

Ministry	State Department	Agency	FAQ	FAQ Answers
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	How can I resolve a payment failure on eCitizen?	Verify your payment details and ensure sufficient funds in your account. Retry the payment or contact our support team for assistance.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	What payment methods are accepted on eCitizen?	We accept payments via credit/debit cards, mobile money, and bank transfers.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Can I track the status of my payment on eCitizen?	Yes, you can track your payment status by logging into your eCitizen account and checking the transaction history.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Is my payment information secure on eCitizen?	Absolutely. We employ robust security measures to protect your payment data.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	How long does it take for payments to reflect in my account after making a transaction on eCitizen?	Payments typically reflect instantly, but in some cases, it may take up to [timeframe] depending on the payment method.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	What should I do if I don't receive a payment confirmation after making a transaction?	Check your email's spam or junk folder. If you still haven't received confirmation, please contact our support team with transaction details.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Are there any additional fees or charges for using eCitizen for payments?	Yes. Each transaction incurs convenience fee charges. Additionally, your bank or payment provider may apply transaction fees.
Ministry of Interior and National Administration	State Department of Immigration	eCitizen	Can I cancel or modify a payment after initiating it on eCitizen?	Once a payment is initiated, it cannot be canceled or modified. Please ensure accuracy before proceeding with the transaction.

	and Citizen Services			
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Why is there a delay in processing my transaction on eCitizen?	Delays may occur due to system upgrades, high traffic, or verification processes. We're continuously optimizing our systems to minimize such delays.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	What should I do if I encounter a technical error while making a payment?	Refresh the page and try again. If the issue persists, contact our support team with error details for resolution.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	How do I pay when eCitizen is down?	TBA.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Can I receive a refund for a failed or cancelled transaction on eCitizen?	No.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Is there a customer support hotline or email for payment-related queries on eCitizen?	Yes, you can reach our customer support team via [customer support hotline] or [email address] for any payment-related queries or assistance.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	How can I resolve a payment failure on eCitizen?	Payment failures can occur due to various reasons such as network issues, incorrect payment details, or insufficient funds in your account. We recommend checking your internet connection, verifying the payment information entered, and ensuring sufficient funds before attempting the transaction again.
Ministry of Interior and National Administration	State Department of Immigration	eCitizen	What should I do if I encounter delayed processing?	Processing delays can occur during peak hours or due to technical issues. We apologize for any inconvenience

	and Citizen Services			caused and assure you that our team is working to expedite processing times.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	How can I navigate the eCitizen platform more efficiently?	We understand that navigating our platform may be complex. We are continuously improving the user interface and providing tutorials to help users navigate the system more efficiently.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	What should I do if I face limitations in terms of available payment methods?	Currently, we accept payments through [list of accepted payment methods]. We are working to expand our payment options to provide more convenience to our users.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Are there security measures in place to protect my payment information?	We prioritize the security and confidentiality of your payment information. Our platform uses industry-standard encryption protocols to protect your data.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	What should I do if I encounter technical errors while using eCitizen for payments?	Technical errors can occur due to system upgrades or maintenance. Please report any errors to our support team for prompt resolution.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Why, when we send the money through eCitizen platform, the notifications for the payment more often than not delay or fail to come altogether?	The solution for this is to enhance the system server so that the notifications can be on real-time basis.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	We knew that there not going to be paying for service charges. Why are we being made to pay a lot of transaction fee to get a service from the Government?	There should be a discussion between the conveyance service providers and the Government for waiver of the transaction charges.

Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Which money transfer options are currently available for use in paying school fees via the eCitizen platform?	a) Pesaflow Direct b) Debit/Credit/Prepaid Card c) Mpesa d) RTGS e) JamboPay.
Ministry of Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	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 Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	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 Interior and National Administration	State Department of Immigration and Citizen Services	eCitizen	Are there transaction costs incurred on making payments via this platform?	No.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Agency	FAQ	FAQ Answers
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	eCitizen	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 Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	Is forensic DNA carried out in Kenya?	Yes, the Government Chemist has been the pioneer of human identification using DNA. Our laboratories in Nairobi, Mombasa, and Kisumu offer these services.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	What DNA samples are obtained for paternity testing?	We no longer use blood samples since it is invasive and not safe to handle. We use buccal swabs that contain enough DNA and are easy to obtain even from young children. The swabs will be obtained in the Laboratory by an expert.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	Do you need booking to appear for a DNA test?	No, we are open during official working hours.

