	
<b>Institution/Organization Name:</b>		Energy & Petroleum Regulatory Authority	
<b>Affiliations; Ministry / Department/ County/ Parent Company:</b>		Ministry of Energy	
<b>Economic Sector Alignment:</b>		Petroleum Sector	
<b>Big 4 Alignment:</b>		Enabler	
<b>Accounting Officer:</b>		Daniel Kiptoo Bargoria, Director General	
<b>Period: FY</b>		2021/2022	
<b>Process Documentation</b>			
<b>Service Name</b>		Application and Renewal of Petroleum Business License (LPG)	
<b>Brief Description</b> Document Purpose/ Service		Procedure for application and renewal of Petroleum Business license(LPG) for Retail of LPG/Petroleum Products License in accordance with <i>The Energy (Retail facility Construction and Licensing) Regulations, 2013 and The Petroleum (Liquefied Petroleum Gas) Regulations, 2019</i>	
<b>Document Control:</b> Change Record/ Version Number		Revision Zero (0)	
<b>Process Owner:</b> Name and Position		Eng. Edward Mwirigi Kinyua Director, Mid and Downstream Petroleum and Gas	
<b>Process Writer (s);</b> Name and Position			
<b>Process Reviewer (s)</b> Name and Position			
<b>STEPS/FLOW/SEQUENCE</b>			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Visit the EPRA website, i.e., <a href="http://www.epra.go.ke">www.epra.go.ke</a> , scroll down and go to <b>Online Services Portal</b> click <b>Licence Application</b> .	-	License applicant
2.	a) For a new license application proceed to Step 3 b) For license renewal go to Step 6		
<b>3. New License Application</b>			
3.1	a) For new applicants without an account proceed to Step 4-Step5 b) If you have an existing account go to Step 6		

<b>4. For new applicants without an account</b>			
4.1	Click on <a href="#">Create Account</a> to create a new account	–	License applicant
4.2	Click on <a href="#">Create a Business Account</a>	–	License applicant
4.3	Fill in your personal details, and login details, type in the security code, and then click <a href="#">Sign-up</a> .	–	License applicant
4.4	A message will be displayed stating “ <i>Your Account has been created. Check your email for further instructions and click the activation link received so as to login.</i> ”	–	Automated system
4.5	Go to the email you provided under Login details and open the email received from <b>EPRA</b>	–	License 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	–	License applicant/ Automated system
<b>5. For New applicants</b>			
5.1	Access your individual account by entering your username, password, and the Security Code then click on <a href="#">Login</a>	–	License applicant
5.2	a) Select <a href="#">Licence Management</a> click on <a href="#">New Licence Application</a> scroll down to <a href="#">Petroleum/LPG Sector</a> . Under <a href="#">Petroleum Sector</a> , locate <a href="#">Petroleum Business Licence (LPG)/ Petroleum Business Licence (Except LPG)</a> and select <a href="#">Retail of LPG in Cylinders/ Retail of Petroleum Products</a> . b) Ensure you have the listed required documents saved in the device you are using to make the application then click on <a href="#">Continue with Registration</a>	–	License applicant
5.3	Fill in the required personal details under the Bio Data Section then click <a href="#">Next</a>	–	License applicant
5.4	Fill in the required details under the Director Section then click <a href="#">Next</a>	–	License applicant
5.5	Fill in the required details under the Description of Premises, then Click on <a href="#">Next</a>	–	License applicant

5.6	Under Documents Section, for every requirement do the following; a) Ensure you obtain the NEMA EIA Approval License before submission to EPRA for Retail of Petroleum Products. b) Click on the Choose Files button. Go to where the document is saved, select it and then click Open c) Once you have browsed and selected all the required Files, click on <a href="#">Upload Files</a>	–	License applicant
5.7	Under Submit Applications, confirm all information regarding to the category of licence selected is well inputted, once done click on <a href="#">Submit Application</a> .	–	License applicant
5.8	Once you submit your new application, you will receive an email and text message confirming submission of the application	–	Automated system
5.9	You can see the status of the application by logging to your account, go to License Management, and click on <a href="#">Application History</a> The Application will be reviewed and if materially complete, a licence will be issued within 30 days for Physical collection.	–	License applicant
<b>6. License Renewal Application</b>			
6.1	Visit EPRA website, i.e., <a href="http://www.epra.go.ke">www.epra.go.ke</a> , scroll down and go to <a href="#">Online Services Portal</a> , click on Licence Application	–	License applicant
6.2	Access your individual account by entering your username, password, and the Security Code then click on <a href="#">Login</a>	–	License applicant
6.3	Go to license management and click on <a href="#">My Licenses</a>	–	License applicant
6.4	Go to the license you want to renew and click on <a href="#">View Licence</a>	–	License applicant
6.5	Apply for renewal of the licence by clicking <a href="#">Resume Renewal</a>	–	License applicant
6.6	Fill in the required personal details under the Bio Data Section then click <a href="#">Next</a>	–	License applicant

6.7	Fill in the required details under the Director Section then click <a href="#">Next</a>	–	License applicant
6.8	Fill in the required details under the Description of Premises, then Click on <a href="#">Next</a>	–	License applicant
6.10	Under Documents Section, for every requirement do the following; a) Ensure you obtain an Audit Acknowledgement Letter from NEMA before submission to EPRA for Retail of Petroleum Products renewal. b) Click on the Choose Files button. Go to where the document is saved, select it and then click Open c) Once you have browsed and selected all the required Files, click on <a href="#">Upload Files</a>	–	License applicant
6.11	Once you submit your license renewal application, you will receive an email confirming submission of the application	–	Automated system
6.12	You can see the status of the application by logging to your account, go to License Management, and click on <a href="#">Application History</a> The Renewal Application will be reviewed and if materially complete, a licence will be issued within 30 days for Physical collection.	–	License applicant
<b>7. License Amendment Application</b>			
7.1	Visit EPRA website, i.e., <a href="http://www.epra.go.ke">www.epra.go.ke</a> , scroll down and go to <a href="#">Online Services Portal</a> , click on Licence Application	–	License applicant
7.2	Access your individual account by entering your username, password, and the Security Code then click on <a href="#">Login</a>	–	License applicant
7.3	Go to license management and click on <a href="#">My Licenses</a>	–	License applicant
7.4	Go to the license you want to amend and click on <a href="#">View Licence</a>	–	License applicant
7.5	Click on Amend Licence	–	License applicant

7.6	Select the specific amendment Application you wish to pursue, e.g. Addition of Cylinder Brand (LPG) or Change of Premise	–	License applicant
7.7	Key in the specifics of the New brand you wish to apply under ' <a href="#">Details on this Change</a> ' click on Save data, attach the required Documentation then click on Submit amendment application	–	License applicant
7.8	Once you submit your license amendment application, you will receive an email confirming submission of the application	–	Automated system
7.9	You can see the status of the application by logging to your account, go to License Management, and click on the specific Licence amended, then follow along the Amendment history for the status of your amendment.  Your Application will be reviewed and if found to be materially Complete as per the Requirements, the amended licence will be issued within 30 days for download.	–	License applicant

