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

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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:

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:

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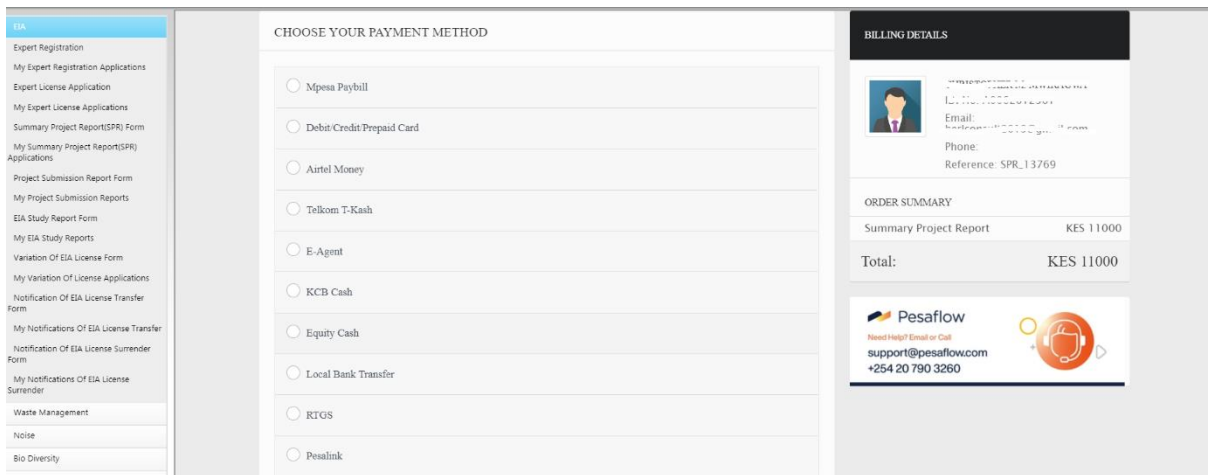
Note: The billing details will defer depending on the client who is making the payment. For security purposes, we have withheld details of this particular payment.

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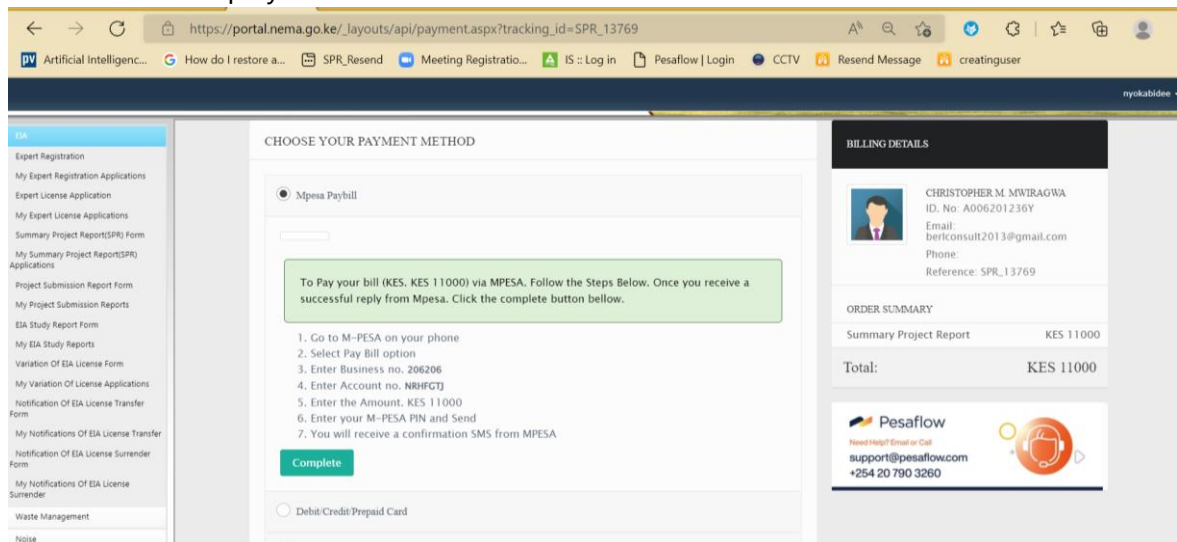
   a) M-PESA:
      If this is your preferred payment, click on M-PESA Paybill. The following screen will be displayed:

