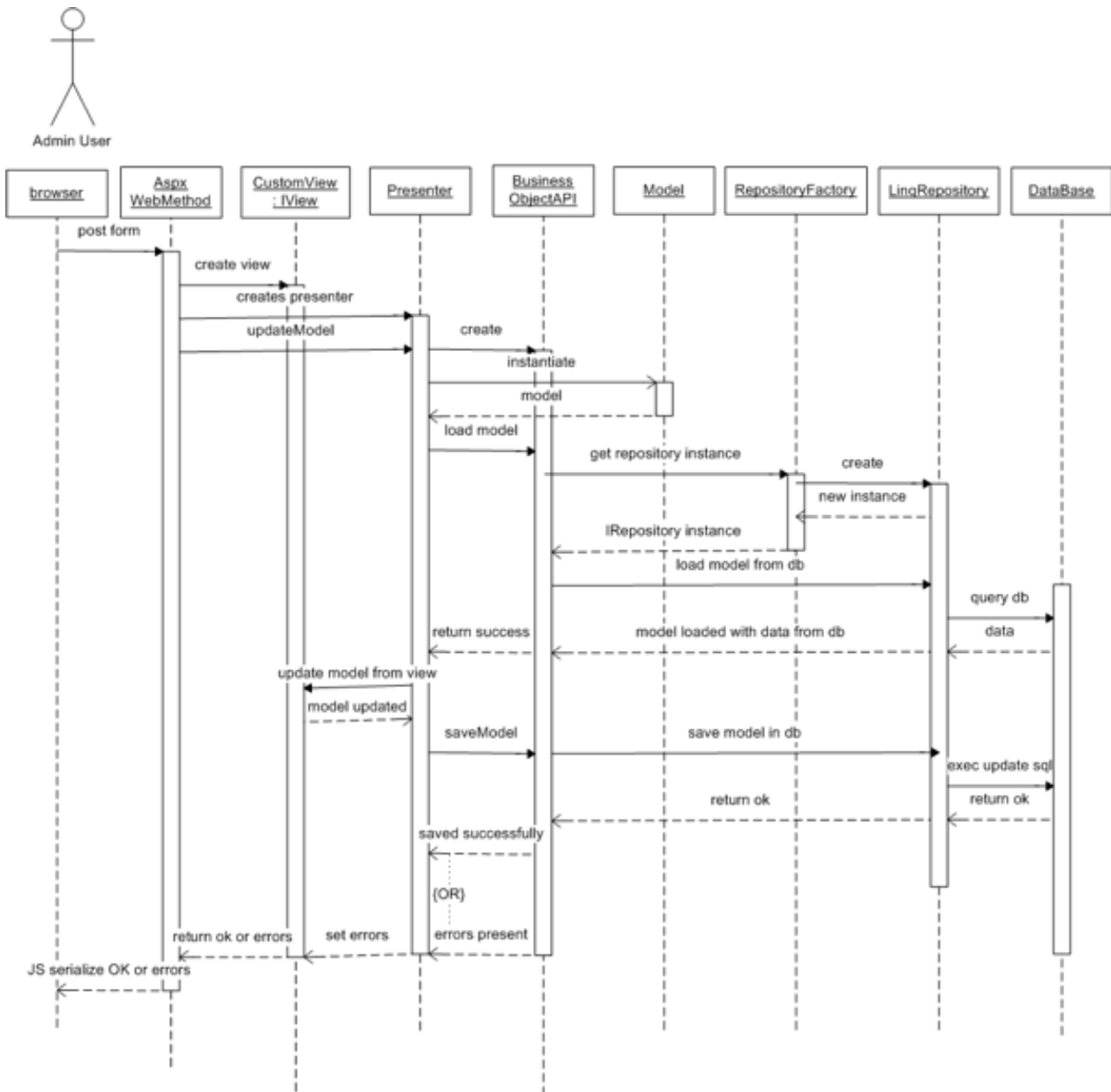


Page Get Sequence Diagram

- 1 IIS identifies the requested resource as "StepGeneral.aspx" inside the admin application, so it forwards the request to our application
- 2 Asp.Net creates a new instance of the object "Views_Regulation_StepGeneral"
- 3 Asp.Net trigger the event "Page_Load"
- 4 Inside the "Page_Load" we create a new instance of the presenter sending in the constructor the current instance of Views_Regulation_StepGeneral as this class implements the interface IStepView and the ApplicationContext which is an application context that travels through all the layers. The ApplicationContext is created each time a request is intercepted by our application. It is cached through the duration of the request in the HttpContext
- 5 the newly created presenter will call the method InitView send the stepId as parameter
- 6 the presenter holds all the presentation logic. It has a reference of the "IView" interface which will use for displaying the information. Still is not aware of how this interface is implemented (in our case is the System.Web.UI.Page)
- 7 the presenter will create a new instance of the BusinessObjectAPI related to our need (in our case StepBO)
- 8 the BusinessObjectAPI holds a reference to the Root Aggregate Class (in our case Step). the presenter creates a new instance of the model, it sets the Id of the model and it attaches it to the BusinessObjectAPI.

-
- 9 the presenter demand the BusinessObjectAPI to load the model
 - 10 the BusinessObjectAPI will call the RepositoryFactory in order to retrieve an instance of IRepository that will use for talking to the DataLayer (it will return an instance of LiqRepository)
 - 11 the BusinessObjectAPI uses the IRepository instance and load the model from the data (the repository will call a SQL query that will be executed against the SQL Server DB and the load the model with the db data)
 - 12 the BusinessObjectAPI holds a collection of errors in case any operation performed raised an error
 - 13 the presenter verifies if the load of model was ended successfully and if so it tells the IView (in our case the Regulation) to display the details of the model . If the process of loading the data failed, the presenter calls the "ShowErrors" method of the IView to display the errors
 - 14 inside the System.Web.UI.Page methods/properties of the IView implementation we set the data to html elements
 - 15 the System.Web.UI.Page finishes the cycle and display the html output

Trigger an action on the page (update)



Page Post Sequence Diagram

- 1 IIS identifies the requested resource as "StepGeneral.aspx/Update" inside the admin application, so it forwards the request to our application
- 2 Asp.Net searches for the static method "Update" having the [WebMethod] attribute inside the class behind the "StepGeneral.aspx" page and calls this method
- 3 we retrieve the ApplicationContext
- 4 create a new instance of our custom view that implements the interface IStepView (in our case UpdateView). Send in the constructor the DTO received
- 5 create a new instance of the presenter sending the instance of our custom view and the ApplicationContext
- 6 the newly created presenter will call the method Update send the stepId as parameter

