**Report on The KRA Chatbot**

# **Introduction**

# **Project Overview**

The goal of this project is to create an **AI Legal Advisor Chatbot** for the **Kenya Revenue Authority (KRA)**. The chatbot will provide **tax-related information** to users, helping them understand the complexities of the Kenyan tax system. It will answer common questions about taxes, tax filing procedures, KRA PIN registration, penalties, VAT, PAYE, and more.

# **Background**

# **Business Understanding**

## **Objectives**

1. To build the KRA Chatbot
2. **Enhance Taxpayer Access to Information**: Provide a digital assistant that offers clear, accessible information about taxes in Kenya.
3. **Improve Efficiency**: Reduce the need for direct human contact for common inquiries, making KRA’s services more efficient and scalable.
4. **Increase Tax Compliance**: By educating users, the bot will help Kenyans stay compliant with their tax obligations, thereby improving revenue collection.
5. **Automate KRA iTax Support**: Offer instant solutions to common iTax-related problems like password resets, KRA PIN registration, filing deadlines, and penalties.

## **Scope**

# **Business Overview**

The **Kenya Revenue Authority (KRA)** is the government agency responsible for managing the country’s tax collection. KRA plays a critical role in the **economic growth of Kenya** by ensuring that taxes are collected from both individuals and businesses. The tax system in Kenya includes various types of taxes, including **income tax, VAT, PAYE, turnover tax**, and **digital services tax (DST)**.

Despite the availability of the **KRA website** and **iTax system**, many taxpayers experience challenges with compliance, understanding filing processes, and using the iTax platform efficiently

# **Problem Statement**

In Kenya, **taxpayer education** remains a significant barrier to improving compliance and understanding of the tax system. Many Kenyans struggle with filing taxes on time, understanding how much to pay, and navigating the **KRA iTax system**. Despite the resources available on the KRA website, **clarity and accessibility** of information remain a challenge. Taxpayers often face delays and confusion when trying to access support or find accurate information.

# **The Business Problem**

The core business problem that this AI Legal Advisor Chatbot will solve is the **lack of easy access to accurate tax information** for the average Kenyan taxpayer. The current process of **accessing information** through KRA websites or calls to KRA helplines is often **cumbersome, time-consuming, and confusing**.

This chatbot will:

* **Provide 24/7 access** to tax-related information.
* **Answer frequently asked questions** on taxes, filing, deadlines, and penalties.
* Help users **navigate KRA services** (iTax portal).
* Educate small business owners and individuals on **basic tax obligations**, making them more likely to **comply**.

# **Metrics of Success**

# **Data Understanding**

# **Methodology**

### **Expected Outcomes**

1. **Increased awareness** of tax laws and filing deadlines among Kenyan taxpayers.
2. **Faster and more efficient customer support** for KRA-related queries.
3. **Better tax compliance rates** due to better-informed taxpayers.

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