REPUBLIC OF KENYA		thority	
Institution/Organization Name:	Energy & Petroleum R	legulatory A	uthority
Affiliations; Ministry / Department/	Ministry of Energy		
County/ Parent Company:			
Economic Sector Alignment:	Petroleum Sector		
Big 4 Alignment:	Enabler		
Accounting Officer:	Daniel Kiptoo Bargori	a, Director (General
Period: FY	2021/2022		
Process Documentation	<u>.</u>		
Service Name	Application and Ren License (LPG)		
Brief Description	Procedure for applica		
Document Purpose/ Service	Business license(LPG)		
	Products License in ac		
	facility Construction and	e	0
	The Petroleum (Liquefied	l Petroleum G	as) Regulations, 2019
Document Control:	Revision Zero (0)		
Change Record/ Version Number Process Owner:	En a. Educand Mariniai I	V:	
Name and Position	Eng. Edward Mwirigi Director, Mid and Dow	-	roloum and Cas
Process Writer (s);		Instream ret	Toleulli allu Gas
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., <u>www.epra.go.k</u> e,	_	License applicant
scroll down and go to Onl	1 0		
Licence Application.			
2. a) For a new license applie	cation proceed to Step 3		
b) For license renewal go	to Step 6		
3. New License Application			
3.1 a) For new applicants with	nout an account proceed	to Step 4-Ste	p5
b) If you have an existing	account go to Step 6		

	new applicants without an account		
4.1	Click on Create Account to create a new account	-	License applicant
4.2	Click on Create a Business Account	-	License applicant
4.3	Fill in your personal details, and login details, type in the security code, and then click Sign-up.	-	License 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	-	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
5. For	New applicants		
5.1	Access your individual account by entering your username, password, and the Security Code then click on Login	-	License applicant
5.2	 a) Select Licence Management click on New Licence Application scroll down to Petroleum/LPG Sector. Under Petroleum Sector, locate Petroleum Business Licence (LPG)/ Petroleum Business Licence (Except LPG) and select Retail of LPG in Cylinders/Retail of Petroleum Products. 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 	-	License applicant
5.3	Fill in the required personal details under the Bio Data Section then click Next	_	License applicant
5.4	Fill in the required details under the Director Section then click Next	-	License applicant
5.5	Fill in the required details under the Description of Premises, then Click on Next	-	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 Upload Files 	_	License applicant
5.7	Under Submit Applications, confirm all information regarding to the category of licence selected is well inputted, once done click on Submit Application.	_	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 Application History The Application will be reviewed and if materially complete, a licence will be issued within 30 days for Physical collection. 	_	License applicant
6. Lice	ense Renewal Application		
6.1	Visit EPRA website, i.e., <u>www.epra.go.ke</u> , scroll down and go to Online Services Portal, click on Licence Application	-	License applicant
6.2	Access your individual account by entering your username, password, and the Security Code then click on Login	_	License applicant
6.3	Go to license management and click on My Licenses	-	License applicant
6.4	Go to the license you want to renew and click on View Licence	-	License applicant
6.5	Apply for renewal of the licence by clicking Resume Renewal	-	License applicant
6.6	Fill in the required personal details under the Bio Data Section then click Next	-	License applicant

