





Powering Kenya's Digital Transformation

Chairperson's Foreword

On behalf of the Board of Directors, Management and Staff of the Communications Authority of Kenya, I am happy to present to you the Authority's Annual Report for the Fiscal Year 2022/2023.



During the year, we experienced changes in the composition of our Board. We were therefore privileged to gain from new perspectives, a wide range of skills and diverse experience throughout the 4th Strategic Plan period.

ICTs being an 'Enabler' for socio-economic development, and as stipulated in Vision 2030, the period saw the Authority focus on initiatives to enhance universal access to ICT services and the creation of an enabling environment to support the growth of the sector.

In our pursuit of creating an enabling environment that will support the vision of Kenya becoming a digitally transformed nation, the Authority, in collaboration with other stakeholders, embarked on comprehensive legal and regulatory reform efforts. Noting the dynamism of technology in this 4th Industrial Revolution (4IR), a revamped legal and regulatory framework is not only a key pillar but also an essential component for nurturing technological advancements.

Another achievement during this period was the improvement in the management of our cyberspace. With the increased uptake of ICTs across sectors, the Authority as the host of the Kenya Computer Incidence Response Team - Coordination Centre (KE-CIRT/CC), enhanced investment in its digital infrastructure, which improved our cyber security readiness and resilience. This proactive measure to assist the country in countering the imminent threat of cyber-attacks that have now become a global phenomenon.

Toward the end of the strategic period, the Board oversaw the development of the Authority's 5th Strategic Plan that will guide the work of the Authority for the period 2023 to 2027. This phase of the plan will see the Authority drive the increased contribution of ICTs to support the realization of the Bottom-Up Economic Transformation Agenda (BETA) and the Government

Digital Transformation (GoDTA). Through various efforts, including strategic partnerships with other public agencies and the private sector, the Authority has clearly laid out its plans to contribute to the achievement of digital transformation components, including broadband infrastructure, digital skilling, cybersecurity and enhancing access to quality and affordability of ICT services. Great focus will be given to ensuring all Kenyans have access to meaningful connectivity supported by initiatives under the Universal Service Fund (USF).

Alive to the realities of new and emerging technologies such as Artificial Intelligence (AI), Machine Learning, Big Data Analytics, and Augmented and Extended Virtual Reality (VR), the Authority is set to invest more in building its capacity to match the challenges of the present times.

As I conclude, I extend my gratitude for the support received from the Ministry of Information, Communications and The Digital Economy, our licensees, strategic partners and all other stakeholders with whom we have worked to sustain a vibrant ICT sector. I equally thank my board colleagues, for their dedication, abilities and focus, which have greatly contributed to getting the Authority and the sector to where we are today.

Finally, I thank the entire Authority's management team and staff for the efforts made towards the successful implementation of our 4th Strategic Plan.

We remain optimistic that our 5th cycle of the Strategic Plan will be greater and that the ICT sector will remain firmly at the centre of enabling the country's aspiration of 'becoming a digitally transformed nation'.

Mary Mungai
Chairperson of the Board

Director General's Message

This financial year marked the end of our 4th Strategic Plan (2018 -2023) and I am glad to report that our focus on the three (3) Key Results Areas, Access and Market Development, Enabling Environment and Capacity Development, has yielded remarkable accomplishments for the ICT sector.

Within the year, we ushered in a new Board of Directors, who expeditiously settled into their leadership role and guided us through the last milestones of the just concluded Strategic Plan phase. May I take this opportunity to reassure the Board of our commitment to deliver unwavering support.

The ICT sector remained vibrant, buoyed by growth in mobile telephony. The mobile telecommunications sub-sector grew by 2.7 per cent, with mobile subscriptions growing from 64.6 million in June 2022 to 66.4 million, translating to a mobile penetration growth of 131.3 per cent from 131.0 per cent in the previous year.

The continued rollout of 3G, 4G, and 5G mobile transmitters has enhanced the quality of mobile broadband across the country. The total data/Internet subscriptions stood at 50.5 million, marking a growth of 6.6 per cent from the previous period. The Authority also issued additional spectrum to support the rollout of a variety of services, including 5G mobile services, which provide enhanced user experience with higher speeds and quality, and supports new industry applications across various sectors of the economy.

In support of the government's Digital Transformation Agenda, the Authority, through the Universal Service Fund (USF), initiated the process that will support the rollout of approximately 2,500 km of last-mile optical fibre network infrastructure at an estimated cost of KES. 5 billion. The project will prioritize connectivity to health facilities, police stations, court stations, schools, and other organizations serving critical public needs in line with the mandate of the USF.

As the uptake of ICT services increases across the country, so does cybercrime. To secure our cyber space, the Authority executed cybersecurity awareness and capacity building among its stakeholders, to enhance national cybersecurity readiness and resilience.

To promote and facilitate the development of a diverse range of broadcasting services, the Authority licensed an additional 99 new broadcasters bringing the total licensed providers to 639



at the end of the year under review. This has led to an increase in the diversity and plurality of broadcast content.

In the Postal & Courier sub-sector, the Authority continued to facilitate the development of the sub-sector by licensing additional Operators. The number of licensees in this sub-sector increased by 7.2 per cent to 327 from 305 in the previous year.

The Authority also continued with its efforts towards the attainment of universal access to ICT services through rolling out mobile cellular infrastructure and services in 36 sub-locations across the country. This provides access to ICT services to approximately 84,286 people in the unserved and underserved areas.

On the international scene, Kenya continued to actively participate in meetings and forums hosted by international organizations to which the country is affiliated. As a result of the goodwill cultivated over the years, the country was re-elected to the International Telecommunications Union (ITU) Council, re-elected to lead the African Telecommunications Union (ATU) for a second term, got elected to the ATU Administrative Council and was also re-elected to serve in the Pan-African Postal Union (PAPU) Administrative Council for a four-year term (2022-2025).

Lastly, my sincere gratitude goes to the Authority's Board for their leadership and oversight. I also thank all staff of the Authority, without whose dedication, loyalty and diligence, we would not have been able to accomplish what we did as a team this past year. We look forward to a more vibrant 2023/2024.

Ezra Chiloba
Director General/CEO

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Acronyms & Abbreviations

| Abbreviation | Definition |
|--------------|--|
| AGPO | Access to Government Procurement Opportunities |
| BSD | Broadcast Signal Distributors |
| BTS | Base Transmitter Stations |
| BUC | Block Upconverter |
| CB | Citizen Band |
| ccTLD | Country Code Top-Level Domain |
| CIRT | Computer Incident Response Team |
| COP | Child Online Protection |
| CSR | Corporate Social Responsibility |
| DAB | Digital Audio Broadcasting |
| DDOS | Distributed Denial of Service |
| DSB | Digital Sound Broadcasting |
| DTH | Direct To Home |
| DTT | Digital Terrestrial Television |
| DVB | Digital Video Broadcasting |
| FTA | Free-To-Air |
| FWA | Fixed Wireless Access |

| Abbreviation | Definition |
|--------------|--|
| Gbps | Gigabits per second |
| GHz | Gigahertz |
| GSM | Global System for Mobile Communications |
| ICT | Information Communications and Technology |
| IDTV | Integrated Digital Television |
| IP | Internet Protocol |
| KE-CIRT/CC | Kenya National Computer Incident Response Team/Coordination Centre |
| KICA | Kenya Information and Communications Act |
| LTE | Long Term Evolution |
| NCII | National Critical Information Infrastructure |
| NPKI | National Public Key Infrastructure |
| PABX | Private Automatic Branch Exchange |
| UHF | Ultra-High Frequency |
| USF | Universal Service Fund |
| VHF | Very High Frequency |
| VoIP | Voice over Internet Protocol |
| VSAT | Very Small Aperture Terminal |

SECTION A

About Us

**THIS SECTION HIGHLIGHTS THE
ESTABLISHMENT AND MANDATE
OF THE AUTHORITY**



About Us

This section highlights the establishment and mandate of the Authority.

ESTABLISHMENT AND MANDATE OF THE AUTHORITY

The Authority, established under the Kenya Information and Communications Act, 1998, is mandated to license and regulate the ICT sector, achieved through the following key functions:

- (a.) Licensing of telecommunications, postal & courier and broadcasting systems and services;
- (b.) Management of the country's frequency spectrum and numbering resources;
- (c.) Facilitating the development and management of a national cyber security framework;
- (d.) Facilitation of development of e-commerce;
- (e.) Type approval of communication equipment;
- (f.) Management of competition within the Sector;
- (g.) Management and Administration of the Universal Service Fund;
- (h.) Protection of consumers of ICT services.



Leadership

BOARD OF DIRECTORS

Section 6(1) of the Kenya Information and Communications Act, 1998 (KICA) vests the management of the Authority with the Board of Directors. The Board consists of a chairperson and ten other members.

Functions of the Board of Directors

The Board individually and collectively performs the following duties set out in the Board Charter:

- i) Exercise leadership, integrity and judgment in directing the Authority;
- ii) Set the vision, mission and values of the Authority;
- iii) Develop strategies to achieve the Authority's mandate;
- iv) Determine key performance indicators of the Authority, set targets and monitor performance;
- v) Ensure that internal structures and policies are in place;
- vi) Identify and manage key risk areas; and
- vii) Ensure preparation of annual financial statements and reports and disclosure of information to stakeholders.

BOARD MEMBERS

Ms. Mary Mungai

Chairperson of the Board of Directors

Born in 1965, Ms. Mary Mungai, is the Chairperson of the Board of Directors with effect from 2nd December 2022.

She is an experienced Chief Executive Officer with over 30 years of success in various industries. She is the owner and CEO of multiple businesses with over 500 direct employees and over 1000 indirect employees.

She has served as a Board Member in several entities, including Board Member of Kenyatta National Hospital for seven (7) years, where she served as Chair of the Finance and all Purposes Committee, and as Chair of the Corporate Strategy and Enterprise Committee.



BOARD MEMBERS

Ezra Chiloba

Director General/CEO



Born in 1978, Mr. Chiloba was appointed the Director General with effect from 29th September 2021.

He is an Advocate of the High Court of Kenya and holds a Bachelor of Laws degree from the University of Nairobi. He also holds an MSc in Programme Management, University of Oxford and an MA in Public Policy from Central European University.

Previously, he was the Chief Executive Officer/Commission Secretary of the Independent Electoral and Boundaries Commission (IEBC), and a Principal Partner at Chil & Kemp Strategies Ltd. He has also worked with reputable international and local organizations including the United Nations. He has previously served as a Board Member of the Youth Enterprise Development Fund.

Prof. Edward Kisiang'ani

Principal Secretary, State Department for Broadcasting & Telecommunications



Born in 1965, Prof. Edward Kisiang'ani, is the Principal Secretary, the State Department for Broadcasting and Telecommunications, Ministry of Information, Communications, and the Digital Economy. He serves on the Board in his capacity as the Principal Secretary, effective from 1st December 2022.

He holds a PhD degree in Archaeology and Political Studies from Kenyatta University. Prof. Kisiang'ani has over 20 years of work experience extensive university experience in teaching History and Political Studies.

Dr. Raymond Omollo

Principal Secretary, Interior and National Administration Ministry of Interior and National Administration



Born in 1979, Dr. Raymond Omollo, is the Principal Secretary, the Ministry of Interior and National Administration. He serves on the Board in his capacity as the Principal Secretary, effective 1st December 2022.

He holds a PhD in Applied Statistics from the University of Nairobi. He has over 16 years of experience and previously served as a non-executive board member. Dr. Omollo is a statistician and research professional with a keen focus on Data Management, Statistical Data Analysis, Epidemiology, and Statistical Modelling.

Dr. Chris Kiptoo, CBS

Principal Secretary, The National Treasury and Economic Planning



Born in 1967, Dr. Chris Kiptoo serves on the Board in his capacity as the Principal Secretary, the National Treasury, effective from 1st December 2022.

He holds a PhD in International Macroeconomics Finance specialization from the University of Nairobi. Dr. Kiptoo is an accredited Fellow of the Macroeconomic & Financial Management Institute of Eastern & Southern Africa (MEFMI) in the field of Macroeconomic Management. He is also an Associate of the Kenya Chartered Institute of Bankers (A.K.I.B).

INDEPENDENT MEMBERS

Ms. Bhoke Christine Nchama

Independent Board Member



Born in 1979, Ms. Bhoke is an entrepreneur and a community developer with a passion for women's rights and empowerment. She holds a Bachelor of Arts degree in Community Development and a Diploma in Community and Social Development from Kisii University.

She served as a board member of the Lake Basin Development Authority from 2019 to 2022 and was the Secretary of Kuria West Constituency from 2013 to 2022. In addition, she chaired the Kuria West Women Sacco from 2015 to 2020. She was appointed to the Authority's Board on 24th February 2023.

Mr. Joel Nyambane Okengo

Independent Board Member



Born in 1989, Mr. Okongo is a strategic professional with a background in law and political science. He holds Bachelor of Law and Political Science degrees from the Catholic University of East Africa.