-
- 7 the presenter holds all the presentation logic. It has a reference of the "IView" interface which will use for retrieval of all the necessary information to update the model. Still is not aware of how this interface is implemented (in our case is the instance of CustomView)
 - 8 the presenter will create a new instance of the BusinessObjectAPI related to our need (in our case StepBO)
 - 9 the BusinessObjectAPI holds a reference to the Root Aggregate Class (in our case Step). the presenter creates a new instance of the model, it sets the Id of the model and it attaches it to the BusinessObjectAPI.
 - 10 the presenter demand the BusinessObjectAPI to load the model
 - 11 the BusinessObjectAPI will call the RepositoryFactory in order to retrieve an instance of IRepository that will use for talking to the DataLayer (it will return an instance of LiqRepository)
 - 12 the BusinessObjectAPI uses the IRepository instance and load the model from the data (the repository will call a SQL query that will be executed against the SQL Server DB and the load the model with the db data)
 - 13 if no errors encountered the presenter will ask the view to update the model. As our custom view received through the constructor the DTO sent by the user it will use it to update the model.
 - 14 then the presenter will ask the IRepository instance to persist the modifications
 - 15 the BusinessObjectAPI holds a collection of errors in case any operation performed raised an error
 - 16 the presenter verifies if the update of model was ended successfully and if so it raises an event called SavedSuccessfully. (normally in the custom view you will write an SavedSuccessfullyHandler where you will have a flag holding the operation response. If the process of loading the data failed, the presenter calls the "ShowErrors" method of the IView to display the errors (the custom view will hold the errors inside a collection of errors)
 - 17 the webMethod then verifies if the success flag of the custom view is true and sends a ok message to the browser. If custom view has errors inside its collection, the webMethod will throw an ApplicationException with the message holding the serialized version of all the view errors.

5. Procedure snapshots

- objective full data
- blocks of steps full data
- steps full data (and for each element used form the Repositories it copies the current full data: full data for GenericRequirement, Law, EntityInCharge, UnitInCharge, PersonInCharge)

- publish an objective
- publish a block
- publish a step
- publish a recourse
- update an item in GenericRequirement repository for all the procedures where that GenericRequirement is used

-
- update an item in Law repository repository for all the procedures where that Law is used
 - update an item in EntityInCharge repository repository for all the procedures where that EntityInCharge is used
 - update an item in UnitInCharge repository repository for all the procedures where that UnitInCharge is used
 - update an item in PersonInCharge repository repository for all the procedures where that PersonInCharge is used
 - sp_snapshot_get...
 - sp_take_snapshot...

6. History tracking of eRegulations content modifications

7. Label translation

- Index
- 1. Application architecture
- 2. Data-concepts and states
- 3. Domain model
- 4. Code execution flow
- 5. Procedure snapshots
- 6. History tracking of eRegulations content modifications
- 7. Label translation

Index

3. Translator Web Application

<https://help.eregulations.org/index.php/3-translator-web-application/>

The eRegulations Translator Web Application is accessible at the same location as the Admin Web Application and behaves like a special sub-module that is activated only if the authenticated user has the "Admin-Regulation-Translator" role.

The interface is completely different from the Admin Web Application and it is built to serve to a authorized translator to update the data of the eRegulation content in a secondary language. Here below the categories of eReeregulation content that can be translated through this interface:

- objectives
- blocks
- steps
- recourses
- generic requirements

-
- laws
 - entities in charge
 - units in charge
 - persons in charge
 - menus

The translator interface access a replica version of the content that is recorded in special tables after an explicit action from the admin interface. The explicit action is "Send to translator".

The idea behind this specialized interface is to create a decoupled working space to external users of the system. Their work will not directly affect the eRegulation content. The translator can work in a parallel space and only when their work is fully completed they can commit the translation at which time the data is copied back into the "_i18n" tables in the admin space. The administrator can then validate (publish) the translation or can directly make some final corrections.

When the administrator is sending an element to translator the system makes a full copy of that object and also its current translation data, it serializes it into XML format and saves that data in specialized tables : "XMLSerializedItem" and "XMLSerializedItem_i18n".

It is worth mentioning an important rule that was introduced as a need of assuring a better organization of work: translator can work on one element only at one particular moment in time. The system implements this rule by demanding the explicit actions from the translator for :

- start working on element
- stop working on element

- the version of the original data is incremented each time the administrator "re-demands" a translation after a previous translation has been committed or it has the status "working in progress".
- the version translation is incremented with each commit

- inexistant
- work in progress
- already committed (a first commit exists)
- not committed (never committed)

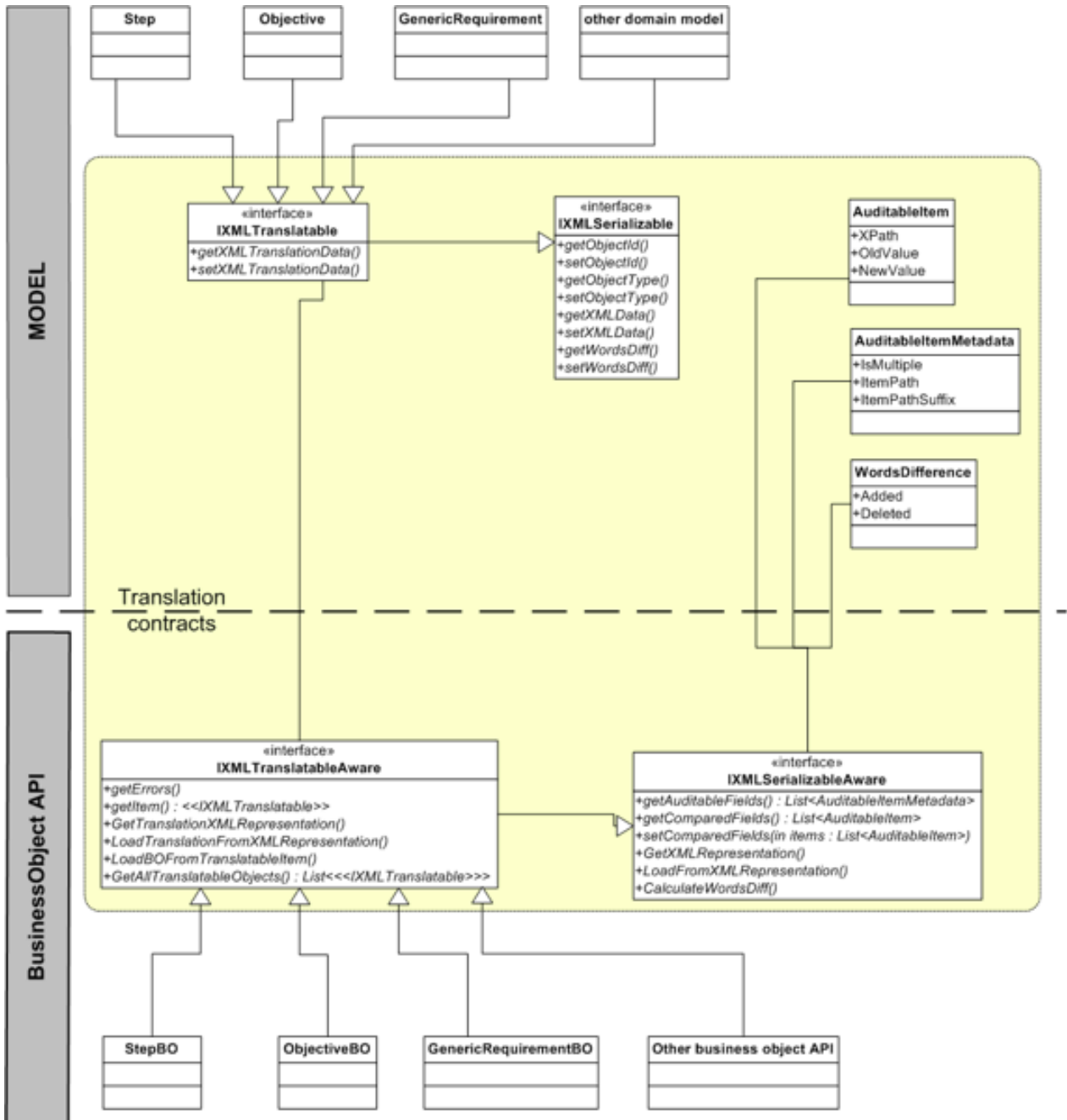
1. Application architecture

The architecture of the Translator Web Application follows a 3-tiers design : Data, Business, Presentation. You can have a look at the diagram here [2.1. Application architecture](#).

