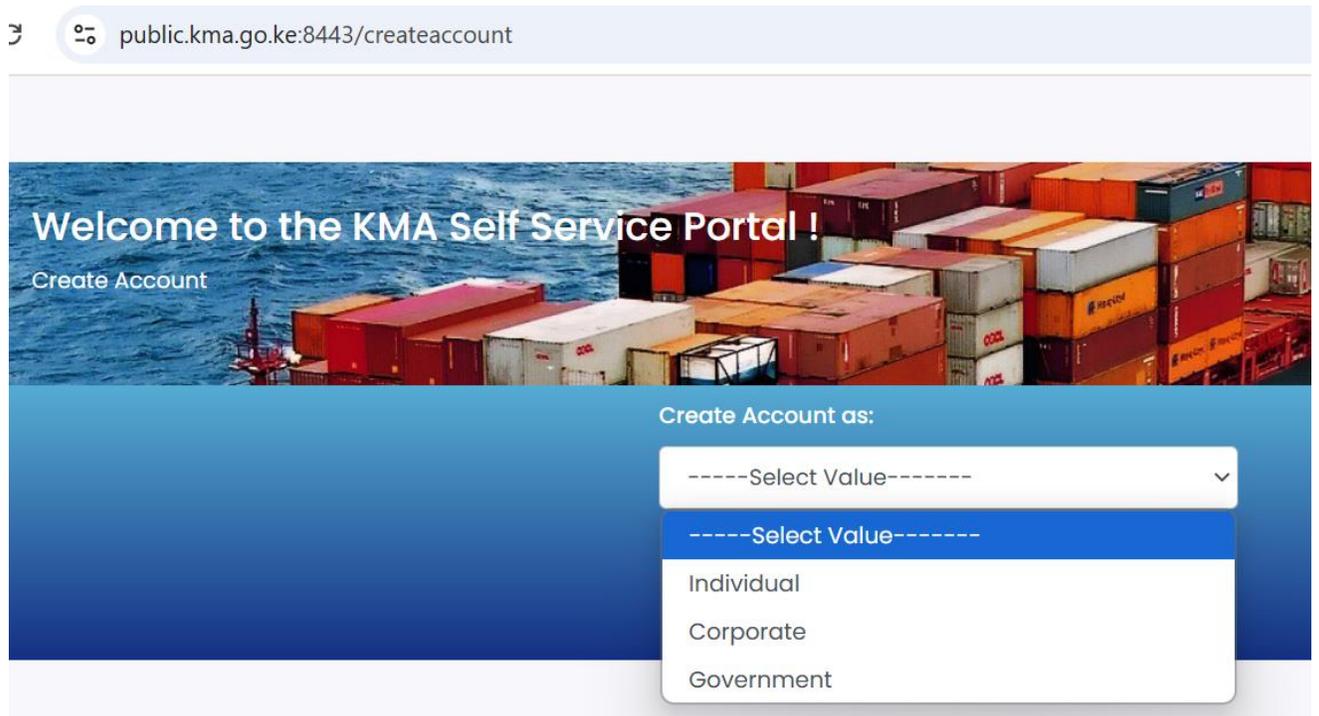




User Guide for Maritime Transport Operators Registration/License Renewal (foreign Shipping lines, Local Shipping Lines, Shipping Agents & Cargo Consolidators)

The licensing portal will open on 15th November 2024 to receive MTOs applications. Please be guided by the below step by step illustrations to make applications. Where an action applies to a specific category, the same has been categorically guided:

1. To access the Authority's services visit the portal through <https://public.kma.go.ke:8443/>
2. For new applicants, click on "Create Account" select the applicable group as Individual, Corporate or Government.



