

Ministry	State Department	Agency	FAQ	FAQ Answers
Ministry of Education	State Department for Higher Education and Research	The Co-operative University of Kenya	Which money transfer options are currently available for use in paying school fees via the eCitizen platform?	<ul style="list-style-type: none"> a) Pesaflow Direct b) Debit/Credit/Prepaid Card c) Mpesa d) RTGS e) JamboPay
Ministry of Education	State Department for Higher Education and Research	The Co-operative University of Kenya	Can I pay school fees directly from my personal bank account using this platform?	Yes, as long as your bank is listed on the eCitizen platform.
Ministry of Education	State Department for Higher Education and Research	The Co-operative University of Kenya	How long does it take for the school fees paid through this platform to reflect in my fee statement?	Immediately, however, it can take up to five minutes during peak hours.
Ministry of Education	State Department for Higher Education and Research	The Co-operative University of Kenya	Are there transaction costs incurred on making school fees payments via this platform?	No
Ministry of Education	State Department for Higher Education and Research	The Co-operative University of Kenya	Can school fees payments be done by a different party other than the eCitizen Account Holder?	Yes, you just need to share the payment reference with the person paying.
Ministry of Education	State Department for Higher Education and Research	Taita Taveta University	How do I generate Monthly Collection Reports at the eCitizen Pesaflow Portal?	You login to the eCitizen Pesa-flow portal, go to payments, then view payments, then select the data range you want to view and download the report.
Ministry of Education	State Department for Higher Education and Research	Taita Taveta University	How long does the payment made through the eCitizen take to reflect in my student account at the ERP Portal?	The payment will reflect in real-time as the eCitizen system is integrated with respective Institution ERP Systems; as long as there is a stable internet connectivity.
Ministry of Education	State Department for Higher Education and Research	Taita Taveta University	What happens when the payment made through the eCitizen system fails to reflect in my student account in the Institution ERP Portal?	Visit the Student Finance Office with the MPESA confirmatory message for use to verify in the eCitizen Portal before manual posting and updating of your account.

Ministry of Education	State Department for Higher Education and Research	Taita Taveta University	How do I make eCitizen payment during times of Internet downtimes?	You can use the USSD Code assigned to the respective services and present the confirmatory message to the Student Finance Offices for verification and posting.
Ministry of Education	State Department for Higher Education and Research	Meru University of Science and Technology	In the eCitizen system, when a partial payment is made, it doesn't seem to reflect in the student's account. What steps can we take to resolve this issue?	We request that the student pay the remaining balance according to their earlier request ticket number in the eCitizen system, ensuring that the amount invoiced matches the amount to be paid.
Ministry of Education	State Department for Higher Education and Research	Meru University of Science and Technology	Payments made through banks in the eCitizen system are sometimes taking an unusually long time to reflect in the student's account. This delay is causing significant inconvenience for students. What steps can we take to resolve this issue?	All institutions have access to pesaflo portal where they are able to follow up with eCitizen on behalf of their customers to resolve the issue.
Ministry of Education	State Department for Higher Education and Research	Dedan Kimathi University of Technology	If I pay with eCitizen, will I be charged for the service?	No, only the normal M-Pesa charges are applicable.
Ministry of Education	State Department for Higher Education and Research	Dedan Kimathi University of Technology	How long does it take for money to reflect in the university account when I pay with eCitizen?	Over seven(7) Days