Title: Murang'a County Doubles Revenue Collection Through Automation

County:	Murang'a County		
Sector/s:	ICT	Sub-sector/Theme:	Finance
Keywords: (for search in the online platform)	Automation of revenue collection Murang'a County digital revenue collection		
Target Audience:	County Governments Departments in Murang'a County		
Authors (contacts and their institutions can be included as well)	Nzei Mwende- Program Assistant Maarifa Centre		
Resource Persons (include their designations)	Esther Nduta Maina – Director Governor's Press Murang'a County Meshack Kipkorir – Chief Officer ICT		

Introduction (*Context and Challenge*):

Manual revenue collection is susceptible to manipulation, corruption and mismanagement. With innovation and digitization of services, countries are moving towards digital revenue collection spaces for accuracy, transparency, accountability and prudent use of public resources. Most Counties still use old methods of collecting revenue with only a few services being available online. There are Counties that have embedded certain services within their websites, but often these websites are not operational hence making it hard for residents to access the said services.

Through collaboration with partners, some Counties like Kajiado have managed to install an online system for collecting revenue. Others like Murang'a and Kilifi have designed their own internal online system of revenue collection.

In Murang'a County, there were cases of theft of collected revenue and there are times fraudsters would pose as County officials and demand for money from traders. In order to overcome these problems, Murang'a County has now automated its revenue collection systems by developing a code that provides all services with a simple click on mobile phones.

Implementation of the practice

In October 2022, through the ICT Department, the County piloted an automated system by creating payment links that use a specific code from Safaricom (a Kenyan communication company). By dialing *267# the residents were requested to register for the services. The code allowed payment for services like car parking, market taxes, hospital payment of laboratory services, land rates, quarry, and veterinary services.

The codes and links were thereafter tested in the following locations: Car parking in Murang'a town, Mukuyu Market, hospital services in Muranga'a level 5, and quarry at Kandundu.

The system was developed by the existing County staff in the ICT and Finance Department over a period of four months from September to December 2022 and fully launched in January 2023. This reduced the cost of hiring a consultant.

Welcome To Muranga County Revenue Collection
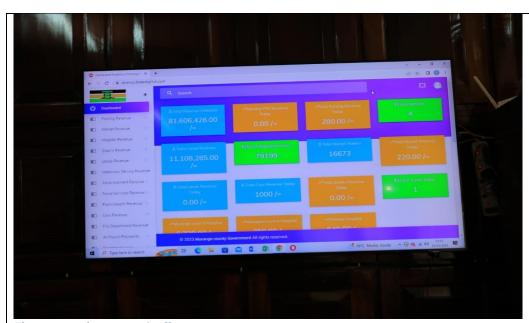
Enter your full names

Dismiss   Reply

To sustain this initiative, the County Executive has generated a draft policy on the digitization of revenue collection and the same has been forwarded to the County Assembly for approval.

The office of the Governor has a server that is connected to a smartphone, which shows real-time revenue collection. With this, the Governor can monitor which services are bringing in more revenue and make decisions on ways to improve the services.

The server at the governor's office

Results of the practice (*outputs and outcomes*)-

- The County has doubled revenue collection by ksh **16,688,472** in the month of January 2023 compared to December 2022. In December the total revenue collected was Ksh **40,065,302** while in January the revenue increased to ksh **56,753,774.**

The following is the revenue increase in each stream of collection in the County (this covers a period from December 2022 to February 2023):

REVENUE STREAM	PREVIOUS	CURRENT	INCREASE
LICENCES	723,400	2,267,600	1,544,200
LAND RATE	938,143	1,394,557	456,414
OTHER CESS REVENUE	6,046,764	6,126,753	79,989
HOUSE RENT/STALL/HALL	250,470	235,650	(14,820)

BUS PARK FEE	2,812,540	3,074,550	262,010
PARKING FEE	2,581,290	2,791,091	209,801
BARTER MARKET FEE	3,302,267	3,406,214	103,947
PLAN APPROVAL	2,081,605	2,882,750	801,145
SELF HELP GROUP	29,000	42,000	13,000
MORG. FEE	103,350	156,350	53,000
SUB DIVISION/TRANSFER	324,000	254,600	(69,400)
MOTOR BIKES	4,600	46,000	41,400
SLAUGHTER	32,600	41,100	8,500
BULDG MTS & OTHER CESS	3,128,730	3,234,960	106,230
ADVERTISEMENT	88,000	364,800	276,800
EDUCATION & POLY	-	-	-
OTHER LAND BASED R/NUE	29,900	131,000	101,100
SALE OF FORMS	19,200	62,430	43,230
CONSERVANCY	11,500	65,950	54,450
IMPOUNDING FEES	10,000	33,500	23,500
penalties	32,360	34,540	2,180
FIRE FIGHTING	12,500	151,000	138,500
LAND HSG & PHY. PLANNING	489,500	509,795	20,295
MARAIRA FARM	-	-	-

COOPERATIVES (AUDIT)	-	6,300	6,300
LIVESTOCK(A.I)	-	43,640	43,640
MEAT INSPECTION	1,246,760	1,272,930	26,170
VET. CLINICAL SERVI	38,010	1,435,406	1,397,396
HOSPITALS /H.C	15,297,015	25,647,428	10,350,413
PUBLIC HEALTH	328,398	680,130	351,732
WEIGHT & MEASURES	103,400	15,500	(87,900)
TOTAL	**40,065,302**	**56,753,774**	16,688,472

Source Department of Revenue, Murang'a County Government

Lessons learnt:
- It is important to have a pilot project before rolling out the main project to identify any loopholes in the system before the launch.
- There is need for the County Government to sensitize the residents on the new system in order to have many citizens embrace the initiative.
- Having a server connected to the Governor's mobile phone helps in the monitoring of the revenue collection instead of relying on reports from the ICT Department.
- Having an automated revenue collection system reduces the time that officers use to visit markets and other places hence giving them other responsibilities to pursue the growth of the County economy.

Conclusion: - Automation can lead to an increase in revenue collection. Counties can start by automating some services like car parking and market taxes then move to other services.

- Use of the internal capacities in ICT instead of procuring a consultant is important to avoid high incurring expenses on experts who sometimes don't understand specific County needs.

Further reading:

Murang'a County website

https://muranga.go.ke/