



KISII UNIVERSITY

OFFICE OF THE VICE CHANCELLOR

KSU/ADMIN/72/2(605)

6th May, 2024

Principal Secretary
State Department for University Education and Research
P.O Box 9583-00200
NAIROBI

Dear Madam,

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

Reference is made to your letter dated 26th April 2024 on the above-captioned subject.

This is to submit the two frequently asked questions along with their corresponding answers as requested.

- 1) I have paid fees but it doesn't reflect what **should I do?**
 - a) For MPesa payment, share the payment confirmation code
 - b) For Bank Payment, scan and share the payment receipt.
- 2) **Apart from MPesa and National Bank, which other payment mode is available?**
 - a) There are several other payment options that you can select at the point of payment

Yours faithfully,

Prof. Dr. Nathan O. Ogechi
VICE-CHANCELLOR & PROFESSOR OF AFRICAN LINGUISTICS
NOO/vn

