Institution/Organization Name:	**Energy & Petroleum Regulatory Authority**
Affiliations; Ministry / Department/ County/ Parent Company:	**Ministry of Energy**
Economic Sector Alignment:	**Petroleum Sector**
Big 4 Alignment:	**Enabler**
Accounting Officer:	**Daniel Kiptoo Bargoria, Director General**
Period: FY	**2021/2022**

Process Documentation	
Service Name	Application and Renewal of Driver Certification License
Brief Description Document Purpose/ Service	Procedure for application and renewal of Driver Certification license in accordance with *Legal Notice No. 8_2014 - The Energy (Licensing of Petroleum Road Transportation Business) Regulations, 2013*
Document Control: Change Record/ Version Number	Revision Zero (0)
Process Owner: Name and Position	Eng. Edward Mwirigi Kinyua Director, Mid and Downstream Petroleum and Gas
Process Writer (s); Name and Position	
Process Reviewer (s) Name and Position	

STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Visit the EPRA website, i.e., www.epra.go.ke, scroll down and go to Online Services Portal	–	Licence applicant
2.	a) For a new licence application proceed to Step 3 b) For licence renewal go to Step 6		
3. New License Application			
3.1	a) For new applicants without an account proceed to Step 4 b) If you have an existing account go to Step 5		
4. For new applicants without an account			
4.1	Click on Create Account to create a new account	–	Licence applicant
4.2	Click on Create a Personal Account	–	Licence applicant

4.3	Fill in your personal details, and login details, type in the security code, and then click Signup	–	Licence applicant
4.4	A message will be displayed stating "*Your Account has been created. Check your email for further instructions and click the activation link received so as to login.*"	–	Automated system
4.5	Go to the email you provided under Login details and open the email received from **EPRA**	–	Licence applicant
4.6	Click on the link in the email to activate your created account then proceed to Step 5 Please note that the link sent on email expires within an hour's time	–	Licence applicant/ Automated system
5. For existing applicants with an account			
5.1	Access your individual account by entering your username, password, and the Security Code then click on Login	–	Licence applicant
5.2	a) Select Driver certification under Petroleum Sector and a list of the required documents will appear. b) Ensure you have the listed required documents saved in the device you are using to make the application then click on Continue with Registration	–	Licence applicant
5.3	Fill in the required personal details under the Bio Data Section then click Next	–	Licence applicant
5.4	Click on Add Experience to provide the details of your work experience	–	Licence applicant
5.5	Enter the required details of your work experience and click on Save	–	Licence applicant
5.6	Click on Add Qualifications to provide the details of your academic qualifications	–	Licence applicant
5.7	Provide the details of the academic qualification and click Save	–	Licence applicant

5.8	a) To provide additional qualifications, scroll down and click on Previous to go back to Step 5.9 a) To view or edit the qualifications you have provided, scroll down and click on Previous b) If there are no additional qualifications to be provided continue with Step 5.12	–	Licence applicant
5.9	Take note of the following when uploading the required documents a) Ensure all your files have different names b) Ensure you have a Valid medical certificate from a DOSH Approved Medic. c) Ensure your Good Conduct Issue date is not older than one year and reflects Nil Cases	–	Automated System
5.10	For each of the listed required documents, do the following a) Click on the Browse button. Go to where the document is saved, select it and then click Open b) Once you have browsed and selected all the required Files, click on Upload Files	–	Licence applicant
5.11	To upload a passport photo, click on the Browse button. Go to where the photo is saved, select it and then click Open	–	Licence applicant
5.12	a) Adjust the area of the photo to be displayed by hovering the mouse pointer on the photo, and dragging the four-sided arrow mouse pointer that appears b) Reduce/ enlarge the photo by sliding the button that appears below the photo. c) Once you are satisfied with the photo to be displayed click on Crop & Upload Image	–	Licence applicant
5.13	Proceed to the final Stage by clicking Next	–	Licence applicant
5.14	Click on Submit to submit your application for review	–	Licence applicant
5.15	Once you submit your new application, you will receive an email confirming submission of the application	–	Automated system