He was appointed to the CA Board on 24th February 2023 and currently serves as the Chairperson for the Board Audit and Risk Assurance Committee.

Mr. Eric Langat

Independent Director



Born in 1958, Mr. Langat holds of a Bachelor of Science degree in from the University of Eastern Africa Baraton.

He joined the defunct Kenya Posts and Telecommunications Corporation (KPTC) in 1985 and later the Postal Corporation of Kenya (PCK), where he served in various managerial positions. He is currently in private business and is also a Board Member of a privately-owned tea factory. He was appointed to the CA board on 24th February 2023.

Mr. Paul Mureithi

Independent Board Member



Born in 1958, Mr. Mureithi has over twenty-five (25) years of experience in the telecommunications sector having worked for the defunct Kenya Posts and Telecommunications Corporation (KPTC) and Telkom (K) Ltd since 1978. He held several leadership positions in the areas of cable network, fibre optic planning and construction in Nairobi Central and Nairobi North regions.

He is a Director of Tymstar Motors Limited, Tymtrack Limited, Mweiga Homes Limited, and Dualway Properties Limited. Previously, he served as a member of the Board of CA between 17th July 2021 to 24th February 2023.

He was re-appointed to the Authority's board on 24th March 2023 and currently serves as the Chairperson of the Technical and Broadcasting Standards Committee.

INDEPENDENT MEMBERS

Dr. Albert Kochei

Independent Board Member



Born in 1978, Dr. Kochei holds a PhD in Public Administration from the London Bridge Business School, United Kingdom, a Master's degree in Environmental Economics, and a Bachelor of Commerce in Accounting. He is currently pursuing a Master's degree in Management and Leadership.

Dr. Kochei is currently the Chief Executive Officer and lead consultant at LFE Corporate Solutions, offering consultancy services and research in areas such as business coaching, leadership, project management, and financial development.

He was appointed on 24th March 2023 and currently serves as the Chairperson of the Finance and Planning Committee.

Ms. Tonia Mutiso

Independent Board Member



Born in 1973, Ms. Tonia Mutiso is a lawyer by training with over 23 years of experience in Law, Human Resources and Marketing within the technology sector.

She is the Managing Partner & Co-CEO of Tellistic Technology Services, a capacity building, data analytics and software engineering firm. She was appointed on 24th March 2023 and currently serves as the Chairperson for the Board Staff and Administration Committee.

Ms. Sarah Kabira

Independent Board Member



Born in 1983, Ms. Kabira holds a Master of Philosophy in Technology Policy from the Judge Business School, Cambridge University and a Bachelor of Science in Computer Science at the University of Nairobi (First Class Honors).

She is a senior telecommunications professional with over 15 years of progressive experience in the field of IT (Information Technology). She is currently the Managing Director of Techminds Technologies Limited an ICT Services firm. She was appointed to the Authority's Board on 26th May 2023.

ALTERNATE MEMBERS

Ms. Juliana Nashipae Yiapan, MBS

Alternate Board Member to the Principal Secretary, State Department for Broadcasting and Telecommunications, Ministry of Information, Communications and The Digital Economy



Born in 1969, Ms. Yiapan, holds a Master of Business Administration (Public Service) from The University of Birmingham in the UK, a Master of Arts in Political Science and Public Administration as well and a Bachelor of Arts Degree in Government, both from the University of Nairobi.

She has over 20 years' experience in various senior positions in Public Service specifically at MICDE, Office of the President and Office of the Deputy President. She was appointed to the Authority's Board on 3rd May 2019.

Mr. Christopher Kirigua, OGW

Alternate Director to the Principal Secretary The National Treasury, The National Treasury and Economic Planning



Born in 1976, Mr. Kirigua holds a Bachelor of Business Administration from Roosevelt University.

He is currently the Director General of the Directorate of Public-Private Partnerships (PPP) at the National Treasury and Economic Planning. He was appointed to the Authority's Board on 7th February 2023.

Mr. Fred Muhul Raongo

Alternate Director to the Principal Secretary, Ministry of Interior and National Administration



Born in 1978, Mr. Muhul holds a Master of Business Administration, Bachelor of Commerce and Bachelor of Laws, all from the University of Nairobi.

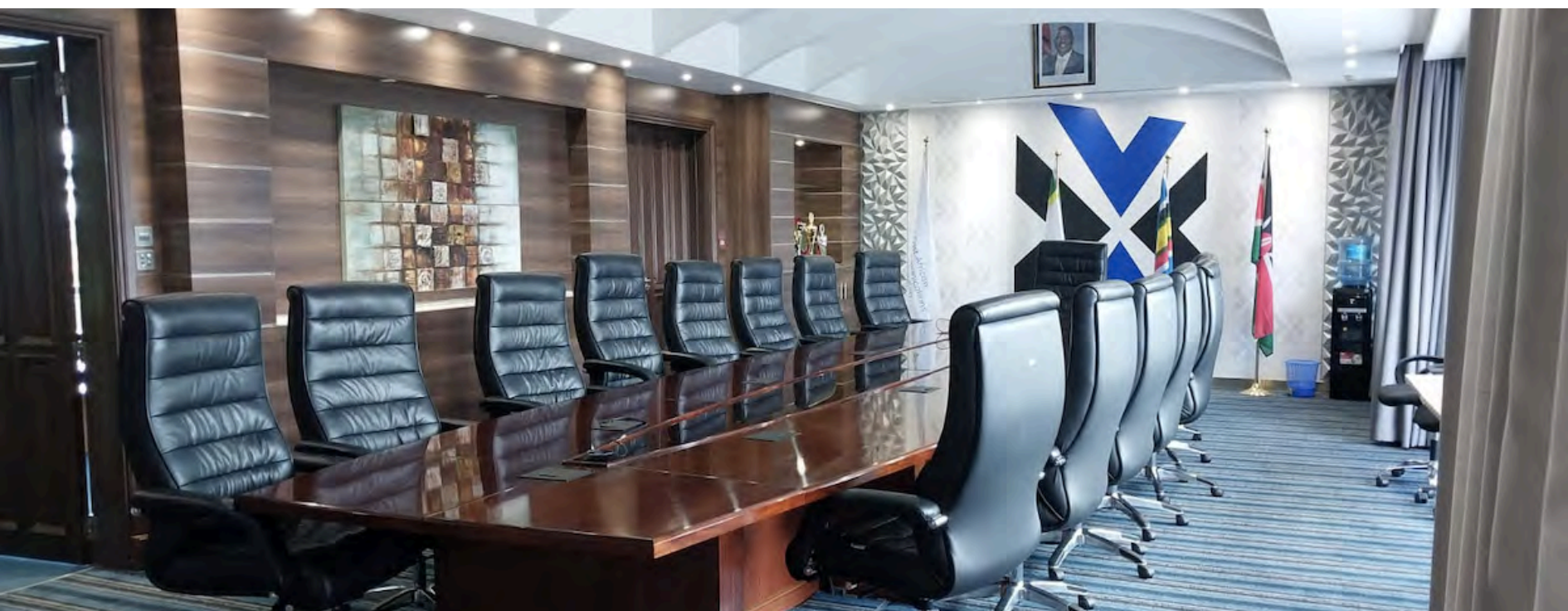
He is a Certified Public Accountant of Kenya, a Certified Secretary of Kenya and a holder of a Postgraduate Diploma in Law from the Kenya School of Law. He is also a member of the Law Society of Kenya (LSK), the Institute of the Certified Public Accountants of Kenya (ICPAK), the Institute of the Certified Secretaries of Kenya (ICS) and the Institute of Internal Auditors (IIA).

He is a seasoned career civil servant with experience spanning over a decade in various capacities in different government agencies. Mr. Muhul was appointed to the Authority's Board on 8th March 2023.

FORMER BOARD MEMBERS

Former Board Members Who Served Within the FY 2022/23

| Name | Period Served |
|--|---------------------------------------|
| Capt. Gilbert M. Kibe- Chairman of the Board | 13th May 2022 - 2nd December 2022 |
| Prof. Levi Obonyo | 6th January 2020 - 5th January 2023 |
| Ms. Kentice Tikolo, OGW | 6th January 2020 -5th January 2023 |
| Ms. Patricia Kimama | 6th January 2020 - 5th January 2023. |
| Mr. Jackson Kiprotich Kemboi | 17th July 2021 -24th February 2023 |
| Ms. Laura Chite | 17th July 2021 -24th February 2023 |
| Mr. Mohamoud Noor | 17th July 2021 -24th February 2023 |
| Prof. Dulacha Galgalo | 24th November 2021 -7th February 2023 |
| Mr. Peter Wanjohi | 4th November 2019 - 8th March 2023 |
| Mr. Nicholas Ngarua | 24th February 2023 - 26th May 2023 |
| Mr. Alex Wafula Wamalwa | 24th February 2023 - 24th March 2023 |
| Ms. Esther Njoki Njoroge | 24th February 2023 - 24th March 2023 |
| Ms. Mgeni Mboto Hassan | 24th February 2023 - 24th March 2023 |



MANAGEMENT TEAM



Mr. Ezra Chiloba
Director General



Mr. Matano Ndaro
Director, Postal and Telecom Services



Mr. Christopher Kemei
Director, Universal Service Fund



CPA. Rosalind Murithi
Director, Internal Audit



Eng. Leo K. Boruett
Director, Multimedia Services



CPA Joseph Kimanga
Director, Finance and Accounts



Mrs. Mercy Wanjau, MBS
Director, Legal Services
Exited service on 27th October 2022



Mr. Michael Katundu
Director, Information Technology and
Enterprise Resource Management
Exited service on 17th January 2023



Mr. Juma Kandie
Director, Human Capital and
Administration
Exited service on 24th May 2023



Mr. Mohamed Haji
Ag. Director, Frequency Spectrum
Management



Dr. James Njeru
Ag. Director Research, Planning
and Quality Management



Ms. Jane Rotich
Ag. Director Supply Chain
Management



Dr. Vincent Ngundi
Ag. Director, Cyber Security
Management



Ms. Patricia Muchiri
Ag. Director, Consumer
and Public Affairs



Mr. Titus Cheptoo
Ag. Director Monitoring Inspections
and Regional Coordination



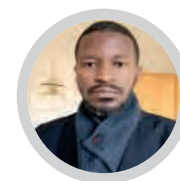
Mr. Lukas Musembi
Ag. Director Competition
Management



Mr. Martin Peter Ikumilu
Ag. Director Compliance and
Enforcement



Mr. Joseph Nzano
Ag. Director, Information Technology and
Enterprise Resource Management



Dr. Japheth Odhiambo
Ag. Director, Legal Services

Corporate Governance

The Authority is committed to ensuring compliance with the principles of corporate governance as enshrined in the Constitution of Kenya 2010, the State Corporations Act, Cap 446, Kenya Information and Communications Act 1998 and the *Mwongozo* Code of Conduct for State Corporations.

The Authority conducted its operations in adherence to the principles of Corporate Governance such as transparency and disclosure, accountability, risk management, internal controls, ethical leadership and good corporate citizenship.

BOARD MEETINGS

During the year, the Authority experienced transitional moments where a new chairperson and board members were appointed. Cumulatively 18 full board meetings were held, out of which seven were special board meetings. Table A1 shows the number of meetings attended by each member.

TABLE A1: NO. OF MEETINGS ATTENDED BY BOARD MEMBERS

| Board Member | Position | Meetings Attended |
|------------------------------------|-------------|-------------------|
| Ms. Mary Mungai | Chairperson | 9 |
| Capt. Gilbert Kibe (Retired) | Chairperson | 9 |
| Dr. Albert Kochei | Member | 5 |
| Ms. Christine Nchamah | Member | 5 |
| Mr. Christopher Kirigua | Member | 3 |
| Mr. Eric Langat | Member | 5 |
| Mr. Fredrick Muhul | Member | 5 |
| Mr. Joel Okeng'o | Member | 5 |
| Ms. Juliana Yïapan | Member | 18 |
| Mr. Paul Mureithi | Member | 18 |
| Ms. Sarah Kabira | Member | 1 |
| Ms. Tonia Mutiso | Member | 5 |
| Mr. Nicholas Ng'arua (Retired) | Member | 4 |
| Mr. Alex Wafula Wamalwa (Retired) | Member | 1 |
| Ms. Esther Njoki Njoroge (Retired) | Member | 1 |
| Ms. Mgeni Mboto Hassan (Retired) | Member | 1 |
| Mr. Jackson Kemboi (Retired) | Member | 13 |
| Ms. Kentice Tikolo (Retired) | Member | 11 |
| Ms. Laura Chite (Retired) | Member | 13 |
| Mr. Mahmoud Noor (Retired) | Member | 13 |
| Ms. Patricia Kimama (Retired) | Member | 11 |
| Mr. Peter Wanjohi (Retired) | Member | 8 |
| Prof. Levi Obonyo (Retired) | Member | 11 |
| Prof. Dulacha Barako (Retired) | Member | 4 |

Source: Communications Authority of Kenya

Corporate Governance

BOARD COMMITTEES

To ensure efficiency and effectiveness in executing its mandate of providing strategic direction and oversight, the Board reconstituted various Committees and assigned them with responsibilities. The Committees include the Board Audit and Risk Assurance Committee, Staff and Administration Committee, Technical and Broadcasting Standards Committee, and Finance and Planning Committee.