The architecture follows the same Model View Presenter pattern and define the views as interfaces gaining in flexibility of implementing the view interfaces as ASPX pages or as customized views for Ajax requests. The update of translation follows the same sequence described in the previous chapters. (see [2.4. code execution flow](#))

The challenge of this application was to isolate the working of the translator from the main repository. Keep the admin data to fuel the public and the snapshot tables and also have a version of the data that the translator can focus on. Also all the eRegulations applications must share the domain model.

We illustrate in the static diagram below translation contracts used for this module :



Translator Static Diagram

For assuring the independent working space we used the idea of storing a serialized version of the model and reconstruct it for the translator application only.

The translator admin application is working with only 4 tables:

-
- XMLSerializedItem
 - XMLSerializedItem_i18n
 - Workspace
 - ProcedureContext

We used the same principle of interface segregation for assuring a shared contract for all the models that will force the consistency of implementation across all the models that must be translated. One key concept was the need of keeping track of the property accessors that are capable of having translated data.

2. Presenter logic - code flow

We will explain the logic inside the presenter for loading the page inside the translator space :

- 1 The presenter method "InitView" is called with the parameter Id (parameter that refers to the id of the object inside the translator space)
- 2 A new instance of the XMLSerializedItemBO (BusinessObjectAPI) is called
- 3 the businessObject API loads the XMLSerializedItem from the database using the correspondent IRepository instance (in our case LinqXMLSerializedItemRepository)
- 4 verifies the status of the current user Workspace (if the item is activ, the ask teh view to set that flag, or show a message). If another object is activ in the current user Workspace retrieve the name of that element and trigger an "ItemLocked" event passing the activ element in evenArguments
- 5 verify if a newer version of the same element exists and trigger an OnNewVersionReleased event if found
- 6 deserialize the XMLData and XMLTranslationData into Model object
- 7 if the original data has a new version (step 5 resulted in true) the display for the current modification the number of words added / deleted in rapport to the current version. ask the view tp display the data of latest version

3. Data structure

- Index
- 1. Application architecture
- 2. Presenter logic - code flow
- 3. Data structure

Index

4. Public Web Application

<https://help.eregulations.org/index.php/5-public-web-application/>

The eRegulations Public Web Application is responsible for displaying the published version of eRegulations content. The information structure can be divided in the following categories of pages: home page about us page repositories pages : entities in charge, laws, generic requirements procedures: summary of procedure, details of step within a procedure feedback pages For authorized user the public system will display additional information: consistency review tickets and statuses statistical report of the system The eRegulations Public web application is built on top of the ASP.Net MVC framework. For responding to ajax calls the system uses the Asp.Net Web API framework.

The eRegulations Public Web Application is responsible for displaying the published version of eRegulations content.

The information structure can be divided in the following categories of pages:

- home page
- about us page
- repositories pages : entities in charge, laws, generic requirements
- procedures: summary of procedure, details of step within a procedure
- feedback pages

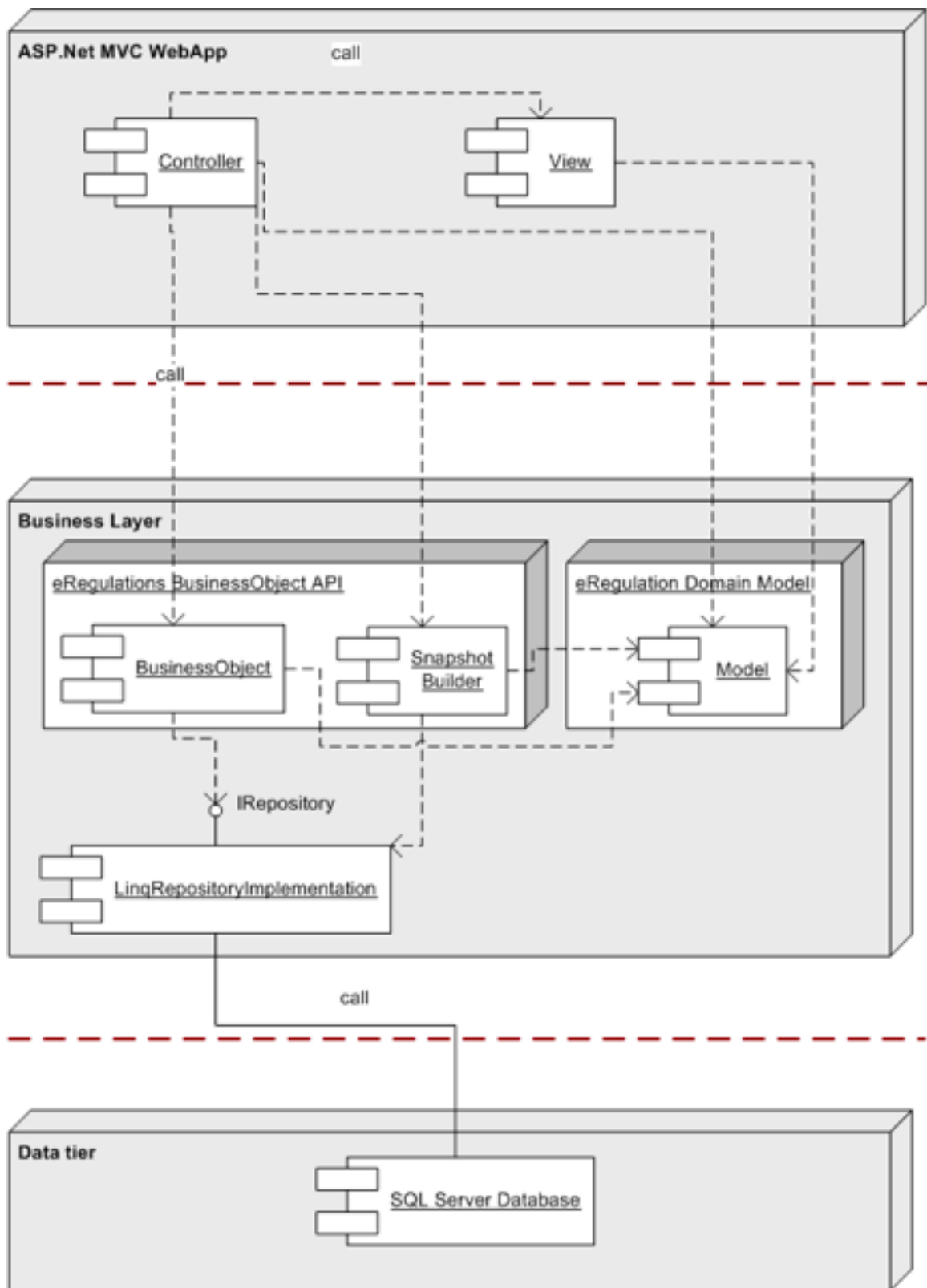
For authorized user the public system will display additional information:

- consistency review tickets and statuses
- statistical report of the system

The eRegulations Public web application is built on top of the ASP.Net MVC framework. For responding to ajax calls the system uses the Asp.Net Web API framework.

