

MURANG'A COUNTY DOUBLES REVENUE COLLECTION BY EMBRACING ONLINE AUTOMATION

The County Government of Murang'a has automated all revenue collection systems and encouraged residents to strictly adhere to online systems of payments and applications to curb theft and increase revenue collection. Previously, the County had employed staff who were responsible for collecting revenue including car parking fees, market spaces revenue, and even revenue collected from veterinary services. The manual records system had loopholes and dishonest County officials took advantage of this to fatten their pockets. The residents complained of being asked to pay more than expected and dealing with conmen who claimed to be staff from the County. To curb this, the County has requested all residents to pay their taxes by dialing *267# and providing their name and identification numbers using a mobile phone in the comfort of their homes or business places.

MURANG'A COUNTY GOVERNMENT
AUTOMATION OF REVENUE COLLECTION
We have decided to automate most of our services. This will help the county generate more revenue and also fix corruption loopholes.

REGISTRATION
DIAL *267#
- ENTER YOUR FULL NAMES
- ENTER YOUR ID NO:
- WAIT FOR AN SMS ACKNOWLEDGING YOUR REGISTRATION

ONCE YOU'VE REGISTERED, DIAL *267# AGAIN.

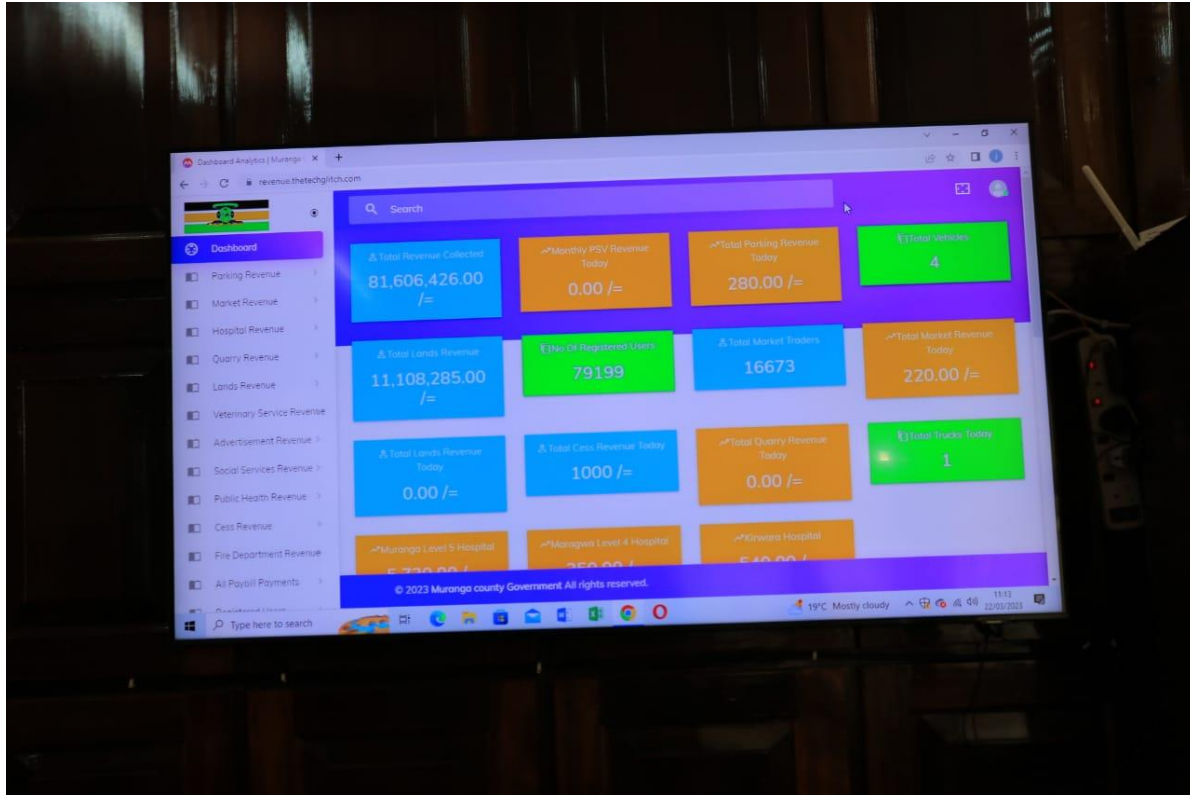
TO PAY FOR VARIOUS REVENUE STREAMS FOLLOW THE FOLLOWING STEPS:

<p>PARKING</p> <ul style="list-style-type: none"> - Choose sub-county - Select option 1 for parking - Choose parking type - Enter your vehicle registration no - Wait for M-Pesa STK Push to complete your payment 	<p>MARKET</p> <ul style="list-style-type: none"> - Choose sub-county - Select option 2 for market - Choose a market - Enter your ID No - Wait for M-Pesa STK Push to complete your payment
<p>QUARRY</p> <ul style="list-style-type: none"> - Choose sub-county - Select option 3 for quarry - Choose quarry zone - Choose truck type - Enter your vehicle registration no - Wait for M-Pesa STK Push to complete your payment 	<p>HOSPITAL</p> <ul style="list-style-type: none"> - Choose sub-county - Choose option 4 for Hospital - Choose service to pay for - Enter amount - Wait for M-Pesa STK Push to complete your payment
<p>VETERINARY SERVICE</p> <ul style="list-style-type: none"> - Choose Sub-County - Choose option 5 for Veterinary services - Choose the service you want (Vaccination, AI/Meat Inspection etc) - Enter number of livestock - Enter your ID Number - Wait for M-Pesa STK Push to complete your payment 	<p>LAND RATES</p> <ul style="list-style-type: none"> - Choose Sub-county - Choose Lands - Choose Service you wish to pay for e.g. land rates, change of owner etc. - Enter Land rates number - Enter name of the owner - Enter amount - Wait for M-Pesa pop up to enter your pin and complete transactions

LET MURANG'A CHANGE FOR THE BETTER

Embracing the use of the internet and working with the County ICT department, the County has doubled the revenue collected by ksh 16,688,472 in the month of January 2023 compared to December 2022 as shown in the attached annex. Through the ICT Department, the County first started by creating payment links and dial codes for accessing the services in October 2022, then piloted them in the following locations: Car packing in Murang'a town, marketing in Mukuyu Market, hospital services in Muranga'a level 5 and quarry at kandundu. The hospital services include Lab tests, x-ray, ward admission, and buying medicines at the hospital pharmacy. To register single business permits, residents don't need to visit the County offices, by clicking the e-portal one can apply for a business permit and print the documents in the nearest cyber café.

The County through the office of the Governor monitors revenue collection through an app installed in the Governor’s phone. This app gives a real-time summary of taxes collected from all sub-counties at any time of login.



Website backend dashboard used by the governor’s office to monitor revenue collection

This strategy is designed to not only enhance accountability but also track the performance of sources of revenue collection in the County.

Annex 1

Revenue streams and amount generated comparison from December 2022 to January 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