



# A GUIDE TO MAKING PAYMENTS FOR PERMITS / LICENSES USING E-CITIZEN

June 20<sup>th</sup>, 2022

NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY

- This manual is designed to guide through the procedures of making payments for Licenses and Permits using E-Citizen.
- The target audience of this guide are all users of the NEMA Licensing Portal.

**STEPS:**

1. Once you have received the Invoice, click on the payment link as shown below:

Invoice No: SPR\_13769, VAT Reg. No: P051149406X  
 Posting Date: 6/16/2022 11:10:56 AM  
 E-citizen Tracking ID: SPR\_13769

No	Description	Unit Amount	Quantity	Amount (KES)
1	Summary Project Report	10,950	1	10,950

**eCitizen Payment Mode**  
 Note: Use the following link to make payment through E - Citizen Platform  
[https://portal.nema.go.ke/\\_layouts/api/payment.aspx?tracking\\_id=SPR\\_13769](https://portal.nema.go.ke/_layouts/api/payment.aspx?tracking_id=SPR_13769) ← Click Here.

2. Clicking the link, re-directs one to the NEMA Licensing Portal, where one is required to login. This is done for security reasons to Authenticate the person attempting to make the payment. See below:

Click to Register [New Applicants Only]

User Name:   
 Password:   
 Login Forgot Password

**Go Green**  
 Making the world the best place to be

**Welcome to National Environment Management Authority (NEMA)**  
 The National Environment Management Authority (NEMA) is established under the Environmental Management and Coordination Act (EMCA) No. 8 of 1999, as the principal instrument of government in the implementation of all policies relating to the environment.  
 The Authority became operational on 1st July 2002 following the merger of three government departments, namely: the National Environment Secretariat (NES), the Permanent Presidential Commission on Soil Conservation and Afforestation (PPCSCA), and the Department of Resource Surveys and Remote Sensing (DRSRS). However, following government restructuring in March 2003, DRSRS reverted to its departmental status under the then Ministry of Environment and Natural Resources (MENR).

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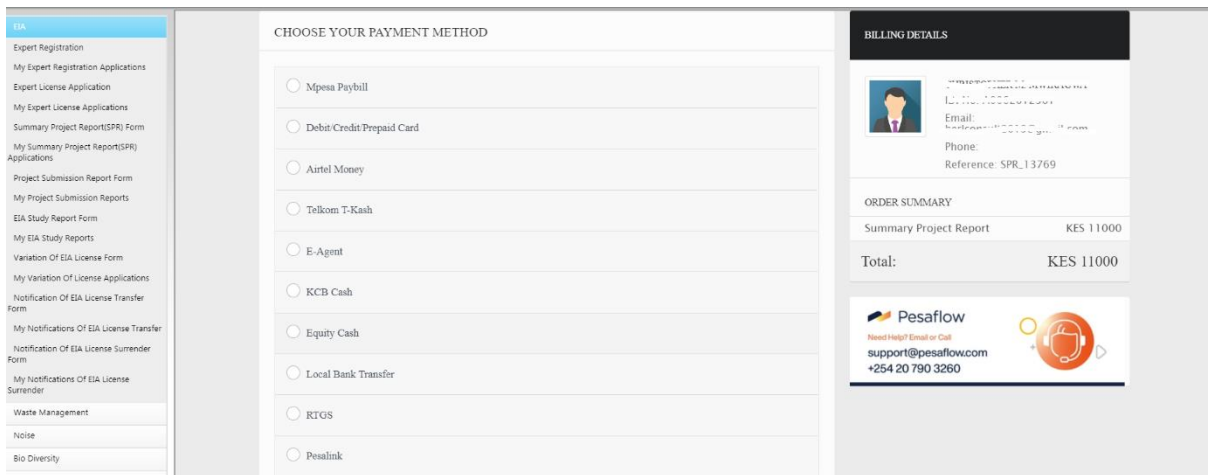
**APPLICATION STATUS**  
 Check Application Status here

**LICENSE STATUS**  
 Check License Status here

**Related Links**  
 Ministry of Environment  
 Kenya Meteorological  
 Remote Sensing (DRSRS)  
 Mines & Geology

View More

3. Once you have entered your Licensing Portal login credentials, it is important NOT to close this window. Return back to the payment link as shown on Number 1 of this guide. Click on it. Clicking on this link, will display the following window:

