



Revenue Modernization Journey

The Kampala Capital City experience

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Profile of Kampala City

City Population:

Resident popn is est. at **1.5 million** while day population est. at **4 million**.

60%

The city's contribution to Uganda's GDP.

5.2%

The current urban population growth rate

10 Million

Projected population by 2040 (source: KPDP).

Vision: To be a Vibrant, Attractive and Sustainable City

Mission: Provide Quality Services to the City

Core Values: Excellence, Client Care, Integrity, Teamwork and Innovativeness.

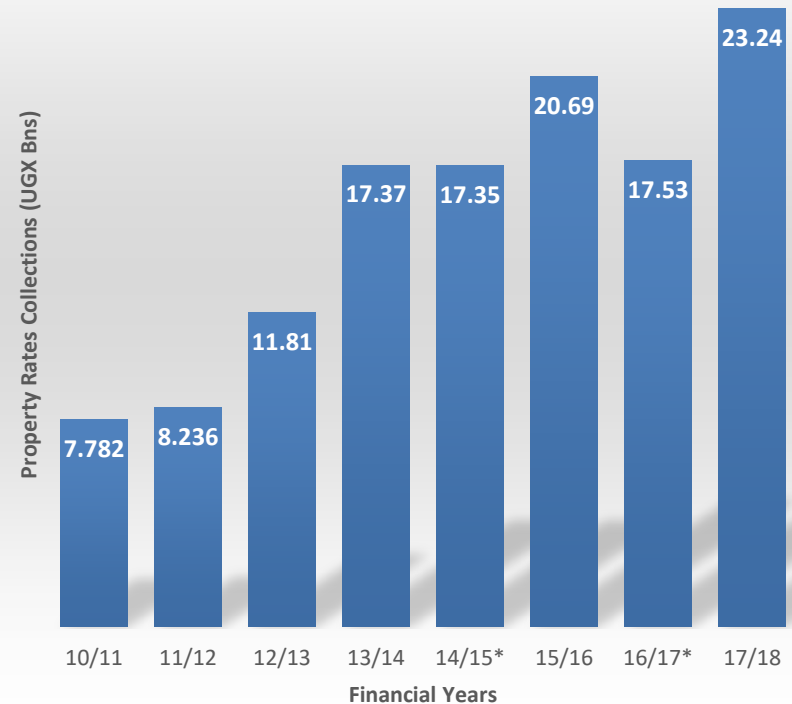
Background to Property Rates collection

Property rates - biggest revenue potential for city financing:

Key challenges

- Manual collection Systems
- Difficulty in locating properties due to unplanned neighborhoods
- Poor road network and other services affecting taxation compliance

Collections from Property Rates over 8 year)



City Address Model

City Address Model activities

- Assigning House Numbers
- Road Naming
- Installing Road Signage
- Developing a City Address Directory
- Establishing Geographical Information System (GIS)
- Introducing a Citywide Navigation System

Why the intervention

- Quick emergency response
- Coordinated city planning & infrastructure development
- Aid in the development of a city navigation system
- To provide quick reference to properties and address
- Enhance KCCA's financial management systems
- Facilitate online shopping, banking and courier services