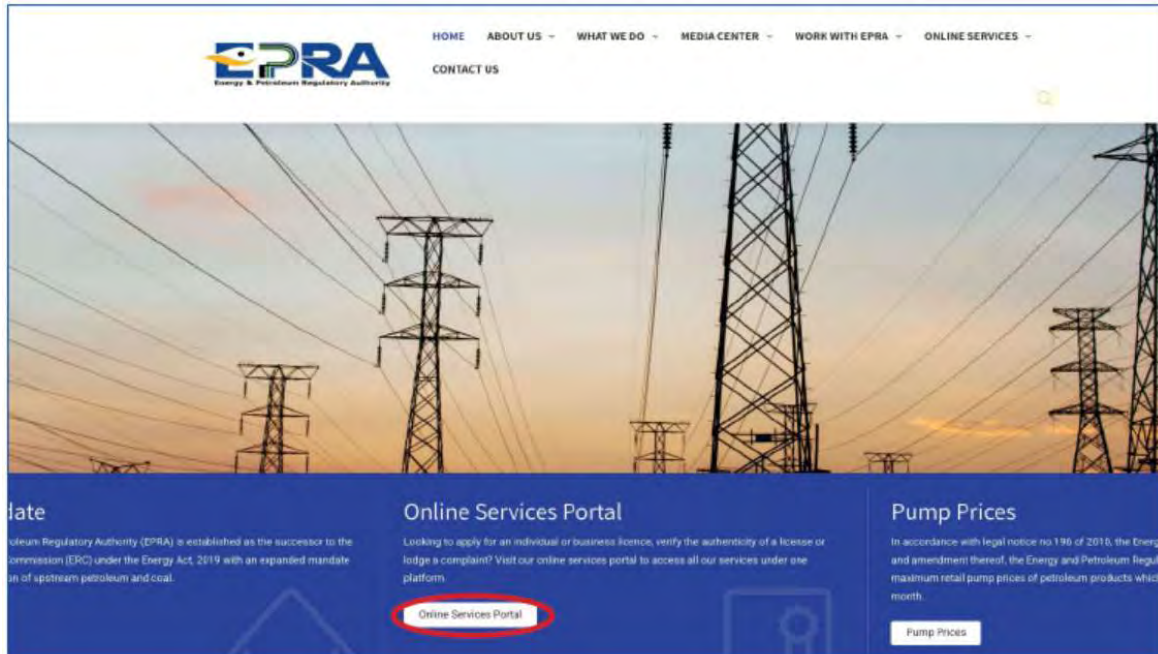
#### EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
The mandatory field(s) indicated by a red star (*) or the word <b>Mandatory</b> is not filled/provided	1.	The system displays error message on the field that has not been provided.	–	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 <a href="#">Application History</a>	–	Automated System
	2.	The pending application will indicate the Status as Draft. Click on <a href="#">Resume Application</a>	–	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 LICENSE APPLICATION

1.1 Visit the EPRA website: [www.epra.go.ke](http://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**

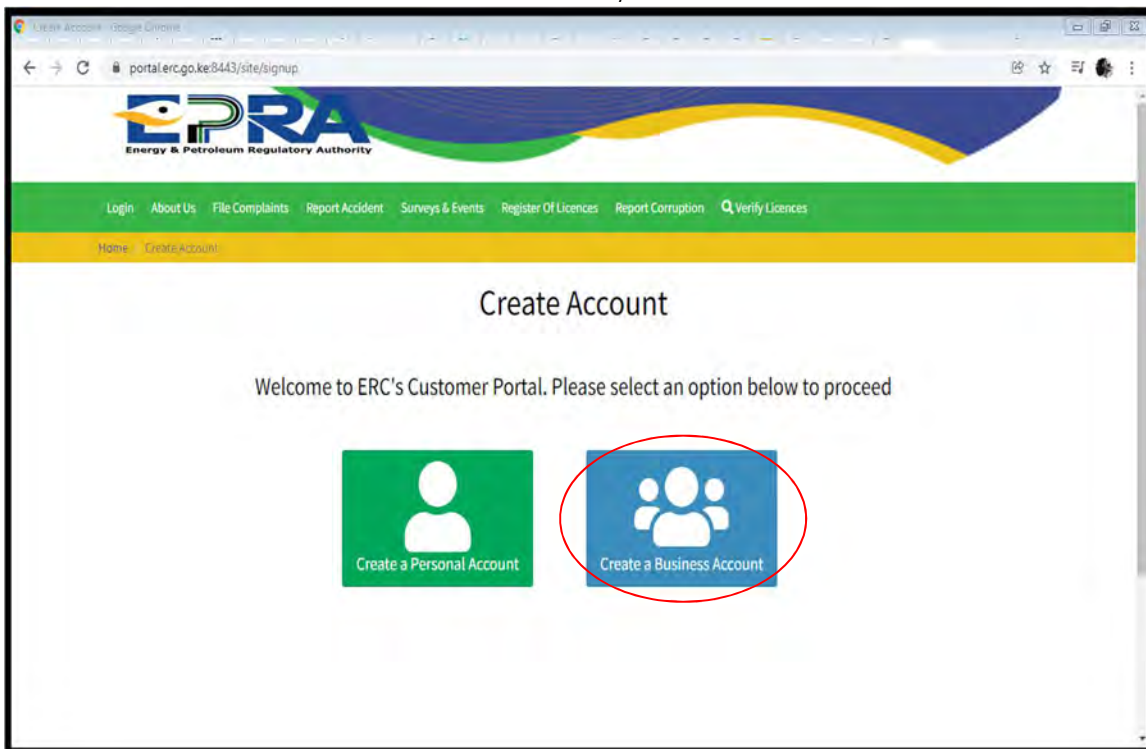
**deosy** Refresh

Remember Me

Login

Create Account Reset Password

## 1.2.2 Choose create Business account icon/tab



## 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 *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Other Names	National Id *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Login Details

UserName *	
<input style="width: 95%;" type="text"/>	
Email *	Phone Number *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Password *	Confirm Password *
<input style="width: 95%;" type="password"/>	<input style="width: 95%;" type="password"/>

Security Verification

Security Code \*

Please Type the Security Code above Here!

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

Dear xxxxxx

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=AITWxq3tDXcjn2ag32L16LJkbQIT7JN>

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



## EPRA Licencing Portal

**Username \***

**Password \***

**Security Code**  
 

Remember Me

[Create Account](#) [Reset Password](#)

1.4 Locate [Petroleum Sector](#), scroll down to [Petroleum Business Licence \(LPG\)](#) and select [Retail of LPG in Cylinders](#) then click continue with registration

declaration. Any employee given Powers of Attorney by a foreign director should provide a copy of their ID)  
 10. A colour photograph of the retail point clearly showing the cylinder holding cage and the neighbouring premises.

Press the button below to continue.

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

portal.erc.go.ke:8443/site/profile?Category=62&LicenceTypeID=4

**EPRA**  
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Home > Licence Application

### Licence Application: Petroleum Business Licence (LPG) Retail of LPG in Cylinders

Bio Data Directors Description of Premises Cylinder Brand Type Documents Submit Application

**Company Name**  
Demonstration

**Email \*** onepiece@gmail.com **Telephone \*** 0700000000 **KRA PIN \*** A0000000

**Postal Address** 12345 **Postal Code** 00100 **Town** nairobi

**Physical Address \*** kayole

**Registration Date** [Calendar icon] [X] Registration Date **Business Permit No** **VAT Number**

**Business Type** **Business Registration No** **Designation**

1.6 Select the directors of the company, click on add directors, fill in the information then click save, once the information is saved click on next. In case data needs to be changed, click on edit

portal.erc.go.ke:8443/site/profile?Category=62&LicenceTypeID=4

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Home > Licence Application

### Licence Application: Petroleum Business Licence (LPG) Retail of LPG in Cylinders

Bio Data Directors Description of Premises Cylinder Brand Type Documents Submit Application

#### Directors

**Director Name** **Nationality** **ID/Passport No.** **Director/Partner Type**

art kin lob	AFGHANISTAN	12345678	Director	Edit
-------------	-------------	----------	----------	------

<< Previous Next >>

**+ Add Directors**

portal.erc.go.ke:8443/site/profile?LicenceTypeID=4&Category=11&stage=14&LicenceClassID=0

### Add Directors

First Name \*  Middle Name  Last Name \*   
 Type ID \*  No. of Shares \*   
 Nationality \*  Residence  ID/Passport Number \*   
 Postal Address   
 Town  Postal Code   
 Telephone  Email \*  Fax