| 5.16	You can see the status of the application by logging to your account, go to License Management, and click on Application History Your Application will be reviewed and if found to be materially Complete as per the Requirements, an online driver certificate will be issued within 30 days for download.	–	Licence applicant
6. Licence Renewal Application			
6.1	Visit EPRA website, i.e., www.epra.go.ke, scroll down and go to Online Services Portal	–	Licence applicant
6.2	Access your individual account by entering your username, password, and the Security Code then click on Login	–	Licence applicant
6.3	Go to license management and click on My Licenses	–	Licence applicant
6.4	Go to the license you want to renew and click on View License	–	Licence applicant
6.5	Apply for renewal of the license by clicking Resume Renewal Please note that one can apply for Renewal up to 3 months before expiry of License.	–	Licence applicant
6.6	Fill in the required personal details under the Bio Data Section then click Next	–	Licence applicant
6.7	For each of the listed required documents, do the following a) Click on the Choose Files button. Go to where the document is saved, select it and then click Open b) Once you have browsed and selected all the required Files, click on Upload Files c) Please note that the Certificate of Good conduct and Medical Checkup certificate must be renewed annually to allow for Driver Certificate Renewal	–	Licence applicant
6.8	Click on Submit to submit your application for review	–	Licence applicant

6.9	Once you submit your license renewal application, you will receive an email confirming submission of the application Your Application will be reviewed and if found to be materially Complete as per the Requirements, an online driver certificate will be issued within 30 days for download.	–	Automated system
6.10	You can see the status of the application by logging to your account, go to License Management, and click on Application History	–	Licence applicant

EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
The mandatory field(s) indicated by a red star (*) or the word Mandatory is not filled/provided	1.	The system displays error message on the field that has not been provided.	–	Automated System
A minimum of two (2) referees have not been provided	1.	The Next button is not displayed/ does not appear	–	Automated System
Passport photo has not been uploaded	1.	The Next button is not displayed/ does not appear	–	Automated System
The application was started but has not been submitted	1.	Once you have logged in to the system, go to License Management and click on Application History	–	Automated System
	2.	The pending application will indicate the Status as Draft. Click on Resume Application	–	Automated System
	3.	Proceed from Step 5.3 for a new license application and from Step 6.5 for license renewal	–	Automated System

PROCESS MAPS/VISUALS

1. NEW LICENCE APPLICATION

1.1 Visit the EPRA website: www.epra.go.ke and click on the online services portal
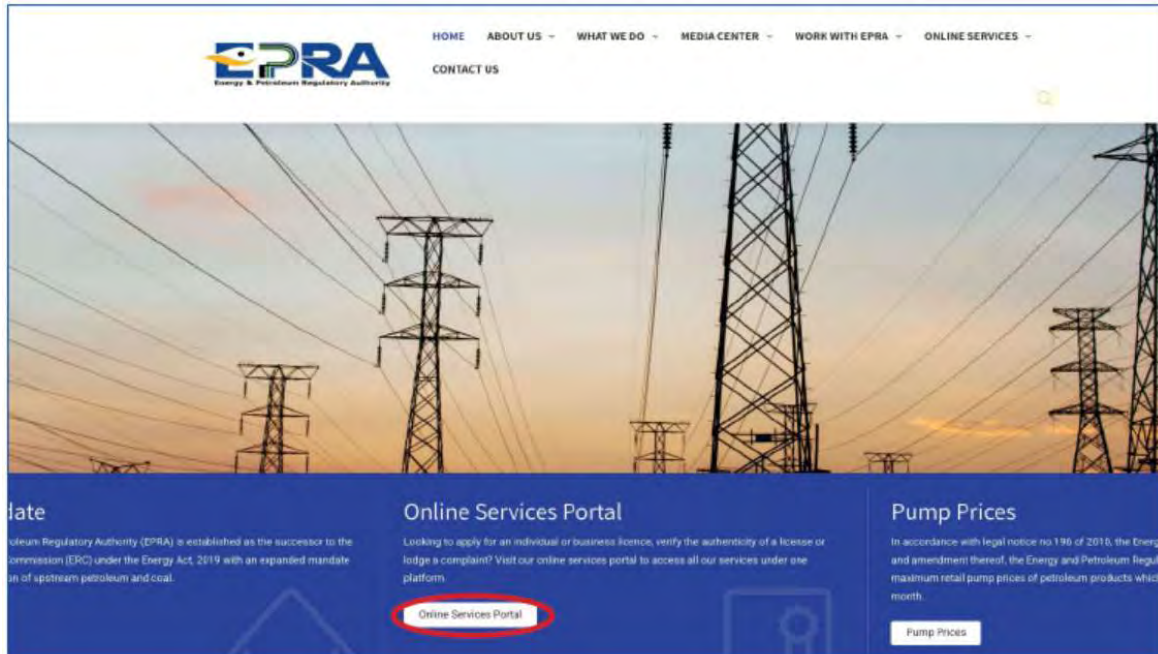
1.2 New Applicants Without an Account (*If you have an existing account proceed to 1.3*)

1.2.1   Click on create account to create new account

EPRA Licencing Portal

Username *

Password *

Security Code

deoosy   ↻ Refresh

Please Type the Security Code above Here!