1. Application architecture

The architecture of the Admin Web Application follows a 3-tiers design : Data, Business, Presentation. The Presentation implements a Model-View-Controller design pattern.



ERegulations Public Architecture

The business layer is occupied by the reusable business library described in the Admin Web Application chapter.

As earlier written the public version of one procedure is retrieved from the snapshot tables. For this we added a new BusinessObjectAPI called the SnapshotBuilder that has the main responsibility of loading into the domain model the data from snapshot tables. It also uses a IRepository instance to access the data layer.

The controllers used for displaying the data of Repositories and Consistency Tickets use the basic BusinessObjectAPI for those models.

2. Consistency review - data structure

- Index
- 1. Application architecture
- 2. Consistency review - data structure

Index

5. Data API Server

<https://help.eregulations.org/index.php/6-data-api-server/>

Goal Opening the eRegulations data through REST web services.

Integration within the eRegulations Global System It must be considered as a satellite of the eRegulations Admin web application (henceforth eRegulations-Admin-App). Even though it is self manageable, it does rely on the eRegulations-Admin-App for data population.

Application general solution The solution is build on node.js using restify for the REST requests handling and mongodb for data persistence. Each action on the eRegulations-Admin-App that has the quality of delivering public information will trigger the correspondant request (POST/PUT/DELETE) to the API Server for assuring the synchronization of data. All requests are passed through basic authorization filter (username & password) before being handled.

1. Setup

Needed software

- Node.js - <http://nodejs.org/> - in v0.8 or greater version
- MongoDB - <http://www.mongodb.org/downloads>

PORT num - (optional) Port on which application main server should be deployed; if not provided then port 8080 is used

Application specific settings

The application specific settings file is config/index.js. Fill the file with the following options :

- appPath string - holds the application path in case the api is executed as a sub-application inside a more general application; leave blank in case of root application

- db - mongodb configuration
- host string - database host
- port num - database port
- username string - (optional) User name (if we're using authentication)
- password string - (optional) Password (if we're using authentication)
- systemCollectionPrefix string - the common prefix for each of the system dbs
- systemsCollection string - the name of db collection holding all the eRegulations systems that expose their data through API
- apiUsersRepository - configure the name of db and collection where all the users being authorized to consume the API
- dbName string - name of database collection
- collectionName string - name of collection holding all the users

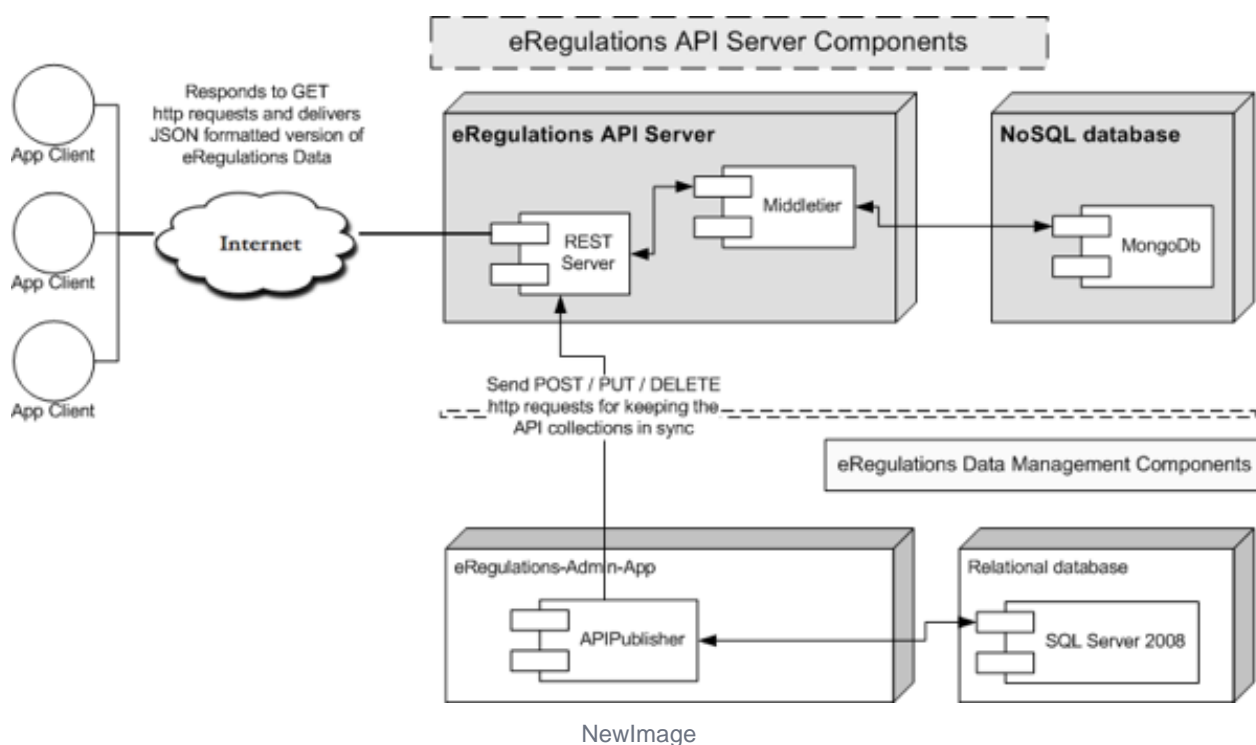
2. Application

Third party libraries

3. Application architecture

Integration within the eRegulations Global System

- responding to data requests
- keeping a synchronized version of eRegulations data by handling all the updates triggered by data management application



Directory structure

Application code

The design of eRegulations API server follows the principles of RESTful way. From Wikipedia :

The user progresses through an application by selecting links (state transitions), resulting in the next page (representing the next state of the application) being transferred to the user and rendered for their use

- 1 authenticate & authorize the request by reading the authorization header. The server implements Http Basic Auth strategy.
- 2 if user is authorized, then the server delegates to a specific handler based on the resource identifier and the verb in the header of the request.