portal.erc.go.ke:8443/site/profile?Category=7&LicenceTypeID=4

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Home > License Application

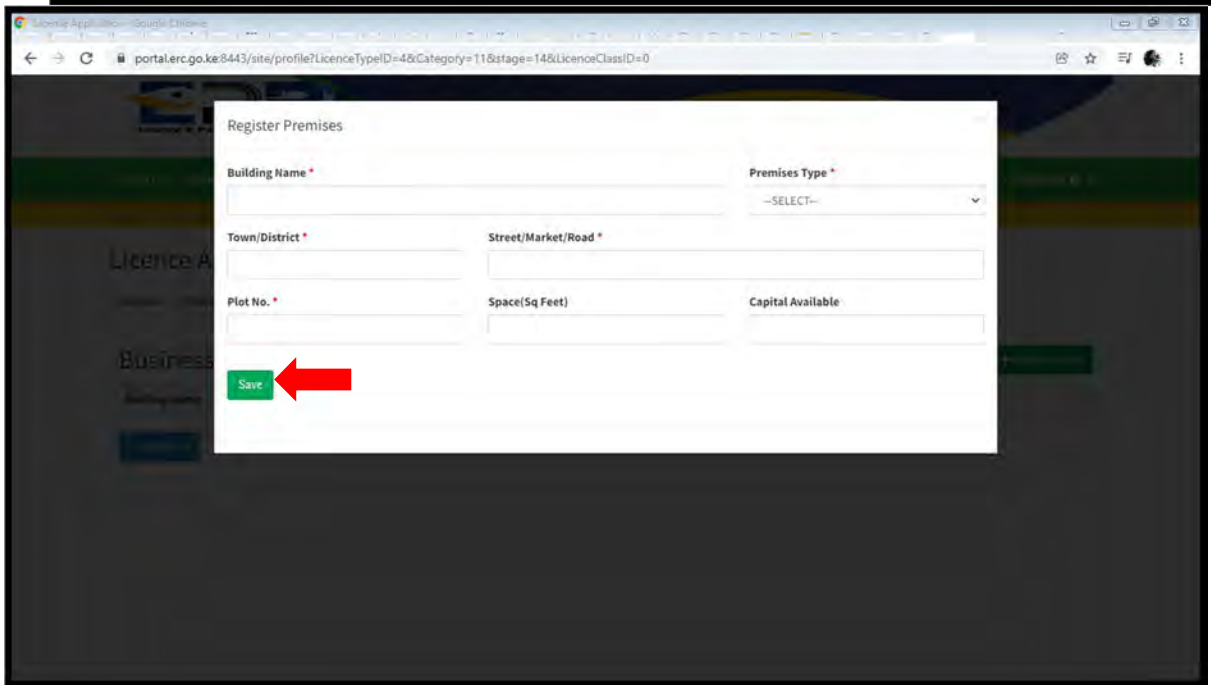
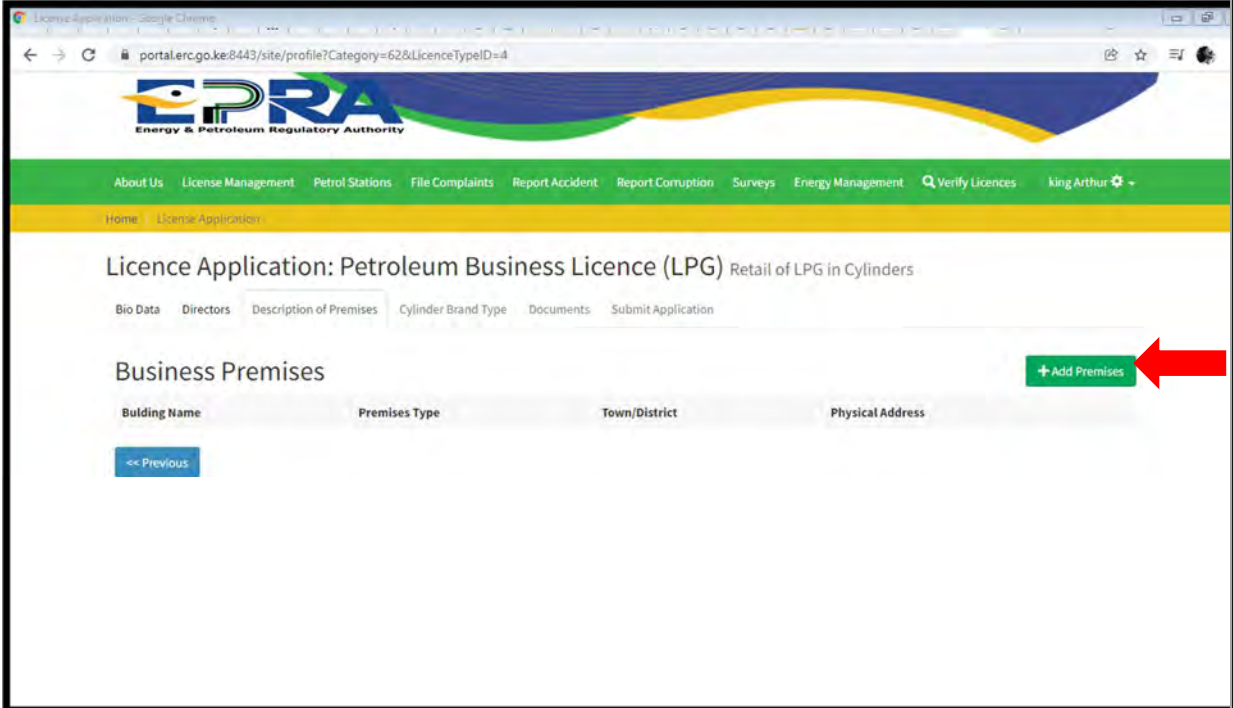
## Licence Application: Petroleum Business Licence (LPG) Import, Export and Wholesale of LPG in bulk

[Bio Data](#) [Directors](#) [Description of Premises](#) [Documents](#) [Submit Application](#)

### Directors

Director Name	Nationality	ID/Passport No.	Director/Partner Type	
art kin lob	AFGHANISTAN	12345678	Director	<a href="#">Edit</a>

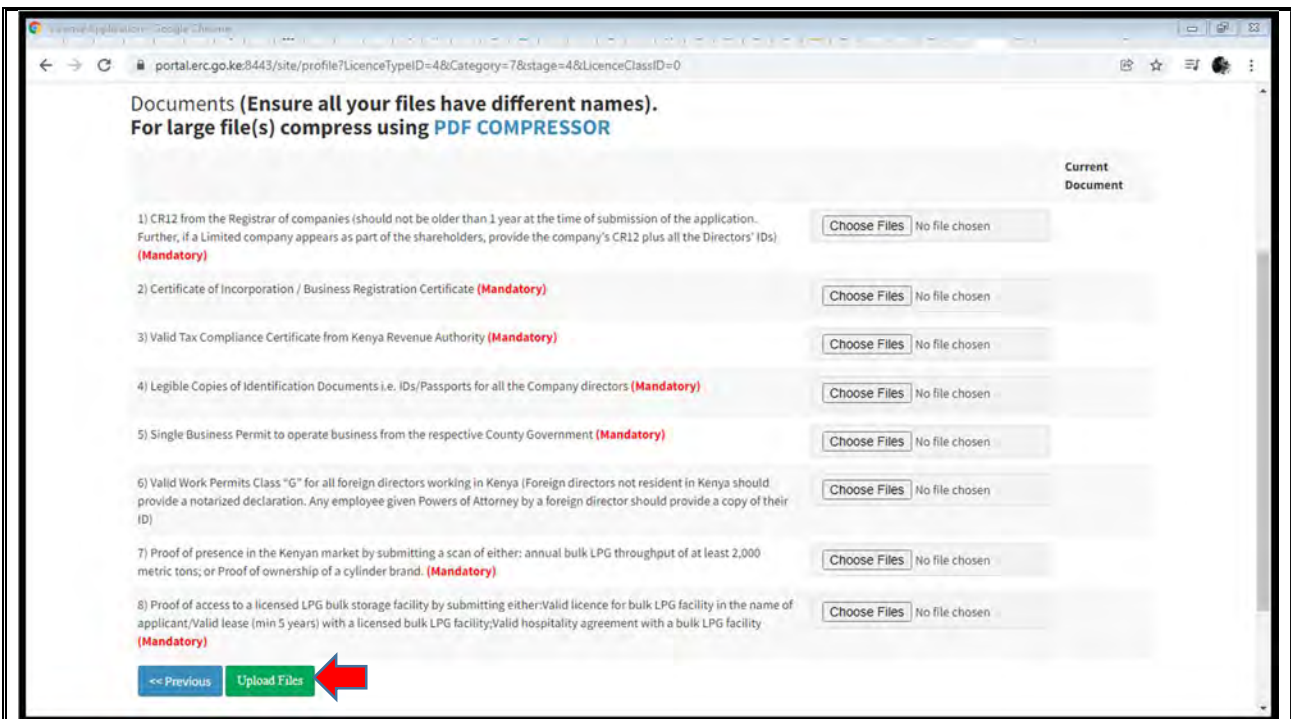
1.7 Select description of premises and click on Add Premises and fill in the sections, click save, then click next.