BOARD AUDIT AND RISK ASSURANCE COMMITTEE

The Board Audit and Risk Assurance Committee (BARC) provides a structured, systematic oversight of the Authority's governance, risk management, and internal control practices. The Committee provides advice and guidance on the adequacy of the Authority's initiatives for:

| | |
|--------------------------|---|
| 1) Values and ethics; | 4) Internal control framework; |
| 2) Governance structure; | 5) Oversight of internal audit activity, external auditors as well as other providers of assurance; and |
| 3) Risk management; | 6) Financial statements and public accountability reporting. |

In executing its mandate, the Committee held five meetings out of which one was a special meeting. Table A2 shows the number of meetings attended by each member.

TABLE A2: NO. OF MEETINGS ATTENDED BY BARC

| Board Member | Position | Meetings Attended |
|--------------------------------|-------------|-------------------|
| Mr. Joel Okeng'o | Chairman | 0 |
| Mr. Nicholas Ng'arua (Retired) | Chairman | 1 |
| Ms. Kentice Tikolo (Retired) | Chairperson | 4 |
| Mr. Christopher Kirigua | Member | 1 |
| Mr. Fredrick Muhul | Member | 1 |
| Mr. Paul Mureithi | Member | 1 |
| Ms. Juliana Yipan | Member | 5 |
| Ms. Sarah Kabira | Member | - |
| Mr. Mahmoud Noor (Retired) | Member | 4 |
| Prof. Dulacha Barako (Retired) | Member | 4 |

Source: Communications Authority of Kenya

Corporate Governance

STAFF AND ADMINISTRATION COMMITTEE

The Board Staff and Administration Committee provides recommendations to the Board on the Authority's personnel matters, policies, procedures and issues of administration of the assets of the Authority on matters:-

- 1) Human resource management and development;
- 2) Remuneration for Board and Staff;
- 3) Recruitment and separation of staff;
- 4) Succession planning at the senior level;
- 5) Performance management;
- 6) Promotions, appointments to higher positions, demotions and disciplinary cases for staff at senior level; and
- 7) Staff welfare & benefits.

In executing its mandate, the Committee held 18 meetings out of which 14 were special meetings. Table A3 shows the number of meetings attended by each member

TABLE A3: NO. OF MEETINGS ATTENDED BY THE BOARD STAFF AND ADMINISTRATION COMMITTEE

| Board Member | Position | Meetings Attended |
|--------------------------------|-------------|-------------------|
| Ms. Tonia Mutiso | Chairperson | 4 |
| Mr. Jackson Kemboi (Retired) | Chairman | 14 |
| Dr. Albert Kochei | Member | 4 |
| Ms. Christine Bhoke | Member | 4 |
| Mr. Fredrick Rangao Muhul | Member | 3 |
| Ms. Sarah Kabira | Member | 1 |
| Ms. Juliana Yiapan | Member | 17 |
| Mr. Paul Mureithi | Member | 6 |
| Mr. Nicholas Ngarua (Retired) | Member | 3 |
| Ms. Laura Chite (Retired) | Member | 14 |
| Prof. Dulacha Barako (Retired) | Member | 8 |
| Prof. Levi Obonyo (Retired) | Member | 3 |
| Ms. Patricia Kimama (Retired) | Member | 3 |

Source: Communications Authority of Kenya

Corporate Governance

TECHNICAL AND BROADCASTING STANDARDS COMMITTEE

The Board Technical and Broadcasting Standards Committee provides recommendations to the Board on Technical, Regulatory and Broadcasting matters in the ICT sector such as:

- | | |
|---------------------------------|--|
| 1) Licensing; | 7) Markets and Competition; |
| 2) Frequency Spectrum; | 8) Enforcement and Compliance reports; |
| 3) Broadcasting Standards; | 9) Inspections and Monitoring; |
| 4) Postal & Courier Services; | 10) Consumer issues; and |
| 5) Telecommunications Services; | 11) Universal Service |
- 6) Cybersecurity, ICTs, emerging technologies and any other ICT-related projects;

Previously, the committee was segregated into two committees: the Technical Committee and the Broadcasting Standards Committee. However, to enhance efficiency and effectiveness, and in compliance with the provisions of Mwongozo, the committees were consolidated into the Technical and Broadcasting Standards Committee.

In executing its mandate, the Committee held a total of 13 meetings, out of which two were special meetings. Table A4 shows the number of meetings attended by each member.

TABLE A4: NO. OF MEETINGS ATTENDED BY THE BOARD TECHNICAL AND BROADCASTING STANDARDS COMMITTEE

| Board Member | Position | Meetings Attended |
|--------------------------------|-------------|-------------------|
| Mr. Paul Mureithi | Chairman | 3 |
| Mr. Mohamed Noor (Retired) | Chairman | 9 |
| Ms. Kentice Tikolo (Retired) | Chairperson | 1 |
| Mr. Erick Langat | Member | 3 |
| Ms. Tonia Mutiso | Member | 2 |
| Mr. Joel Okeng'o | Member | 3 |
| Mr. Christopher Kirigua | Member | 1 |
| Ms. Juliana Yiapan | Member | 5 |
| Prof Levi Obonyo (Retired) | Member | 6 |
| Prof. Dulacha Barako (Retired) | Member | 5 |
| Mr. Peter Wanjohi (Retired) | Member | 1 |
| Ms. Laura Chite (Retired) | Member | 7 |
| Prof Levi Obonyo (Retired) | Member | 6 |
| Patricia Kimama (Retired) | Member | 1 |

Source: Communications Authority of Kenya

Corporate Governance

FINANCE AND PLANNING COMMITTEE

The Board Finance and Planning Committee provides recommendations to the Board on financial strategies and objectives to foster growth and development in the Authority on matters:

1. Accounting and financial management;
2. Procurement;
3. Debt management;
4. Management of external counsel;
5. Use of common seal;
6. Strategic planning and
7. Performance contracting.

In executing its mandate, the Committee held eight meetings, out of which two were special meetings. Table A5 shows the number of meetings attended by each member.

TABLE A5: NO. OF MEETINGS ATTENDED BY THE BOARD FINANCE AND PLANNING COMMITTEE

| Board Member | Position | Meetings Attended |
|--------------------------------|-------------|-------------------|
| Dr. Albert Kochei | Chairman | 2 |
| Ms. Patricia Kimama (Retired) | Chairperson | 4 |
| Mr. Erick Langat | Member | 2 |
| Ms. Christine Bhoke Nchamah | Member | 2 |
| Ms. Juliana Yipapan | Member | 7 |
| Mr. Paul Mureithi | Member | 6 |
| Mr. Jackson Kemboi (Retired) | Member | 6 |
| Prof. Dulacha Barako (Retired) | Member | 3 |
| Mr. Peter Wanjohi (Retired) | Member | 3 |

Source: Communications Authority of Kenya

BOARD PERFORMANCE

The Board has established a Board Charter that guides its operations and on an annual basis, sets performance targets through a work plan. In compliance with the provisions of the Mwongozo, a Board evaluation was carried out by the State Corporations Advisory Committee. The Board attained an overall score of 94.88 per cent.

CODE OF ETHICS AND CONDUCT

The Board is committed to ensuring high standards of integrity and professionalism. In setting the right tone, the Board has signed a Code of Conduct and declares areas of conflict of interest in agenda items for discussion in a meeting. Staff have also signed a Code of Ethics and are expected to maintain high standards of integrity and display exemplary behaviour in upholding ethical values.

Corporate Governance

WHISTLE BLOWING POLICY

The Authority has put in place a Whistle Blowing Policy. The policy provides an avenue for staff and stakeholders to report on malpractices while maintaining their anonymity.

STAKEHOLDER ENGAGEMENT

To ensure effective regulation and delivery of its mandate, the Authority continuously engages stakeholders through public consultation on Regulatory Initiatives, implementation of Universal Access Programmes and Consumer Protection and Empowerment Programmes.

The stakeholders include the Ministry of Information, Communications and the Digital Economy, Licensed Operators, Local Communities, Other Government Ministries and Agencies, County Governments, and Regional and International ICT Institutions.

CORPORATE SOCIAL RESPONSIBILITY

As a good corporate citizens, we contribute ethically and responsibly to socioeconomic development at the local community level and society at large. Our CSR Policy covers community relations, national events, education, support for national disaster mitigation efforts and sports.

RISK MANAGEMENT

In line with the guidelines provided by the Public Finance Management (PFM) Act 2012, Public Finance Management (PFM) Regulations 2015, ISO 31000-Risk Management and the Mwongozo, the Authority has established an Enterprise Risk Management (ERM) Framework. The Framework outlines the risk management practices that mainly entail risk identification, risk analysis, risk assessment, monitoring and evaluation, and risk reporting.

In setting the right risk management culture, the Board provides oversight. To this end, the Board approved the risk appetite statement, and ensures the effectiveness of the measures undertaken to address risks thus ensuring the Authority achieves its objectives.

KEY CORPORATE RISKS

In line with the ERM framework, the Authority has identified risks, assessed them and has put in place measures to monitor and mitigate the risks. The top risks identified and the mitigation measures put in place are as shown in the Table A6.



Corporate Governance

TABLE A6: TOP RISKS

| No | Main Risk Event | Risk Treatment Measures |
|----|--|--|
| 1. | Licensee non-compliance | <ul style="list-style-type: none"> Enforcement of non-compliant licensees Continuous engagement and sensitization with licensees on compliance (publication, education and sensitization). Process digitization to enhance compliance management. |
| 2. | Ineffective management of competition in the ICT market | <ul style="list-style-type: none"> Management of tariffs and promotions in line with the Regulations Periodic Market Studies and implementation of recommendations to enhance healthy competition in the ICT Sector |
| 3. | Inefficiency in service delivery | <ul style="list-style-type: none"> Digitalization of services by reengineering and automating business processes |
| 4. | System downtime | <ul style="list-style-type: none"> Maintenance of the Authority's backup and recovery processes, redundancy and failover mechanisms |
| 5. | Inadequate Legal and regulatory instruments | <ul style="list-style-type: none"> Review and develop flexible and adaptable regulatory frameworks that can be updated quickly to accommodate technological advancements. Establish regulatory sandboxes or pilot programs that allow controlled testing of new technologies while gathering insights for informed regulation. Foster collaboration between government bodies, industry experts, academia, and civil society to collectively address the challenges posed by dynamic technologies. Conduct thorough impact assessments for emerging technologies. Encourage industries to develop self-regulatory measures that address emerging challenges |
| 6. | Vandalism of ICT Infrastructure | <ul style="list-style-type: none"> Enhanced physical security on the communication infrastructure Multi-agency partnership with security agencies Community engagement and involvement to enhance buy-in and ownership |
| 7. | Cyber Event | <ul style="list-style-type: none"> Detection and prevention systems upgrade |

Source: Communications Authority of Kenya

Corporate Governance

INTERNAL CONTROL SYSTEMS

The Authority's internal control processes were reviewed to ensure their relevance and compliance with the relevant requirements under ISO 9001:2015-QMS and ISO 27001:2018-ISMS. Furthermore, regular audits were conducted in accordance with the Internal Audit Charter and International Standards for the Professional Practice of Internal Auditing to monitor adherence to the internal controls.

BUSINESS CONTINUITY MANAGEMENT

Business Continuity Management is a way of managing an organization's risks and threats exposure by developing plans that explain how the organization will continue to operate at an acceptable level and recover critical functions in the event of a disruption. It helps the organization continue to deliver its services amidst the disruption. To enhance the Authority's resilience in terms of crisis, the Authority embarked on the implementation of business continuity plans. Business critical processes were identified and measures were put in place to ensure continuity of service delivery during crisis.