app

- controllers/ - all the handlers for a specific resource are grouped inside a controller
- routes/ - holds all the url patterns and also the mappings for a specific action on a resource

middleware

- businessObjects/ - objects responsible for database operations on the specific model, the pre-processing of data before persistence or altering right after retrieval from db
 - db - enum of collections, common CRUD db operations and the management of db connections
 - modelPrettifier/ - prepares the model prior to delivery: removes inner data from the model (ids, attributes, etc), aggregates data into a readable format (the schedule info)
 - util - generic utility functions
-
- Index
 - 1. Setup
 - 2. Application
 - 3. Application architecture

Index

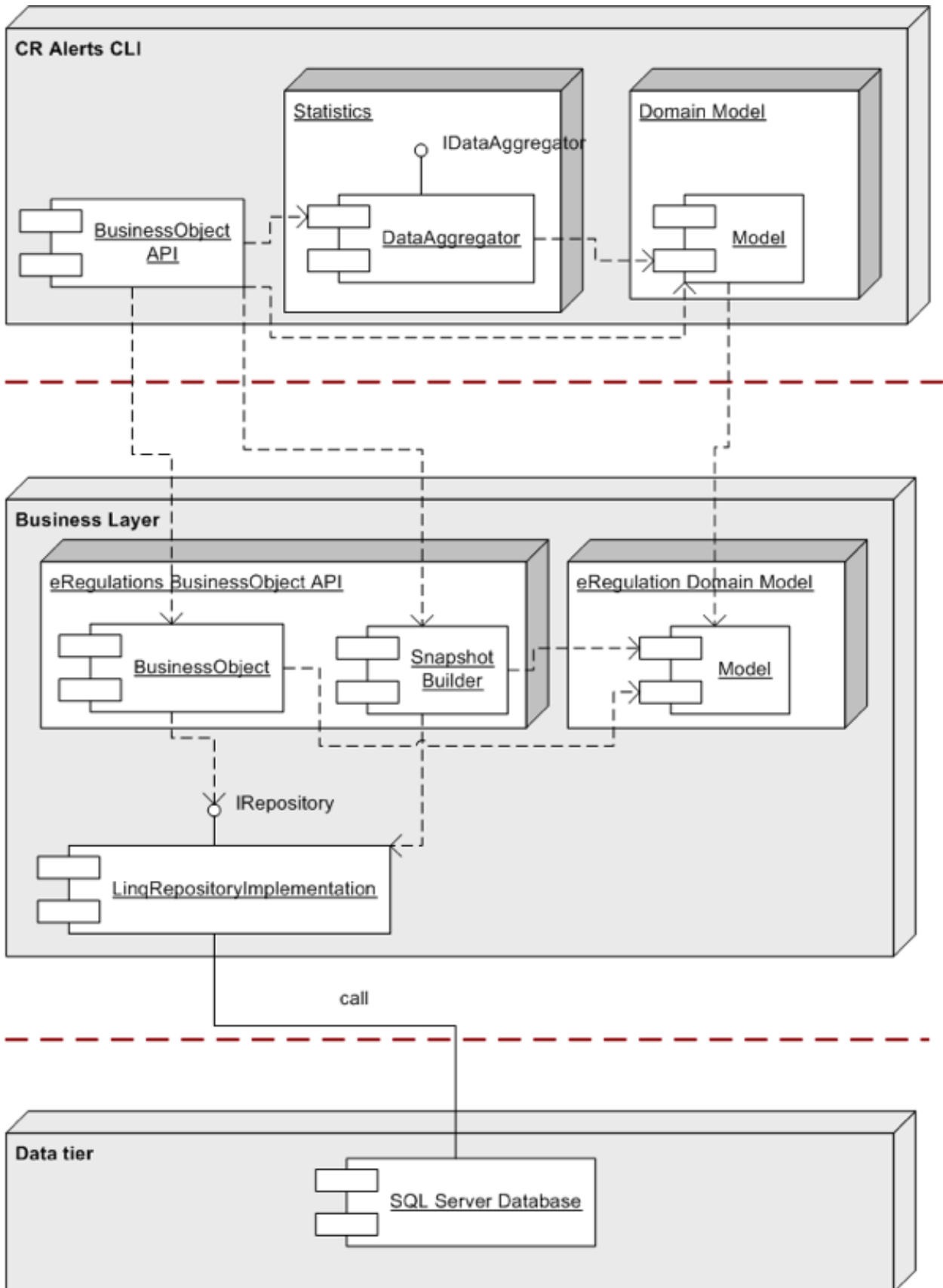
6. CR Alerts CLI

<https://help.eregulations.org/index.php/7-cr-alerts-cli/>

The Consistency Review Command Line Interface (CRAAlerts CLI) is a console executable program that queries the eRegulations content, computes a series of statistical data related to the status of steps and send an email to all the consultant users of the system.

The program is intended to be executed on a regular basis by setting a weekly (or more frequent) task in the task scheduler.

1. Application architecture



The CRAAlerts BusinessObject API uses 4 data aggregators :

- GeneralReviewAggregator
- GeneralStatusAggregator
- ProcedureStatusAggregator
- StepStatusAggregator

All the data aggregators implement the interface IDataAggegator that has only one method:

The systems uses the Mustache template engine for building the html body of all the emails.

2. Config file

The CRAAlert CLI program uses a config file to retrieve a list of eRegulations systems for which the job must be executed.

The config file, usually named "systems.xml" it must be written in the XML format and should have the with the following structure:

```
<?xml version="1.0" encoding="utf-8" ?>
<systems>
  <system>
    <Id> systemId </Id>
    <Name> Title </Name>
    <Url> systemERegulationsURL </Url>

    <ConnectionString> systemSQLConnectionString </ConnectionString>
    <LeftLogoUrl> systemLeftLogoImageUrl </LeftLogoUrl>
    <RightLogoUrl> systemRightLogoImageUrl </RightLogoUrl>
    <Lang> systemMainLanguage </Lang>
    <PublicSiteVersion> systemPublicVersion </PublicSiteVersion>
  </system>
</systems>
```

Xml mihai

- Id: the system Id (all the eRegulations systems are registered in a table SystemInstance)
- Name: the title of eRegulations system
- Url: the url where the eRegulations system is located
- ConnectionSring: a valid sql connection string used to connect to the DB where eRegulations data is sored

-
- LeftImageUrl: the url of the image used as left logo in the home page
 - RightImageUrl: the url of the image used as right logo in the home page
 - PublicSiteVersion: the value establishing the version of the public site. As for future reference to connect the URL Construction Paradigm for the hyperlinks referencing eRegulations public site pages
-
- Index
 - 1. Application architecture
 - 2. Config file

Index

7. Statistics CLI

<https://help.eregulations.org/index.php/8-statistics-cli/>

The Statistics Review Command Line Interface (CRAIerts CLI) is a console executable program that queries the eRegulations content, computes a series of statistical data related to eRegulations content.

The program is intended to be executed daily from tuesday (early hours) until saturday (early hours) by setting a task in the stask scheduler. It calculates all the indicators and stores them in the database flagging them with the date of the previous calendaristical day.