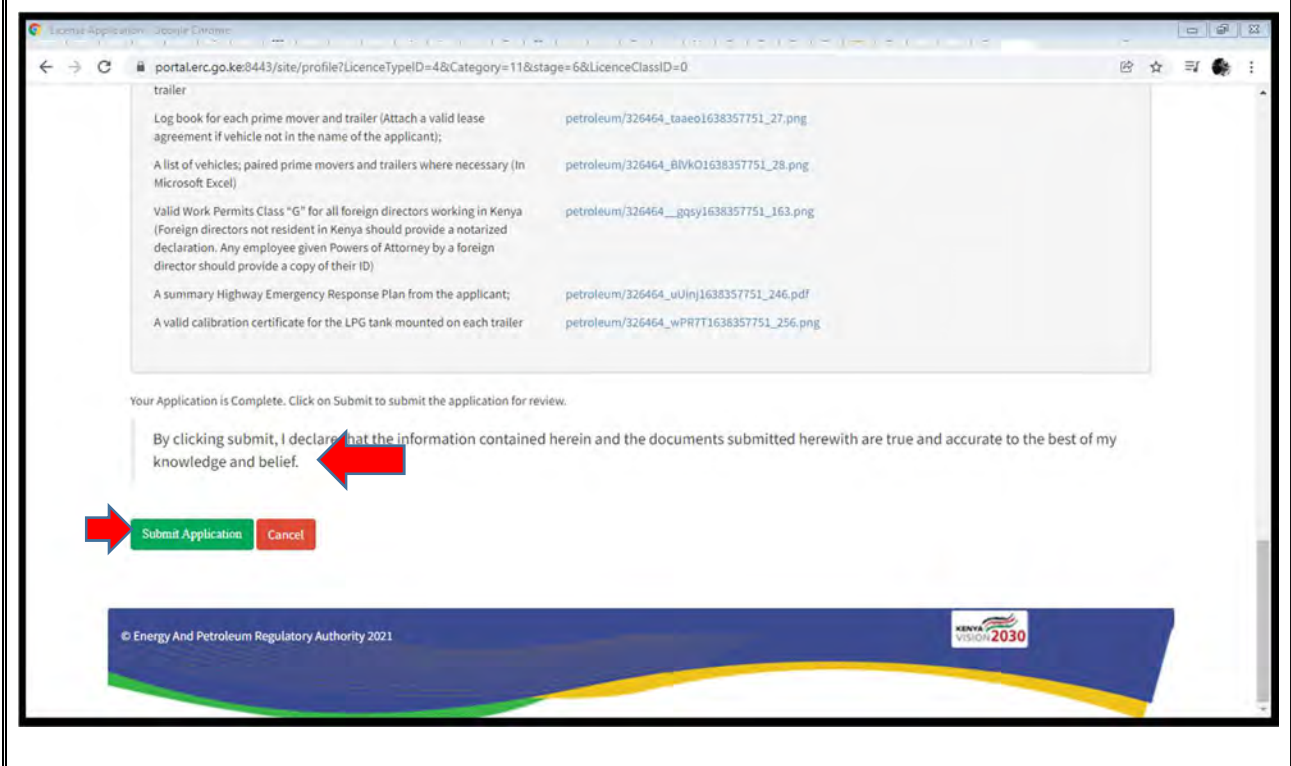
1.8 Indicate the type of Cylinder brand handled select then click save, once complete click next

The image consists of two screenshots from a web browser. The top screenshot shows the EPRA portal interface for a 'Licence Application: Petroleum Business Licence (LPG) Retail of LPG in Cylinders'. The page has a green header with the EPRA logo and a navigation menu. Below the header, there are tabs for 'Bio Data', 'Directors', 'Description of Premises', 'Cylinder Brand Type', 'Documents', and 'Submit Application'. The 'Cylinder Brand Types' section features a table with columns for 'Company Name' and 'LPG Name'. A green '+ Add LPG' button is located to the right of the table, with an orange arrow pointing to it. A blue '<< Previous' button is at the bottom left of the table. The bottom screenshot shows a 'Register LPG' modal dialog box. It contains a dropdown menu for 'LPG brand' with the text '--SELECT--'. A green 'Save' button is at the bottom left of the dialog, with an orange arrow pointing to it.

1.9 Select Documents click on choose file for each requirement browse and click on the file, once done then click upload files