REGULATORY REFORMS

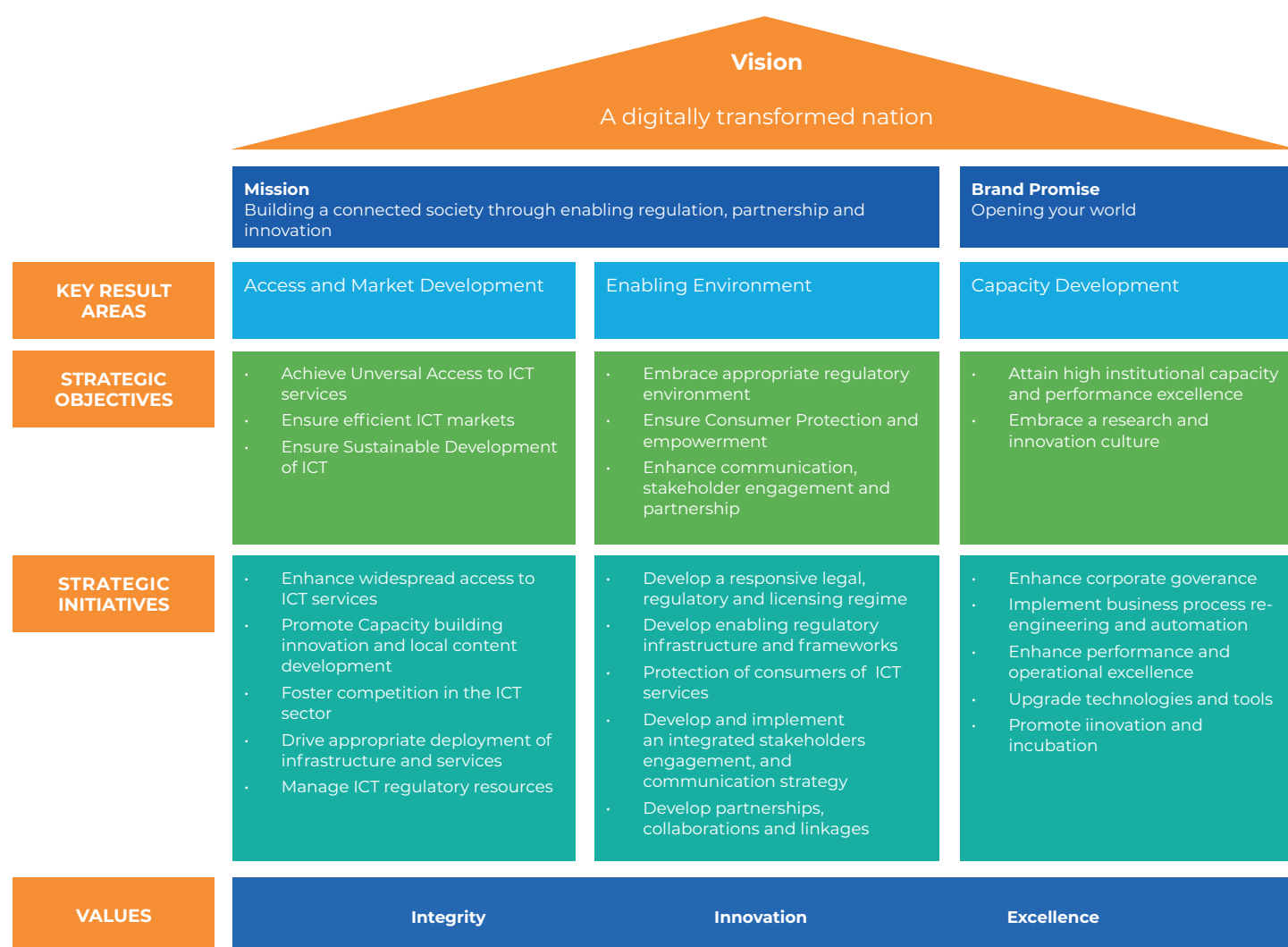
To ensure an appropriate regulatory framework and in line with the Constitutional requirements, the Authority coordinated public participation in the review of legal instruments. The Authority spearheaded the activities of the multi-stakeholder committee set up to undertake the review of the following legal instruments.

1. Kenya Information and Communications Act (amendment) Bill 2023
2. Kenya Information and Communication (Broadcasting) Regulations 2022
3. Kenya Information and Communication (Sim Card) Regulations 2022
4. Kenya Information and Communication (Access and Infrastructure Sharing) Regulations 2022
5. Kenya Information and Communication (Interconnection) Regulations 2022
6. Kenya Information and Communication (Compliance and Enforcement) Regulations 2023
7. Kenya Information and Communication (Consumer Protection) Regulations 2023
8. Kenya Information and Communication (Domain Name Administration) Regulations 2023
9. Kenya Information and Communication (Electronic Certification Administration) Regulations 2023
10. Kenya Information and Communication (Fair Competition and Equal Treatment) Regulations 2023
11. Kenya Information and Communication (Licensing) Regulations 2023
12. Kenya Information and Communication (Numbering) Regulations 2023
13. Kenya Information and Communication (Postal & Courier) Regulations 2023
14. Kenya Information and Communication (Radio communications and Frequency Spectrum) Regulations 2023
15. Kenya Information and Communication (Tariff) Regulations 2023
16. Kenya Information and Communication (Type Approval) Regulations 2023
17. Kenya Information and Communication (Universal Access and Service) Regulations 2023



Strategic Direction 2018-23

In July 2018, the Authority embarked on the implementation of the 4th Strategic Plan that identified strategies and initiatives for the achievement of its mandate for the period 2018-2023. The strategic plan focused on the achievement of universal access to ICT services by the citizens, institutions and businesses in Kenya; developing and implementing forward-looking regulation to foster competitive and efficient markets in the ICT sector; enhancing online security including reducing cybercrime; and, developing institutional capacity that serves its stakeholders well. Below, is an overview of the Revised Strategic Plan 2018-2023.

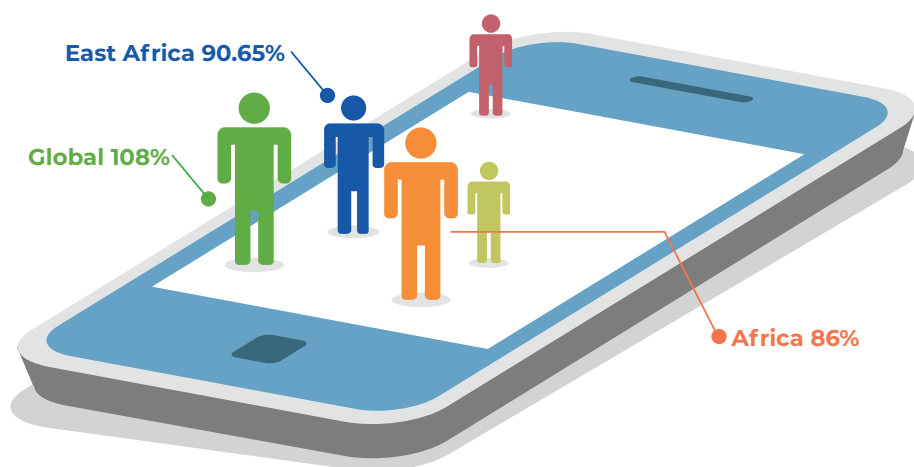


OVERALL LEVEL OF IMPLEMENTATION OF THE 4TH STRATEGIC PLAN

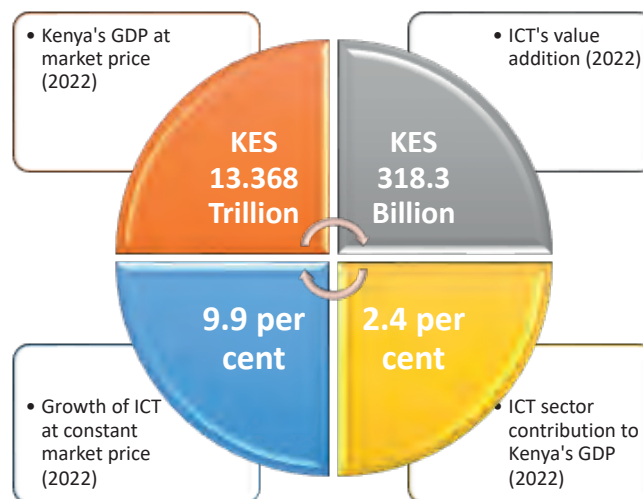
In a bid to achieve the Authority's vision of ensuring a digitally transformed nation, the strategic direction for this period focused on three (3) key result areas to achieve eight (8) strategic objectives through the implementation of 19 Strategic Initiatives. These were to be achieved through the implementation of 238 high-level activities spread out across the five years. The average level of implementation of the Strategic Plan was recorded at 72.6 per cent.

Overview of Global ICT Trends

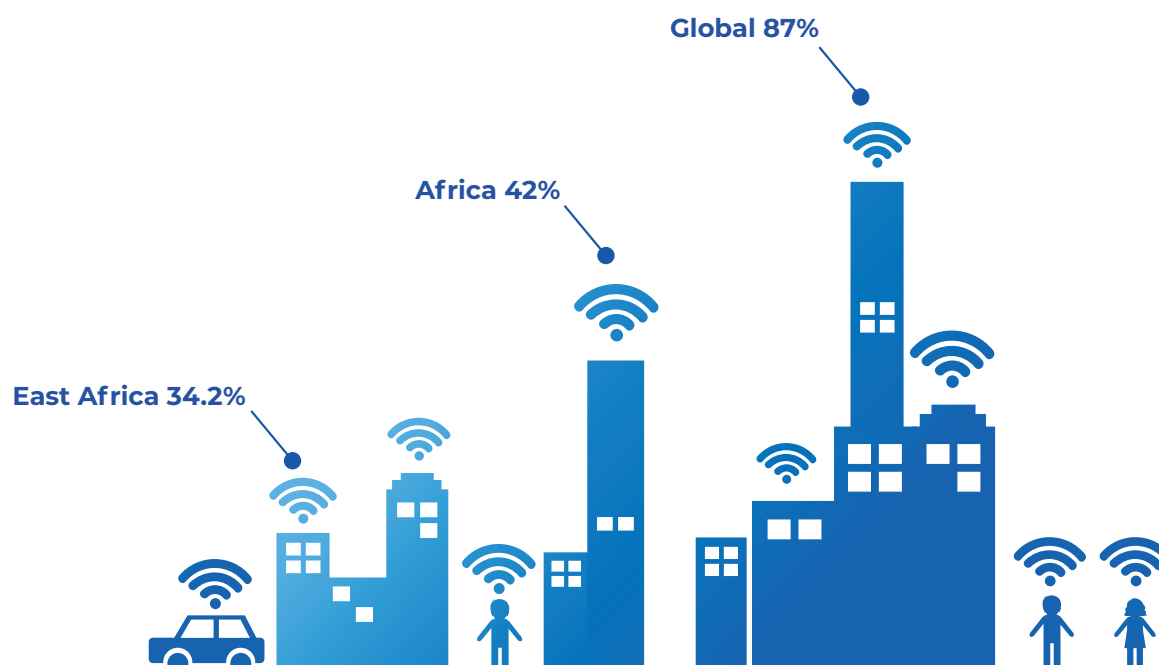
MOBILE CELLULAR SUBSCRIPTIONS 2022



ICT'S VALUE ADDITION, GROWTH AND CONTRIBUTION TO GDP

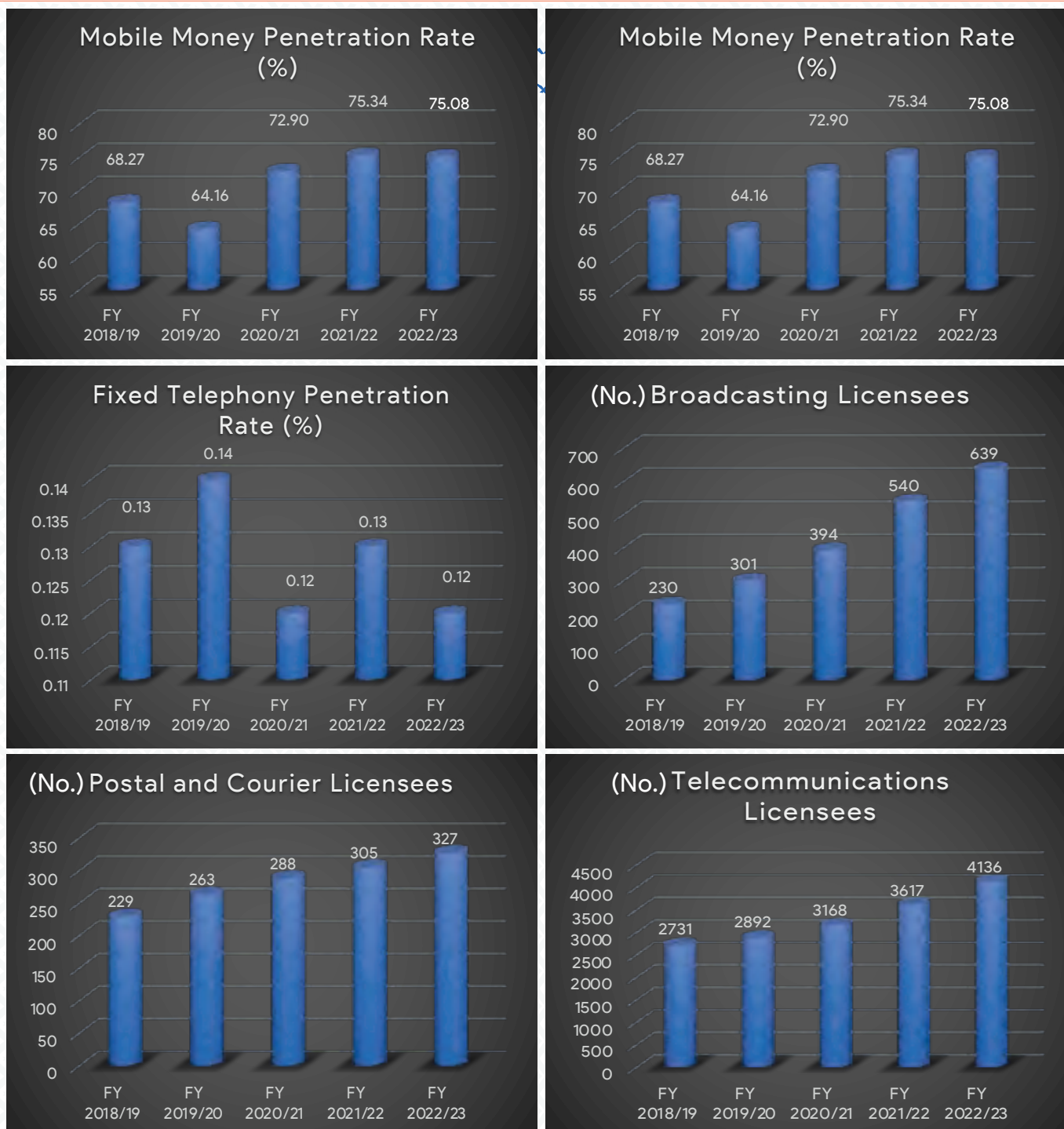


MOBILE BROADBAND SUBSCRIPTIONS 2022



Kenya's ICT Sector

STATISTICS AT A GLANCE



SECTION B

Access & Market Development

**THIS SECTION HIGHLIGHTS
ACHIEVEMENTS IN FOSTERING
EFFICIENT ICT MARKETS,
UNIVERSAL ACCESS TO ICT
SERVICES, AND SUSTAINABLE
DEVELOPMENT OF ICTS.**





Access and Markets

Access and Markets

CHAPTER 1: ACCESS AND MARKETS

The Authority regulates the provision of ICT services in the country through licensing, effective management of competition and administration of the USF. In line with the Strategic Plan 2018-2023 Key Result Area on “Access and Market Development”, additional service providers in the broadcast, postal & courier and telecommunication sub-sectors were licensed.

