



Retirement Benefits Authority
Safeguarding your retirement benefits.

ONLINE PAYMENT

NAVIGATION GUIDE



eCitizen

Payments Integration with E-Citizen

- RBA has integrated its payment services with the E-Citizen platform to improve efficiency in collection of fees, levies and statutory penalties.
- This is a navigational guide on how to use this integration. Kindly follow the steps outlined for a smooth payment process.
- To access this payment feature, kindly login to your respective portal organization profile.



The screenshot displays the RBA Portal interface. On the left is a green navigation sidebar with the following items: RBA PORTAL, RBA Retirement Benefits Authority, RBA Compliance, Investment Policies, Profile, **Online Payments** (highlighted with a red arrow), Surveys, Trainings, SUPPORT, Support Tickets, FAQs, and Documentation. The main content area shows a 'Payment History' window with a table and a 'NEW PAYMENT' button. The table has columns for #, Reference Code, Customer Name, Description, Amount Expected, Date Initiated, Date Confirmed, Status, and Action. Below the table, it states 'No results found.' A red callout box with white text points to the 'Online Payments' menu item.

Once logged in the portal, navigate to the Online Payments menu on the left hand side of the portal screen.

New Payment



* Payment type

Select payment type

Select payment type


Renewal of Scheme Administrators License

Remittance of Levy

Remittance of Statutory

Select a payment type out of the 3 available options and click on submit.

RBA PORTAL



Retirement Benefits Authority

- RBSP Compliance
- Investment Policies
- Profile
- Online Payments**
- Surveys
- Trainings
- SUPPORT
 - Support Tickets
 - FAQs
 - Documentation

Retirement Benefits Authority

Renew     RBA 

New Payment

Service Code

Remittance of Levy

PROCEED WITH PAYMENT

Select the invoices to make payment for.

All	Invoice Number	Customer Name	Amount
<input type="checkbox"/>	PSI-6738	RETIREMENT BENEFITS AUTHORITY STAFF PENSION SCHEME	Ksh.2,024,000

You will see a list of invoices applicable to you

New Payment



Service Code

Remittance of Levy

PROCEED WITH PAYMENT

Select the invoices to make payment for.

All	Invoice Number	Customer Name	Amount
<input checked="" type="checkbox"/>	PSI-6738	RETIREMENT BENEFITS AUTHORITY STAFF PENSION SCHEME	Ksh.2,024,000

Pick the invoice you intend to pay for by checking the check-box as shown

DELETE

FINALIZE PAYMENT

Description	Remittance of Levy
Ref Number	2DD502EAAD
Date Initiated	
Total Amount(KSH)	
Status	Draft

Review the payment information and click on finalize payment to proceed to the next step

Invoices

Show 10 entries

Search: _____

Invoice Number	Customer Name	Amount(KSH)	
PSI-6738	RETIREMENT BENEFITS AUTHORITY STAFF PENSION SCHEME	2,024,000	DELETE

Showing 1 to 1 of 1 entries

Payment History

Showing 1-1 of 1 item.

[NEW PAYMENT](#)

#	Reference Code	Customer Name	Description	Amount Expected	Date Initiated	Date Confirmed	Status	Action
1	2DD502FAAD	Test Service Provider	Remittance of Levy	2024050.00	03/04/2024	(not set)	Draft	VIEW

In case you don't finalize payment, you can always revisit the transaction later by clicking on online payments once again

Payment History - ↻ ⌵ ×

Showing 1-1 of 1 item. NEW PAYMENT

#	Reference Code	Customer Name	Description	Amount Expected	Date Initiated	Date Confirmed	Status	Action
1	2DD502FAAD	Test Service Provider	Remittance of Levy	2024050.00	03/04/2024	(not set)	Draft	VIEW

...then click on view

DELETE

FINALIZE PAYMENT

Description	Remittance of Levy
Ref Number	2DD502FAAD
Date Initiated	Wed 1
Total Amount(KSH)	
Status	Dr

Once you have confirmed your payment information, you may finalize the transaction.