1. Application architecture

The Statistics BusinessObject API stores data calculated for the following indicators:

- Total Number of published procedures
- Total number of procedures
- Total number of certified procedures
- Total number of published steps
- Total number of entities in charge
- Total number of units in charge
- Total number of persons in charge
- Total number of laws
- Total number of generic requirements
- Total number of results of steps
- Total number of feedbacks

All the indicators implement the interface IIndicatorSet that has only one method:

2. Config file

The Statistics program uses a similar config file like CRAAlerts CLI in order to retrieve a list of eRegulations systems for which the job must be executed.

See: 7.2. Config file

3. Data structure

- Index
- 1. Application architecture
- 2. Config file
- 3. Data structure

Index

8. Central authentication system (optional)

<https://help.eregulations.org/index.php/8-central-authentication-system-optional/>

Overview

What is and how does Central Authentication Service work?

Technologies used

- Propagate one's identity between interested parties.
- Propagate user entitlements between interested parties.
- Transfer data securely between interested parties over an unsecured channel.
- Assert one's identity, given that the recipient of the JWT trusts the asserting party.

Technical specifications

Glossary

- TLS - Transport Layer Security A cryptographic protocol that provides communications security over a computer network. Several versions of the protocols find widespread use in applications such as web browsing, email, instant messaging, and voice over IP (VoIP). Websites are able to use TLS to secure all communications between their servers and web browsers.
- HAProxy - HAProxy HAProxy is free, open source software that provides a high availability load balancer and proxy server for TCP and HTTP-based applications that spreads requests across multiple servers. It is written in C and has a reputation for being fast and efficient (in terms of processor and memory usage). HAProxy is used by a number of high-profile websites including GoDaddy, GitHub, Bitbucket and others.

- Spring boot - Spring boot Spring Boot is JAVA Spring's convention-over-configuration solution for creating stand-alone, production-grade Spring-based Applications that you can "just run". It is preconfigured with the Spring's "opinionated view" of the best configuration and use of the Spring platform and third-party libraries so you can get started with minimum fuss. Most Spring Boot applications need very little Spring configuration.
- PostgreSQL - PostgreSQL PostgreSQL, often simply Postgres, is an object-relational database management system (ORDBMS) with an emphasis on extensibility and standards compliance. As a database server, its primary functions are to store data securely and return that data in response to requests from other software applications
- ElasticSearch - ElasticSearch Elasticsearch is a search engine based on Lucene. It provides a distributed, multitenant-capable full-text search engine with an HTTP web interface and schema-free JSON documents.
- Angular - Angular Angular is a TypeScript-based open-source front-end web application platform led by the Angular Team at Google and by a community of individuals and corporations. Angular is a complete rewrite from the same team that built AngularJS.
- OAuth - Open Authorization OAuth is an open standard for access delegation, commonly used as a way for Internet users to grant websites or applications access to their information on other websites but without giving them the passwords. This mechanism is used by companies such as Amazon, Google, Facebook, Microsoft and Twitter to permit the users to share information about their accounts with third party applications or websites.
- JWT - JSON Web Token JSON Web Token is a JSON-based open standard (RFC 7519) for creating access tokens that assert some number of claims. For example, a server could generate a token that has the claim "logged in as admin" and provide that to a client. The client could then use that token to prove that it is logged in as admin. The tokens are signed by one party's private key, so that both parties are able to verify that the token is legitimate.

Introduction

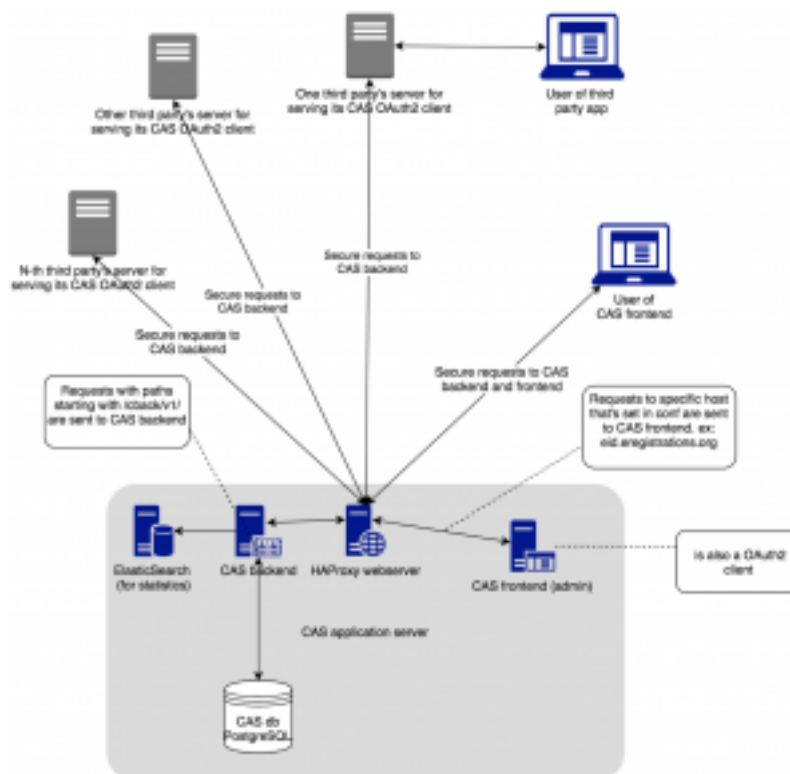


image1-300x292.png

- Authentication lets each party to the communication verify that the other party is who they claim to be.
- Data is encrypted while being transmitted between the user agent and the server, in order to prevent it from being read and interpreted by unauthorized parties.
- TLS ensures that between encrypting, transmitting, and decrypting the data no information is lost, damaged, tampered with, or falsified.