Further, ensuring the affordability of ICT services through effective management of tariffs and promotions, as well as supporting the roll out of ICT infrastructure and services, in unserved and underserved areas of the country were among the key deliverables for the year.

This chapter outlines efforts by the Authority towards creating efficient ICT markets in the broadcasting, postal & courier and telecommunications sub-sectors and how the USF supported widespread access to ICT services.

1.1 Broadcasting Sub-Sector

Broadcasting services present a dynamic platform through which content reaches diverse demographics across geographical boundaries. The platform serves as a tool for disseminating information to audiences by providing a variety of programming content that includes news and current affairs, entertainment, children's programming, and sports, among others. Development in broadcast technologies has enabled the provision of a wider variety of services while enhancing programming quality and consumer experience. The Authority has put in place appropriate regulatory frameworks that encourage the growth of the sub-sector.

1.1.1 Broadcasting Licensing

The Authority continued to promote and facilitate the development of a diverse range of broadcasting services by licensing additional broadcasting service providers. This led to an increase in diversity and plurality of broadcast content. The Authority issued 99 new broadcasting licenses, bringing the total number of broadcasters to 639 licensees as of 30th June 2023. Table 1.1 shows the number of licences by category over the last five years.

TABLE 1.1: CUMULATIVE NUMBER OF BROADCAST LICENSES BY CATEGORY

| Licence Category | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|--|------------|------------|------------|------------|------------|
| Commercial FTA TV | 132 | 174 | 229 | 286 | 327 |
| Commercial Radio | 55 | 76 | 106 | 160 | 197 |
| Common-carrier Broadcasting Signal Distributor | 2 | 2 | 2 | 2 | 2 |
| Community FTA Radio | 12 | 14 | 21 | 53 | 74 |
| Community FTA TV | 4 | 8 | 8 | 9 | 9 |
| Landing Rights | 4 | 4 | 4 | 5 | 5 |
| Self-Provision Broadcasting Signal Distributor | 3 | 3 | 3 | 3 | 3 |
| Subscription Broadcasting Services | 14 | 16 | 17 | 18 | 18 |
| Subscription Management Services | 4 | 4 | 4 | 4 | 4 |
| Total | 230 | 301 | 394 | 540 | 639 |

Source: Communications Authority of Kenya

Access and Markets

1.1.2 Broadcast Signal Coverage

Digital Terrestrial TV(DTT) can provide high-quality audio and video, more efficient use of spectrum, and additional features like interactive services, and it is the most preferred mode of TV reception for households in Kenya. To ensure the widespread availability of DTT signals, the Authority sets roll-out targets for Broadcast Signal Distributors (BSDs), in areas with no or poor coverage and monitors compliance. During the year, Pan-Africa Network Group and GoTV Kenya Limited commissioned additional DTT transmitters in Bomet and Voi, respectively, leading to a marginal increase in the proportion of the population covered by DTT to 92.13 per cent. Figure 1.1 shows a five-year trend in population coverage.

1.1.3 Uptake of Broadcasting Services

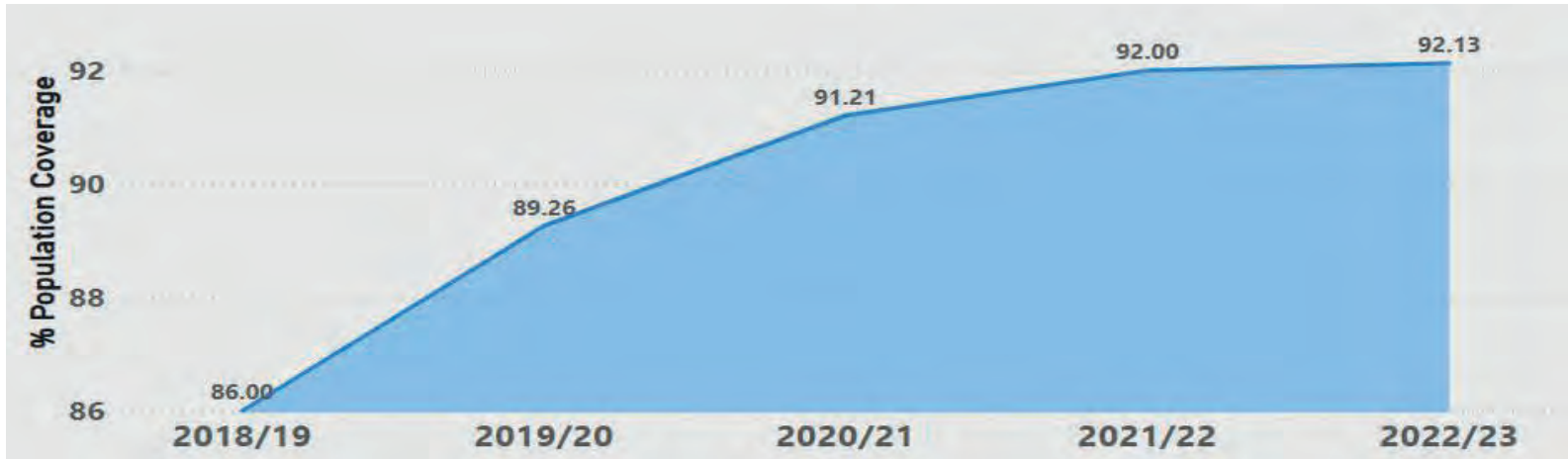
The continuing evolution of broadcast technology enables the provision of a greater number of TV channels with better picture quality and improved coverage, leading to increased uptake of both Free-to-Air (FTA) and Subscription TV services. In addition, there continues to be a high demand for radio services across the country.

1.1.3.1 Free-to-Air Broadcasting Services

FTA services enable consumers to access broadcasting content without incurring subscription charges. At the end of the year, the total number of FTA TV stations was 193 while the total number of FTA radio stations was 233 as highlighted in table 1.2 and figure 1.2.

DTT POPULATION COVERAGE

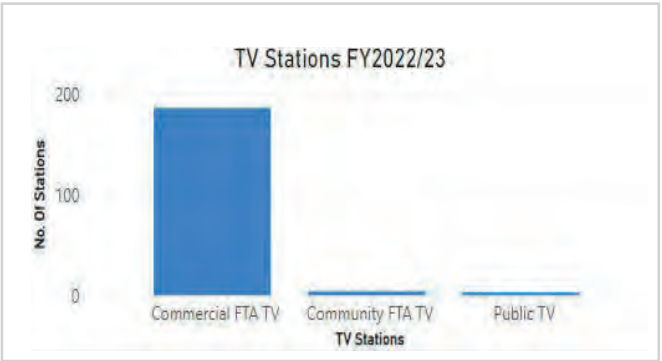
FIGURE 1.1: DTT POPULATION COVERAGE



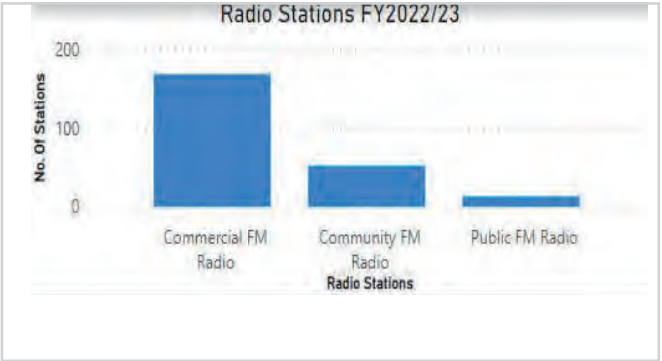
Access and Markets

TABLE 1.2: CUMULATIVE NUMBER OF BROADCASTING STATIONS

| Cumulative Number of Broadcasting Stations | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|
| TV Stations | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
| Commercial FTA TV | 85 | 95 | 130 | 175 | 186 |
| Community FTA TV | 1 | 2 | 4 | 4 | 4 |
| Public TV | 3 | 3 | 3 | 3 | 3 |
| Total | 89 | 100 | 137 | 182 | 193 |



| Cumulative Number of Broadcasting Stations | | | | | |
|--|--------------|--------------|--------------|--------------|------------|
| Radio Stations | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/23 |
| Commercial FM Radio | 131 | 131 | 131 | 164 | 168 |
| Community FM Radio | 42 | 42 | 42 | 51 | 52 |
| Public FM Radio | 13 | 13 | 13 | 13 | 13 |
| Total | 186 | 186 | 186 | 228 | 233 |



Source: Communications Authority of Kenya

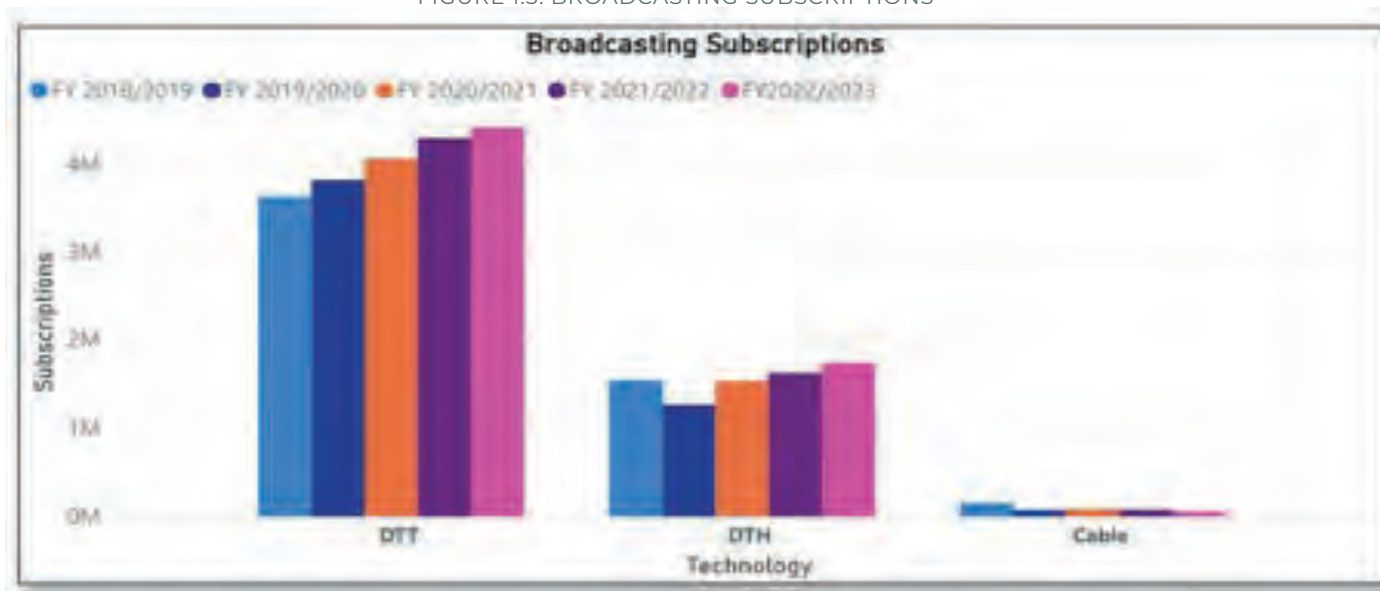


Access and Markets

1.1.3.2 Subscription Broadcasting Services

Subscription broadcasting services are those services that are available to the public upon payment of a subscription fee and are provided using either DTT, DTH or cable delivery systems. Subscription to broadcasting services was still on an upward trend with subscriptions increasing to 6.2 million in the year from 5.9 million the previous year. However, Cable TV subscriptions declined by 26.98 per cent to 57,004 from 78,063 recorded in the previous year. Figure 1.3 and table 1.3 below shows the trends in subscriptions for broadcasting services for the last five years:

FIGURE 1.3: BROADCASTING SUBSCRIPTIONS



Source: Communications Authority of Kenya

TABLE 1.3: BROADCASTING SUBSCRIPTIONS

| Technology | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------|------------------|------------------|------------------|------------------|------------------|
| Cable | 151,955 | 73,417 | 85,232 | 78,063 | 57,004 |
| DTH | 1,544,248 | 1,266,989 | 1,533,745 | 1,627,498 | 1,740,913 |
| DTT | 3,620,831 | 3,813,126 | 4,056,520 | 4,283,070 | 4,407,645 |
| Total | 5,317,034 | 5,153,532 | 5,675,497 | 5,988,631 | 6,205,562 |

Source: Communications Authority of Kenya

Access and Markets

1.1.4 Broadcast Signal Distribution Tariffs/Rates

The Authority continued to monitor the implementation of the Determination on Terrestrial Broadcasting Signal Distribution (BSD) Pricing and Access Framework issued in FY 2016/17. All the BSDs were operating with the set guidelines as per the framework. The framework sets the tariffs for free-to-air broadcasters to access the BSD platform for the distribution of their broadcast content. To ensure affordable ICTs as outlined in BeTA, The Authority embarked on revising the Competition and Broadcast Signal Distribution Pricing Framework. Table 1.4 and figure 1.4 below show applicable BSD rates during the period.

