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

Property Rates Collections (UGX Bns)

Financial Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/11</td>
<td>7.782</td>
</tr>
<tr>
<td>11/12</td>
<td>8.236</td>
</tr>
<tr>
<td>12/13</td>
<td>11.81</td>
</tr>
<tr>
<td>13/14</td>
<td>17.37</td>
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<tr>
<td>14/15*</td>
<td>17.35</td>
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<tr>
<td>15/16</td>
<td>20.69</td>
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<tr>
<td>16/17*</td>
<td>17.53</td>
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<tr>
<td>17/18</td>
<td>23.24</td>
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</tbody>
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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. Overall 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
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