TECHNO BRAIN
Empowering Lives

KWALE COUNTY GOVERNMENT REVENUE COLLECTION & MANAGEMENT SYSTEM

Africa1st
Initiative

KWALE COUNTY GOVERNMENT REVENUE COLLECTION & MANAGEMENT SYSTEM

CASE STUDY

Customer Profile:

The County Government of Kwale is located in south coast of Kenya; it borders the Republic of Tanzania to the South West, and the Indian Ocean to the East.
As per the County Government Act 2012 - All Counties have been mandated to oversee, manage and coordinate their Revenue Management Ecosystem. The National Treasury does not pass or set any bills.

With the promulgation of the new Constitution of Kenya in 2010, that heralded the advent of devolved Regional Governments – Kwale County comprising four (4) sub-counties of Msambweni, Matuga, Kinango and Lunga Lunga, came into existence as the sole authority mandated by the County Government Act 2012 to oversee all Revenue functions over these jurisdictions.

The County is tasked with providing efficient countywide service delivery to a population of 649,931 that is dispersed over 8,270.3 km2. This is primarily off the funds channeled from Central Government, development partners and as per the end objective, internally generated revenues.

Business Situation

The over-riding determination that drives the business is the regulatory provisions that have been enshrined in law, stipulating that all County Governments be required to automate their Revenue Management functions across Systems, processes and people. Making that transition from manual and paper based processing and transacting to digitization and cashless transactions.

The key fundamental concerns are:

County Government Tax payers & Assets Re-Inventorization - to allow for budgeting, forecasting through the use of technologies such as GIS mapping of all potential tax payers in the county.

Payments digitization - adoption of cashless payment platforms

Reporting and Citizen Engagement - intuitive dashboards and reports - disseminated across all stakeholders, i.e. Citizens, Government entities, i.e. KRA, etc. Citizen engagement through public portals for service access and payments channeling.

Customer:
With guidance from the National Treasury in passing and setting of various bills that citizenry will be obligated to pay for goods and services rendered, County Governments are tasked with collection and management of revenue.

Industry:
County Government

Business Situation:
County Governments are required to automate their Revenue Management functions across Systems, processes and people.

Solution:
Techno Brain 's Revenue Management System (RMS) allowed the County the functional scope to implement key County functions that guarantee a holistic and 360-degree view across all its revenue functions.

Benefits:
- **Convenient and secure online** and various electronic options for making payments

- **Minimization of cash handling** at Kwale County Government's revenue collection points;

- **Ability to monitor revenue collection** from multiple sources on a real time basis;

- **Ability to map out revenue sources** in the county allowing for visualization and analysis.

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The proposed solution was to ensure transparency of the Revenue Management process, embed control mechanisms and ensure data security and reliability.

Solution

Techno Brain has developed its own intuitive and robust Revenue Management System (RMS) that is designed and adopted according to the regional administration of governance, prevalent across the Eastern, Southern and Western Africa regions.

The System's main design & functional blueprint is the framework developed by Commission of Revenue Allocation (CRA) that identifies the baseline composites and the interfaces between them as well as the seamless flow of data between these composites. This has allowed the County the functional scope to implement key County functions that guarantee a holistic and 360-degree view across all its revenue functions. Primary amongst these functions are:
1) Asset Inventorization
2) Budgeting and forecasting
3) Payment Channels platform expansion

Platform agnostic and web-based, the System has several deployment models that take into consideration client preferences, legacy system investments as well as other enterprise intricacies.

At the core of its payment functionality, Techno Brain's RMS solution introduced multiple and convenient ways for the citizenry to pay for their obligations through self-service portal powered by mobile payment and online payment channels such as:
1) Mobile money payment service (MPESA, AIRTEL Money)
2) Direct debits to banks
3) Hand held POS terminal

All the above channels offer real time revenue remittance to the county across its different payment collection points.

Techno Brain's Solution is currently assisting Kwale County in efficiently and effectively forecasting, managing and collecting revenue throughout the entire county in near real time as evidenced by the custom reporting and dashboard functionality embedded in the our RMS System.

Features available included:-

To the Citizen:
- Secure Citizen Portal;
- Mobile money integration;
- Online Issuance of Permits and Licenses;
- Online Application for Business registration.
- Online Application for other services as stipulated in finance act.
- Citizen invoices and automated billing;
- Citizen statements.

To the County:
- Electronic citizen/Customer registration;
- Electronic Permits and Licenses registration;
- Citizen obligations/commitments;
- Revenue Receipting;
- Payment Schedules / Billing Cycle;
- Bulk Invoicing;
- Bank Deposit Reconciliation;
- Single Business Permit Register;
- Land Roll Register for valuation of land and property;
- Property Register; to
- Revenue Forecasting;
- Revenue Collection Reconciliation;
- Managing cash position;
- Mobile GIS based data collection;
- Map viewer and dashboard;
- Executive color coded dashboard;
- Reporting and Analysis;
- Business Intelligence.

