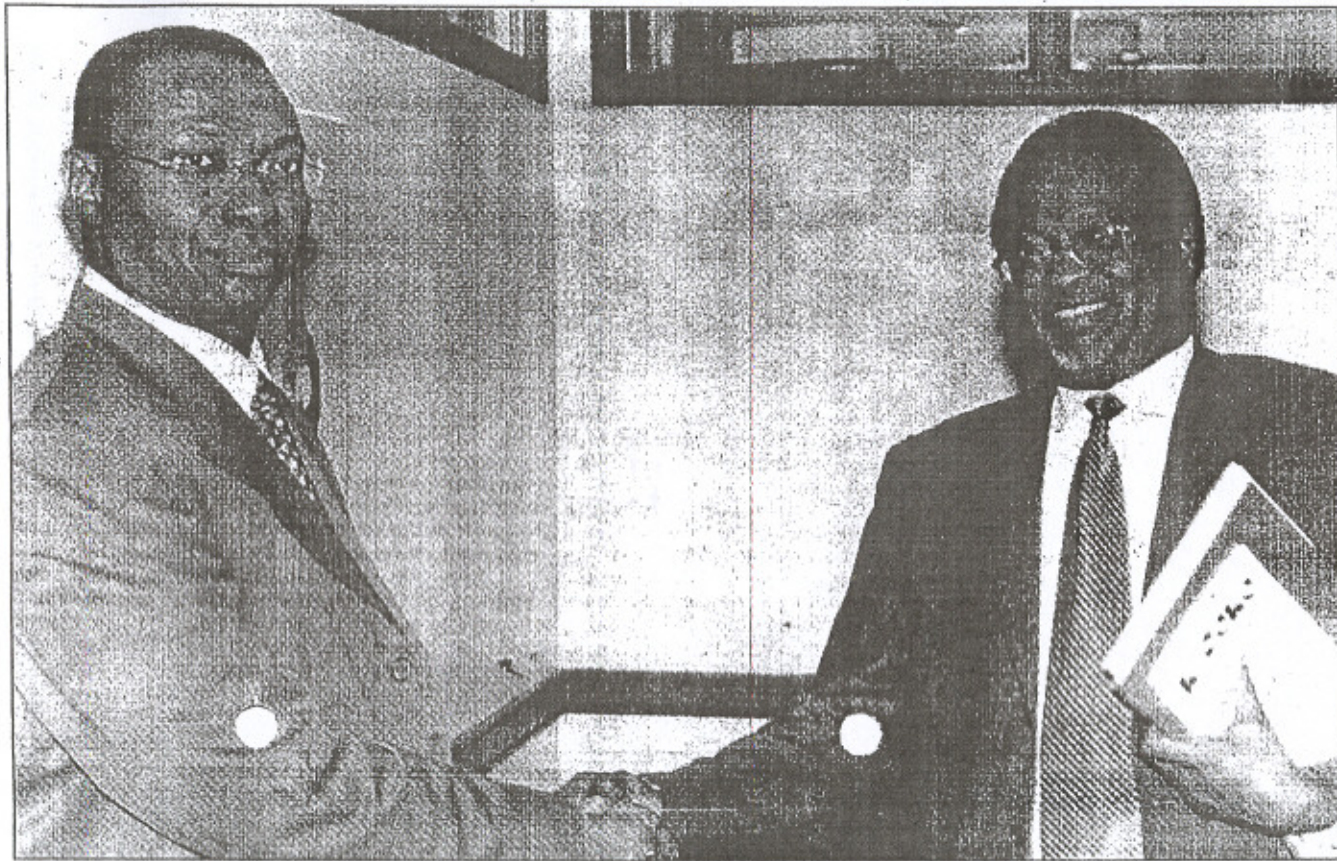


The Customs Reform and Modernisation (CRM) Programme



The Director of Customs of Senegal and the Commissioner of Customs and Excises of Kenya, Mr Francis Thurairaja, during the signing of the memorandum of understanding for the Senegal and Kenya Co-operation.

tems was on a computer system which was riddled with bugs. Subsequently, a team of four officers was dispatched to Senegal to appraise the system.

It was in view of the foregoing that the CRM team was directed to organize a request to evaluate the various systems and options available to KRA and recommend the way forward.

Following further consultations between the CRM team and management, it was decided that the Senegalese Customs system (GAINDE & ORBUS) was most suited for our environment and hence would be acquired.

This was to be in the form of a joint venture between Kenya and Senegal on a government-to-government arrangement.

From the moment that decision was arrived at, the CRM project team has never looked back. The required machinery was procured and as at now, signing of the GAINDE (TRAVEL) system is in top gear in readiness for country live roll-out from 1st July 2005.

The comprehensive reform programme envisaged under way has already resulted in streamlining of cargo clearance procedures, strengthening of Customs operations, introduction of new technologies and perhaps most importantly revitalisation of the department's most important asset - its human resources.

Other expected milestones include upgrading of information and infrastructure.

The momentum of change can be seen in the various departments which are

this end was conducted in 2002 followed by site visits to Customs Administrations in Zambia, Singapore, Philippines and Mauritius in 2003. The objective of the visits was to study and evaluate the suitability of the respective automation systems, as well as learn from the experiences of the user countries with a view to identifying the most

September 2003 before being closed and opened in October 2003.

Nine out of the nineteen bidders who bought the tender documents submitted them back.

This was immediately followed by an evaluation process conducted by the University of Nairobi (UoN) and the Government Information

The Customs Reform and Modernisation project team was constituted and operationalised in November 2003 to manage the reform agenda at Customs.

The committee's mandate has since been expanded to include the following projects: Electronic cargo tracking, Cargo x-ray scanners, Direct banking, Time release study,

Staff uniforms and Customs laboratory all of which are presently in different stages of implementation.

In March 2004, an IMF Mission reviewed the Pre-qualification tender process and recommended its termination on the grounds that the process did not conform to international best practices in competitive bidding among

CRM Project Secretary
THE business world has become pretty dynamic with globalisation. It has thus become imperative for Customs authorities to reassess their operations in order to strike an appropriate balance between the competing goals of enforcing Customs laws and collecting revenue while at the same time facilitating trade. The principal objective of the reform initiative is to ensure that KRA Customs becomes a world class Customs service that plays a pivotal role in the economic recovery and development of this country and commands enormous respect amongst the citizenry and visitors alike.

The idea of modernising Customs operations was conceived way back in 1989 when an application software called Bishops-trade Office Freight Forwarding Infrastructure Network (BOFFIN) was developed and installed. Implementation of this system stalled in 1992 but was revived in 1996 when KRA was inaugurated. The full potential of the system could not be fully realised after full implementation due to the time lapse between acquisition and implementation. Over time, it has become increasingly necessary to replace this system as it has become obsolete and is plagued with numerous performance deficiencies.

In 2001, KRA management was rooting for acquisition of an integrated system which would support seamless exchange of information across the Authority and facilitate linkage with external stakeholders. The Kenya Revenue Authority Enterprise Integrated System Architecture (KREISA) project was borne out of this desire. However, KREISA could not be implemented as a single project due to technical, logistical and financial implications at the time.

It is against this background that KRA decided to fast track the Customs & Excise Department (CED) component of the KREISA project