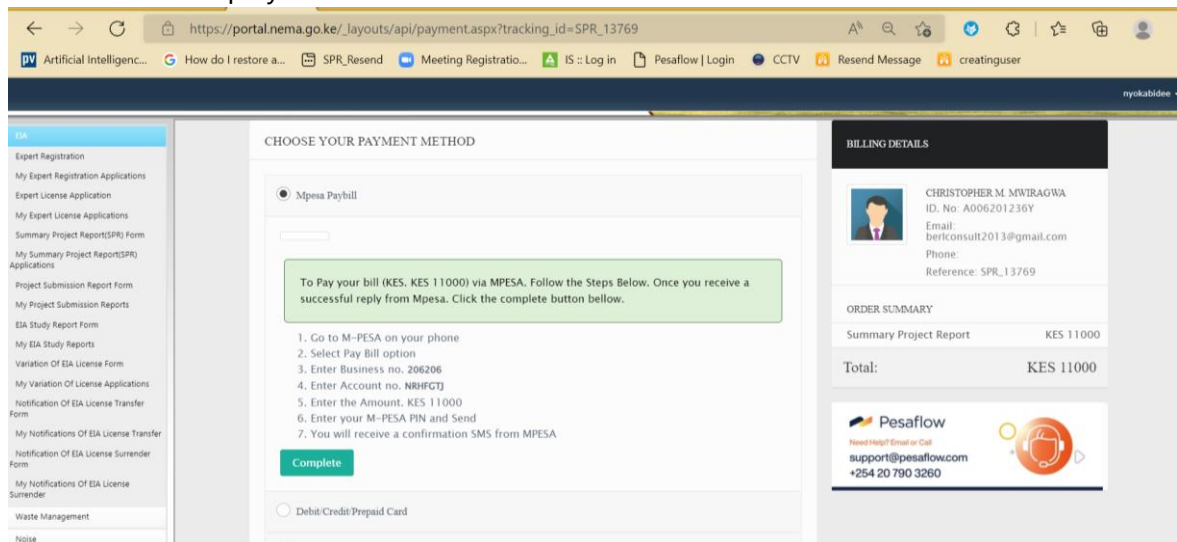


Note: The billing details will defer depending on the client who is making the payment. For security purposes, we have withheld details of this particular payment.

4. There are different payment options which vary based on one's preference and the amount to be paid. For this guide, I will show **3 types of payment methods (there are 10 payment options):**

a) M-PESA:

If this is your preferred payment, click on M-PESA Paybill. The following screen will be displayed:

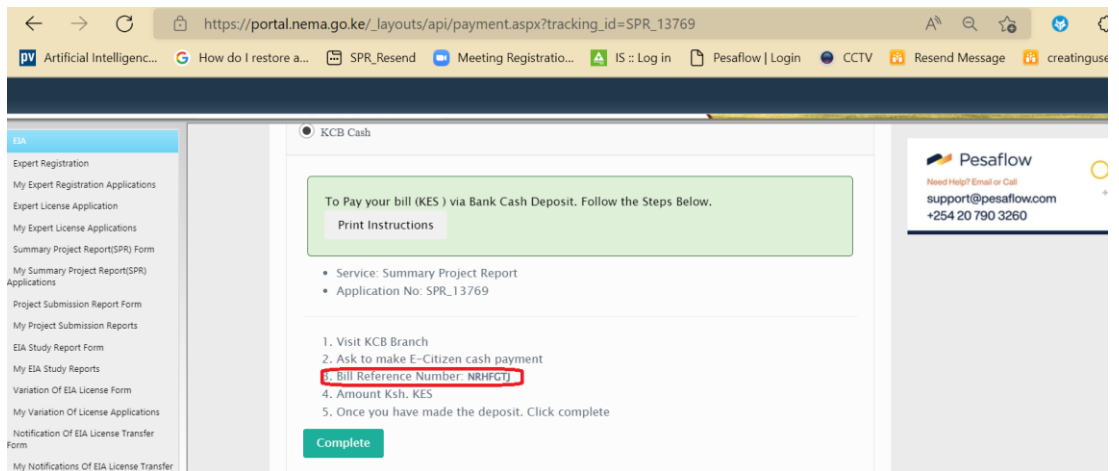


**Note:**

- Please keenly follow all the steps 1 to 7 to ensure payment is completed successfully. Please note that it is **not possible** to make partial payments or amounts less than total payable.
- Currently, maximum payable via M-PESA at a time is Kshs. 150,000.