Overall General Features
- Browser Based Secure Access;
- Role based access;
- Search functionality;
- Graphical Reports to PDF, word and Excel ;
- Email Notification;
- SMS Notification;
- System Audit Trail feature.

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C A S E   S T U D Y

Overall General Features:

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Technologies:

• Microsoft .Net Framework 4.5;
• Asp.Net and C#;
• Crystal Reports;
• SQL server 2012;
• Ajax;
• Java script and HTML 5;
• Esri ArcGIS for Server Advanced Enterprise 10.2.2;
• Esri ArcGIS Desktop Advanced (ArcInfo);
• Portal for ArcGIS 10.2.2;
• Collector for ArcGIS 10.2.2.

Benefits

The main benefits of the Revenue Management Solution were:

Provision of citizens with convenient and secure online and various electronic options for making payments for the different services provided by Kwale County Government ;

Cashless Payments - minimizing the actual exchange of physical monies for provision of services;

Provision of the capacity to monitor, track and forecast revenue collection across the different collection points established by the County.;
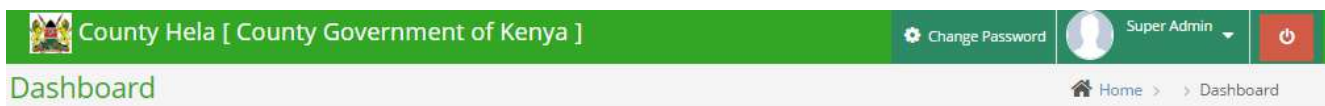
Provision of capacity for Kwale County to **map out their revenue sources** in the County, allowing for spatial visualization and analysis.

KWALE COUNTY GOVERNMENT REVENUE COLLECTION & MANAGEMENT SYSTEM

CASE STUDY

SCREENSHOT SAMPLES

- **Modules Available**
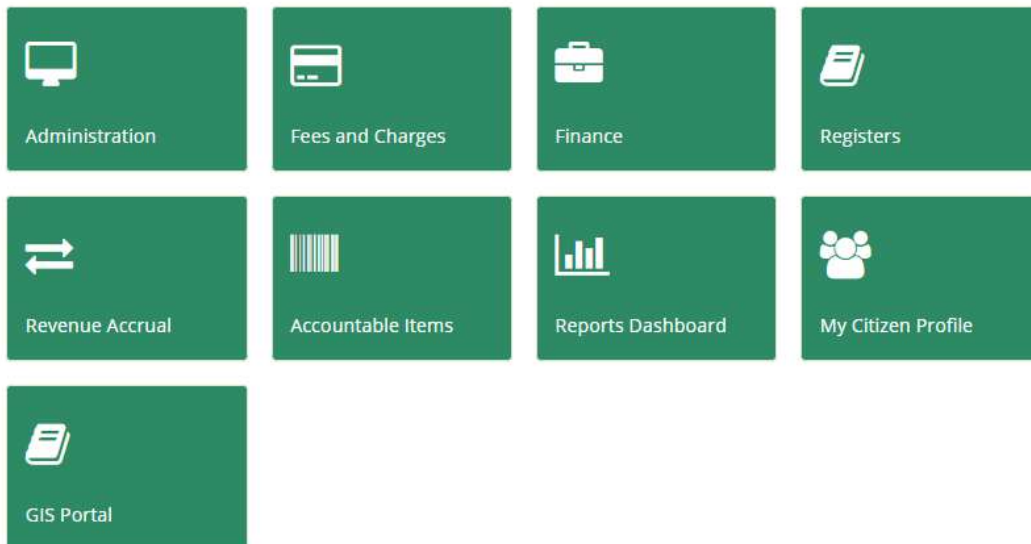
- **Reports**
- **Executive Dashboard**