3. Enter the relevant details and attach the required documents. Use the official company email address/es to register in the portal for receipt of your credentials and feedback from the Authority; (Shipping agents on registration of Shipping lines are to utilize shipping lines credentials).

public.kma.go.ke:8443/createaccount

Welcome to the KMA Self Service Portal !
Create Account

Create Account as:
Corporate

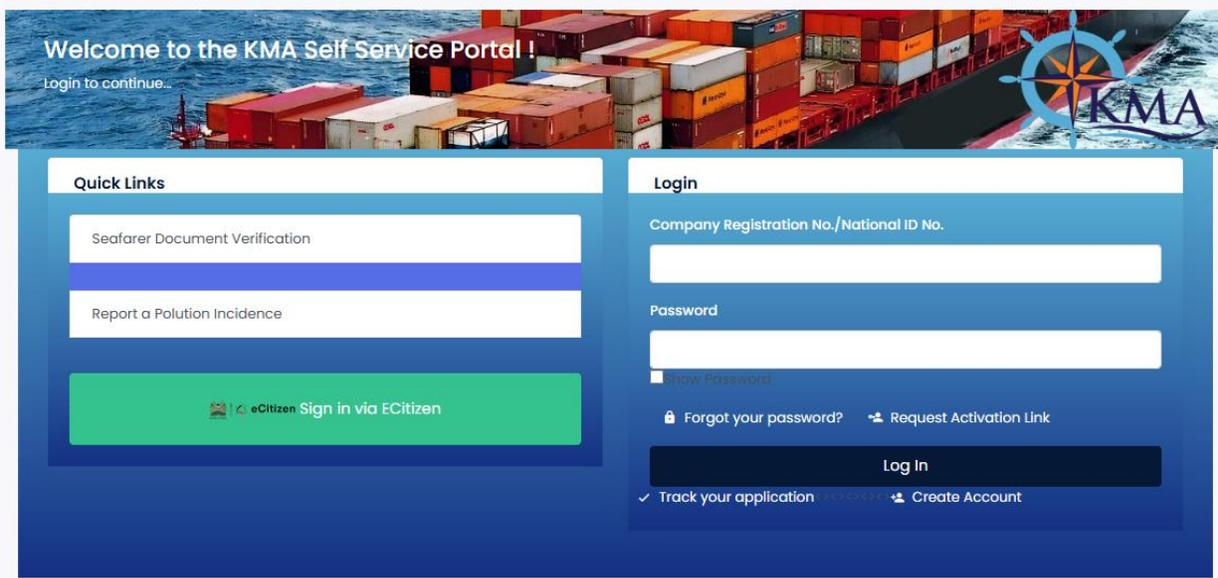
Company Name
Company Registration Number
Tax Number
Phone Number
254712345678

E-Mail
Company Logo
Choose File No file chosen
Country of Operation
--Select--
Postal Address

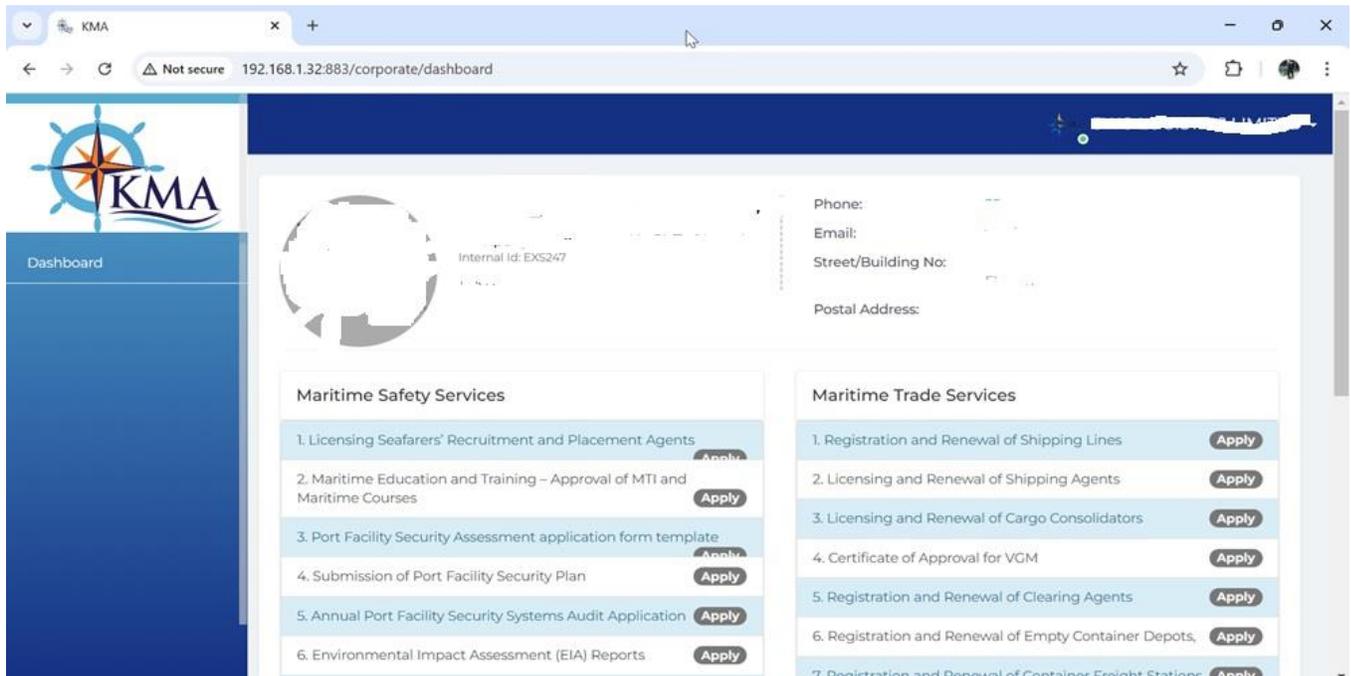
Postal Code
Street/Building
Password
Repeat Password