TABLE 1.4: BROADCASTING SIGNAL DISTRIBUTION CHARGES IN KES PER SITE PER MBIT/S

| Service | Area | Rate in KES |
|---|--------------------|-------------|
| BSD | Nairobi | 93,411 |
| | Other Cities/Towns | 39,074 |
| | Rural | 34,352 |
| Satellite Up linking - National | National | 234,594 |
| Satellite Reception | Nairobi | 723 |
| | Other Cities/Towns | 904 |
| | Rural | 904 |
| Local Insertion (per channel not per Mbit/s) | | 1,597 |

1.2 Postal & Courier Sub-Sector

Postal and courier services form a key part of the global communications infrastructure. In recent decades, the sector has undergone radical changes from a regulatory, operational and technological perspective. Technological changes have not only presented mail operators with competition from other communication services but also offered new opportunities arising from increased demand for parcel delivery associated with the growth of e-commerce.

1.2.1 Postal & Courier Licensing

The Authority continued to facilitate the development of the sub-sector by licensing additional operators. The number of licensees increased by 7.2 per cent to 327 from 305 in the previous year. Table 1.5 shows the trend in the number of postal & courier operators.



Access and Markets

TABLE 1.5: LICENSED POSTAL & COURIER OPERATORS

| License Category | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|------------------------------|------------|------------|------------|------------|------------|
| Public Postal Operator (PCK) | 1 | 1 | 1 | 1 | 1 |
| National | 178 | 207 | 238 | 254 | 270 |
| International | 50 | 55 | 49 | 50 | 56 |
| Total | 229 | 263 | 288 | 305 | 327 |

Source: Communications Authority of Kenya

1.2.1 Postal & Courier Networks

The total number of Postal and Courier outlets dropped to 1,594 from 1,630 reported in the previous year. This was attributed to a decrease in the number of post offices from 600 to 549. Despite this, there was an increase in the number of private courier outlets from 1,030 to 1,045. Table 1.6 provides the trends of Postal & Courier network indicators over the past five years.

TABLE 1.6: POSTAL & COURIER NETWORK INDICATORS

| Indicator | | 2018/19 | 2019/20 | 2020/21* | 2021/22* | 2022/23 |
|--|-----------|--------------|--------------|--------------|--------------|--------------|
| Public Postal Operator | | 1 | 1 | 1 | 1 | 1 |
| Total Post Offices | | 623 | 623 | 600 | 600 | 549 |
| Departmental Offices | | 447 | 447 | 519 | 519 | 467 |
| Sub-Post Offices | | 146 | 146 | 81 | 81 | 81 |
| Private Letter Boxes | Installed | 430,350 | 430,350 | 430,469 | 430,469 | 450,000 |
| | Rented | 382,901 | 382,901 | 354,954 | 354,954 | 368,284 |
| | Un-let | 67,571 | 67,571 | 90,977 | 90,977 | 81,716 |
| Letter Posting Boxes | | 891 | 891 | 632 | 632 | 632 |
| Public Counter Positions | | 532 | 480 | 720 | 720 | 720 |
| Automated Public Counters | | 532 | 480 | 579 | 579 | 579 |
| Non-Automated Public Counters | | 0 | 0 | 124 | 124 | 124 |
| Stamp Vending Licensees | | 883 | 883 | 270 | 270 | 270 |
| Stamp Vending Machines | | 38 | 38 | 75 | 75 | 75 |
| Private Courier outlets | | 666 | 788 | 901 | 1,030 | 1,045 |
| Total outlets (Post offices +Private Courier outlets) | | 1,289 | 1,411 | 1,501 | 1,630 | 1,594 |

*Data Revised by PCK | Source: Communications Authority of Kenya

Access and Markets

1.2.2 Uptake of Postal & Courier Services

There was an increasing proportion of parcels and letters sent via Postal & Courier as consumers purchased a variety of products online using interactive ICT applications. During the FY 2022/23 the total number of parcels and letters sent via private platforms licensed by the Authority stood at 8.16 million up from 7.39 million in the previous financial year as shown in Table 1.7.

TABLE 1.7: PRIVATE COURIER TRAFFIC

| Indicator/Period | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------------------------|------------------|------------------|------------------|------------------|------------------|
| Outgoing Domestic Letters | 1,358,678 | 631,395 | 1,437,689 | 1,129,852 | 1,133,104 |
| Outgoing Domestic Courier Item | 1,593,928 | 1,481,070 | 3,344,632 | 4,288,617 | 4,878,548 |
| International Outgoing Letters | 2,024,300 | 591,474 | 1,095,620 | 1,576,419 | 1,686,818 |
| International Incoming Letters | 622,014 | 149,448 | 343,618 | 404,769 | 462,061 |
| TOTAL | 5,598,920 | 2,853,387 | 6,221,559 | 7,399,657 | 8,160,531 |

Source: Communications Authority of Kenya

The total number of parcels and letters sent via the Postal Corporation of Kenya stood at 1.29 million as shown in table 1.8.

TABLE 1.8: POSTAL CORPORATION OF KENYA TRAFFIC

| Indicator/Period | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022* | FY 2022/2023 |
|--------------------------------|-------------------|-------------------|----------------|---------------|------------------|
| Outgoing Domestic Letters | 44,540,857 | 31,641,314 | 54,897 | - | 1,099,460 |
| Outgoing Domestic Courier Item | 2,290,445 | 335,107 | 0 | - | 36,510 |
| International Outgoing Letters | 2,779,002 | 2,478,662 | 37,246 | - | 89,231 |
| International Incoming Letters | 9,525,098 | 9,201,665 | 14,932 | - | 68,463 |
| TOTAL | 59,135,402 | 43,656,748 | 107,075 | - | 1,293,664 |

*PCK did not provide traffic data for FY 2021/22 | Source: Communications Authority of Kenya



Access and Markets

1.3 TELECOMMUNICATIONS SUB-SECTOR

The telecommunications sub-sector has undergone dynamic changes such as the beginning of the High-Altitude Platform (HAP) systems and innovations in the Low Earth Orbit (LEO) satellites. The Authority continues to promote the uptake of these technologies to facilitate connectivity to mountainous areas, remote or underserved communities and areas that experience coverage gaps. Further, to bridge the digital divide, the Authority developed the Community Network Service Provider (CNSP) licence. This is a non-commercial licence that allows non-profit organizations to provide Internet services within a sub-county using any form of technology.

1.3.1 Telecommunications Licensing

The Authority issued 522 licenses to different service providers in various licence categories bringing the total number of licensees to 4,136 as of 30th June 2023. Table 1.9 presents the number of telecommunication licensees by category.

TABLE 1.9: NUMBER OF TELECOMMUNICATIONS LICENSEES BY CATEGORY

| Licence Category | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--|--------------|--------------|--------------|--------------|--------------|
| Application Service Providers | 290 | 330 | 388 | 441 | 501 |
| Business Process Outsourcing | 30 | 34 | 37 | 44 | 48 |
| Community Network Service Provider* | - | - | - | - | 0 |
| Content Service Providers | 424 | 481 | 598 | 657 | 715 |
| Dot KE Subdomain Registrars | 76 | 100 | 138 | 153 | 161 |
| Electronic Certification Service Providers | - | - | 5 | 10 | 12 |
| Global Mobile Personal Communications by Satellite (GMPCS) | 4 | 4 | 5 | 5 | 4 |
| International Gateway Systems and Services | 12 | 12 | 12 | 11 | 10 |
| Network Facility Providers Tier 1 | 3 | 3 | 3 | 4 | 4 |
| Network Facility Providers Tier 2 | 27 | 32 | 35 | 31 | 35 |
| Network Facility Providers Tier 3 | 34 | 42 | 58 | 79 | 106 |
| Public Communication Access Centers | 15 | 14 | 14 | 14 | 14 |
| Submarine Cable Landing Rights | 3 | 3 | 3 | 4 | 5 |
| Technical Personnel | 542 | 537 | 504 | 532 | 627 |
| Telecommunications Contractors | 677 | 651 | 677 | 766 | 951 |
| Telecommunications Vendors | 594 | 649 | 691 | 866 | 943 |
| Total | 2,731 | 2,892 | 3,168 | 3,617 | 4,136 |

Source: Communications Authority of Kenya

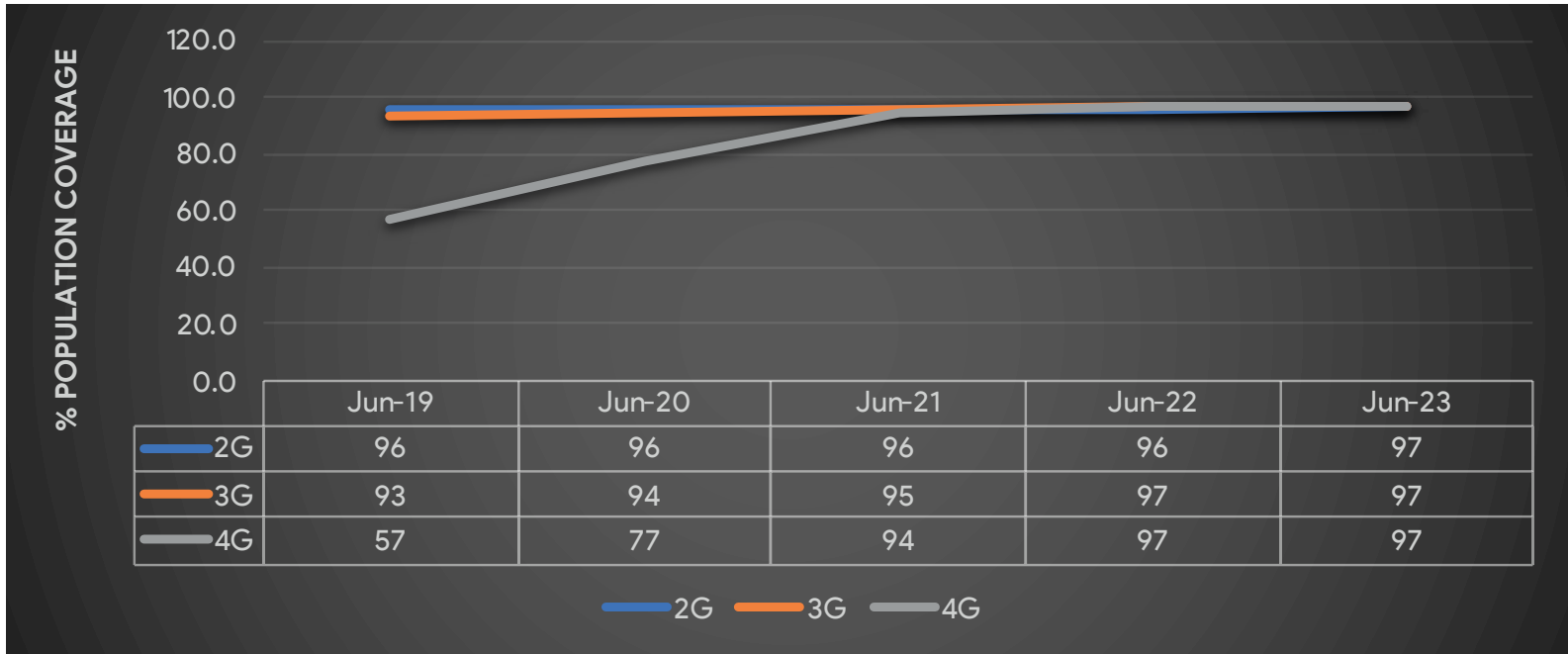
Access and Markets

1.3.2 Telecommunications Networks

In the dynamic landscape of telecommunications, the growth and convergence of 2G, 3G, and 4G networks have ushered in transformative changes. Beginning with 2G’s digitization of voice communication, the evolution swiftly progressed to 3G, introducing mobile broadband and multimedia capabilities, and eventually to 4G, revolutionizing data speeds, low latency, and IP-based services. This convergence of technologies blurred boundaries between traditional communication and the Internet, fostering a seamless

ecosystem. Industries spanning healthcare, education, finance, and entertainment reaped the benefits through remote healthcare, distance learning, mobile banking, and content streaming. The Authority continued to support the digital transformation as outlined in the BeTA, and the facilitation of the roll-out of 5G and beyond underscores the industry’s relentless innovation and its lasting impact. The growth of the 2G, 3G and 4G for the past five years is as illustrated in figure 1.5.