b) KCB Cash:

If this is your preferred mode of payment, click on KCB Cash. The following screen will be displayed:

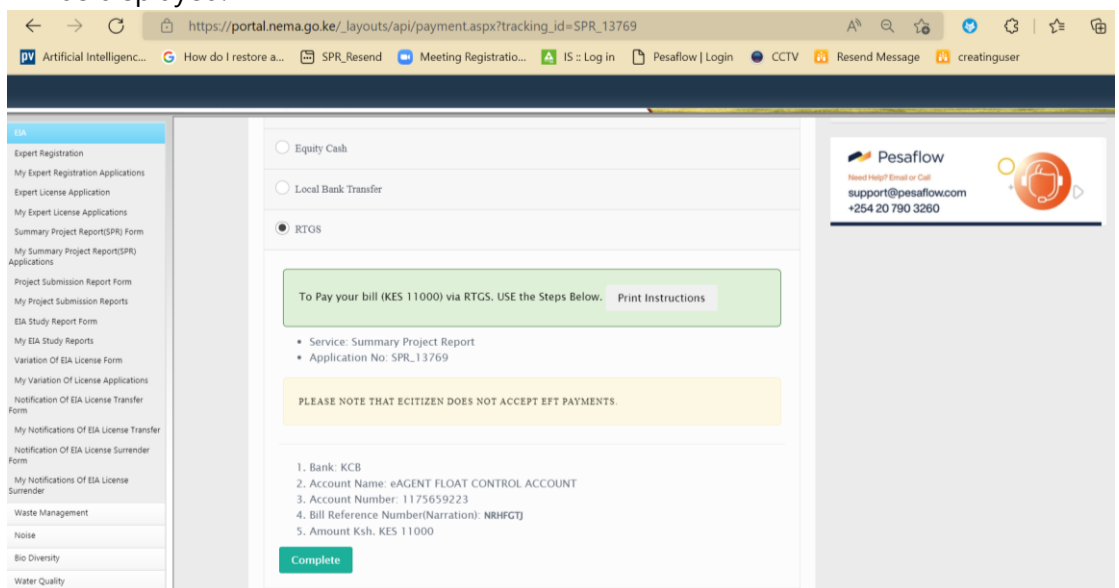


**Note:**

- Please keenly follow all the steps 1 to 5 to ensure payment is completed successfully. Please note that it is **not possible** to make partial payments or amounts less than total payable.
- The highlighted area in red, is very important and MUST be included in the Cash Deposit slip to complete the payment successfully.

c) RTGS:

If this is your preferred mode of payment, click on RTGS. The following screen will be displayed:



**Note:**


- Please keenly follow all the steps 1 to 5 to ensure payment is completed successfully. Please note that it is **not possible** to make partial payments or amounts less than total payable.
- The Bill Reference Number (No.4), is very important and MUST be included to complete the payment successfully.
- Please note that E-Citizen does not accept EFT Payments.

5. For clients, who may need to make bulk payments, it is important to note that you will be required to make payments for EACH application separately.

6. On completion of the payment process, a notification email will be sent such as this:

**Dear XXXXXXX, NEMA acknowledges receipt of Ksh. XXXXXX without prejudice, please wait as we process your application. Good day.**


7. Additionally, a NEMA receipt will be sent to your email such as this:

 Payment Receipt

Invoice Number: [SPR\\_13684](#)  
Invoice Status: [PAID](#)  
Date:

Applicant Details:  
PIN: [XXXXXXXXXX](#)  
Name: [THE NATIONAL SOCIETY FOR](#)  
Phone: [XXXXXXXXXX](#)  
Email: [XXXXXXXXXX@XXXXXX](#)

Service	Description	Amount (KES)
Summary Project Report	Payment for Summary Project Report	10,000
Convenience Fee	Ecitizen Convenience Fee	50.00
Total Amount Paid		10,050
Balance		0

 **eCitizen**  
Fast - Secure - Convenient

Payment Mode  
**Note** : This document is computer generated and therefore not signed. Present it during licence or permit collection