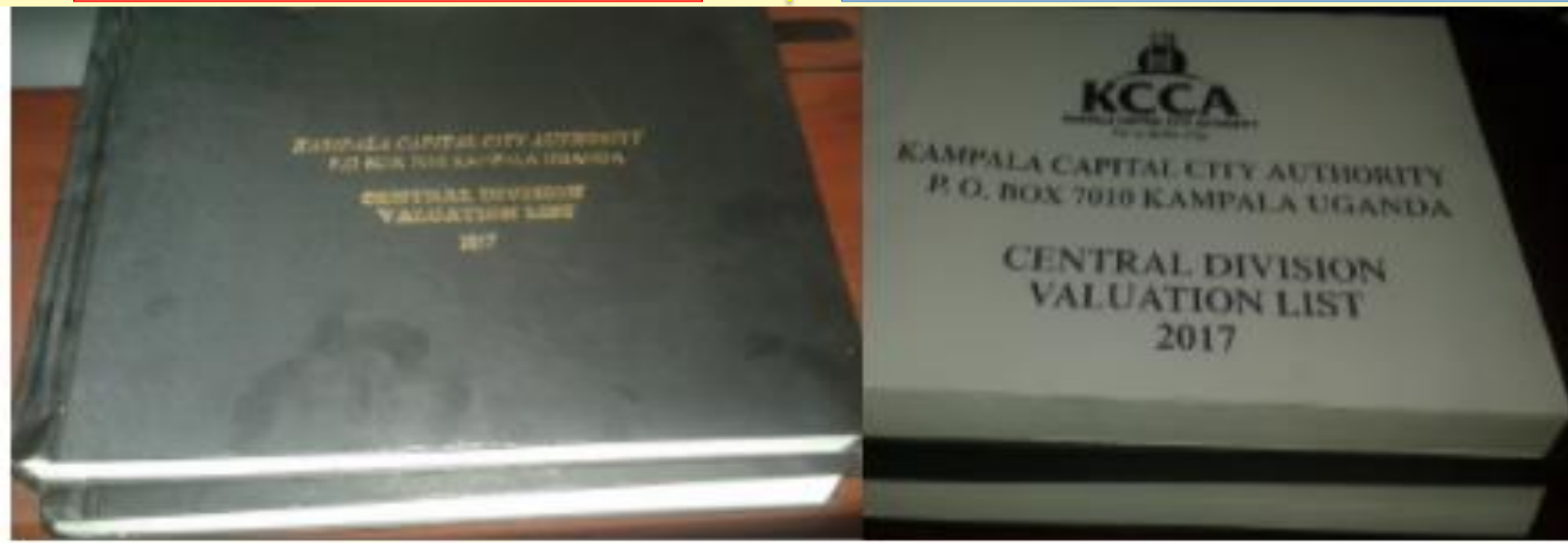
Computer Aided Mass Valuation

City Address Model activities

- Identify all ratable properties in the City
- Conduct City wide Valuation of properties
- Geo-reference all properties

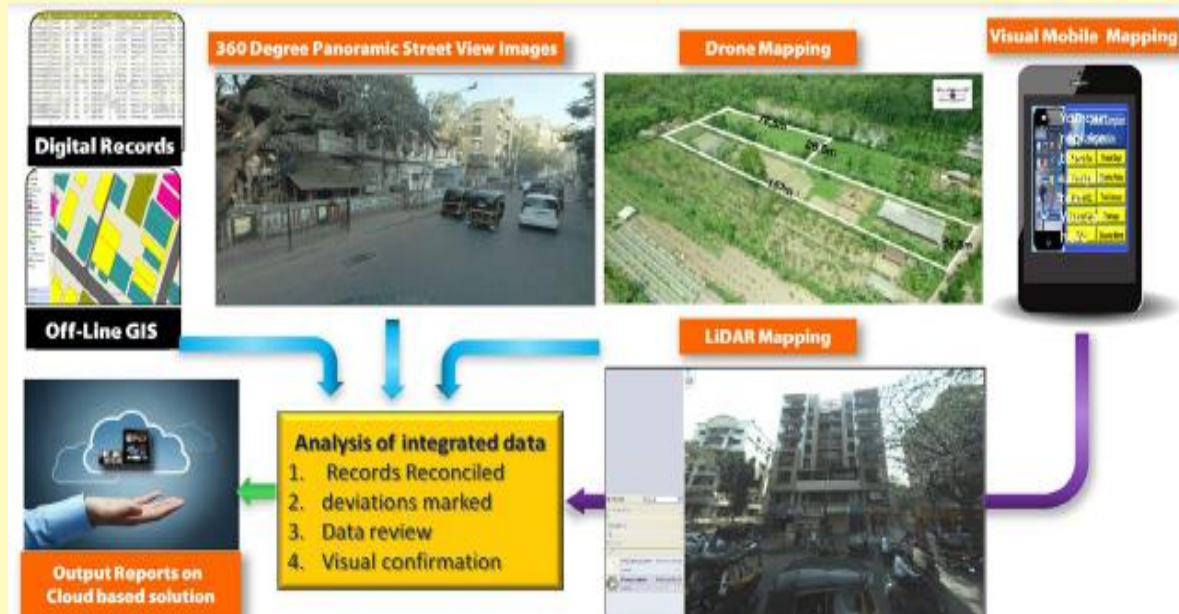
Why the intervention

- Maintaining property data,
- Valuing property,
- Notifying owners, and
- Ensuring tax equity through uniform valuations



Key Interventions

- **Computer aided mass valuation of properties:** This will enable KCCA to monitor infrastructure investments and support local revenue mobilization. Over all Collections expected to grow by over 150%
- **Use of GIS in City address Model**
- Over 100,000 properties assigned house numbers
- Installed over 950 road signages
- Developing urban land use database and linking them to revenue collection functions



Street Naming



Revenue Modernization Project Key Highlights

- Established RMP Governance based on Project Management Principles
- Held Stake Holder Engagements
- Streamlined and simplified the Business Processes
- Automated the Streamlined Business Process into eCitie
- Rolled out eCitie Registration, Payments processes to all Revenue Sources.
- Established the Call Center to enhance Client Relationship Management
- Tailored Client Technology using Smart and Simple phones, Point of Sale for

THANK YOU