☑ Remember Me

Login

Create Account   Reset Password

1.2.2   Choose create personal account icon/tab

Create Account

Welcome to ERC's Customer Portal. Please select an option below to proceed

Create a Personal Account   Create a Business Account

1.2.3   Fill in your individual details, then click sign up

Signup

Please fill in the following information to signup:

Personal Details

First Name *

Last Name *

Other Names

National Id *

Login Details

UserName *

Email *

Phone Number *

Password *

Confirm Password *

Security Verification

Security Code *

de0osy   ↻ Refresh

Please Type the Security Code above Here!

Signup

1.2.4   Once you sign up, you will receive the message below in your email registered in the system

Dear xxxxx

Welcome to the Energy & Petroleum Regulatory Authority Licensing Portal.

Please click the link below to activate your account:

https://portal.erc.go.ke:8443/site/activate-account?token=AtTWxq3tDXcjn2ag32L16LiJkbQIT7JN

If the link doesnt open, try copying and pasting it on the address bar on your browser

Energy And Petroleum Regulatory Authority
P. O. Box 42681-00100, Nairobi
Eagle Africa Centre, Longonot Road Upperhill

Existing Applicants With an Account

1.3 Login to your individual account using your username and password

1.4 Select the Driver Certification licence type then click continue with registration

1.5 Complete registration by filling bio data section, then click next

1.6 Select the Licence Category. By Default, this is selected as Driver Certification

1.7 Fill in your work experience section by clicking the 'add experience' icon, then click next

1.8 Fill in your academic qualification section by clicking the 'Add Qualification' icon, then click next

Licence Application: Driver Certification Driver Certification

Bio Data   Licence Category   Work Experience   Academic Qualifications   Documents   Passport Upload   Submit Application

Academic Qualification

+Add Qualifications

Institution	Location	Academic Level	Summary of Qualification	Date Awarded	
abc	abc	Diploma	Defensive Driving		Edit Record

<< Previous   Next >>

1.9 Attach the required documents by clicking on browse for each of the sections, then click upload files

Licence Application: Driver Certification Driver Certification

Bio Data   Licence Category   Work Experience   Academic Qualification   Documents   Passport Upload   Submit Application
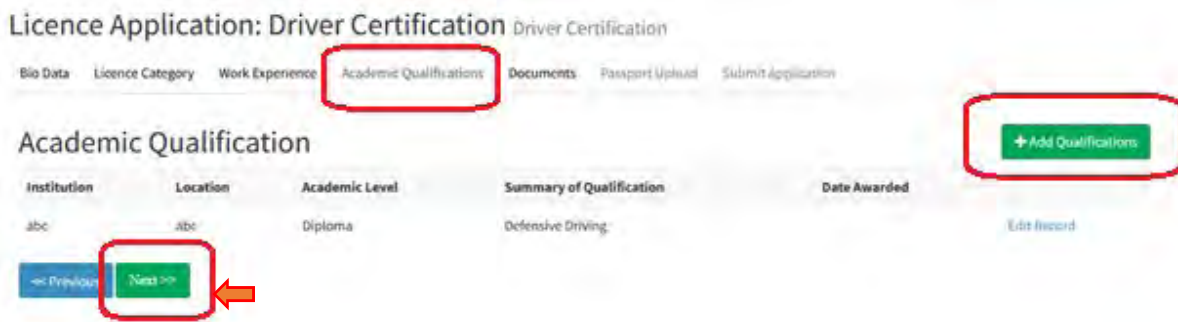
Documents (Ensure all your files have different names).
For large file(s) compress using PDF COMPRESSOR

Current Document

1) Scanned original copies of Identification documents (IDs or Passports) for the driver (Mandatory)   Browse...   No files selected.