Invoices

Show 10 entries

Search: _____

Invoice Number	Customer Name	Amount(KSH)	
PSI-6738	RETIREMENT BENEFITS AUTHORITY STAFF PENSION SCHEME	2,024,000	DELETE

Showing 1 to 1 of 1 entries

rbaportal.rba.go.ke says

Are you sure want to proceed with payment? Please note no further changes can be made to this batch.

OK Cancel

Payment Batch Details

DELETE FINALIZE PAYMENT

Description	
Ref Number	
Date Initiated	
Total Amount(KSH)	2,024,000
Status	Draft

Invoices

Show 10 entries Search:

Invoice Number	Customer Name	Amount(KSH)	
PSI-6738	RETIREMENT BENEFITS AUTHORITY STAFF PENSION SCHEME	2,024,000	DELETE

Payment Step

Description	Remittance of Levy
Ref Number	2DD502FAAD
Date Initiated	Wed-Apr-2024
Total Amount(KSH)	2,024,050

Important Notice

1. **ENSURE** that you meet all the transaction costs in full
2. **ENSURE** that you pay for the convenience fee (Ksh. 50) which is included in the bundled invoice amount

Kindly read the notice

...and scroll down the page

PAYMENT REF
KJDWVLJ

Test Service Provider,

TOTAL BILL
KES 2,024,050.00

Select Payment Mode

Pesaflow Direct

EQUITY BANK

Mpesa

Kenya Commercial Bank

RTGS

Absa Bank

JamboPay

Consolidated Bank

Stanbic Bank

I&M Bank

Co-operative Bank (KES)

National Bank

Debit/Credit/Prepaid Card

**Select your mode of payment and
download the payment instructions**

RBA PORTAL

Retirement Benefits Authority

Renew



RBA



Retirement Benefits Authority

Dashboard

Returns

TCF Checklist

Good Governance

Schemes

NSSF Compliance

Investment Policies

Profile

Online Payments

Payment History

Showing 1-20 of 44 items.

NEW PAYMENT

#	Invoice Number	Customer Name	Description	Amount	Invoice Date	Date Paid	Status	Action
1	PSI-3160	Test Service Provider	Renewal of Scheme Administrators License	50.00	14/09/2023	14/09/2023	Paid	RECEIPT
2	PPSI-3160					(not set)	Not Paid	
3	Q					(not set)	Not Paid	
4	QRPSI-3160					(not set)	Not Paid	
5	QKPSI-3160					(not set)	Not Paid	
6	PSI-3158116	Test Service Provider	Renewal of Scheme Administrators License	60.00	15/09/2023	15/09/2023	Paid	RECEIPT
7	PSI-3158337	Test Service Provider	Remittance of Levy	60.00	06/10/2023	(not set)	Not Paid	
8	PSI-3158405	Test Service Provider	Remittance of Levy	60.00	06/10/2023	(not set)	Not Paid	

Once complete, click on the online payments menu to take you back to the payment history page where you can generate a receipt



Retirement Benefits Authority
Rahimtulla Tower, 13th Floor,
Upper Hill Road, Opp UK High Commission
P.O. Box 57733 - 00200,
Nairobi Kenya.



- A receipt will be downloaded to your laptop or desktop and you will be able to view the payment details such as the payment reference number.
- You may scan the QR code to verify the receipt.

Customer Receipt

Receipt Paid		
Reference No.	Bill Reference No.	Date
PSI-3160	YYGWXR	14th September 2023
Service Code	Description	Amount
1	Renewal of Scheme Administrators License	Ksh. 0
2	Convenience Fee	Ksh. 50
Total		Ksh. 50

Paid By **Test Service Provider** Date **14th September 2023**

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Kindly note all payments done via E-Citizen attract a convenience fee.



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THANK YOU