**E-Government Initiatives in Kenya**

**Introduction**

E-Government is the use of a range of information technologies, such as the Wide Area Networks, Internet, and Mobile Computing, by government agencies to transform government operations to improve effectiveness, efficiency, service delivery and to promote democracy. It is the use of information and communication technologies to support government operations and provide government services. The e-Government strategy of Kenya was launched in March 2004 and the objective was to enhance transparency, accountability and good governance; making the Government more result oriented, efficient and citizen-centered; and enabling citizens and business to access Government Services and Information as efficiently and as effectively as possible through the use of internet and other channels of communication. These e-government projects are discussed below.

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Through the **e-Citizen** web portal, the public has online access to several public services offered by various Government Ministries, Departments, and Agencies, within one channel. Over time, the Government has increased the number of public services that are available online. Some of these include iTax, renewal of drivers' licenses, business registration, passport application, and application of death and birth certificates among many more.

The **iTax** system is a web-enabled system by the Kenya Revenue Authority (KRA). The system makes revenue collection easy for both the taxpayers and KRA itself. The portal allows users to update their tax registration details, file tax returns, register all tax payments and make status inquiries with real-time monitoring of their ledger/account. It, therefore, gives taxpayers the luxury of enjoying these services from anywhere anytime.

**Integrated Financial Management Information Systems (IFMIS)** oversees the implementation of a unified e-procurement financial management system and its adoption across all Government departments. It is used for public financial management as it interlinks planning, budgeting, expenditure management and control, accounting, audit, and reporting. The shift from manual to e-procurement makes public procurement more efficient and effective. It also enhances visibility and accountability at all levels of the procurement process, for the benefit of all Kenyans. The system has promoted transparency, accountability, and responsiveness of public financial resources.

The Ministry of Lands commenced on a program of automation and **digitization of the land registries** across the country since 2014/2015 financial year with a view to ensuring efficient and effective service delivery that will lead to enhanced access to information, increased customer confidence, reduced business timelines, and enhanced revenue collection. Phase I of the program was to automate registration processes at the Nairobi registry and automate adjudication and survey processes at National Titling Centre (NTC). Phase II entails conversion of paper records to electronic records through digitization. The digitization project has involved among other activities conversion of analog records to e-records through scanning of the green cards, white cards and parcel files, indexing of all scanned images for serialization, data capture of green cards and white cards, verification of the data captured, and upload verified data to the Electronic Document Management System (EDMS) for online transactions. To date only Nairobi Land Registry is complete. Digitization of land entries has enhanced public service delivery, provided a comprehensive automated land register for better planning and inspections and Minimized manual human intervention, errors, and corruption while ensuring transparency.

Transport Integrated Management System (TIMS) is an NTSA system funded by the World Bank through the Kenya Transparency and Communication Infrastructure Project (KTCIP). The system relies on Internet and Mobile technology to carry out operations aimed at modernizing the transport sector. The system helps improve efficiency in the monitoring and reduction of traffic violations in the road transport sector. The key delivery areas of this project will include an Intelligent Traffic Management System that will assist the police to determine the validity of a driving license as well as the provision of a platform for citizens to renew their documents through SMS.

Civil Registration Department (CRD) Digitization is a project which Ministry of State for Immigration and Registration of Persons has undertaken for the digitization of birth and death registers in the country. The aim of the exercise is to consolidate information found in The National Population Register, a national database that was created in 2008/2009 that establishes demographic records for all Kenyans aged 18 years and above in a single platform. There are Civil Registration Centers where parents can register births and any family member can register deaths. The process of scanning the records is centrally managed in Nairobi, and over 62.5 million records have been digitized. The process has an organized registry that will improve record storage and accessibility, Improved security of manual records of births and deaths and Reduced operational cost of maintaining records.

The Digitization of the Company Registry enhances scanning and the data captured allows online search of company names and information. The system is built-in high-end servers that efficiently handle company files and store the scanned documents in a format that can be linked to a searchable database. The benefits of this initiative are Increased transparency and much faster access to company registry services, easier and faster way to incorporate new companies, reducing the registration process from two weeks to one day. Registration of companies is done from anywhere in the country, avoiding the need for a physical visit.

**Conclusion**

Good strategy formulation by the government are enablers of e government projects implementation in Kenya. This enhances cost savings, efficiency and citizens satisfactions. E-governance offers many benefits to the citizens as it has much potential to bring many dreams and goals of good governance into reality. E-Governance effectively turns a paradigm shift from traditional bureaucratic administration to a more responsive, accountable and effective administration. With the intelligent and effective applications of ICT, combined with other e-government drivers, the government can be more responsive in providing communication with citizens to effectively meet public needs

**Reference**