Logical components

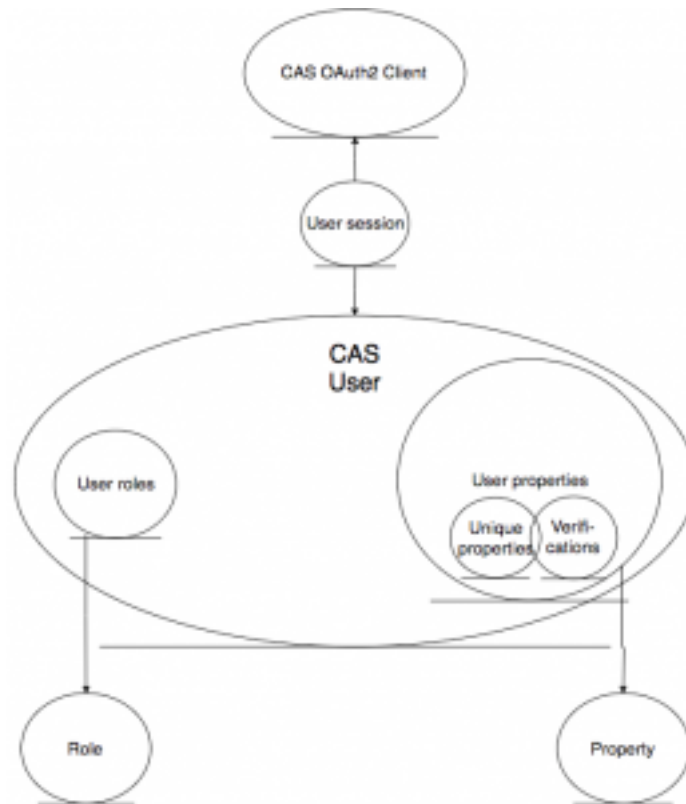


image3-259x300.png

Logical component - Property

- email
- username
- NIT
- DUI
- password
- name
- first name
- phone
- address

- language
- id - identifier
- name - the name of the property
- description - Data about the property. Used as info for database admins.
- add to token - Setting that decides whether the value of this property is being added to the JWT access token.
- is required on form - Setting that decides whether the value of this property is required to be specified in user registration form
- used for login - Setting that decides whether the value of this property can be used as user login credential.
- verification needed - Setting that decides whether the value of this property needs additional verification
- unique - Setting that decides whether the value of this property has to be unique. When this is true then only one user can use the same value for this property
- deletable - Setting that decides whether this property can be deleted by admin user.
- display - Setting for specifying the value that is shown in the view for this property. This value will also be translated to the locale that is selected for the view.
- ordering - Setting that sets the order how properties are shown on the view.
- is used on form - Setting that decides whether this property is shown on user registration and editing view.

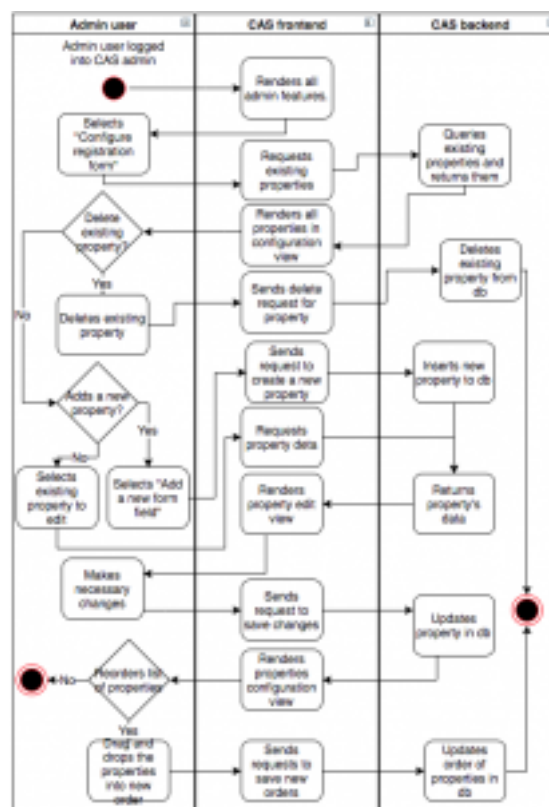


image2-208x300.png

Logical component - OAuth2 client

- client description - Data about the OAuth2 client. Used as info for database admins.
- disabled - Setting which states that this OAuth2 client is currently not active.
- trusted - Setting which states that this OAuth2 client is trusted and CAS allows requests for creating users and changing user passwords from that OAuth2 client.
- logo - Setting that stores the image of OAuth2 client's logo. This logo will be shown on the header of the login screen.



image5-232x300.png

Logical component - CAS user



image4-244x300.png

User registration process

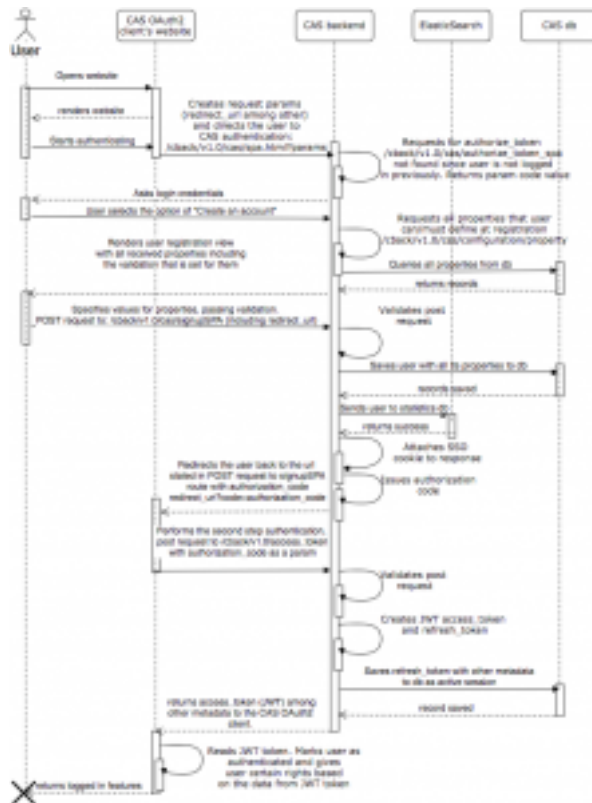


image6-222x300.png

- client_id, same as registered
- redirect_uri , same as registered – “ https://eid.eregistrations.org/dashboard”
- response_type , must be “code” here
- state - mandatory unique identifier of the current request, this will be returned at the end to client, and client is strongly suggested to verify that the state is same as was originally issued by client
- scope - optional descriptive parameter
- lang - optional language parameter.
- grant_type, must be “authorization_code” here
- grant_type, must be the same value received from code parameter “ cas-client8lxKhn1zovnbnaIGOJRTaI3FX”
- redirect_uri , must be the same as registered “ https://eid.eregistrations.org/dashboard ”

Existing user authentication process

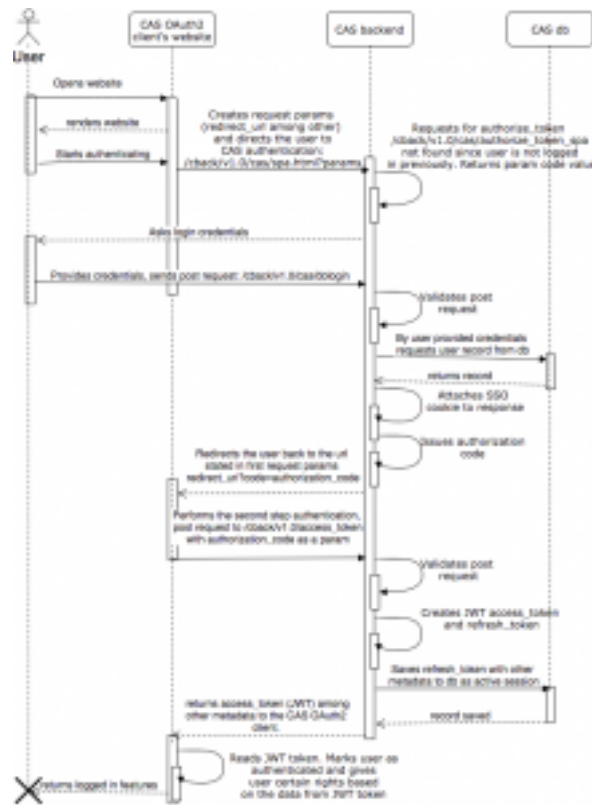


image8-219x300.png

- client_id, same as registered
- redirect_uri , same as registered - “ https://eid.eregistrations.org/dashboard”
- response_type , must be "code" here
- state - mandatory unique identifier of the current request, this will be returned at the end to client, and client is strongly suggested to verify that the state is same as was originally issued by client