Create Account

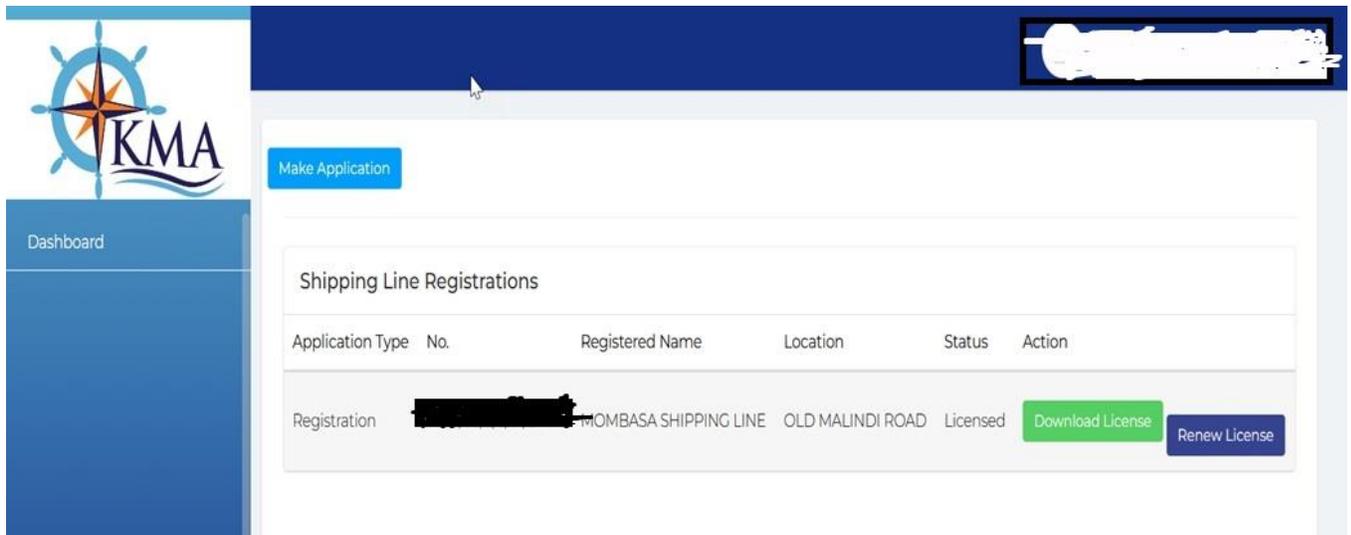
4. For existing users, log in with your credentials. If you have forgotten your password, click on “Forgot Your Password/Request Activation Link”. Use the link to reset your password. The link will be sent to the registered email address.