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C A S E   S T U D Y

SCREENSHOT SAMPLES

Citizen Self-Service Portal

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- GIS Dashboard Analysis

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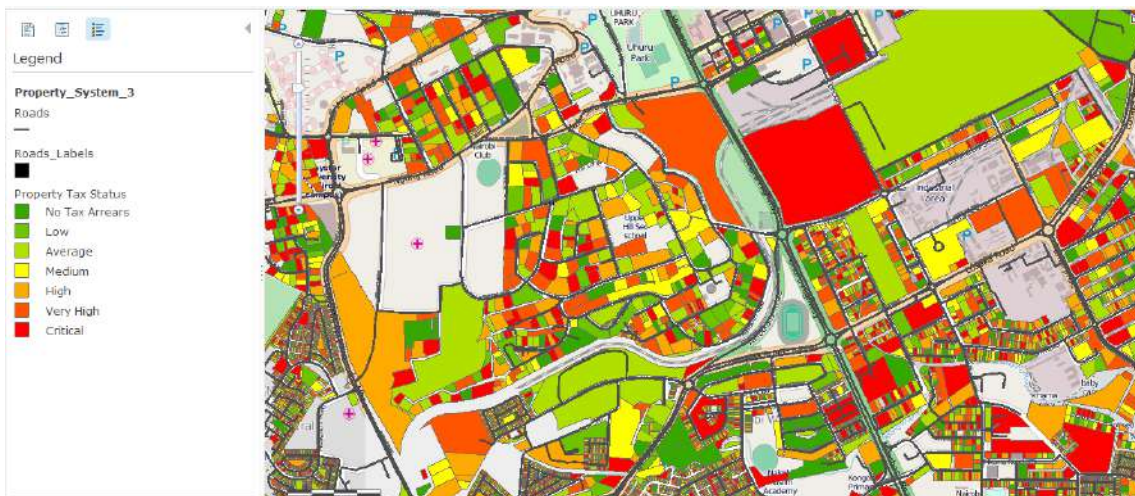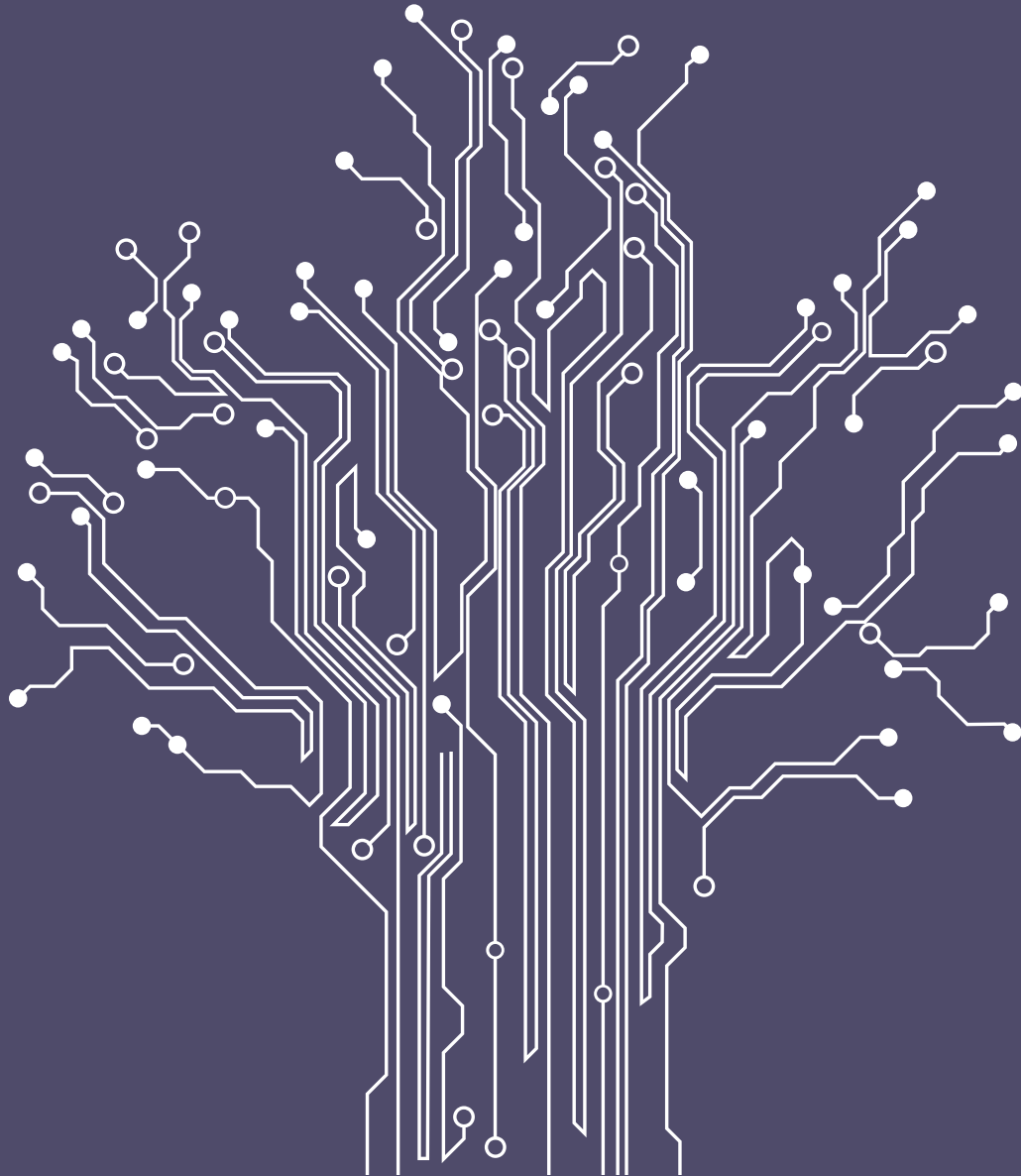
GLOBAL PRESENCE

**Ethiopia | Ghana | India | Kenya | Liberia | Malawi | Mauritius | Namibia | Nigeria | Rwanda | Sierra Leone | South Africa
South Sudan | Swaziland | Tanzania | UAE | Uganda | UK | USA | Zambia | Zimbabwe**

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