



Directions on accessing Pest Control Products Board (PCPB) services through eCitizen Portal

- Step 1:** Type **PCPB eCitizen** in Google search & click the first result or type **<https://pcpb.ecitizen.go.ke/>** in your browser address bar.
- Step 2:** On the top right, click **Sign in** & then select login with eCitizen. If you do not have an eCitizen account, create one by clicking **Sign up**.
- Step 3:** Enter your ID number & password. Choose preferred OTP Verification method. Select the account you wish to proceed with & click continue.
- Step 4:** Under our services, select **Premises Inspection & Certification Application**.
- Step 5:** Read through the **Instructions** & click next on the bottom right of the page.
- Step 6:** In the applicant's details section, select category of applicant: either **individual** or **company**. Under application type select: **New** & provide required details.
- Step 7:** In the licence details section, indicate Name of business & select all the relevant categories under Nature of Business & provide required details.
- Step 8:** In the uploads section, upload **CV of Personnel** or **their qualification certificate** as a **PDF file** with a maximum size of **2MB**.
- Step 9:** In the declarations section, **provide the details** of the person whose CV/qualification certificate was uploaded & **tick the declaration confirmation**. You can now preview your application.
- Step 10:** Click Complete. In the pay for service page, **choose your method of payment**. Upon payment, you will be able to **print/download your receipt**. After inspection, if your premises are qualified for licencing, you will be able to print your licence upon approval.