



KAIMOSI FRIENDS UNIVERSITY

Tel: 0777373633
E-mail: vc@kafu.ac.ke
Website www.kafu.ac.ke

P. O. Box, 385
Kaimosi – 50309
Kenya

Office of the Vice Chancellor

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2nd May, 2024

Dr. Beatrice Muganda Inyangala
Principal Secretary
State Department for Higher Education and Research
Ministry of Education
Jogoo House "B"
Harambee Avenue
P. O. Box 9583-00200
NAIROBI

Dear Madam,

RE: COMPILATION OF FREQUENTLY ASKED QUESTIONS (FAQs) FOR E-CITIZEN SUPPORT

The above subject refers.

Reference is made to your letter dated 26th April, 2024; Ref: MOE/SDHER/CON/2/9, requesting the University to submit at least two frequently asked questions along with their corresponding answers in soft copy (Microsoft Word format) to directorate@citizen.go.ke.

Below is a table showing the eight (8) FAQs from Kaimosi Friends University:

S/N	FREQUENTLY ASKED QUESTIONS	ANSWERS
1.	How can I pay for government services without a smartphone?	Get access to a computer, generate an invoice then dial *222# and make payment with the procedure.
2.	How sure will I be that I have paid the amount to the right institution?	After payment, you will receive a notification and receipt from e-citizen confirming the payment made.




S/N	FREQUENTLY ASKED QUESTIONS	ANSWERS
3.	What could be the problem if a payment is not reflecting on the fees statement?	When fees is made partially (not as per full invoice) it cannot reflect. However, after making full payment of the invoice, the amount will reflect on the statement.
4.	How do I pay the balance of my fees when the first payment made did not reflect?	A balance of fee payment (partial payment balance) should be paid using the original account reference made during the first partial payment. This will top up the amount of total fees owing to enable the total complete amount reflect on the fee statement/account of the student.
5.	Will I be able to access services after paying through e-citizen?	Yes, you will receive services from the respective University or department after payment through e-citizen since there is only one government paybill for collection.
6.	Is E-citizen platform safe with respect to personal data?	The government has given an assurance that E-citizen platform is safe with respect to personal data.
7.	How do I check on services available on e-citizen platform?	Sign up. Take a few seconds to get yourself signed up. All you need is your ID number. Sign into your account and get access to all the government services you need. Apply and pay online.
8.	What happens if I get disconnected before completion of a transaction and logging out when using e-citizen platform?	You will start the process all over again.

Please note that, a soft copy (word format) of the frequently asked questions has been sent to the email provided as instructed.

Thank you for your continued support.

Yours faithfully

for 
Prof. Peter N. Mwita
ACTING VICE CHANCELLOR



Kaimosi Friends University (KAFU) is ISO 9001:2015 certified