

## IMPORTANT PUBLIC NOTICE

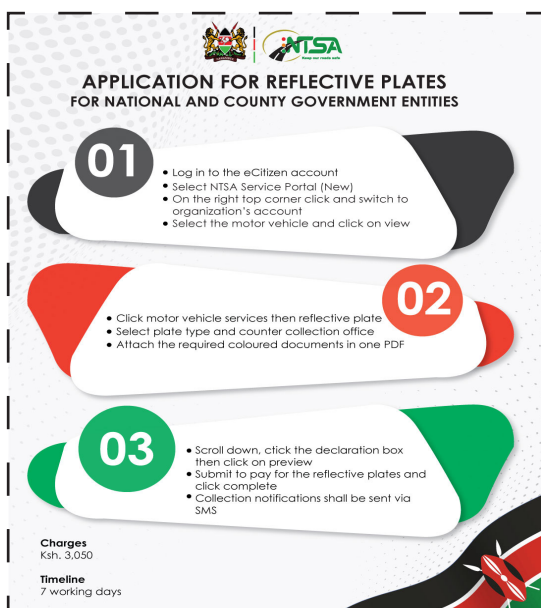
### IMPLEMENTATION OF THE DIRECTIVE ON APPLICATION FOR REFLECTIVE NUMBER PLATES BY THE NATIONAL AND COUNTY GOVERNMENT ENTITIES

National Transport and Safety Authority, under Section 2 (a) and Section 4 (2) (b) of the NTSA Act, No. 33, 2012 is mandated with the responsibility of registration, licensing of motor vehicles/motorcycles and conducting motor vehicle inspection / certification.

In undertaking its mandate, the Authority through this Notice, guides National and County Government entities as follows;

#### A. Application for Reflective Number Plates

In implementation of the directive by the Chief of Staff and Head of The Public Service, all Ministries, Departments and Agencies are required to log in to their accounts through <http://serviceportal.ntsa.go.ke> to make the application for reflective plates. The steps are as illustrated below;



The Deadline for the application as per the directive is **Friday 29<sup>th</sup> August 2025**.

#### B. e-AGENT ACCOUNT CREATION ON THE eCITIZEN PLATFORM

The eCitizen Platform has been enabled to support the processing of bulk payments for various services through an e-Agent account. Below is the list of documentation required to facilitate National and County Government entities/institutions to create an e-Agent account on the eCitizen Platform.

- An official letter addressed to the NTSA Director General providing;
  - The ID number of the Agent to be created under the National or County Government Agency/ Entity/Institution.
  - Registered Mobile Number of the Agent
  - Official email address of the Agent
  - Official email address of the Agency/Entity/Institution
  - Official phone number of the Agency/Entity/Institution
  - KRA PIN number of the Agency/Entity/Institution. The KRA PIN must be active.

**NOTE:** The Agent may be the officer responsible for transport management or the officer with access to the Agency/Entity/Institution's NTSA service portal.

- The request letter should be accompanied by a coloured passport photo of the Agent.
- The soft copy of the letter and the coloured passport photo should be sent to NTSA through [numberplates@ntsa.go.ke](mailto:numberplates@ntsa.go.ke).
- Upon activation of the e-Agent account, the Agency/Entity/Institution and the Agent will receive through the email addresses provided, instructions on how to deposit funds to facilitate bulk payment for various services.

The Authority has set up dedicated help desks at the NTSA HQ, all NTSA regional offices and Huduma Centres. For email enquiries and service support, the Authority may also be reached through [numberplates@ntsa.go.ke](mailto:numberplates@ntsa.go.ke).

NTSA will provide necessary support to all entities as they endeavour to implement the directive before **Friday 29<sup>th</sup> August 2025** deadline.