FIGURE 1.5: TELECOMMUNICATIONS NETWORK COVERAGE BY POPULATION



Source: Communications Authority of Kenya

1.3.3 Uptake of Telecommunication services

Telecommunications services are at the core of the digital economy due to their capacity to facilitate e-commerce, e-government, and social networking, amongst others. In line with this, the Authority in its effort to support the BeTA, facilitates the uptake of telephony, mobile money and Internet services in the country.

Access and Markets

1.3.3.1 Mobile Telephony Services

Mobile (SIM) subscriptions grew by 2.7 per cent during the reference period compared to the 0.42 per cent growth realized during the previous year. The growth was a result of the increased expansion of mobile networks across the country as well as the increase in demand for mobile services such as mobile money, mobile banking, mobile data and mobile loans. The growth in the number of subscriptions to mobile telephony services for the past five years is outlined in Table 1.10, and the market share by service providers is depicted in Figure 1.6.

TABLE 1.10: SUBSCRIPTIONS IN MOBILE TELEPHONY SERVICES

| Operator/Period | June-2019 | June-2020 | June-2021 | June -2022 | June -2023 |
|---------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Safaricom PLC | 33,118,553 | 36,587,136 | 41,373,138 | 42,534,682 | 43,928,399 |
| Airtel Networks Kenya Limited | 12,837,025 | 15,307,422 | 17,327,290 | 17,046,982 | 18,074,576 |
| Telkom Kenya Limited | 4,235,632 | 3,441,362 | 4,009,758 | 3,422,345 | 2,522,887 |
| Finserve Kenya Limited | 1,882,440 | 1,696,312 | 1,495,535 | 1,397,416 | 1,501,749 |
| Mobile Pay Limited* | 94,416 | - | - | - | - |
| Jamii Telecommunications Ltd ** | - | - | 196,301 | 272,392 | 411,549 |
| Total | 52,168,066 | 57,032,232 | 64,402,022 | 64,673,817 | 66,439,160 |

+ No longer offering services | **Jamii Telecommunications Ltd commenced provision of mobile services during the FY 2020/21 | Source: Communications Authority of Kenya

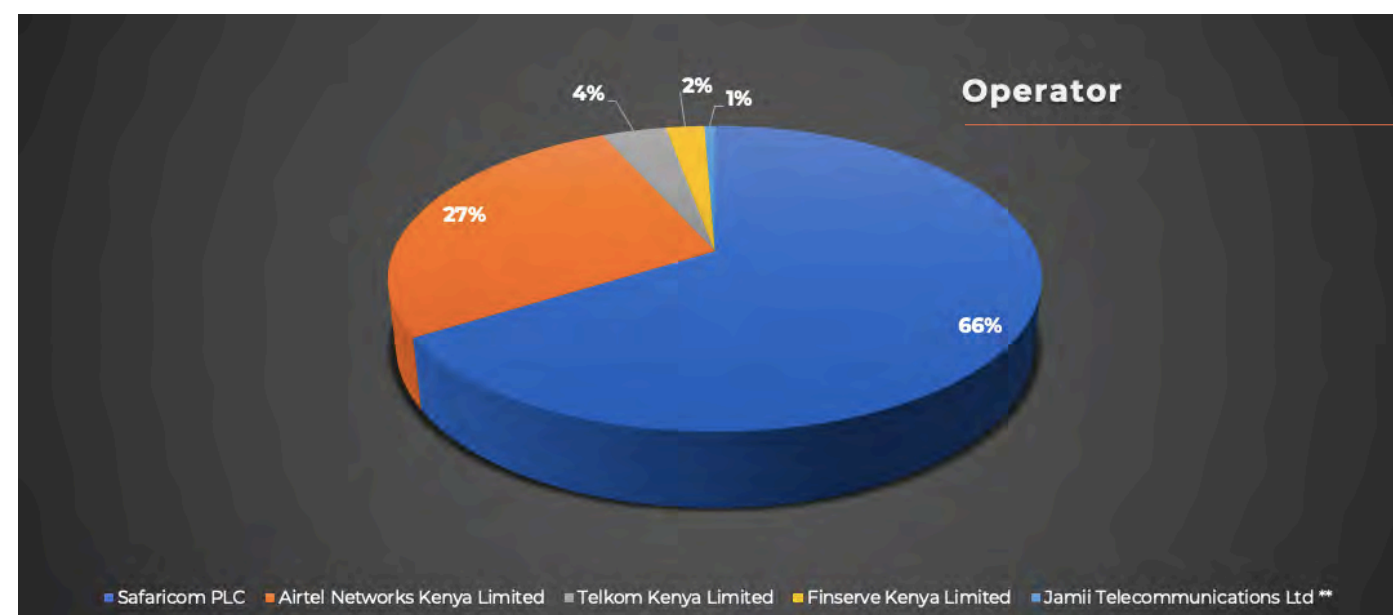


Figure 1.6:
Market Share
by Service
Providers

Source: Communications
Authority of Kenya

Access and Markets

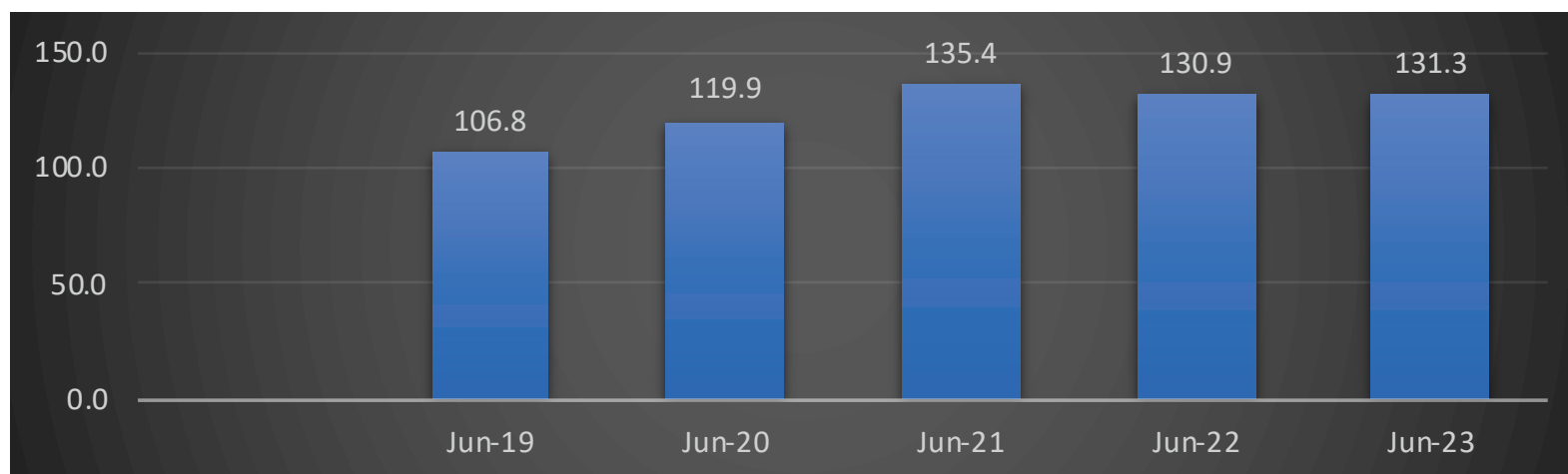
Table 1.11 shows the trend in market share in mobile subscriptions by operator over the past five years. Table 1.11: Market shares in mobile subscriptions by operator

| Operator | Jun-2019 | Jun-2020 | Jun-2021 | Jun-2022 | Jun-2023 |
|-------------------------------|----------|----------|----------|----------|----------|
| Safaricom PLC | 63.5 | 64.2 | 64.2 | 65.8 | 66.1 |
| Airtel Networks Kenya Limited | 24.6 | 26.8 | 26.9 | 26.4 | 27.2 |
| Telkom Kenya Limited | 8.1 | 6.0 | 6.2 | 5.3 | 3.8 |
| Finserve Kenya Limited | 3.6 | 3.0 | 2.3 | 2.2 | 2.3 |
| Jamii Telecommunications Ltd | 0.0 | 0.0 | 0.3 | 0.4 | 0.6 |

Source: Communications Authority of Kenya

The mobile subscriptions per 100 inhabitants were recorded at 131.3 as of 30th June 2023. The marginal increase in the penetration rate is attributed to the review of the country's population figures from 49.4 million to 50.6 million in the Economic Survey 2023. Figure 1.7 shows the mobile penetration for the past five years.

FIGURE 1.7: MOBILE PENETRATION (%)



Source: Communications Authority of Kenya

Access and Markets

Domestic voice minutes increased to 82.6 billion from 79.4 billion recorded in the previous year. Similarly, the volume of SMS sent during the period grew to 52.4 billion from 44.3 billion. This growth is mainly attributed to the numerous promotions and special offers offered by the service providers during the reference period. Table 1.12 illustrates the trends in domestic and international mobile traffic over the past five years.

TABLE 1.12: DISTRIBUTION OF MOBILE TRAFFIC

| Indicator/Period | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---|----------------|----------------|----------------|----------------|----------------|
| On-net Calls in Minutes | 54,914,778,317 | 56,273,419,535 | 67,542,508,332 | 69,600,154,465 | 71,630,207,165 |
| Off-net Calls in Minutes | 6,767,792,350 | 7,051,429,229 | 9,208,734,031 | 9,749,654,524 | 10,990,559,215 |
| Domestic Mobile to Fixed Calls in Minutes | 56,486,171 | 61,462,861 | 65,885,730 | 64,728,975 | 64,141,003 |
| Total No. of Calls in Minutes | 61,739,056,838 | 63,386,311,625 | 76,817,128,094 | 79,414,537,964 | 82,684,904,383 |
| International Incoming Calls in Minutes | 552,658,092 | 567,337,791 | 471,588,569 | 454,524,150 | 343,504,788 |
| International Outgoing Calls in minutes | 423,804,532 | 455,908,029 | 507,456,055 | 617,736,898 | 680,720,706 |
| SMS Traffic (No. of Messages) | 66,103,922,628 | 69,698,701,144 | 54,510,222,940 | 44,306,303,570 | 52,441,434,503 |

Source: Communications Authority of Kenya

1.3.3.2 Mobile Money Services

Mobile money continued to drive financial inclusion across the country, especially among low -and middle-income households. The uptake of mobile money services has further been enhanced by the launch of The Hustler Fund, which is a digital financial inclusion initiative designed to improve financial credit access to Kenyans at the bottom of the economic pyramid. The Government has partnered with three mobile network operators to ensure disbursement and repayment of the Fund through mobile money platforms Airtel Money, M-Pesa, and T-Kash. As of 30th June, 2023, active registered mobile money subscriptions stood at 37.99 million, a 2.1 per cent growth from the previous year. Table 1.13 illustrates a five-year trend of mobile money subscriptions, and Figure 1.8 shows the mobile subscriptions for the year.