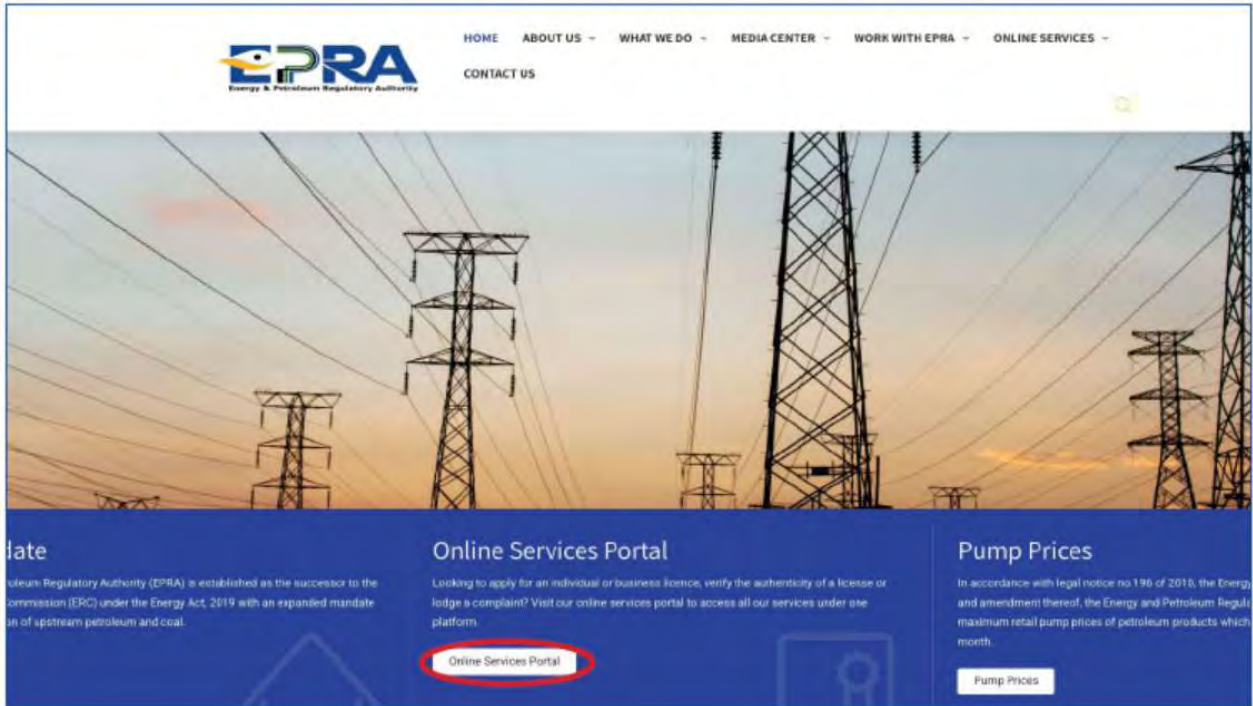


1.10 Move to the submit section and check whether all data provided is okay, then click Submit Application



## 2. LICENSE RENEWAL

2.1 Visit the EPRA website: [www.epra.go.ke](http://www.epra.go.ke) and click on the online services portal

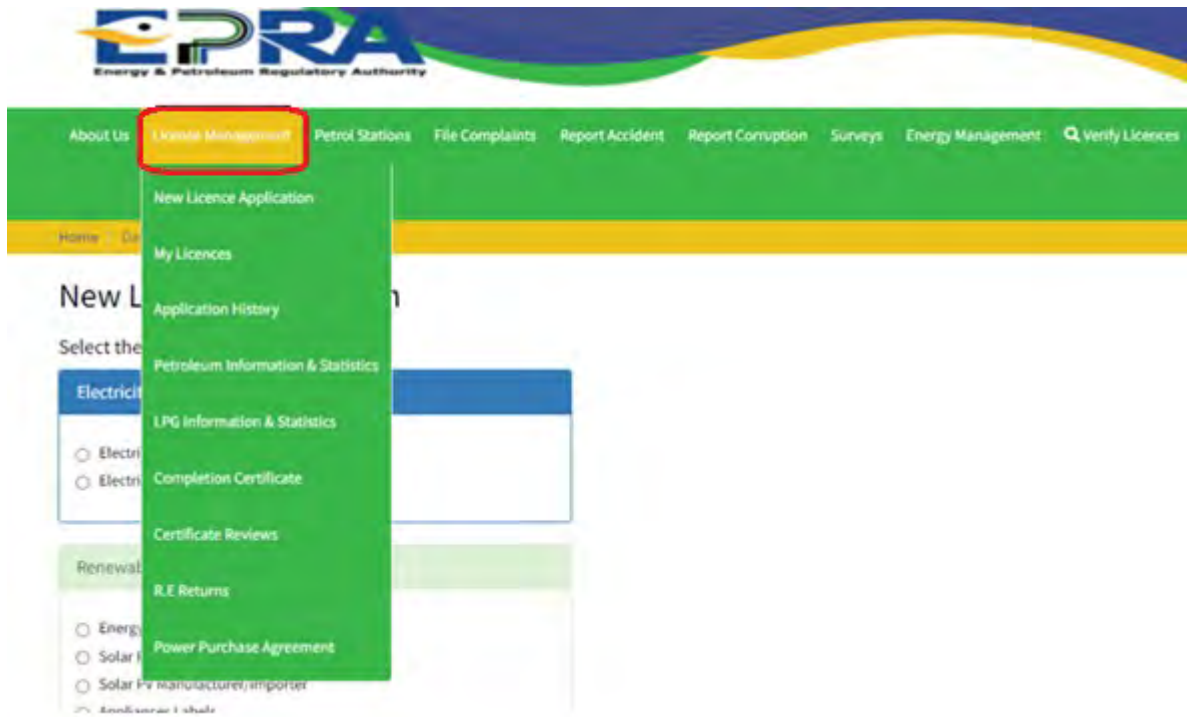


2.2 Login to your individual account using your username and password

The screenshot shows the EPRA Licencing Portal login form. The form includes the following fields and elements:

- Username** (required): A text input field containing the placeholder text 'username|'.
- Password** (required): A password input field with masked characters.
- Security Code**: A section featuring the 'joceli' logo, a 'Refresh' button, and a text input field with the placeholder text 'Please Type the Security Code above Here|'.
- Remember Me**: A checked checkbox.
- Login**: A prominent green button with the text 'Login' circled in red.
- Create Account**: A link located at the bottom left of the form.
- Reset Password**: A link located at the bottom right of the form.