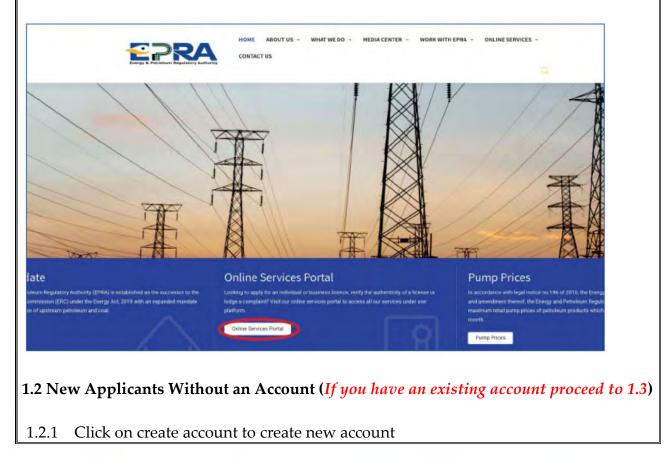
6.7	Fill in the required details under the Director	_	License applicant
	Section then click Next		
6.8	Fill in the required details under the Description of	-	License applicant
	Premises, then Click on Next		
6.10	Under Documents Section, for every requirement	-	License applicant
	do the following;		
	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		
(11	required Files, click on Upload Files		
6.11	Once you submit your license renewal application,	—	Automated system
	you will receive an email confirming submission of the application		
6.12	You can see the status of the application by logging		Liconco applicant
0.12	to your account, go to License Management, and	_	License applicant
	click on Application History		
	The Renewal Application will be reviewed and if		
	materially complete, a licence will be issued within		
	30 days for Physical collection.		
	, , , , , , , , , , , , , , , , , , ,		
7.	License Amendment Application		
7.1	Visit EPRA website, i.e., <u>www.epra.go.ke</u> , scroll	—	License applicant
	down and go to Online Services Portal, click on		
	Licence Application		
7.2	Access your individual account by entering your	_	License applicant
	username, password, and the Security Code then		
	click on Login		
7.3	Go to license management and click on My	-	License applicant
	Licenses		
7.4	Go to the license you want to amend and click on	_	License applicant
	View Licence		
7.5	Click on Amend Licence		License applicant

7.6	Select the specifi	c ame	ndment Application you	_		Licens	se applicant
7.0	-		dition of Cylinder Brand			LICCI	e application
	(LPG) or Change	0	-				
7.7			e New brand you wish to			Licens	se applicant
/			this Change' click on Save			Licent	e application
			Documentation then click				
	on Submit amend	-					
7.8			our license amendment	_		Autor	nated system
7.0			ceive an email confirming			110101	nated system
	submission of the		0				
7.9			the application by logging			Licens	se applicant
			License Management, and			2100110	
cli ale		0	nce amended, then follow				
	-		history for the status of				
	your amendment.		, ,				
	5						
	Your Application	will be	e reviewed and if found to				
	be materially Cor	nplete	as per the Requirements,				
	the amended licer	nce wil	l be issued within 30 days				
	for download.						
EXCEPTI	IONS TO THE NO	RMAI	L FLOWS				
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indicated	by a red star (*) or		message on the field that	has not			System
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The application was started but has not been submitted		1. Once you have logged in to th					Automated
		system, go to License				e Syste	
			Management and clie	ck on			
			Application History				
		2.	The pending application			-	Automated
			indicate the Status as Dra	ft. Click			System
			on Resume Application				
		3.	Proceed from Step 5.3 for			-	Automated
			license application and fro	om Step			System
			6.5 for license renewal				

PROCESS MAPS/VISUALS

1. NEW LICENSE APPLICATION

1.1 Visit the EPRA website: <u>www.epra.go.ke</u> and click on the online services portal



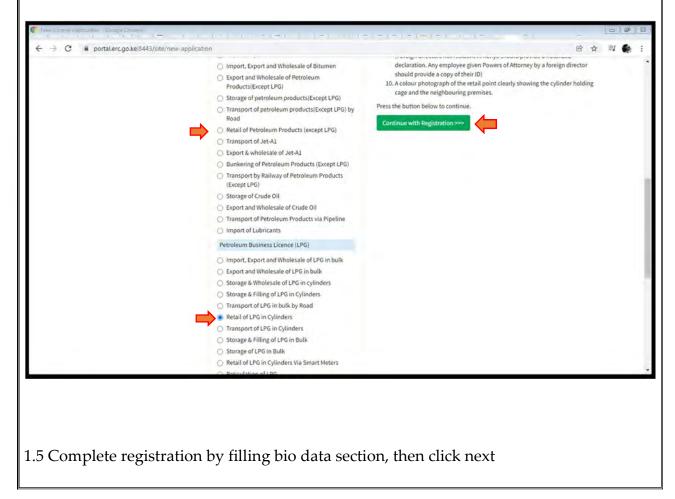
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Login					
Create Account	Reset Password				
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Login About Us File Complaints Report	Accident Surveys & Events Register O		rifyLicences		
Login About Us File Complaints Report	Accident Surveys & Events Register O	Licences Report Corruption Q W			

