

SPEECH BY MR. AMOS WANGORA, ACTING CEO OF KENTRADE, DURING THE MOMBASA STAKEHOLDERS SENSITISATION MEETING ON WEDNESDAY SEPTEMBER 9, 2015

Salutation

All protocols observed

Ladies and Gentlemen, Good morning!

Why we are here, today.

This forum could not have come at a better time for KenTrade which is keen on feedback sessions with members of Mombasa Port Community especially the importers, exporters and clearing agents who are now required to lodge their Permits and Import Declaration Form (IDFs) through the Kenya TradeNet System also known as National Electronic Single Window and who are well represented here today.

This timely meeting has been convened by the KenTrade in collaboration with our member bodies like KIFWA, Ship Agents Association and Container Freight Station Association (CFS). It is a fulfillment of our pledge as KenTrade during the last similar meeting that we shall continue to engage with you, and make follow ups over and above the weekly Customer visits by our dedicated support staff at our Trade Facilitation office here in Mombasa and Customer Support via our all access Contact Centre.

As is now our tradition with you, we are here to update you on the progress since our last engagement and most importantly to do the listening; ensuring that your concerns and queries are satisfactorily addressed.

I am here with my team (introducing KenTrade staff present...) and we are all eager to update you on what your Government is doing to facilitate your business through the Kenya TradeNet System being implemented by KenTrade in partnership with over 27 port based partner agencies. We are delighted to be here not just to share with you what we are doing but most importantly to thank you for your continued support, understanding and cooperation as we implement this complex and cross cutting project.

Let me reiterate that we are here to listen and receiving feedback from you as our Customers and End Users on how we can maximize on the Kenya TradeNet System to boost economy.

Where we are..since we last met

As some of you may be aware, KenTrade was without a Board when we last met with you, our stakeholders here in Mombasa for a forum of this nature and magnitude. We now have a new Board and are fortunate enough to have one that is comprised of experienced and respected professionals including industry experts. The Government in its wisdom decided to retain Gen. Joseph Kibwana (Ret) as our

Chairman and who is well versed in this industry having served at the Chairman of Kenya Ports Authority. Consequently KenTrade now have the strategic policy guidance, oversight and direction as we implement the last and critical phase of the project.

Some of you may be aware that our Board was here in Mombasa a couple of weeks ago to familiarize with the Port operations and especially witness first-hand the uptake of the Kenya TradeNet System. The visit to the Port and interaction with a cross section of you during Customer Visit was extremely beneficial to the relationship that KenTrade is striving to build with you, our Customers at the Port of Mombasa.

May I also state that we recently signed a Performance Contract which is obligatory to all tax payers funded institution where we are measured by how we as KenTrade deliver on our services to you, our Customer.

Towards this end, we are strengthening our presence in Mombasa by boosting the capacity of our Trade Facilitation office located at Jubilee House, Moi Avenue and also Customer Support via the Contact Centre. We are investing in innovative solutions to improve your Customer experience with us, KenTrade. These include Customer Relationship Management (CRM), a system that aids in managing a KenTrade's interactions with current and future customers. Implementation of the CRM at KenTrade's Customer Contact Center involves using technology to organize, automate and synchronize sales, marketing, customer service, and technical support. It will also help direct customers to the right agent or self-empowered knowledge. The goal of the system is to track, record, store in databases, and then determine the information in a way that increases customer relations.

As will be illustrated shortly in the brief 5 minutes Kiswahili video documentary and subsequently the detailed presentation on Kenya TradeNet System, Kenya as a regional economic giant and strategic trade route is recording major milestones in its aspiration for a globally competitive e-based trade economy. The historic presidential launch of the Kenya TradeNet System project last May attended by regional heads of states and Government delegations from five countries was a major milestone that raised the bar on us at KenTrade.

This project has since gained global attention and is among the GoK projects that the US Government pledged to support in the bilateral agreements signed between the two sovereign states during President Obama's recent visit to Kenya. The interest in Kenya TradeNet System and support for its implementation is based on the experiences of other successful economies like Singapore, Rwanda and Malaysia in improving their competitiveness on cross border trade.

Since the roll out of the System in October 2013 and official launch by President Paul Kagame of Rwanda at a regional heads of state summit hosted by His Excellency President Uhuru Kenyatta in Nairobi in May last year, we have made significant progress in the System implementation and also experienced challenges as we shall illustrate in the presentation.

In summary, the implementation of the System is fully on course with over half billion Kenya Shillings (Ksh 500,000,000) revenue collected by the Government through the permit issuing state agencies, Kenya's has embraced the UN recommended secure and efficient cargo tracking system Unique Consignment Reference (UCR) and over 27 Government Agencies can now process and approve import/exports permits through the System.

Also worth mentioning about is the Implementation of the Declaration module, the Dynamic Risk Management and automation of the Delivery Order and outbound processes. This will ensure full integration between the Kenya TradeNet System, Kenya Ports Authority (KPA KWATOS System and the KRA MMS/SIMBA

and iTax Systems to provide a seamless flow of trade documentation process in Kenya.

We are glad to note that Kenya Revenue Authority is no longer accepting lodgment of Import Declaration Forms (IDFs) permits and other documents from Authorized Economic Operators through the Kenya TradeNet System.

The System also has been integrated with commercial banks in Kenya and Mobile payment solutions through the Kenya Revenue (KRA) iTax system. This has made it possible for you traders to submit documents and make payments to the Government electronically.

Sensitization and trainings are ongoing activities as we demonstrate here today. We have dedicated personnel stationed here in Mombasa and Nairobi and also in Malaba, Busia, Namanga, Kisumu and Isebania border points. Our Contact Centre and Customer Care Support are a phone call away on the contacts that we will provide at the end of next this session.

Challenges

Like any other project of such magnitude, Kenya TradeNet System has been no exception to the teething challenges that are unique to start up. With the support of System Developers from Singapore (Crimson Logic) and Senegal (Gainde2000) and all our stakeholders we have been able to manage the issues as and when they occur. These include the integration challenges that some of you might have experienced as end user.

May I conclude by thanking you for the understanding and support that you have given us and express our commitment to serve diligently. I would also like to acknowledge the effort of Intertek and Shippers Council of Eastern Africa for organizing this successful forum that whose desired outcome is to maximize on the Single Window System.

Thank You.