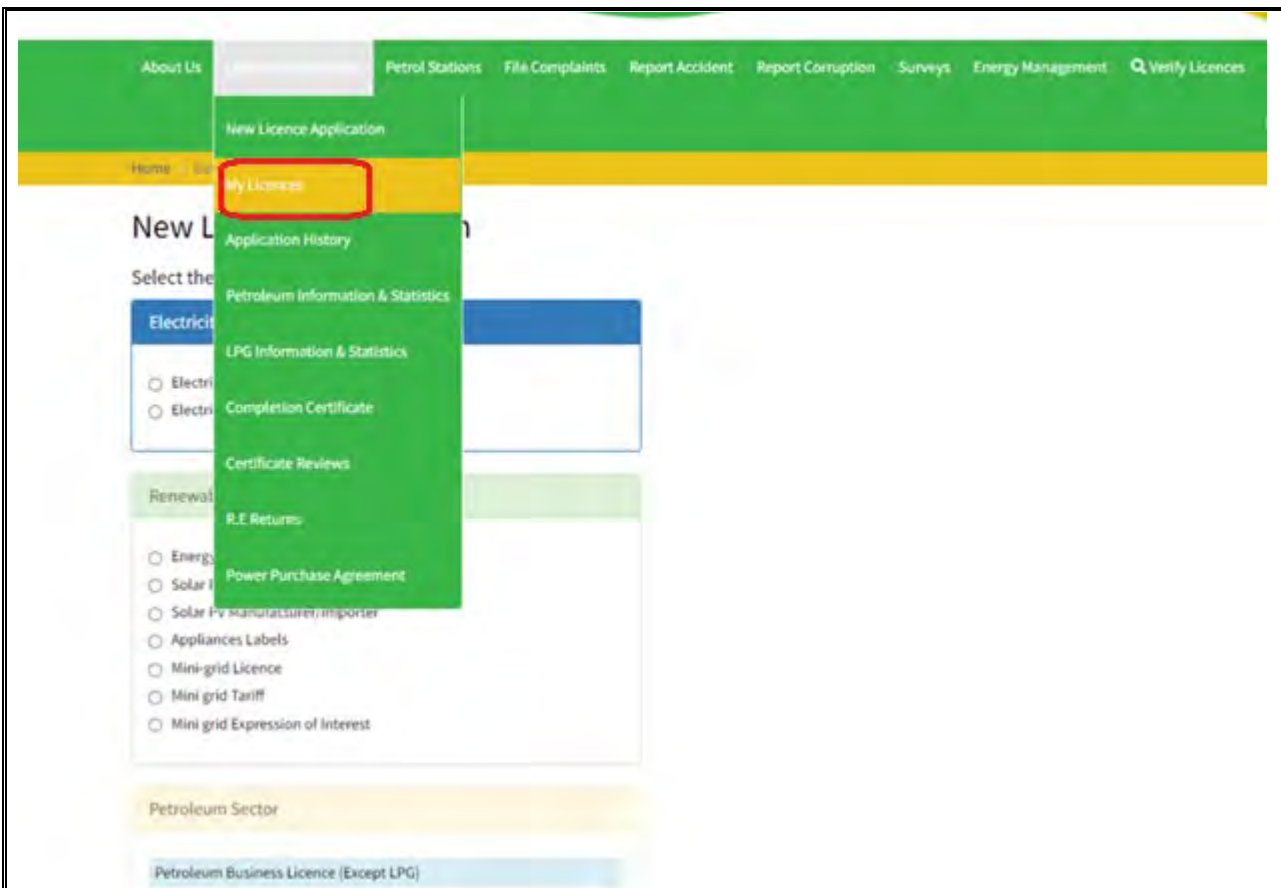
### 2.3 Go to license management



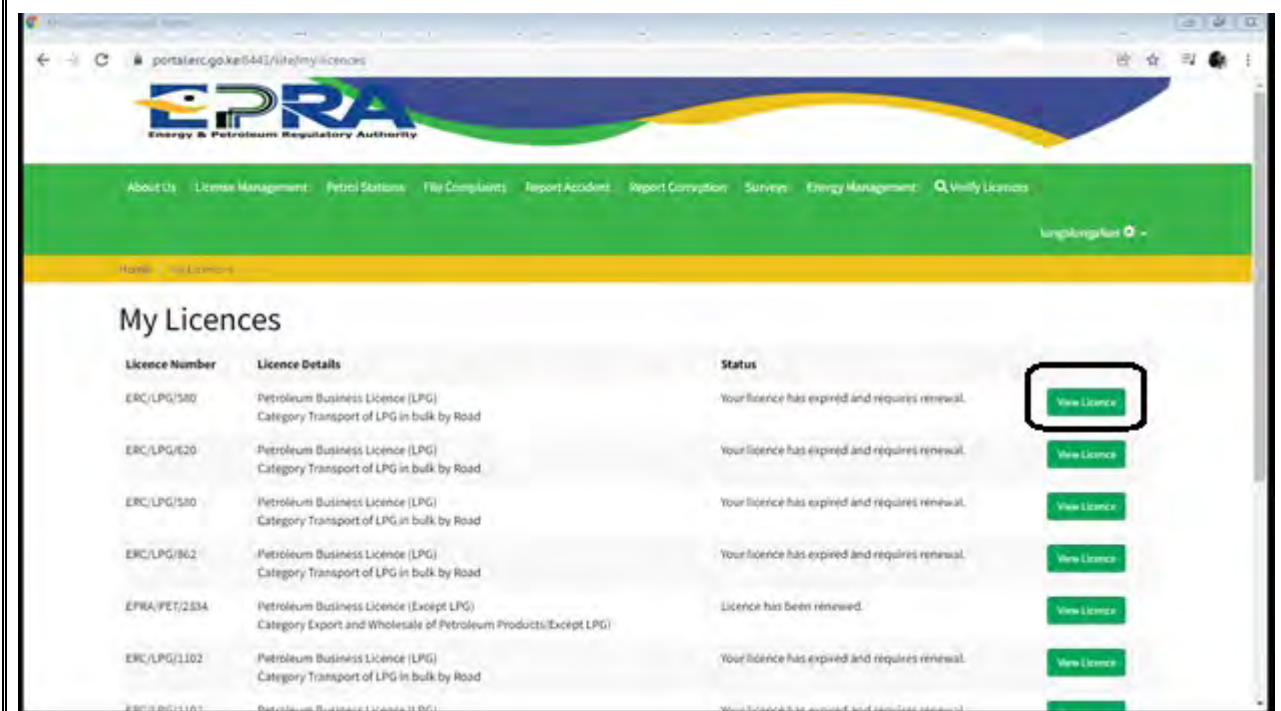
### 2.4 Click on My Licences

Energy & Petroleum Regulatory Authority





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



## 2.6 Proceed to apply for renewal of your licence by clicking Resume Renewal

### My Licence

<b>Sector</b>	Petroleum & Gas Sector
<b>Licence Details</b>	Petroleum Business Licence (LPG) Category Retail of LPG in Cylinders
<b>Licence Number</b>	EPRA/LPG/
<b>Application Date</b>	
<b>Expiry Date</b>	
<b>Status</b>	Your licence has expired and requires renewal.

[Renew Licence Now](#)[Download Licence](#)[Amend Licence](#)

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

### Licence Renewal: Petroleum Business Licence (LPG) (#)

Bio Data   Cylinder Brand Type   Documents   Submit Application

#### Company Name

Email \*

Telephone \*

KRA PIN \*

Postal Address

Postal Code

Town

Physical Address \*

Registration Date

Business Permit No

VAT Number

Business Type

Business Registration No

Designation

Mobile Number \*

Country

County \*


Next >>

## 2.8 Attach the required documents, then click upload files

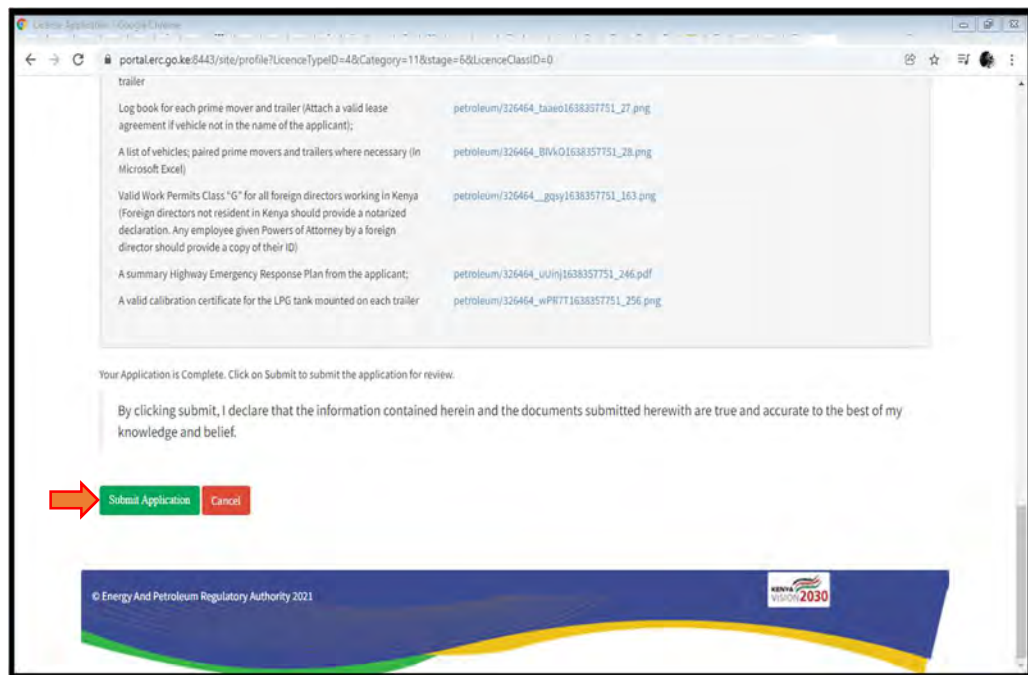
## Licence Renewal: Petroleum Business Licence (LPG) (#)

Bio Data   Cylinder Brand Type   Documents   Submit Application

Documents **(Ensure all your files have different names).**  
**For large file(s) compress using PDF COMPRESSOR**

	Current Document
1) CR12 from the Registrar of companies (should not be older than 1 year at the time of submission of the application. Further, if a Limited company appears as part of the shareholders, provide the company's CR12 plus all the Directors' IDs) <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
2) Valid Tax Compliance Certificate from Kenya Revenue Authority <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
3) Legible Copies of Identification Documents i.e. IDs/Passports for all the Company directors <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
4) Single Business Permit to operate business from the respective County Government <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
5) Proof of ownership of at least 5,000 cylinders of either 0.5,1,3,6 or 13kg or a written authority for distributorship of a particular brand from a licensed LPG cylinder brand owner; <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