Personal Details		
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Other Names	National Id *	
Vicinia Natalta		
Login Details UserName *		
Email *	Phone Number *	
Password *	Confirm Password *	
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Security Verification		
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Dear xxxxx		
Welcome to the Energy 8	Petroleum Regulatory Authority Licensing Portal.	
	e to activate your account	
Please click the link helm	n to activate your account.	
Please click the link below		
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https://portal.erc.go.ke:84 If the link doesnt open, th Energy And Petroleum	y copying and pasting it on the address bar on your browser Regulatory Authority Nairobi	KDQUT7JN

1.3 Login to your individual account using your username and password

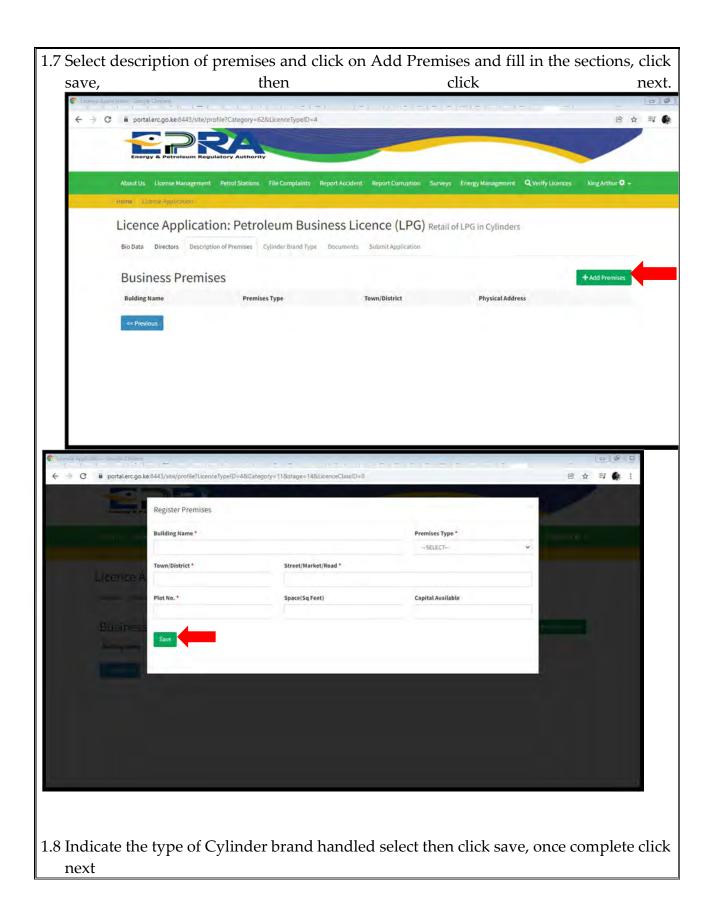
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Create Account:	Reset Password

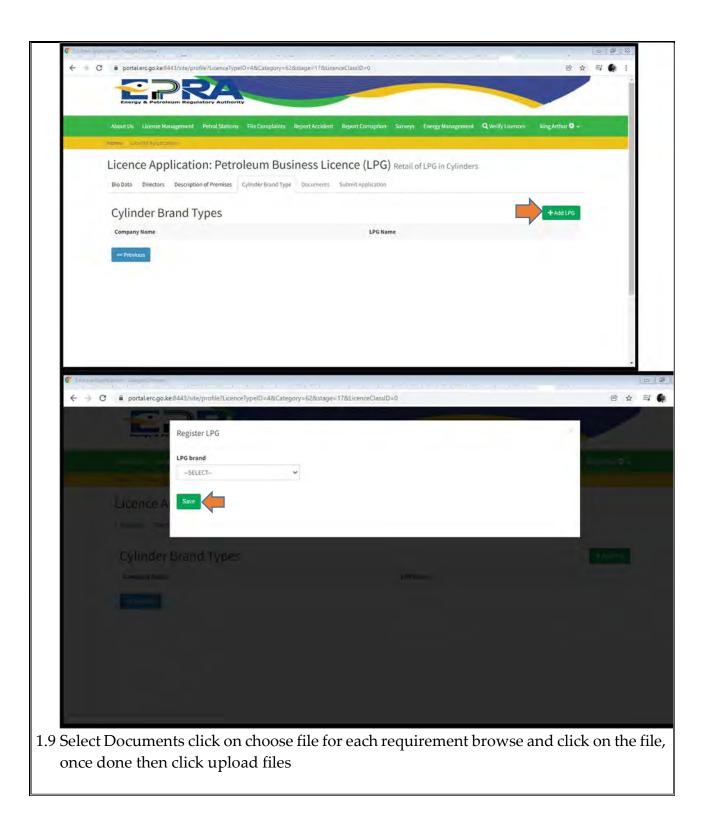
1.4 Locate Petroleum Sector, scroll down to Petroleum Business Licence (LPG) and select Retail of LPG in Cylinders then click continue with registration