2) Valid Certification of Fitness for Drivers from Designated Health Practitioner(DOSHS approved Doctors) (Mandatory)   Browse...   No files selected.

3) A valid driving licence for each driver (Mandatory)   Browse...   No files selected.

4) Certificate of Good Conduct Certificate (Mandatory)   Browse...   No files selected.

5) Passport size photo of the driver (Mandatory)   Browse...   No files selected.

<< Previous   Upload Files

1.10 Upload your Passport photo and submit your application

Licence Application: Driver Certification Driver Certification

Bio Data   Licence Category   Work Experience   Academic Qualifications   Documents   Passport Upload   Submit Application

Upload Passport Photo

Select Passport Image

Browse... No file selected.

Uploaded Image

← Previous

Documents

Document Type

Scanned original copies of Identification documents (IDs or Passports) for the driver	petroleum/335699_1-Csq1646816557_104.pdf
Valid Certification of Fitness for Drivers from Designated Health Practitioner(DOSHS approved Doctors)	petroleum/335699_znh_21646816557_29.pdf
A valid driving licence for each driver	petroleum/335699_D4aQd1646816557_30.pdf
Certificate of Good Conduct Certificate	petroleum/335699_xQmet1646816557_102.pdf
Passport size photo of the driver	petroleum/335699_f-wOc1646816557_103.pdf

Passport

view passport

Your Application is Complete. Click on Submit to submit the application for review.

By clicking submit, I declare that the information contained herein and the documents submitted herewith are true and accurate to the best of my knowledge and belief.
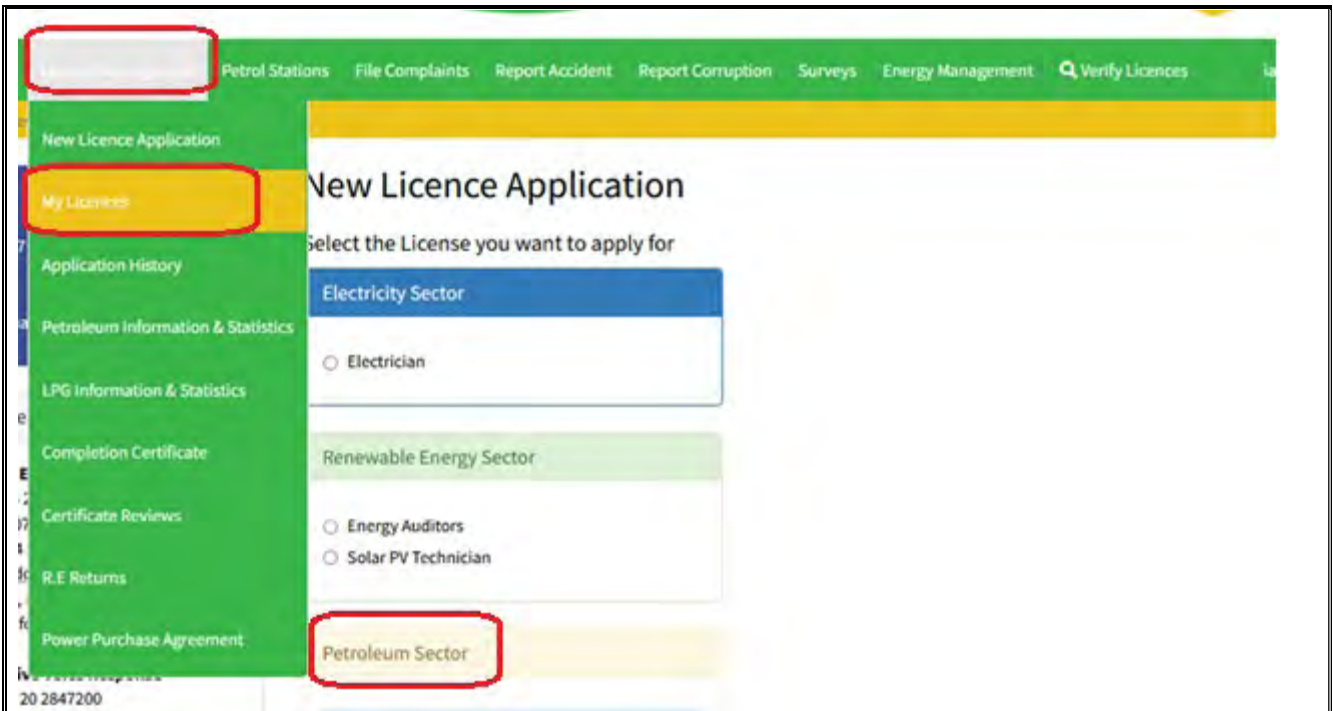
Submit Application   Cancel