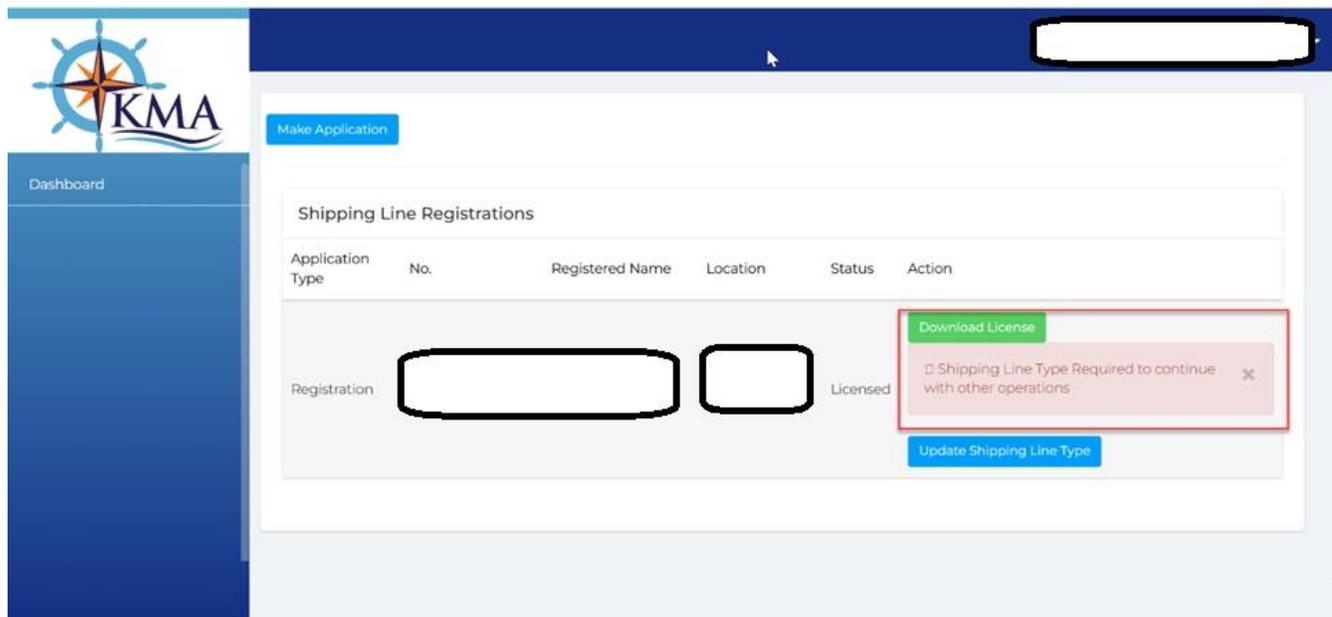
5. Upon successful log in, select the service of interest.