About Us License Managem	ent Petrol Stations File Complain	ts Report Accident Réport Comupt	ion Surveys Energy Management Q, Verify Lice	nces king Arthur 🗘 😽
Home License Application				
Licence Applica	tion: Petroleum B	usiness Licence (LP	G) Retail of LPG in Cylinders	
Bio Data Directors Desc	ription of Premises Cylinder Brand	Type Documents Submit Applicat	ion	
Company Name				
Demonstration				
Email *	Tele	ephone *	KRA PIN *	
onepiece@gmail.com	0	70000000	A0000000	
Postal Address		tal Code	Town	
12345	0	0100	nairobi	
Physical Address *				
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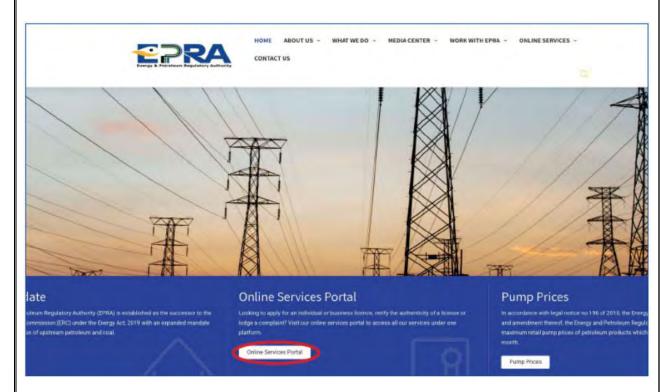
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	Documents (Ensure all your files have different names). For large file(s) compress using PDF COMPRESSOR					
			Current Document			
	1) CR12 from the Registrar of companies (should not be older than 1 year at the time of submission of the application. Further, if a Limited company appears as part of the shareholders, provide the company's CR12 plus all the Directors' IDs) (Mandatory)	Choose Files No file chosen				ł
	2) Certificate of Incorporation / Business Registration Certificate (Mandatory)	Choose Files No file chosen				
	3) Valid Tax Compliance Certificate from Kenya Revenue Authority (Mandatory)	Choose Files No file chosen				
	4) Legible Copies of Identification Documents i.e. IDs/Passports for all the Company directors (Mandatory)	Choose Files No file chosen				
	5) Single Business Permit to operate Business from the respective County Government (Mandatory)	Choose Files No file chosen				
	6) 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 (D)	Choose Files No file chosen				
	 Proof of presence in the Kenyan market by submitting a scan of either: annual bulk LPG throughput of at least 2,000 metric tons; or Proof of ownership of a cylinder brand. (Mandatory) 	Choose Files No file chosen				
	8) Proof of access to a licensed LPG bulk storage facility by submitting either Valid licence for bulk LPG facility in the name of applicant/Valid lease (min 5 years) with a licensed bulk LPG facility;Valid hospitality agreement with a bulk LPG facility (Mandatory)	Choose Files No file chosen				1
	« Previous Upload Files					
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1.10 Move to the submit section and check whether all data provided is okay, then click Submit Application

