

KENYA VETERINARY BOARD RETENTION PAYMENT OPTIONS

OPTION 1. RETENTION PAYMENT THROUGH THE KVB ONLINE PRACTITIONER MANAGEMENT SYSTEM PLATFORM

1. Click on the **Apply** button on the retention section

2. Click on “New Retention Application”

[Home](#) / Registrations

Registrations

[New Retention Application](#)

Showing 1-1 of 1 item.

#	Registration Reg Number	Retention Year	Amount To Pay	Convenience fee	Status	Status	
1		2025	0	50	RetentionWorkflow/payment-confirmed	completed	 

3. Click renew and the applicable amount will be calculated by the system.

[info@kenyavetboard.or.ke](#)  +254-722 305 253 / +254-701 581 718



[Home](#) [My Tasks](#) [CPD](#) [My Profile](#) [Logout](#) ()

[Home](#) / [Retentions](#) / New Retention Application

New Retention Application

Retention Year

2026

Amount to Pay (an additional KES 50 will be automatically added for the e-Citizen convenience fee)

4000

[Save & Proceed to Payment](#)

4. Click the **Proceed to payment** button

[info@kenyavetboard.or.ke](#)  +254-722 305 253 / +254-701 581 718



[Home](#) [My Tasks](#) [CPD](#) [My Profile](#) [Logout](#) ()

Payment for Retention: 4000

TOTAL: 4000

[Proceed to pay through E-Citizen](#)

5. On the E-Citizen page, make payments with a method of your choice

PAYMENT REF		TOTAL BILL KES 4,050.00	
Select Payment Mode			
Pesalink	Standard Chartered Bank		
Pesaflow Direct	SBM Bank		
EcoBank	Sidian bank		
Absa Bank	Pesawise		
Consolidated Bank	Access Bank (KES)		
Diamond Trust Bank	Co-operative Bank (KES)		
Family Bank	I&M Bank		
Mpesa	National Bank		
RTGS	Stanbic Bank		

6. A system generated receipt confirmation will be available for download (Official KVB receipt)



**KENYA
VETERINARY
BOARD**

KENYA VETERINARY BOARD

Location: Upper Kabete Rd, Nairobi P.O Box 513-00605 Uthiru info@kenyavetboard.or.ke +254 722 305253

CUSTOMER COPY

Invoice No.:	ID No.:
Purpose: Payment for Retention	Name:
Date: 25 November 2025	Email:
Status: Confirmed	Tel:
KVB No.:	

DESCRIPTION	AMOUNT (KES)
Payment for Retention:	4000
E-Citizen Convenience fee:	50
TOTAL:	<u>4,050</u>

NOTE: This document is computer generated. It is a valid document issued under the authority of KENYA VETERINARY BOARD.



7. Your retention status will be updated and you shall be able to download your KVB Card

NOTE: This is applicable only to practitioners renewing their retention status after successful activation on the portal. Benefits of payment using this method include instant access to KVB services such as printing of the KVB ID (if CPD points are sufficient), verification of CPD points and licensing.

OPTION 2. KVB RETENTION PAYMENT PROCESS USING USSD

1. DIAL *222#
2. Select option 1
 - Select “Make payment”
3. On Payment Page, Select option 2 (Enter Service Code):
 - Enter the Service Code (Refer to the table below for service codes)
4. Client Reference
 - ***Name and KVB no of client***
5. Enter Amount
6. Confirmation and STK push page appears
7. Input your MPESA Pin No.
8. If Payment is successful the client will get a message notification on their device and payment is updated.

TABLE FOR SERVICE CODES

S/N	SERVICE NAME	Service Code
1	Retention (Veterinary Surgeons)	RTVS
2	Retention (Veterinary Technologists - Degree)	RVTD
3	Retention (Veterinary Technologists - Diploma)	VTTD
4	Retention (Veterinary Technicians - Certificate)	RVTC

NB: PLEASE NOTE THAT YOU CAN ONLY PAY FOR ONE SERVICE AT A TIME

NOTE: Payment using this method will result in a delayed update of your retention status in the online portal. Access to KVB services on the portal will be granted only after you have activated your account, uploaded proof of payment onto the portal and it has been confirmed by the Board.

OPTION 3. PAYMENT PROCEDURE FOR KENYA VETERINARY BOARD USING THE E-CITIZEN PORTAL

STEPS TO ACCESS THE KVB SERVICES ON THE E-CITIZEN PLATFORM

- 1. You must have an existing E-Citizen account**
2. Open any web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, Brave, etc.)
3. Copy and paste the link <https://kvb.ecitizen.go.ke/>. If you do not use the link and log into E-Citizen first, you will have to search for Kenya Veterinary Board among the agencies listed. Once you find it, search for the **Invoice Generator** link and click **apply now**
4. Scroll down to invoice generator and click on **apply now**
5. Click **login with E-Citizen**
6. Enter your ID number or email and put your E-Citizen password.
7. After logging in, a prompt shall appear asking how you wish to receive the verification code; either through email or mobile/phone number. Click the preferred choice.
8. After receiving the verification code, type it and click enter/continue. E-Citizen shall then display two options. Click the appropriate choice.
 - a. Not You? Logout
 - b. Continue
9. A new page shall open. Click **Invoice Generator** (colored in blue)
10. A page titled **applicant's page** shall open. Fill in the details where appropriate. If the details have automatically been captured correctly, proceed to the next page by clicking **NEXT**.
11. A page containing services shall open. Choose the desired service (e.g. Internship, registration, retention, etc) and click **COMPLETE**. (Refer to the table below for the list of KVB Services)
12. A page shall open saying **pay for service** with an invoice number (**INV-XXXXX**) colored in blue. Below are payment options. Click on your preferred choice and follow the instructions displayed until you have completed the payment process.
13. You will then be issued a receipt with the option to download it.
14. After issuance of receipt, download at send it to finance@kenyavetboard.or.ke

LIST OF KVB SERVICES

S/N	SERVICE NAME
1	Retention (Veterinary Surgeons)
2	Retention (Veterinary Technologists - Degree)
3	Retention (Veterinary Technologists - Diploma)
4	Retention (Veterinary Technicians - Certificate)

NOTE: Payment using this method will result in a delayed update of your retention status in the online portal. Access to KVB services on the portal will be granted only after you have activated your account, uploaded proof of payment onto the portal and it has been confirmed by the Board.