6) Scanned original copy of a valid weighing scale calibration certificate from Weights and Measures department <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
7) Scanned original copy of a valid fire certificate for the premises from the County Government <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
8) Valid Work Permits Class "G" for all foreign directors working in Kenya (Foreign directors not resident in Kenya should provide a notarized declaration. Any employee given Powers of Attorney by a foreign director should provide a copy of their ID)	<input type="button" value="Choose Files"/> No file chosen
9) A colour photograph of the retail point clearly showing the cylinder holding cage and the neighbouring premises. <b>(Mandatory)</b>	<input type="button" value="Choose Files"/> No file chosen
<input type="button" value="Upload Files"/> 	

### 2.9 Submit your Renewal application for Review



portal.erc.go.ke/6443/site/profile?LicenceTypeID=4&Category=11&Stage=60&LicenceClassID=0

trailer	
Log book for each prime mover and trailer (Attach a valid lease agreement if vehicle not in the name of the applicant);	petroleum/326464_taaeo1638357751_27.png
A list of vehicles; paired prime movers and trailers where necessary (in Microsoft Excel)	petroleum/326464_BIVAO1638357751_28.png
Valid Work Permits Class "G" for all foreign directors working in Kenya (Foreign directors not resident in Kenya should provide a notarized declaration. Any employee given Powers of Attorney by a foreign director should provide a copy of their ID)	petroleum/326464_ggyv1638357751_163.png
A summary Highway Emergency Response Plan from the applicant;	petroleum/326464_uUin1638357751_246.pdf
A valid calibration certificate for the LPG tank mounted on each trailer	petroleum/326464_wPR771638357751_256.png

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.

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KENYA VISION 2030

2.10 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 Retail of LPG in Cylinders/ Retail of Petroleum Products renewal application

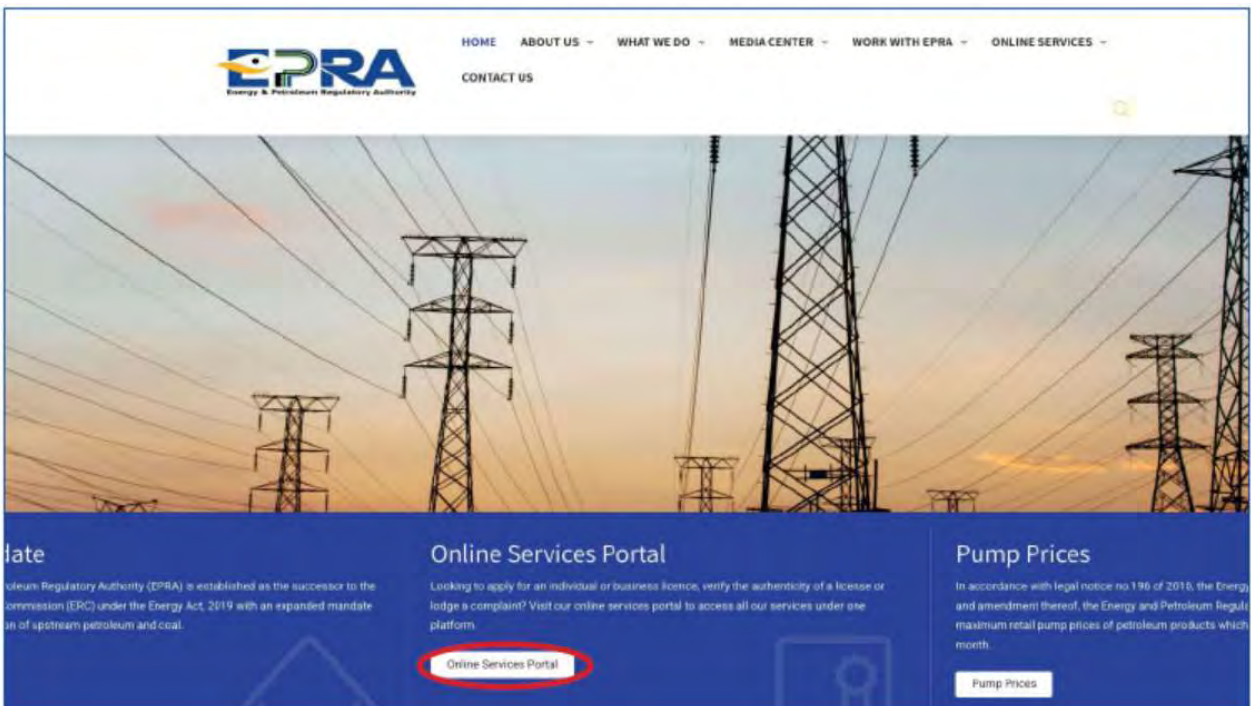
Our Team is doing their best to review your application and will keep communicating to you on the progress