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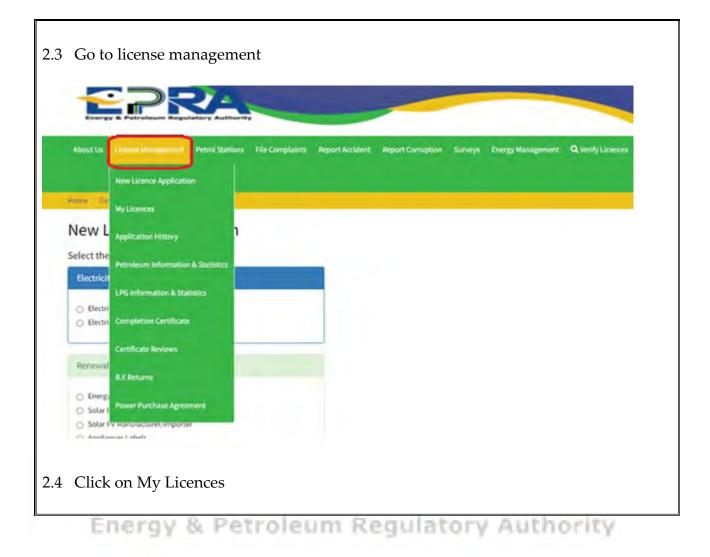
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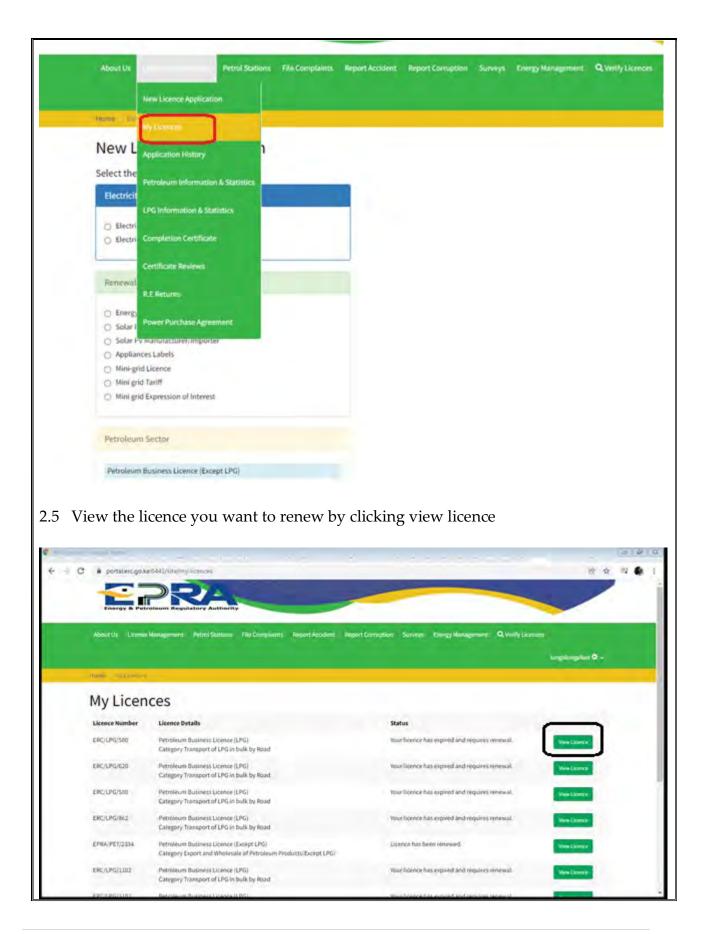
2.1 Visit the EPRA website: www.epra.go.ke and click on the online services portal



2.2 Login to your individual account using your username and password

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

My Licence		Renew Licence Now	Download Licence	Amend Licence
Sector	Petroleum & Gas Sector			
Licence Details	Petroleum Business Licence (LPG) Category Retail of LPG in Cylinders			
Licence Number	EPRA/LPG/			
Application Date				
Expiry Date				
Status	Your licence has expired and requires renewal.			

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

Company Name		
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Postal Address	Postal Code	Town
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Physical Address *		
EMBÁKASI		
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2) Valid Tax Compli	ance Certificate from Kenya Revenue Authority (Mandatory)		Choose Files No file chosen	
3) Legible Copies of	f Identification Documents i.e. IDs/Passports for all the Compar	ny directors (Mandatory)	Choose Files No file chosen	
4) Single Business (Permit to operate business from the respective County Govern	ment (Mandatory)	Choose Files No file chosen	
	nip of at least 5,000 cylinders of either 0.5,1,3,6 or 13kg or a writ om a licensed LPG cylinder brand owner; (Mandatory)	tten authority for distributorship of a	Choose Files No file chosen	
6) Scanned original (Mandatory)	I copy of a valid weighing scale calibration certificate from Weig	ghts and Measures department	Choose Files No file chosen	
	I copy of a valid fire certificate for the premises from the County	y Government (Mandatory)	Choose Files No file chosen	
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ID) 9) A colour photogr	aph of the retail point clearly showing the cylinder holding cag	e and the neighbouring premises.	Choose Files No file chosen	
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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