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:
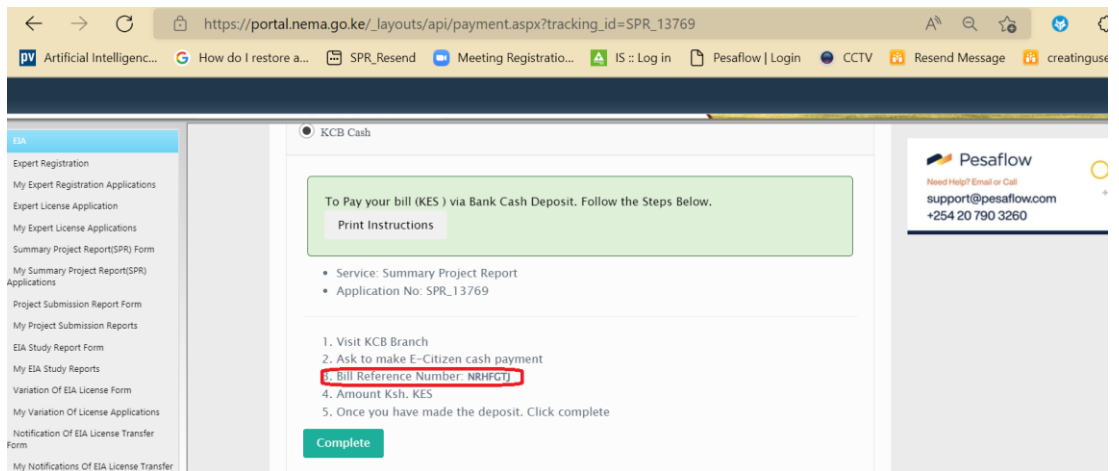
Note:

- 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:
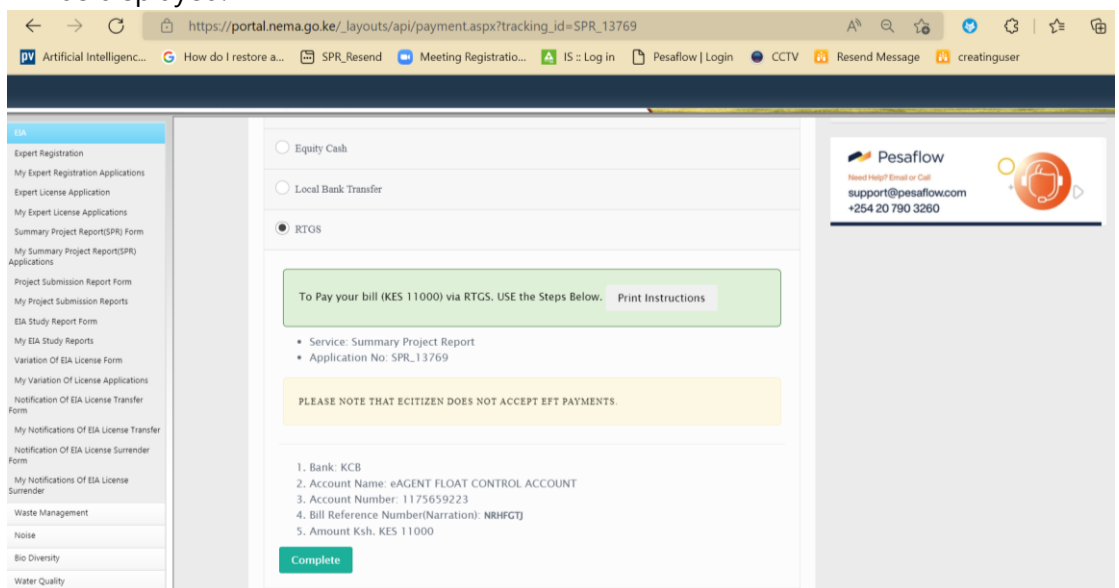

Note:

- 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:
Name:
Phone:
Email:

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
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