

File NIL Returns using *222*5#

User Guide



REPUBLIC OF KENYA



eCitizen



KENYA REVENUE
AUTHORITY

Tulipe Ushuru, Tujitegeme!

Process at a glance

Starter Pack

01

Dial *222*5#

02

Select option 1

03

Select option
1 to choose
PIN

04

Select
obligation type

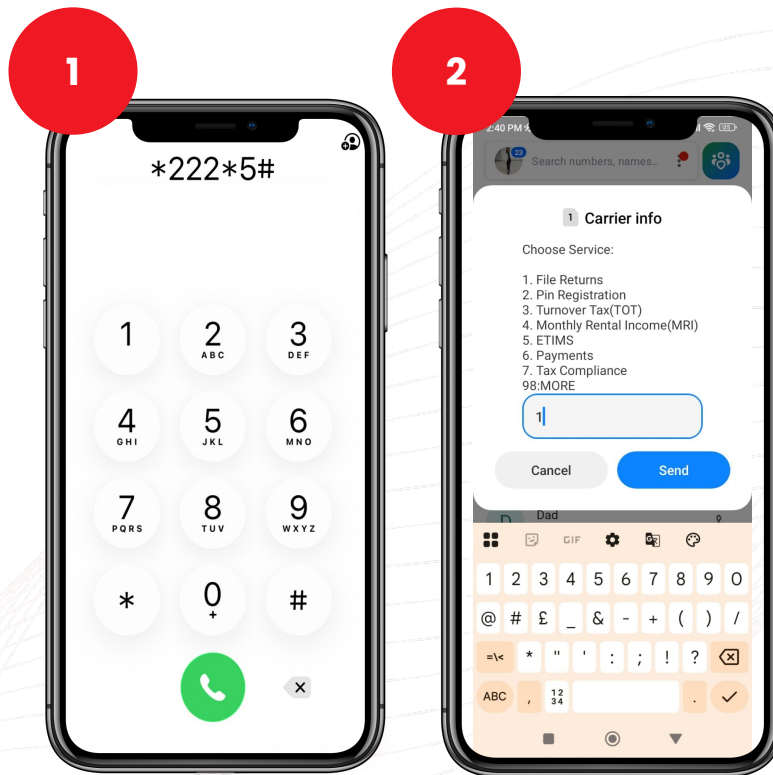
05

Message
Confirmation

Note: For other service providers which are not Safaricom, use *222# then option 5 to access KRA services

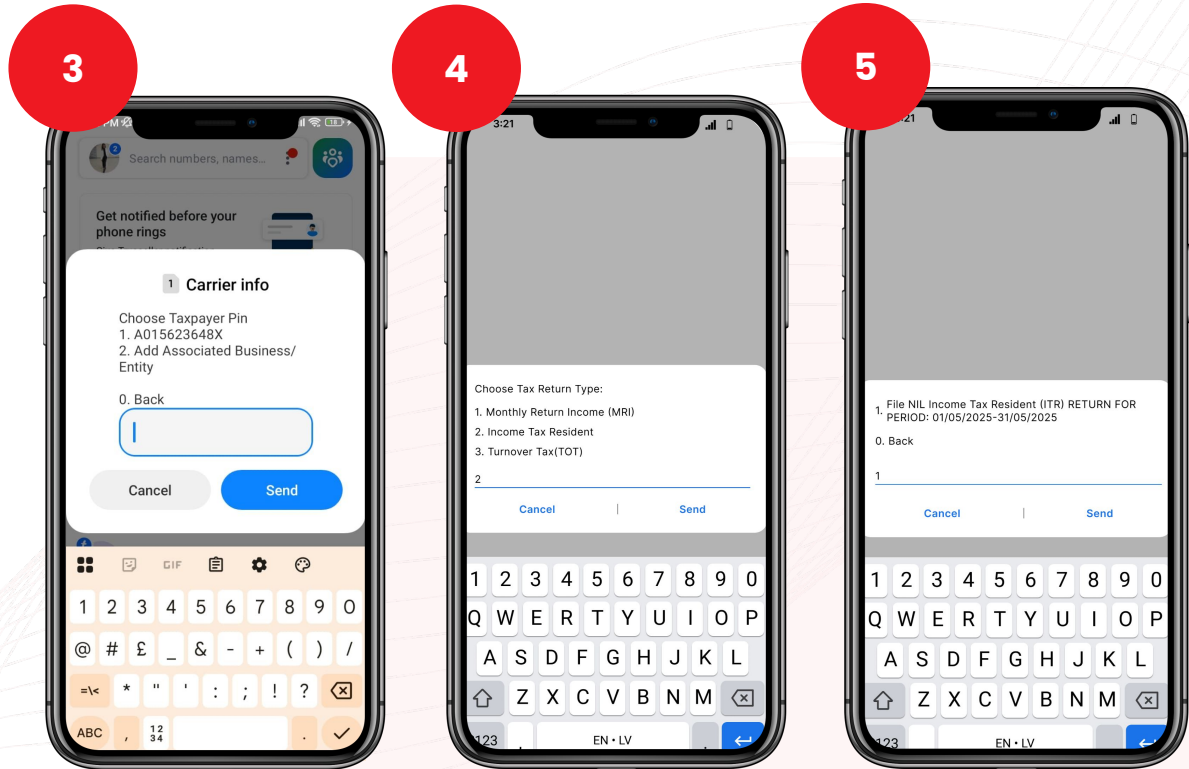
Getting Started

- Dial *222*5#
Click **Send**
- Enter Option **1-File returns**
Click **Send**



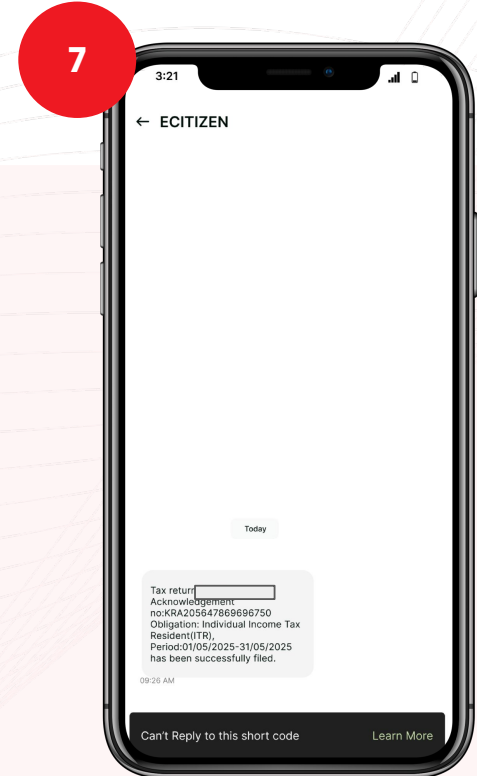
Select PIN & Obligation

- Select **1** to use an existing KRA PIN or **2** to add a business PIN
- Select the tax obligation linked to your PIN and click **Send**
- Choose **1** to file a nil return for the selected tax obligation
- If the obligation you selected does not qualify for nil return or does not have any pending return, a pop-up notification appears with this message and process ends.



Message Confirmation

- A pop-up notification will confirm successful request submission.
- You can then view the tax return details.
- A return acknowledgement is sent to your registered email.



DIAL *222*5#

**IT TAKES YOU LESS
THAN 30SEC TO
GET YOUR SERVICE**

Call or Whatsapp: **0711 099 999**
Email: **callcentre@kra.go.ke**

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