

## KENYA VETERINARY BOARD PAYMENT OPTIONS

### **OPTION 1. KVB SERVICE PAYMENT PROCESS USING USSD**

1. DIAL \*222#
2. Select option 1
  - Select “Make payment”
3. On Payment Page, Select option 2 (Enter Service Code):
  - Enter the Service Code (Refer to the table below for service codes)
4. Client Reference
  - *Name and KVB no of client*
5. Enter Amount
6. Confirmation and STK push page appears
7. Input your MPESA Pin No.
8. If Payment is successful the client will get a message notification on their device and payment is updated.

**TABLE FOR SERVICE CODES**

S/N	SERVICE NAME	Service Code
1	Retention (Veterinary Surgeons)	RTVS
2	Retention (Veterinary Technologists - Degree)	RVTD
3	Retention (Veterinary Technologists - Diploma)	VTTD
4	Retention (Veterinary Technicians - Certificate)	RVTC
5	Practice for Veterinary Surgeons	PFVC
6	Practice for Veterinary Technologists (Degree)	PVTD
7	Practice for Veterinary Technologists (Diploma)	PFVD
8	Practice for Veterinary Technicians (Certificate)	PFVT
9	Annual Licence for Non-Governmental Animal Health and Welfare Providers (NGOs)	LNGO
10	Annual Licence for Veterinary Laboratories	ALVL
11	Annual Licence for Veterinary Hospital	ALVH
12	Annual Licence for Clinical Services	ALCS
13	Annual Licence for Ambulatory Services	ALAS
14	CPD activity fees	CPDF
15	Penalty	PEN

**NB: PLEASE NOTE THAT YOU CAN ONLY PAY FOR ONE SERVICE AT A TIME**

### **OPTION 3. PAYMENT PROCEDURE FOR KENYA VETERINARY BOARD USING THE E-CITIZEN PORTAL**

#### **STEPS TO ACCESS THE KVB SERVICES ON THE E-CITIZEN PLATFORM**

- 1. You must have an existing E-Citizen account**
2. Open any web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, Brave, etc.)
3. Copy and paste the link <https://kvb.ecitizen.go.ke/>. If you do not use the link and log into E-Citizen first, you will have to search for Kenya Veterinary Board among the agencies listed. Once you find it, search for the **Invoice Generator** link and click **apply now**
4. Scroll down to invoice generator and click on **apply now**
5. **Click login with E-Citizen**
6. Enter your ID number or email and put your E-Citizen password.
7. After logging in, a prompt shall appear asking how you wish to receive the verification code; either through email or mobile/phone number. Click the preferred choice.
8. After receiving the verification code, type it and click enter/continue. E-Citizen shall then display two options. Click the appropriate choice.
  - a. Not You? Logout
  - b. Continue
9. A new page shall open. Click **Invoice Generator** (colored in blue)
10. A page titled **applicant's page** shall open. Fill in the details where appropriate. If the details have automatically been captured correctly, proceed to the next page by clicking **NEXT**.
11. A page containing services shall open. Choose the desired service (e.g. Internship, registration, retention, etc) and click **COMPLETE**. (Refer to the table below for the list of KVB Services)
12. A page shall open saying **pay for service** with an invoice number (**INV-XXXXX**) colored in blue. Below are payment options. Click on your preferred choice and follow the instructions displayed until you have completed the payment process.
13. You will then be issued a receipt with the option to download it.
14. After issuance of receipt, download at send it to [finance@kenyavetboard.or.ke](mailto:finance@kenyavetboard.or.ke)

## LIST OF KVB SERVICES

S/N	SERVICE NAME
1	Retention (Veterinary Surgeons)
2	Retention (Veterinary Technologists - Degree)
3	Retention (Veterinary Technologists - Diploma)
4	Retention (Veterinary Technicians - Certificate)
5	Practice for Veterinary Surgeons
6	Practice for Veterinary Technologists (Degree)
7	Practice for Veterinary Technologists (Diploma)
8	Practice for Veterinary Technicians (Certificate)
9	Registration of Ambulatory Services
10	Registration of Clinical Services
11	Registration of Veterinary Laboratories
12	Registration of Veterinary Hospital
13	Registration of Non-Governmental Animal Health and Welfare Providers (NGOs)
14	Annual Licence for Non-Governmental Animal Health and Welfare Providers (NGOs)
15	Annual Licence for Veterinary Laboratories
16	Annual Licence for Veterinary Hospital
17	Annual Licence for Clinical Services
18	Annual Licence for Ambulatory Services
19	Accreditation of CPD Providers
20	Temporary registration of foreign veterinary practitioners
21	Application fees for KVB Services
22	Registration of examination candidates

**NOTE: Payment for Internship and Registration will be done through the Practitioner Management System.**

## **USER GUIDE ON HOW TO NAVIGATE THROUGH THE KVB ONLINE PRACTITIONER MANAGEMENT SYSTEM PLATFORM**

### **Retention Payments**

1. Click on the **Apply** button on the retention section
2. Click on “**New Retention Application**”. Click renew and the applicable amount will be calculated by the system. Click the **Proceed to payment** button
3. On the E-Citizen page, make payments with a method of your choice
4. A system generated receipt confirmation will be available for download (Official KVB receipt)
5. Your retention status will be updated and you shall be able to download your KVB Card

**NOTE: This is applicable only to practitioners renewing their retention status after successful activation on the portal.**

**---END---**