2. LICENCE RENEWAL

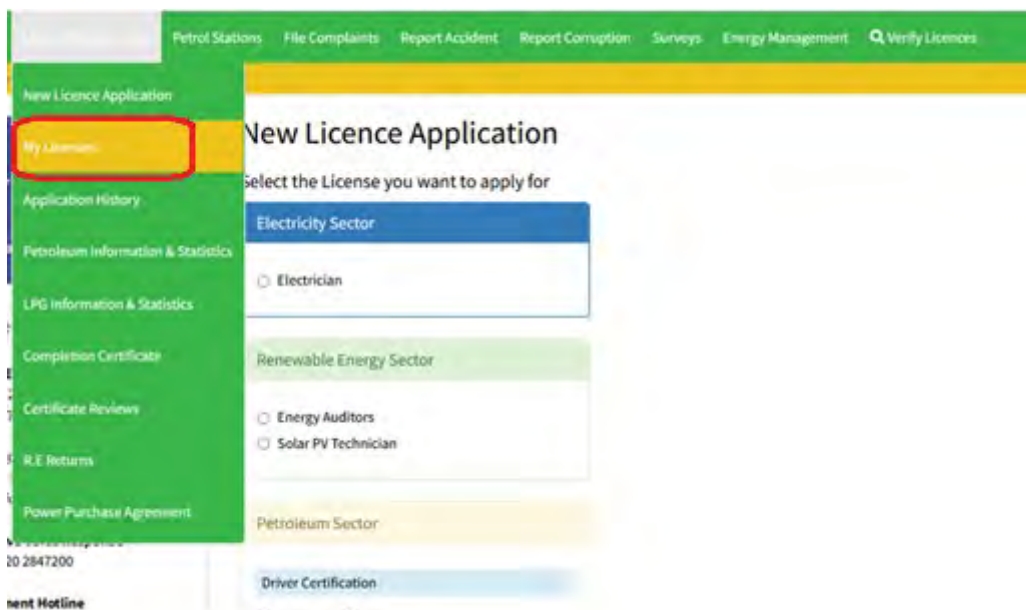2.1   Visit the EPRA website: www.epra.go.ke and click on the online services portal

2.2 Login to your individual account using your username and password

2.3 Go to licence management

2.4 Click on My Licences

2.5 View the licence you want to renew by clicking view licence

My Licences

Licence Number	Licence Details	Status	
EPRA/PET/DC/03908	Driver Certification Category Driver Certification	Licence has been renewed.	View Licence

2.6 Proceed to apply for renewal of your licence by clicking Resume Renewal at the bottom of the page

My Licence

Download Licence   Amend Licence

Sector	Petroleum & Gas Sector
Licence Details	
Licence Number	
Application Date	
Expiry Date	
Status	Licence has been renewed.

2.7 Complete your profile if there is any missing data, then click next

Licence Application: Driver Certification Driver Certification

Bio Data   Licence Category   Work Experience   Academic Qualifications   Documents   Passport Upload   Submit Application

First Name*	Middle Name	Last Name*
i		

Email*	Telephone*	KRA PIN*
423@gmail.com	123	

Postal Address	Postal Code	Town

Physical Address*

Date of Birth*	Driving Licence No	Passport No. / National ID
🗓 ✖ YYYY-MM-DD		32061607

Nationality	Gender*	Country
--SELECT--	--SELECT--	KENYA

County*
--SELECT--

Next >>

2.8 Attach the required documents, then click upload files

2.9 Once you submit your renewal application, you will receive a confirmation email

Dear xxxx,

The Energy and Petroleum Regulatory Authority would like to acknowledge your application for Driver Certification renewal application

Our Team is doing their best to review your application and will keep communicating to you on the progress

Kind Regards,

Licencing Systems

ANNEX 1: REQUIREMENTS FOR DRIVER CERTIFICATION LICENCE

1. Scanned copies of IDs or Passports for the driver
2. Certification of Fitness for Drivers from a DOSHS approved Doctor.
3. Copy of Driving licence
4. Certificate of Good Conduct Certificate
5. Passport size photo of the driver