



## Customer Notice

**ATT: Kenya Ship Agents Association  
Kenya International Freight & Warehousing  
Association  
Shippers Council of East Africa**

The Authority's Cargo Handling Services are now officially on the Government Portal – Ecitizen. You can reach this page by logging into your individual Ecitizen Account and progressing to the Government Services module (You will locate the KPA Page with a KPA Logo). You can also access the page directly by logging onto <https://kpa.ecitizen.go.ke>

The new KPA Page provides visibility into the entire chain by employing technology to digitize both the operational and payment processes, offering real-time tracking for users to see all shipments and their documentation from a single access.

User manual and various other simplified portal operation guidelines have been provided on the page to enable ease of use.

However, the Authority will be willing to further facilitate physical classroom sensitization where there is a demand from your membership.

You will be required to coordinate these requests by providing a list of names of participants and their respective agencies on or before the 1<sup>st</sup> of March 2023.

This will enable us to return a schedule of the time slots and venues allocated to them for the Sensitization exercise. The attendance will be mandatory for the appointed time although we will allow you to manage switching of time slots amongst them on condition that you inform us 24hrs before the respective sessions for adequate planning.

Please be guided accordingly.

**Kenya Ports Authority**

**21<sup>st</sup> February 2023**