

EAST AFRICAN TRADE DEVELOPMENT FORUM

TECHNOLOGY & TRADE with ICT as a Trade Enabler

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Outline

- 1) Background
- 2) ICT Strategic Goals
- 3) ICT and Trade Facilitation
- 4) Regional Context

Background

- KRA has published 2nd ICT Strategy document covering – 2014 to 2018
- Prioritized ICT as a Strategic Imperative and Business Enabler
- Key Goal to achieve Fully Integrated Electronic service for Front and Back office services
- Develop systems that deliver seamless integration and “speak to each other” – no stand alone
- Corporate level leadership coordination of ICT project implementation.

ICT Strategy Goals

- Achieve significantly enhanced public service delivery through improved organizational efficiency – addresses business and trade facilitation
- Deliver greater and impactful organizational effectiveness through evidence/data based compliance interventions – addresses revenue enhancement
- Address staff integrity through reduction in human contact and discretion – addresses corruption.

Enhanced Public Service Delivery

- Implement technology platforms that promote taxpayer empowerment
- Deliver online solutions that offer end-to-end self-service options – no “auto-manual” solutions
- Automate processes that do not demand human discretion – declaration approval, cargo release and verification processes
- Provide effective online customer support framework
- Dynamically monitor customer service perception.

Greater Organizational Impactfulness

- Use ICT to deliver data/evidence that objectively supports compliance interventions
- Reduce the scope for human discretion in decision making
- “Parameter-ize” ICT solutions – automate benchmarking and standardized measures - e.g. benchmark values, weights, quality
- Undertake intensive staff re-orientation – retraining and culture change (systems alone will not deliver – expected outcomes)
- Drive organizational Transformation – Transformation Agenda.

Address Staff Integrity

- Weak integrity inhibits effective public service delivery, trade facilitation and revenue mobilization
- Weak integrity creates delays and increases cost of doing business
- ICT solutions can help stem staff integrity through curtailment of discretionary actions
- Key target areas – declaration approval, cargo verification and release, audit interventions, field interventions including road checks.

Regional Context

- Need to transcend borders – go beyond national systems (RECTS, RCTG, Regional ICMS, Regional Integrated Scanning Platform)
- Move from integrating Multiple Systems to One System for All – paradigm shift
- Harmonized legal and administrative procedures -