- scope - optional descriptive parameter
- lang - optional language parameter.
- grant_type, must be “authorization_code” here
- code, must be the same value received from code parameter “cas-client8lxKhn1zovnbnaGOJRTaI3FX”
- redirect_uri , must be the same as registered “ https://eid.eregistrations.org/dashboard ”

Existing user authentication using SSO cookie

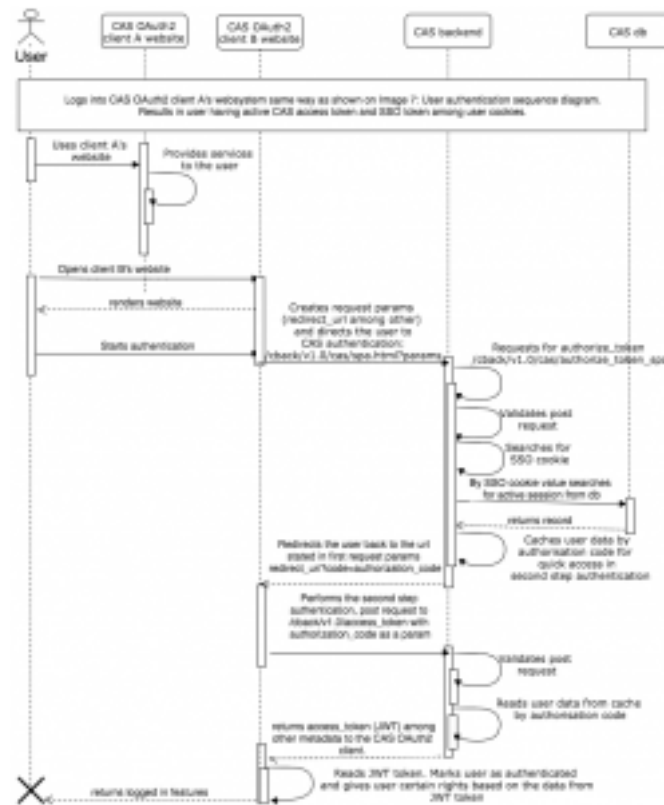


image7-249x300.png

- client_id, same as registered
- redirect_uri , same as registered - “https://eid.eregistrations.org/dashboard”
- response_type , must be "code" here
- state - mandatory unique identifier of the current request, this will be returned at the end to client, and client is strongly suggested to verify that the state is same as was originally issued by client
- scope - optional descriptive parameter
- lang - optional language parameter.
- grant_type, must be “authorization_code” here
- code, must be the same value received from code parameter “cas-client8lxKhn1zovnbnaGOJRTaI3FX”

- `redirect_uri` , must be the same as registered “ <https://eid.eregistrations.org/dashboard> ”

Extending active CAS session

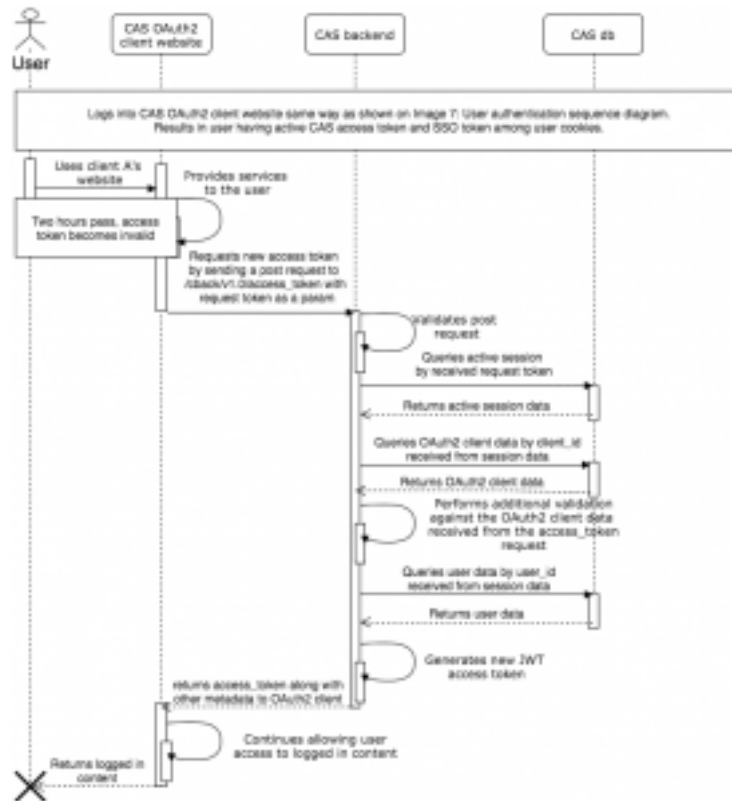


image11-1-276x300.png

- `grant_type` , must be “refresh_token” here
- `refresh_token` , must be the value received from initial login’s second step authentication: “b27ecb40d6de9b137b995678a9d98b18861316b1ac099e7dcf9ad61783010d6cdd7ad9f381229efb”
- `redirect_uri` , must be the same as registered “ <https://eid.eregistrations.org/dashboard> ”

User log out process

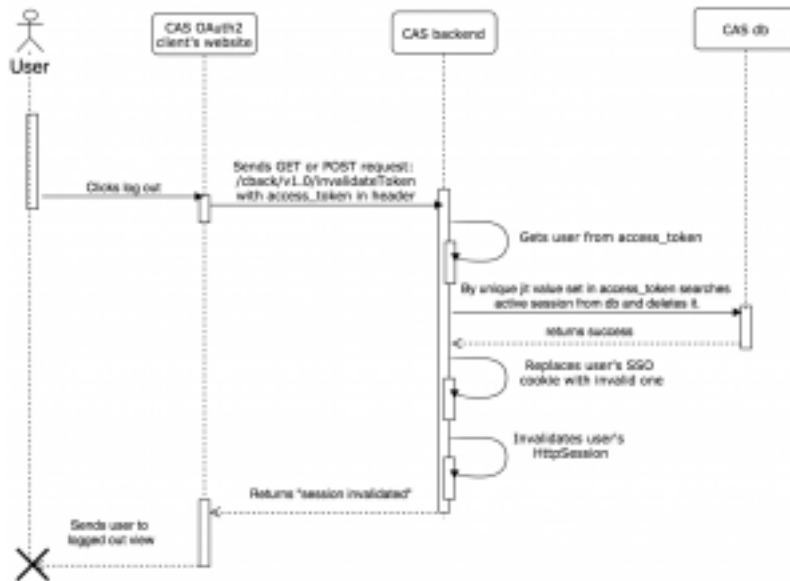


image9-1-300x221.png

9. Annex — Data structures

<https://help.eregulations.org/index.php/eregulations-data-structure/>

- 1. eRegulations data
- 2. Snapshots
- 3. Tracking
- 4. Translator
- 5. Consistency review
- 6. Statistics

1. eRegulations data

2. Snapshots

3. Tracking

Relationship

4. Translator

5. Consistency review

6. Statistics