Kind Regards,

Licencing Systems

### 3. LICENCE AMENDMENT

3.1 Visit the EPRA website: [www.epra.go.ke](http://www.epra.go.ke) and click on the online services portal




3.2 Login to your individual account using your username and password

# EPRA Licencing Portal

**Username \***

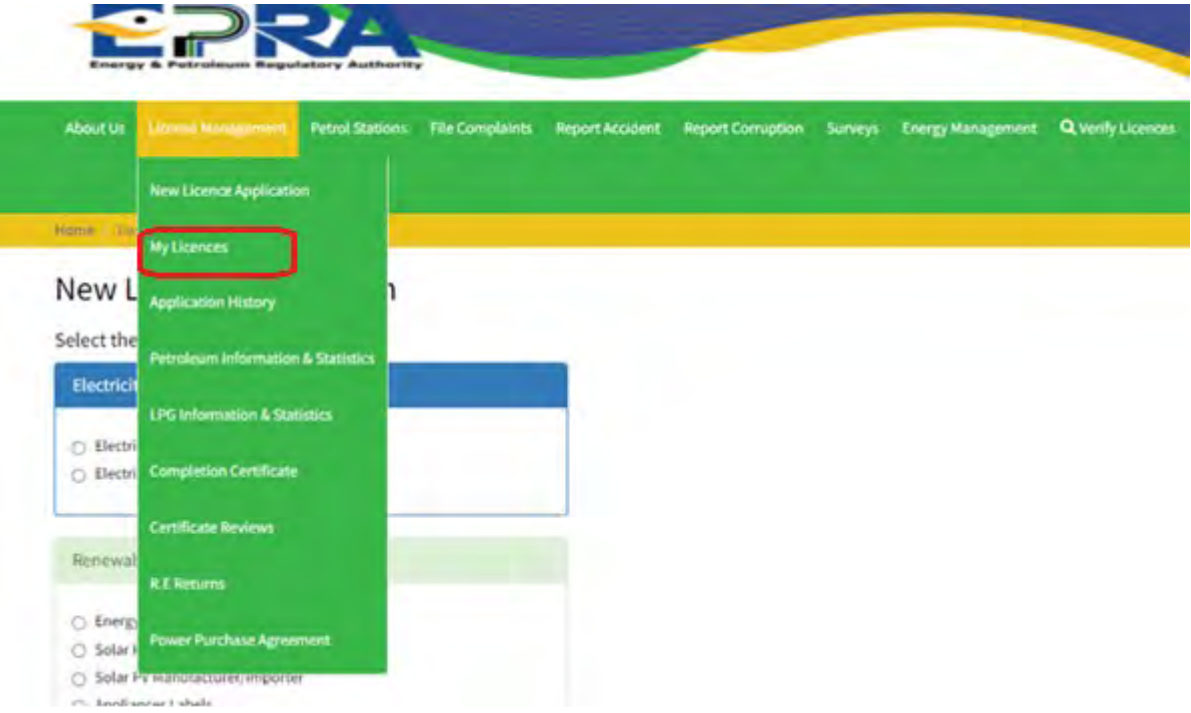
**Password \***

**Security Code**  


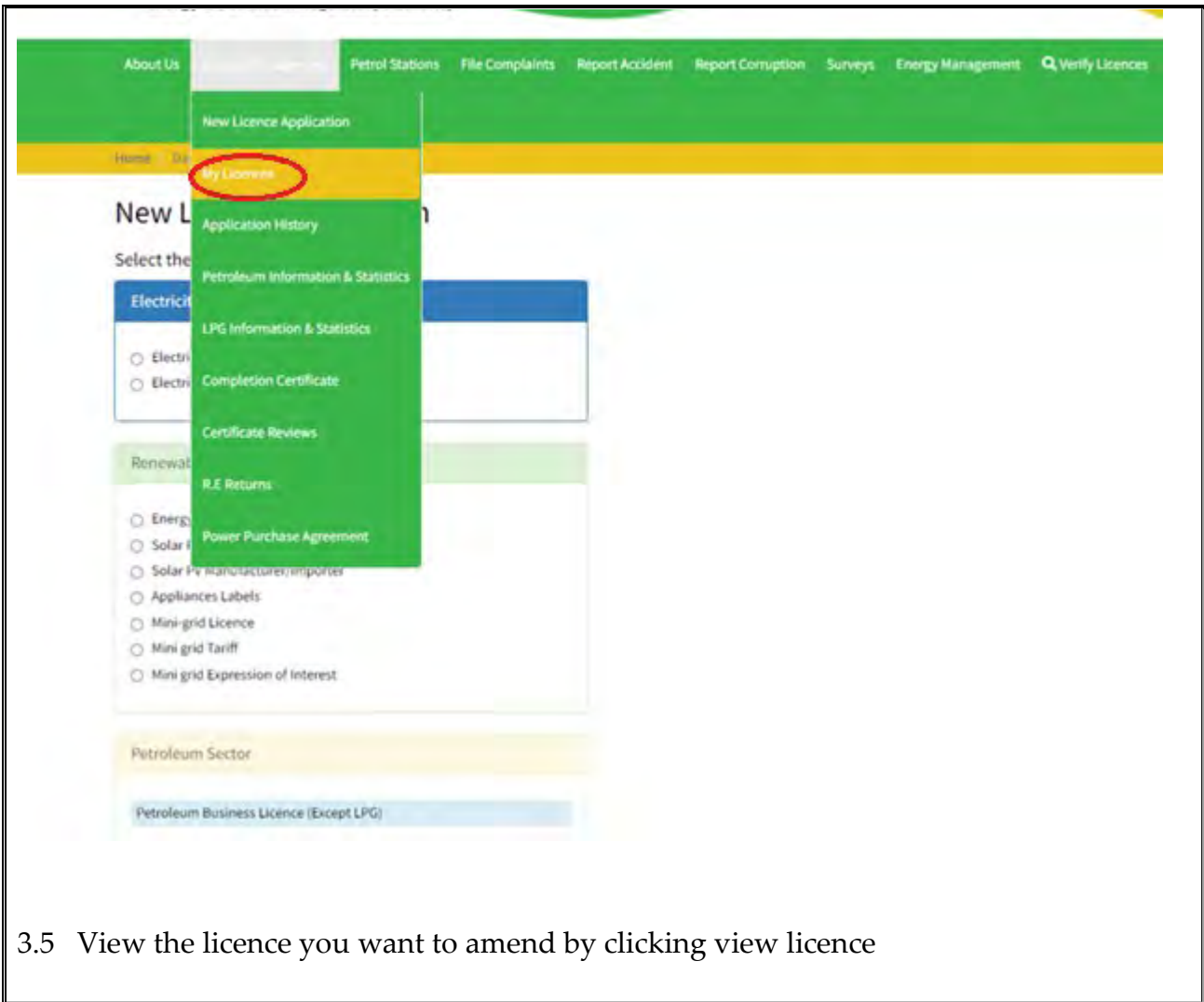
Remember Me

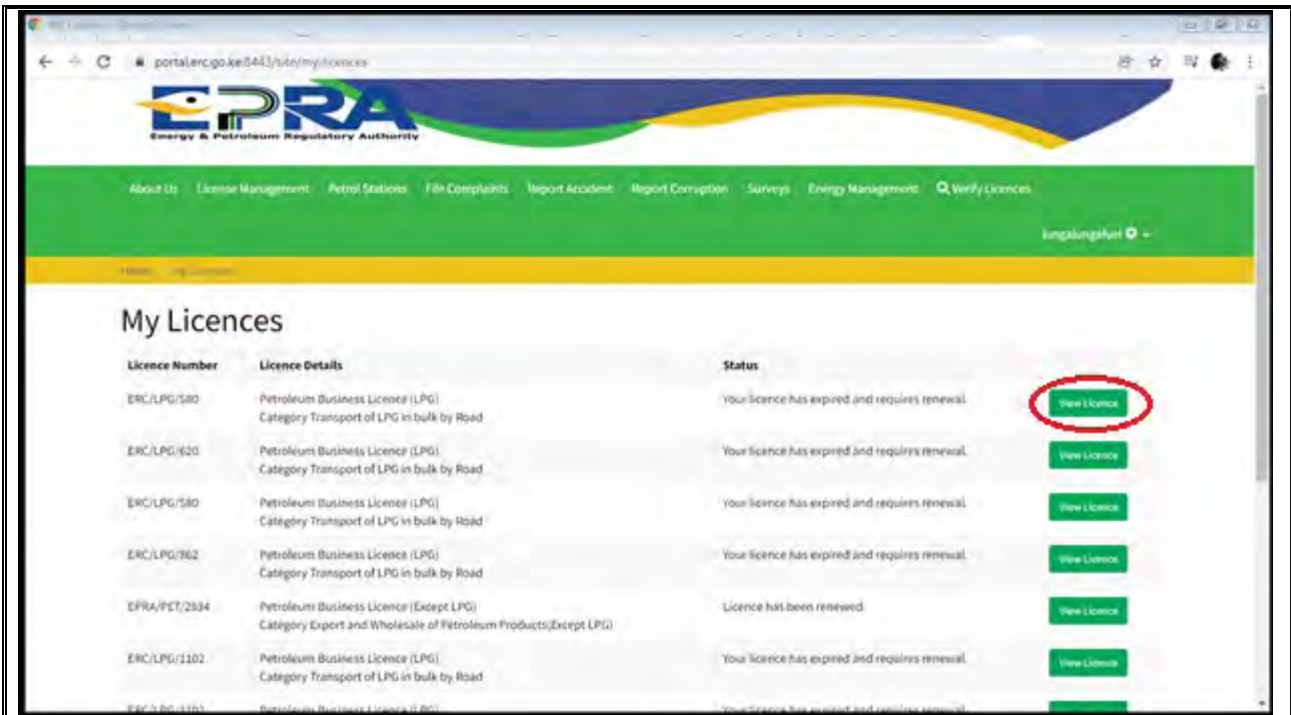
[Create Account:](#) [Reset Password](#)

3.3 Go to license management



3.4 Click on My Licences

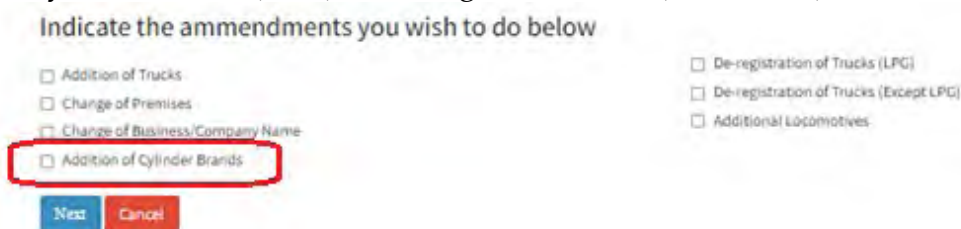




3.6 Proceed to apply for amendment of your licence by clicking on 'Amend Licence'



3.7 Select the specific amendment Application you wish to pursue, e.g. Addition of Cylinder Brand (LPG) or Change of Premise (Petroleum);



3.8 Proceed to list the brands to include (LPG) or correct the Details of Premise as shown below

**Licence Ammendment** Back

**Amendment Details**

**01 ADDITION OF CYLINDER BRANDS**

**Details on this Change**

**Supporting Documents**

Proof of ownership of at least 5,000 cylinders of either 13.6 or 13kg/Written authority for filling from the LPG cylinder brand owners Choose Files No file chosen

Proof of Cylinder brand ownership registration from Kenya Industrial Property Institute (KIPI) / Letter of authority from brand owner Choose Files No file chosen

By clicking "Save Data", I declare that the information contained herein and the documents submitted herewith are true and accurate to the best of my knowledge and belief.

Save Data Delete Request

Submit Amendment Application

**Licence Ammendment** Back

**Amendment Details**

**01 ADDITION OF CYLINDER BRANDS**

**Details on this Change**

Addition of P-gas as a brand, find attached the Hospitality agreement

**Supporting Documents**

Proof of ownership of at least 5,000 cylinders of either 13.6 or 13kg/Written authority for filling from the LPG cylinder brand owners View Delete

Proof of Cylinder brand ownership registration from Kenya Industrial Property Institute (KIPI) / Letter of authority from brand owner View Delete

By clicking "Save Data", I declare that the information contained herein and the documents submitted herewith are true and accurate to the best of my knowledge and belief.

Save Data Delete Request

3.9 Attach the required documents, then click upload files, once you key in under [Details on this change](#), you will activate the [Submit amendment application](#) for review, Once you submit your amendment application, you will receive a confirmation email.



## **ANNEX 1: REQUIREMENTS**

### **a) Requirements for Licence for Retail of LPG in Cylinders:**

1. Certificate of Incorporation / Business Registration Certificate;
2. CR12 from the Registrar of companies not be older than 1 year at the time of submission of the application. If a Limited company appears as part of the shareholders, provide the company's CR12 plus all the Directors' IDs;
3. Legible Copies of Identification Documents (*IDs/Passports for all the directors*);
4. Work Permits Class "G" for all foreign directors working in Kenya. Foreign directors not resident in Kenya should provide a notarized declaration and any employee given Powers of Attorney by a foreign director should provide a copy of their identification document;
5. Tax Compliance Certificate for the applicant;;
6. Single Business Permit for the premises of operation from the respective County Government;
7. Proof of ownership of at least 5,000 cylinders of either 0.5,1,3,6 or 13kg or a written authority for distributorship of a particular brand from a licensed LPG cylinder brand owner;
8. Fire Clearance Certificate for the premises from the respective County Government;
9. A certificate of weighing scale calibration from the Department of Weights and Measures; and
10. A colour photograph of the retail point clearly showing the cylinder holding cage and the neighbouring premises.

### **b) Requirements for Licence for Retail of Petroleum Products (Except LPG):**

1. Certificate of Incorporation / Business Registration Certificate;
2. CR12 from the Registrar of companies not be older than 1 year at the time of submission of the application. If a Limited company appears as part of the shareholders, provide the company's CR12 plus all the Directors' IDs;
3. Legible Copies of Identification Documents (*IDs/Passports for all the directors*);
4. Work Permits Class "G" for all foreign directors working in Kenya. Foreign directors not resident in Kenya should provide a notarized declaration and any employee given Powers of Attorney by a foreign director should provide a copy of their identification document;
5. Valid Tax Compliance Certificate for the applicant;
6. Single Business Permit for the premises of operation from the respective County Government;
7. Proof of ownership of the retail facility through a title deed or a registered lease in the name of applicant;

8. An Environmental Impact Assessment licence from NEMA for the facility;
9. A Fire Clearance Certificate for the facility from the respective County Government;
10. Certificate of Compliance with the Physical Planning Act 2019;
11. A certificate of registration of the facility as a work place from the Directorate of Occupational Safety and Health Services;
12. A calibration certificate for each petroleum storage tank at the facility;
13. A certificate of calibration of the petroleum dispensing units' meters from the Department of Weights and Measures;
14. A pressure test report for the petroleum tanks and pipelines at the facility;
15. A colour photo of the facility clearly showing the frontage and the forecourt; and
16. An up to date Emergency Response Plan from the applicant.

