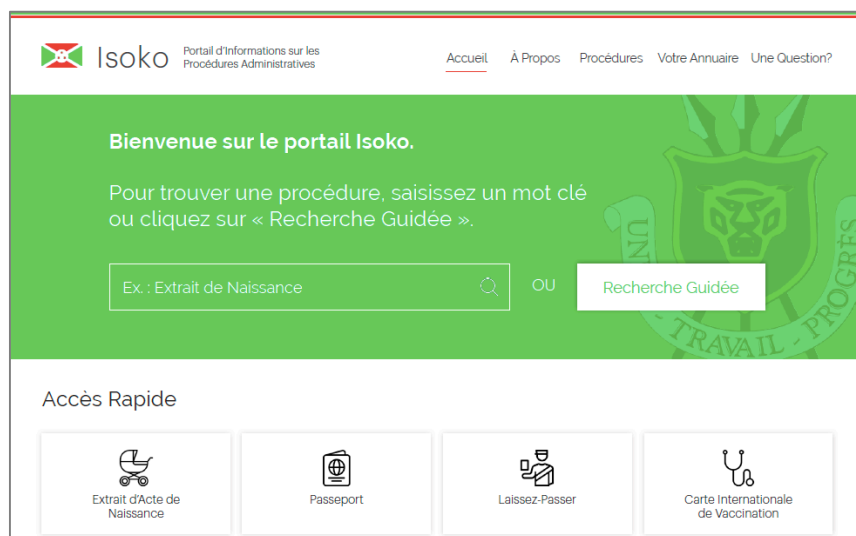


ISOKO Web Portal

The Government of Burundi's portal for administrative procedures



The ISOKO web portal makes key information on all common public administration procedures easily available online, in an ongoing effort to improve citizen services.

In Burundi, most administrative procedures require citizens to travel to the national capital, Bujumbura. The Ministry of Public Services (*Ministère de la Fonction Publique, du Travail et de l'Emploi – MFPTÉ*), with support from UNDP, has launched a program to reform public administration, a key tenet of which is to make information accessible to all citizens, thereby eliminating the need to travel or to rely on unreliable intermediaries for information.

The ISOKO web portal features information on all the most frequently-requested administrative procedures, detailing the steps to be followed in a language that is simple and accessible and making forms available to download. Optimized for ease-of-navigation by first-time internet users, the site features a friendly UX-design and a help section with FAQs, a glossary of government terms, and helpdesk. An address book section helps citizens find the office they need to visit, with maps and photos of relevant buildings. The choice of national colors and the Kirundi name ISOKO (meaning portal or market), as well as being translated into simple French, help give the site a memorable identity to encourage its adoption by citizens.

CSF's consultancy services included developing the portal, researching and translating details on all procedures into simple French, and creating the portal's governance strategy and cost-recovery plan.

Features

- Three search mechanisms to help users find information on the right administrative procedure
- Detailed address book of relevant government offices, and glossary of administrative terms
- UX design optimized for first-time internet users, with strong visual identity for widespread adoption.

Benefits

- Simple language and step-by-step guides make administrative information accessible to all
- WordPress CMS gives administrators the option to edit and add to available information
- Legal basis for each procedure available online, to improve government transparency
- Fully responsive, low-bandwidth website for mobile access in rural areas

Facts

Stakeholders	Ministère de la Fonction Publique, du Travail et de l'Emploi (MFPTÉ), Burundi; UNDP Burundi
Geographic Area	Burundi
Time Period	2017
Topics	Public Administration
Tools	Web portal, doc repository
Services	Advisory; in-country research and capacity building; management strategy; web design and development
Link	https://www.isoko.gov.bu
Reference	Saandi Assoumani, UNDP Burundi - saandi.assoumani@undp.org
Project Administrator	Jeeveeta Agnihotri jsagnihotri@communitysystemsfoundation.org

Budget

USD	0.08 million
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