6. For new applicants click on “Make Application” while for existing licensed customers select “Renew License”.

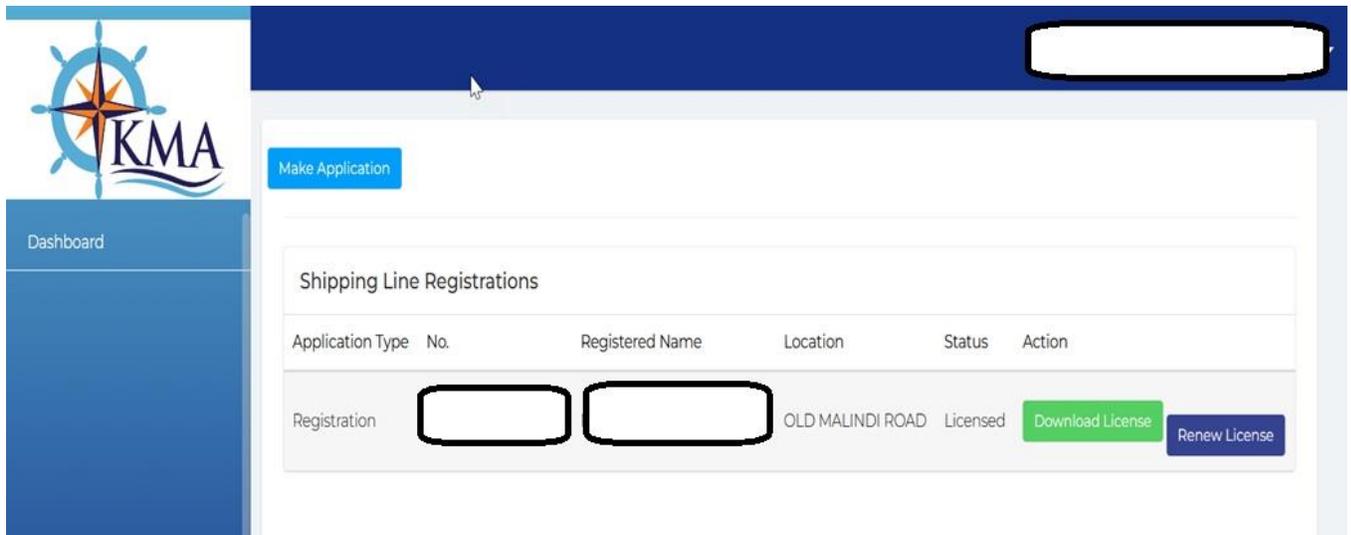


- Existing Shipping lines are required to update their profiles and will receive message prompt *“Shipping Line Type required to continue with other operations”*. Click *“Update Shipping Line Type”*- Select *“Local”* or *“Foreign”*.



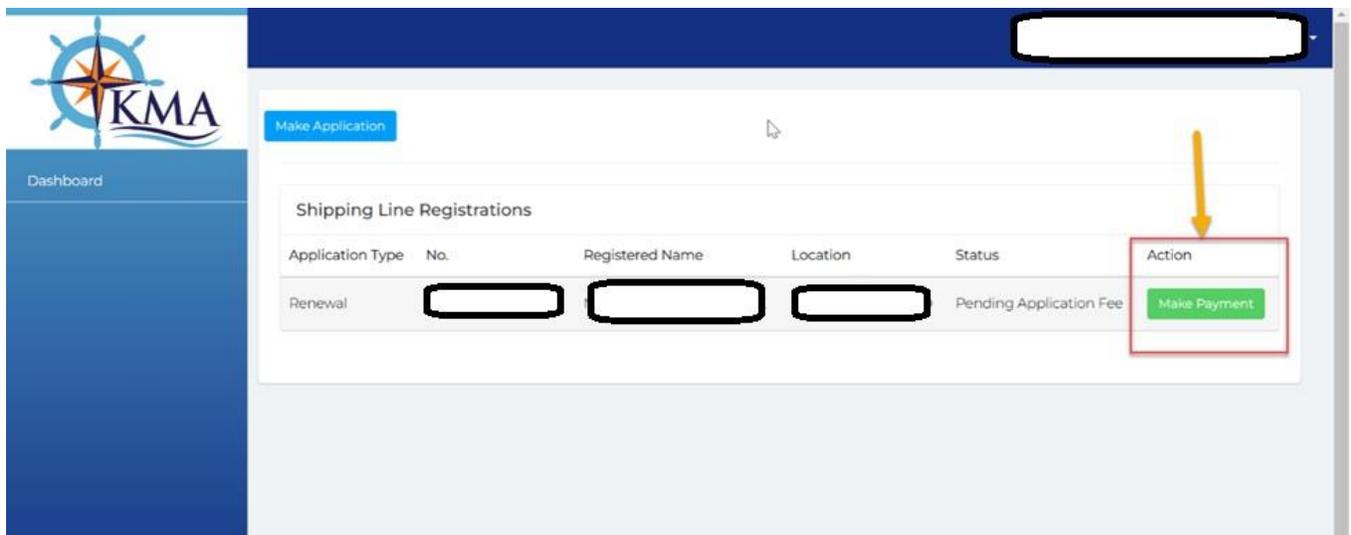
Shipping lines to choose the type before proceeding.

- Upon successful update Click *“Make Application/renew”* license as below:



9. Fill the required information and attach the relevant supporting documents as listed. Click on Submit application

10. A message “Your license /renewal request has been sent successfully” will be displayed and the status of the application will change to: “Pending certificate/ license processing fee payment”. Click on the “Make Payment” tab. The system will redirect you to e-citizen



11. On the E-citizen, select the bank to which the payment will be made.



Dashboard

[Redacted]

