

MANUAL ON FILING OF SALES RETURNS

INTRODUCTION

All manufacturers and importers of regulated appliances are required to submit an annual record of appliances sold every year within six months after the end of the calendar year.

Below is a step-by-step user guide to submitting the returns.

Step 1: Login to the EPRA Licensing Portal.

To login to the EPRA Licensing Portal, go to the EPRA website and click on Apply Now.

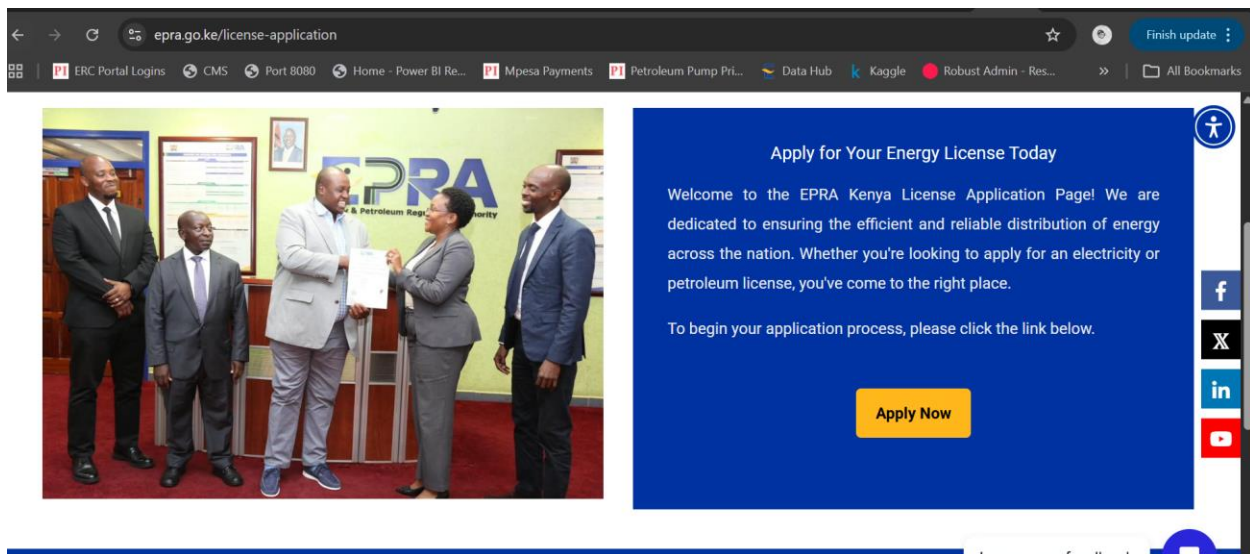


Figure 1

The link will direct you to the EPRA Login page. Alternatively, you can login to the EPRA page using the link: <https://portal.erc.go.ke:8443/site/login>



Energy & Petroleum Regulatory Authority




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Ministry of Energy and Petroleum

The Ministry of Energy and Petroleum (MOEP), through the Energy and Petroleum Regulatory Authority (EPRA), is committed to facilitating streamlined and proficient licensing procedures within the energy and petroleum sector.

The Ministry provides supervision and policy direction while EPRA takes charge of processing applications, conducting evaluations, and offering recommendations. Through our joint efforts, we prioritize transparency, fair competition, and safeguarding the interests of consumers.

EPRA functions as the regulatory body for this sector, operating in compliance with the Energy Act, 2019 and the Petroleum Act, 2019. We invite you to join us in fostering a well-regulated and sustainable energy future for Kenya.

Licensing portal

*** Username ***

Username cannot be blank.

*** Password ***

Password cannot be blank.

Security Code



☒ Remember Me

Figure 2

Step 2: Locate your Licence.

- Click on **Licence Management** in the main menu.
- A drop-down menu will appear.
- Select **My Licences** to access your licence as shown in Figure 3 below.



Figure 3



Step 3: File Sales Returns

You should be able to view all your licences on this page.

