

EXEMPTION PERMITS APPLICATION STEPS

1. Visit KeNHA website: **WWW.KENHA.CO.KE**
2. Go to Home>Online Services> click on **PERMIT PORTAL**
3. Register as a new member or Log in using an existing account and note your password
4. After registration login using your email as username and Password used during registration
5. At the dashboard after logging in, select **Exemption permits** then click on 'New'
6. Key in the details of the vehicle and click 'Next'-**NB: ensure all the details are correct before proceeding to the Next Page**
7. Key in the details of the load/cargo and **click 'Save'**- next click on **Attachments**
8. Attach clear and valid copies of required documents and click on 'Submit-
9. **Steps on how to Attach Documents**
 - Browse all the required documents depending on the nature of your applications.
 - **NB: Click Attach Button Once and wait for system to upload**
 - upon successful attachment click submit and your application will be under Applied and the Application Status reads "Applied"-
End of Application ProcessNote the Application No for Reference
10. Follow up the status of your application through your created account on the portal by checking the 'Applied', 'Verified', 'Approved', 'Paid Pending Confirmation' and 'Permits' columns on the Exemption Permits dashboard.
11. After the application has been approved, you will get the payment advice slip (charge sheet) with which you can make payment at the nearest KeNHA Regional office by Bankers cheque (addressed to Kenya National Highways Authority) or by deposit slip to the KeNHA Regional Account.
12. After you receive the payment receipt, scan and upload it at the portal on the application by selecting VIEW on the application, Click Payments>New>enter payments details and put **amount without Commas e.g. 5000 not 5,000** post and wait for Confirmation.
13. Upon payment confirmation you can access your permit under Permits Tab by clicking on the Permit click **Print** (Ensure your permit fits on one page and QR Code is displayed).
14. **N/B Take Note of Step No: 7 and No: 9 because most of the customers experience challenges after missing this two key Steps**

For Inquiries, Comments & Suggestion Email us kenhapermits@kenha.co.ke