PAYMENT REF
BJLQJVZR

TOTAL BILL
USD 16.00

Select Payment Mode

Absa Bank USD

Debit/Credit/Prepaid Card

Co-operative Bank

Consolidated Bank

Pay

USD 16.00

Download Payment Instructions

eCitizen Payment Instructions

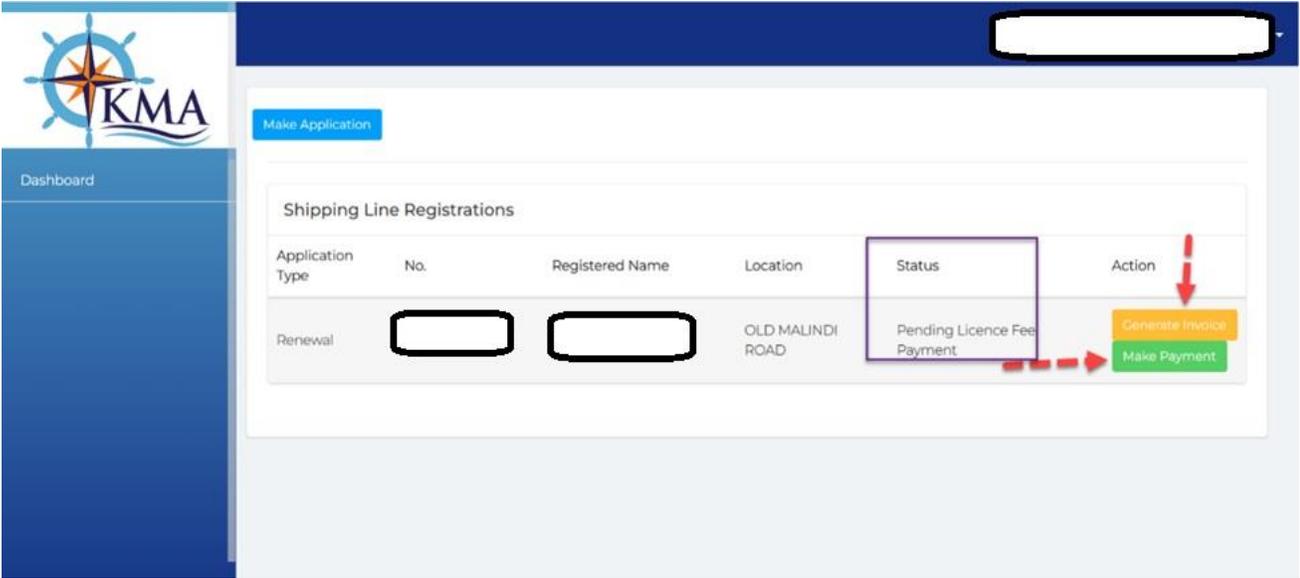
KCB Banking

Application No: BJLQJVZR

1. Visit KCB Branch
2. Ask to make E-Citizen cash payment
3. Bill Reference Number: **BJLQJVZR** ←
4. Amount: **USD 16.00** ←

Once you have made the deposit. Click complete below.

- 12. Present the payment reference to the selected bank and make the payment(s).
- 13. Upon payment the status of the application will change to “Pending Approval”. This will be the commencement of internal application vetting process.
- 14. Upon approval of the application, the status will change to “Pending License Fee Payment” as indicated below



Click “Generate Invoice”. A proforma invoice for Registration/License fee will be sent to your registered email. Thereafter, click on “Make Payment” and the system will redirect you to e-citizen.

- 15. Make payment through E-citizen process flow as illustrated in steps 11 and 12.
- 16. Upon payment the status of the application will change to “Licensed”.
- 17. Certificate/License will automatically be issued to the provided email. Applicant may also download the license on their portal.

Points to note

- 1) Details on the respective requirements and application forms are available on <https://kma.go.ke/maritime-service-providers-licences>

- 2) Clear all outstanding OGEFREM, Port State Control & vessel inspection fees invoices before submitting an application. Concerns with the corresponding invoices if any are to be raised with cash@kma.go.ke.
- 3) All documents to be attached in the system are to be in PDF format.
- 4) All licensing/registration related communications should be directed to licensing@kma.go.ke only
- 5) Applications sent outside the online platform will **NOT** be processed.
- 6) You are advised to follow the prompts under each step.
- 7) The status of license processing can be tracked through the self-service portal.

For further inquiries please contact: licensing@kma.go.ke