To file your sales returns, click on the link **File Sales Returns** as shown in Figure 4 below:

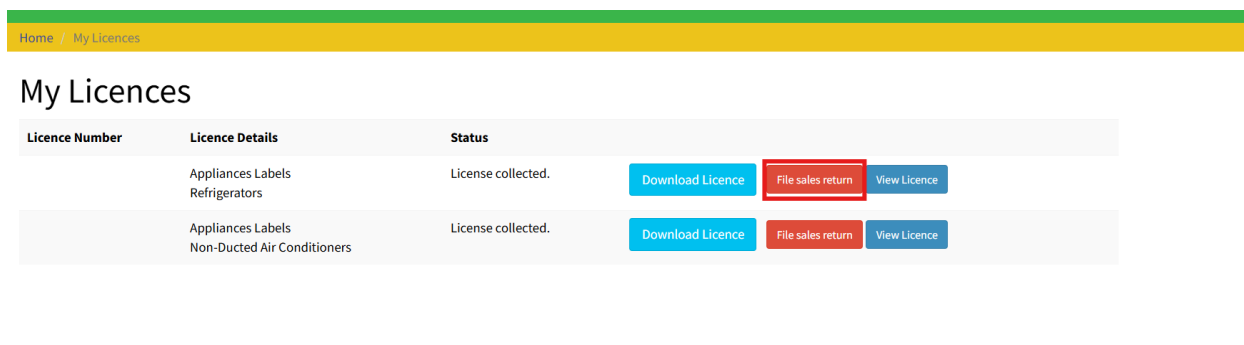


Figure 4

Submit sales returns for your registered appliances by clicking on the **Submit New Return** button:

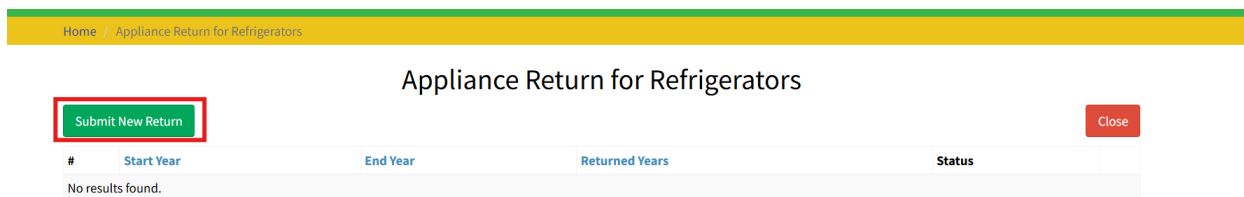


Figure 5

A list of all your registered appliances will be displayed as shown in Figure 6 below.



Appliance Returns

Close

Showing 1 - 20 of 57 items

Appliance Name	Manufacturer Brand	Manufacturer	Importer's Model Number	Licence Number	Imported Year	Adjusted Volume	CEC(kWh/YR)	Star Rating Index	Star Rating	Country of Origin	Retail Price	2025	<input type="checkbox"/> Select All
REFRIGERATORS	(not set)	[REDACTED] LTD	[REDACTED] B	[REDACTED]	2025	89.00	178	1.017	1	CHINA	.00	Sold Units	<input type="checkbox"/>

Figure 6

You are required to input the Retail Price of the appliance and the number of units sold.

Once this is done, click on the check box button on the far-right corner to select the returns for filing as shown in Figure 7 below.

Appliance Returns

Close

Showing 1 - 20 of 57 items

Appliance Name	Manufacturer Brand	Manufacturer	Importer's Model Number	Licence Number	Imported Year	Adjusted Volume	CEC(kWh/YR)	Star Rating Index	Star Rating	Country of Origin	Retail Price	2025	<input type="checkbox"/> Select All
REFRIGERATORS	(not set)	[REDACTED] LTD	[REDACTED] B	[REDACTED]	2025	89.00	178	1.017	1	CHINA	.00	Sold Units	<input type="checkbox"/>

Figure 7

Step 4: Submit Sales Returns

To submit the sales returns for the selected appliance, scroll to the bottom of the screen and click the **Submit Sales Data** button. Refer to Figure 8 for guidance.



20	CHEST FREEZER	(not set)			2025	448.21	344	2.053	2	CHINA	.00	Sold Units	C
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Save Sales Data Submit Sales Data

Figure 8

A pop-up message displaying "Sales Return Submitted Successfully" will confirm that your sales returns have been submitted successfully.