	National Administration			
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	Can DNA tests reveal my health status?	No, the region targeted for forensic purposes cannot reveal the health status of a person.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	Where is the Government Chemist laboratory located?	Nairobi: Kenyatta National Hospital grounds; Nairobi Headquarters. Mombasa: Kisauni. Kisumu: Kisumu branch. Marsabit: Marsabit branch.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	What are your hours, and when do I bring the samples?	The Laboratory is open Monday – Friday 8:00am – 5:00pm, closed on weekends and public holidays.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	How much water and/or effluent do I bring to the Laboratory?	Bring at least 3 liters of water sample or effluent sample.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	When can I expect test results for my samples?	You can expect test results for your water sample in 3 days after your sample is received at the Laboratory (see service charter).
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	How do I collect my water sample?	Using a thoroughly cleaned container (plastic or glass), fill up the container with the sample without incorporating air bubbles.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	Can I use any container to collect my water sample?	No. Use a thoroughly cleaned plastic container with no traces of soap by rinsing several times with hot water.

Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Government Chemist Department	How do I pay for testing drinking water samples?	You can pay for services through the eCitizen portal. https://govchemist.ecitizen.go.ke
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Kenya School of Adventure and Leadership (KESAL)	What is Kenya School of Adventure and Leadership (KESAL)?	KESAL is a public outdoor training center located in Kenya, focused on providing experiential learning, leadership development, and adventure-based programs for individuals and groups of all ages.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Kenya School of Adventure and Leadership (KESAL)	What types of programs does KESAL offer?	KESAL offers a wide range of programs including leadership workshops, team-building activities, wilderness survival training, outdoor education, and adventure expeditions.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Kenya School of Adventure and Leadership (KESAL)	Who can participate in KESAL programs?	KESAL programs are open to individuals, schools, colleges, corporate groups, nonprofit organizations, and community groups interested in personal growth, leadership skills, and team building.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	NACADA	What services does NACADA offer?	Trainings on prevention and treatment of drug use and abuse, inspection and certification of rehabilitation centers, counseling and referrals for clients with Substance Use Disorders, research on trends in drug use and abuse, and coordination of enforcement activities on non-compliance to the Alcoholic Drinks Control Act, 2010.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	NACADA	How can one get a license to operate a bar or wines and spirits shop?	You should apply through your respective County Liquor Licensing Committee who will vet your application after which you will be issued with a liquor license.
Ministry of Interior and National Administration	State Department of Internal Security and	NACADA	What does NACADA NOT do?	NACADA does not license alcoholic drinks-selling outlets, control noise in bars, arrest drug barons, or offer inpatient treatment and rehabilitation services. NACADA's role is to

	National Administration			formulate and implement policy for the control of alcohol and drug abuse and provide standards for rehabilitation facilities.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Private Security Regulatory Authority	What is the mandate of the Private Security Regulatory Authority?	The key mandate of the Authority is to ensure the effective regulation, administration, supervision, and control of the private security industry in Kenya.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	Private Security Regulatory Authority	What are the registration requirements for a corporate private security service provider?	Company certificate of incorporation or formal registration documents, certified copies of identification documents for all directors, valid certificates of good conduct, certified shareholders certificate CR12, copies of KRA pin certificates, three years audited accounts, two recent passport size photos of all directors, immigration status and valid work permits for expatriates, and physical and contact details for all directors.
Ministry of Interior and National Administration	State Department of Internal Security and National Administration	NGO Board	How do you register an NGO?	Reserve name by logging in to the eCitizen platform through https://ngoboard.ecitizen.go.ke . Once the name has been reserved, fill in the online application form, upload all required documents, and pay for your application. Approval updates will be posted in your online profile and sent via SMS.