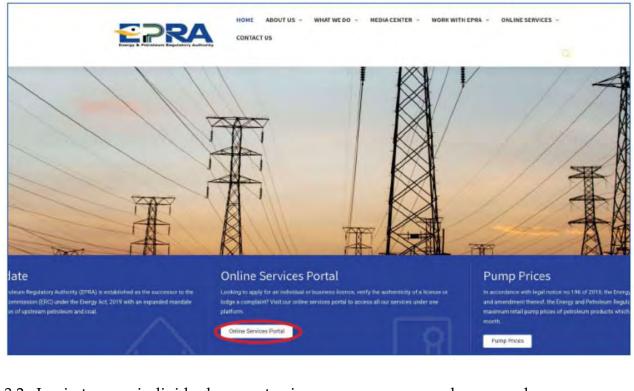
Our Team is doing their best to review your application and will keep communicating to you on the progress

Kind Regards,

Licencing Systems

3. LICENCE AMENDMENT

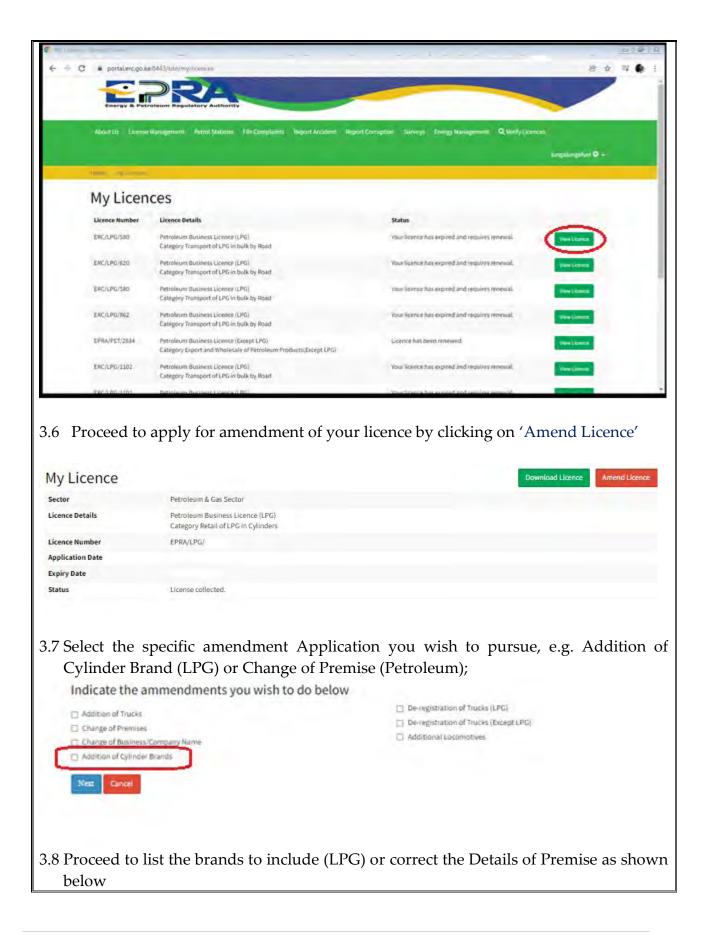
3.1 Visit the EPRA website: www.epra.go.ke and click on the online services portal



3.2 Login to your individual account using your username and password

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Ammendment Details		
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Details on this Change	Supporting Documents	
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#1 ADDITION OF CYLINDER BRANDS Details on this Change Addition of Prignass a brand, find attached the Hospitality agreement By clicking "Save Data", I declare that the information contained h	Proof of ormenship of at least 5,000 cyliniders of either L3,4 ar L3/eg/Written subtionity for filling from the LPG cylinider brand owners. Proof of Cylinider brand ownership registration from Nerse inoustive Property institute (KSPI) / Letter of authority from brand owner	
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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.

Energy & Petroleum Regulatory Authority

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.

