

MINISTRY	STATE DEPARTMENT	AGENCY	FAQ	FAQ ANSWERS
MINISTRY OF EDUCATION	HIGHER EDUCATION	Egerton University	When I make payments through E-citizen platform, how long does it take to update my student's fee account?	Any payments done through E-citizen platform update the student's fee account instantly.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Egerton University	Can another person apart from the student make payment through MPESA on behalf of the student?	Any other person can make payment on behalf of the student. The only requirement is to pay through the E-citizen platform and ensure the same invoice reference number generated by the student whose fees are being paid for is indicated on the account.

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MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	Where is Bomet University College located?	Bomet University College is located in Bomet Town; Bomet County. It is situated two kilometers from Bomet Town.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	Is Bomet University College a public or private university?	Bomet University College is a public university.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	How far is Bomet University College from Nairobi?	The distance from Nairobi to Bomet via the Mai Mahiu/Narok Route is approximately 220 kilometers.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	Why is Bomet University a college?	Bomet University is currently a college since it is yet to receive a charter. The moment the university college receives a

				charter, it will become a fully-fledged university.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	Bomet University College is a college of which university?	Bomet University College is a college of Moi University.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Bomet University College	What are the programs offered by Bomet University College?	Currently, the university offers undergraduate and postgraduate programs under four schools: <ol style="list-style-type: none"> 1. School of Education 2. School of Business and Entrepreneurship 3. School of Arts and Social Science 4. School of Pure and Applied Sciences

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MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	How do I pay the balance of my fees when the first	A balance of fee payment (partial payment balance) should be paid using the

			payment made did not reflect?	original account reference made during the first partial payment. This will top up the amount of total fees owing to enable the amount to reflect on the fee statement/account of the student.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	How do I check on services available on e-citizen platform?	<ol style="list-style-type: none"> 1. Sign up. 2. Take a few seconds to get yourself signed up. All you need is your ID number. 3. Sign into your account and get access to all the government services you need. 4. Apply and pay online.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kaimosi Friends University	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.

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MINISTRY	HIGHER	Kisii	I have paid fees	a) For MPesa payment, share

OF EDUCATION	EDUCATION	Universit y	but it doesn't reflect what should I do?	the payment confirmation code .b) For Bank Payment, scan and share the payment receipt.
MINISTRY OF EDUCATION	HIGHER EDUCATION	Kisii Universit y	Apart from MPesa and National Bank, which other payment mode is .available?	There are several other payment options that you can select at the point of payment.