TABLE 1.13: MOBILE MONEY SUBSCRIPTIONS

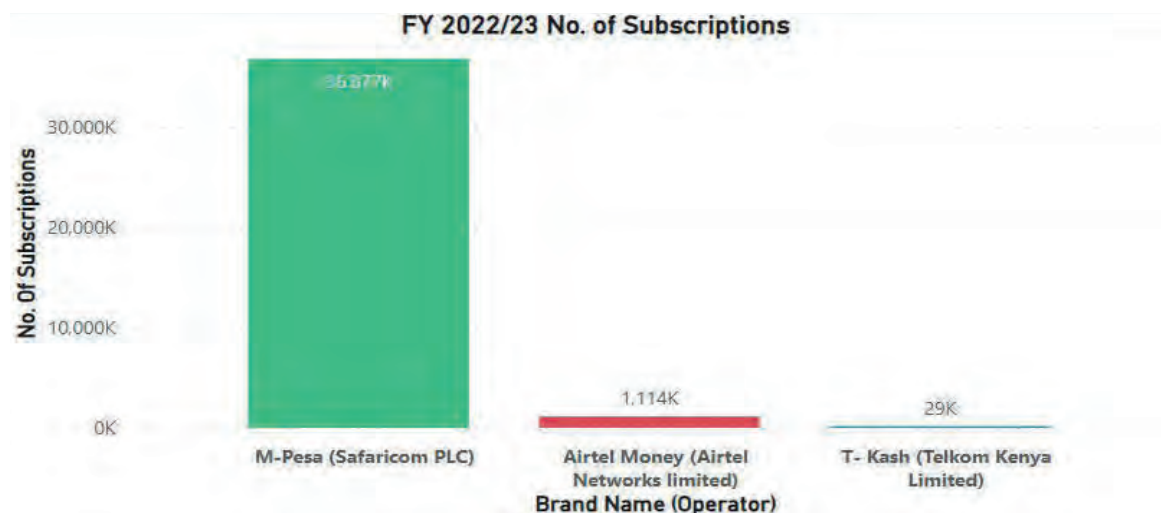
| Brand Name (Operator) | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---|--------------------|-------------------|-------------------|-------------------|-------------------|
| M-Pesa (Safaricom PLC) | 26,900,772 | 30,193,831 | 34,270,393 | 36,112,757 | 36,877,015 |
| T- Kash (Telkom Kenya Limited) | 76,061 | 13,999 | 121,744 | 39,487 | 29,389 |
| Airtel Money (Airtel Networks limited) | 3,681,194 | 310,359 | 272,570 | 1,065,897 | 1,114,090 |
| Total | 30,658,027* | 30,518,189 | 34,664,707 | 37,218,141 | 37,991,105 |

*Revised

Source: Communications Authority of Kenya

Access and Markets

FIGURE 1.8: MOBILE MONEY SUBSCRIPTIONS FY 2022/23



Source: Communications Authority of Kenya

1.3.3.3 Data Services

Currently, six undersea fibre optic cables land off the coast of the country: SEACOM, TEAMS, EASSY, LION2, DARE 1 and PEACE that have served as core drivers of fixed broadband, making it more reliable and faster. PEACE was commissioned as the 6th cable during the year. Similarly, the continued roll out of 3G, 4G and 5G

mobile transmitters has enhanced the quality of mobile broadband across the country. As of the end of the financial year, the total data/Internet subscriptions were 50.5 million, marking a growth of 6.6 per cent from the previous period. The distribution of data/Internet subscriptions by technology is outlined in Table 1.14

TABLE 1.14: DATA/INTERNET SUBSCRIPTIONS BY TECHNOLOGY

| Subscriptions | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|------------------------------------|-------------------|---------------------|-------------------|-------------------|-------------------|
| Mobile data/Internet | 49,532,380 | 40,922,499 | 46,002,220 | 46,729,002 | 49,355,495 |
| Terrestrial wireless data/Internet | 66,989 | 88,159 | 114,348 | 153,511 | 247,904 |
| Satellite | 1,243 | 1,698 | 1,240 | 594 | 405 |
| Fixed Digital Subscriber Line | 1,014 | 997 | 449 | 812 | 709 |
| Fixed fibre optic | 213,199 | 351,332 | 439,002 | 547,851 | 733,071 |
| Fixed cable modem (Dial Up) | 132,072 | 176,589 | 178,645 | 212,129 | 195,323 |
| *Other Fixed Data Subscriptions | 7,408 | 804 | 645 | 777 | 791 |
| Total | 49,954,305 | 41,542,078** | 46,736,549 | 47,644,676 | 50,533,698 |

* Other Fixed Broadband Subscriptions refers to Internet subscriptions using other fixed broadband technologies as such as Ethernet LAN and internet-over-power line communications, to access the Internet.

** Revised | Source: Communications Authority of Kenya

Access and Markets

The total available/lit international Internet bandwidth capacity increased by 42.4 per cent to 16,520.5 Gbps from 11,605.99 Gbps recorded last year as outlined in Table 2.9. This increase is attributed to service providers increasing their lit capacity to meet the growing demand for data/Internet. Following the commissioning of PEACE, the total utilized international Internet bandwidth grew by 61.3 per cent to 9,676.03 Gbps from 6,003.17 Gbps as shown in Table 1.15.

TABLE 1.15: AVAILABLE/ LIT AND UTILIZED INTERNATIONAL INTERNET BANDWIDTH (GBPS)

| Indicator / Financial Year | | FY2018/19 | FY2019/20 | FY2020/21 | FY2021/22 | FY2022/23 |
|---|--------|-----------|-----------|-----------|-----------|-----------|
| Undersea Bandwidth Capacity (Gbps) | SEACOM | 2,840.00 | 2,940.00 | 3,920.00 | 3,920.00 | 3,920.00 |
| | TEAMS | 702.00 | 1,618.00 | 1,618.00 | 1,618.00 | 4,063.00 |
| | EASSY | 912.80 | 2,520.00 | 4,120.00 | 4,750.00 | 5,250.00 |
| | LION 2 | 247.00 | 308.50 | 554.13 | 553.00 | 750.50 |
| | DARE 1 | - | - | - | 760.00 | 1,386.00 |
| | PEACE | - | - | - | - | 1,151.00 |
| Total Undersea Bandwidth Capacity in Gbps | | 4,701.90 | 7,386.50 | 10,212.13 | 11,601.00 | 16,520.50 |
| Satellite Bandwidth Capacity in Gbps | | 5.58 | 5.48 | 5.33 | 4.99 | 2.80 |
| Total Available Bandwidth Capacity in Gbps | | 4,707.48 | 7,391.98 | 10,217.46 | 11,605.99 | 16,523.30 |
| Utilized International Internet Bandwidth in Gbps | | | | | | |
| Undersea Bandwidth | | 1,336.20 | 3,232.60 | 4,572.60 | 6,000.58 | 9,676.03 |
| Satellite Bandwidth | | 5.13 | 2.61 | 2.56 | 2.59 | 0.41 |
| Total Utilized Bandwidth in Gbps | | 1,341.33 | 3,235.21 | 4,575.16 | 6,003.17 | 9,676.44 |

Source: Communications Authority of Kenya

1.3.3.4 Mobile Data Subscriptions by Technology

The total mobile data/Internet subscriptions stood at 49.3 million, of which 67.5 per cent were on mobile broadband. The uptake of mobile broadband¹ has continued to increase as the consumers desire for faster Internet speeds as shown in Figure 1.9.

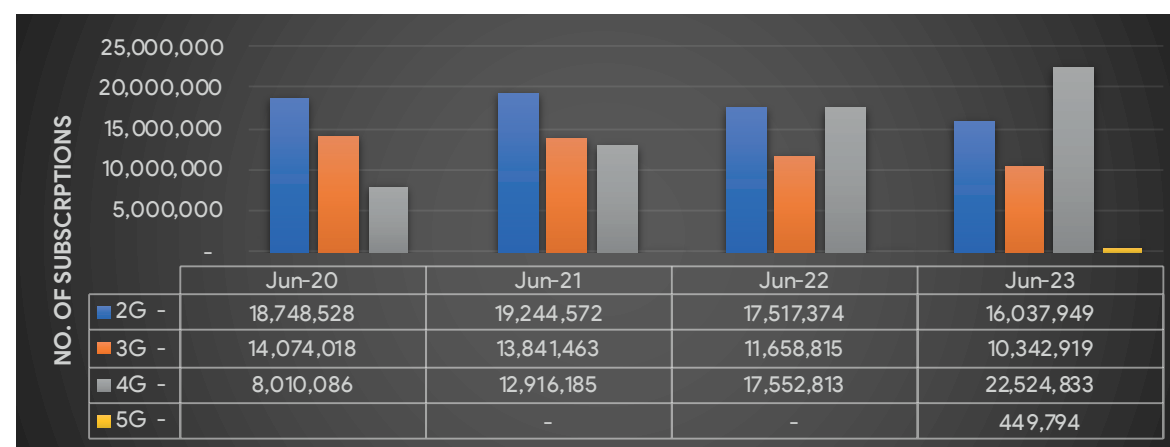


FIGURE 1.9: MOBILE DATA SUBSCRIPTIONS BY TECHNOLOGY

Source: Communications Authority of Kenya

¹ Mobile broadband includes 3G, 4G and 5G. Broadband refers to connectivity that delivers interactive, secure, quality and affordable services at a minimum speed of 2Mbps (The National Broadband Strategy 2018-2023)

Access and Markets

Fixed data subscriptions have grown almost three-fold in the last five years owing to the increased digitization of government services, increased uptake of social media and Over-the-Top services, and

growth in e-commerce and e-transactions. As evident in Table 1.16, consumers have gained a preference for higher broadband speeds due to their capability to allow for more users and better productivity.

TABLE 1.16: FIXED DATA/INTERNET SUBSCRIPTIONS BY SPEED

| Speeds/Period | 2019/18 | 2020/19 | 2021/20 | 2022/21 | 2023/22 |
|------------------|----------------|----------------|----------------|----------------|------------------|
| <256Kbps | 493 | 9,968 | 10,150 | 7,087 | 10,255 |
| =>256Kbps<2Mbps | 73,966 | 12,416 | 13,816 | 15,018 | 13,104 |
| =>2Mbps<10Mbps | 201,773 | 347,981 | 406,053 | 422,418 | 559,310 |
| =>10Mbps<30Mbps | 80,013 | 134,378 | 175,182 | 308,143 | 388,978 |
| =>30Mbps<100Mbps | 66,098 | 112,182 | 125,237 | 158,145 | 200,997 |
| =>100Mbps | 1,397 | 2,654 | 3,891 | 4,863 | 5,559 |
| Totals | 423,740 | 619,579 | 734,329 | 915,674 | 1,178,203 |

Source: Communications Authority of Kenya

1.3.3.5 Fixed Network Voice Services

Fixed network voice subscriptions declined to 59,564 from 65,643 in the previous year, mainly attributed to reduced investments in fixed voice networks and increased focus on mobile networks. Table 1.17 gives a summary of fixed network subscriptions for the past five years.

TABLE 1.17: FIXED NETWORK VOICE SUBSCRIPTIONS

| Operator/Period | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|--|---------------|---------------|---------------|---------------|---------------|
| Wananchi Group Kenya Limited | 39,521 | 48,561 | 41,551 | 49,997 | 47,732 |
| Safaricom PLC | 1,067 | 998 | 1,144 | 1,253 | 1,386 |
| Telkom Kenya Limited | 21,693 | 19,100 | 14,691 | 12,529 | 9,974 |
| Mobile Telephony Network (MTN) Kenya Limited | 427 | 427 | 450 | 302 | 245 |
| Other Fixed Service Providers | DNA | 76 | 161 | 1,562 | 227 |
| Total Subscriptions | 62,708 | 69,162 | 57,997 | 65,643 | 59,564 |

Access and Markets

1.3.4 Tariffs

The Authority manages tariffs and promotions & special offers, ensuring their compliance with regulatory requirements to foster a robust competitive ICT market.

TABLE 1.18: AVERAGE PAY-AS-YOU-GO RATES PER MINUTE

| Mobile Tariffs (in KES) | FY 2018/19 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------------------------------|------------|--------------|--------------|--------------|--------------|
| Retail Mobile Communications | | | | | |
| Average On-net PAYG Rate per minute | 3.03 | 3.03 | 3.03 | 3.22 | 3.22 |
| Average Off-net PAYG Rate per minute | 3.23 | 3.23 | 3.23 | 3.82 | 3.82 |
| Average Price per SMS | 1.10 | 1.10 | 1.10 | 1.18 | 1.18 |
| Average Mobile Data Price per MB | 2.26 | 2.26 | 2.26 | 2.60 | 2.60 |
| Average fixed-fixed | 6.00 | 6.00 | 6.00 | 3.14 | 3.14 |
| Average fixed-mobile | 12.00 | 12.00 | 12.00 | 4.72 | 4.72 |

**Based on TKL household non-bundle Rate | Source: Communications Authority of Kenya*

During the year, the Authority processed 23 applications for new tariffs, 38 applications for tariffs revisions and one application for tariff withdrawal. In addition, 61 applications for new promotions and special offers were approved.

1.4 THE UNIVERSAL SERVICE FUND INITIATIVES

The Authority continued to implement various ICT access gaps interventions in the country with specific emphasis on unserved and underserved areas, through the management and administration of the USF. These interventions were aligned with the Government's Bottom-Up Economic Transformation Agenda (BETA) as well as the Government's Digital Transformation Agenda (GoDTA).

1.4.1 Cellular Mobile Network Infrastructure and Services Project

This project seeks to address the connectivity gaps in the identified underserved and unserved areas across the country that are not considered commercially viable. The project is being implemented through a multi-year and phased approach.

During the year under review, the Authority facilitated the rollout of cellular mobile infrastructure and services in 36 sub-locations with an approximate population of 84,286 as shown in Figure 1.10.

1.3.4.1 Fixed and Mobile Tariffs

The average on-net and off-net mobile Pay-As-You-Go (PAYG) rates per minute, as well as the average fixed network rates per minute remained the same as the previous year, as shown in Table 1.18.



Access and Markets

PHASE 2 SUB-LOCATIONS ON AIR

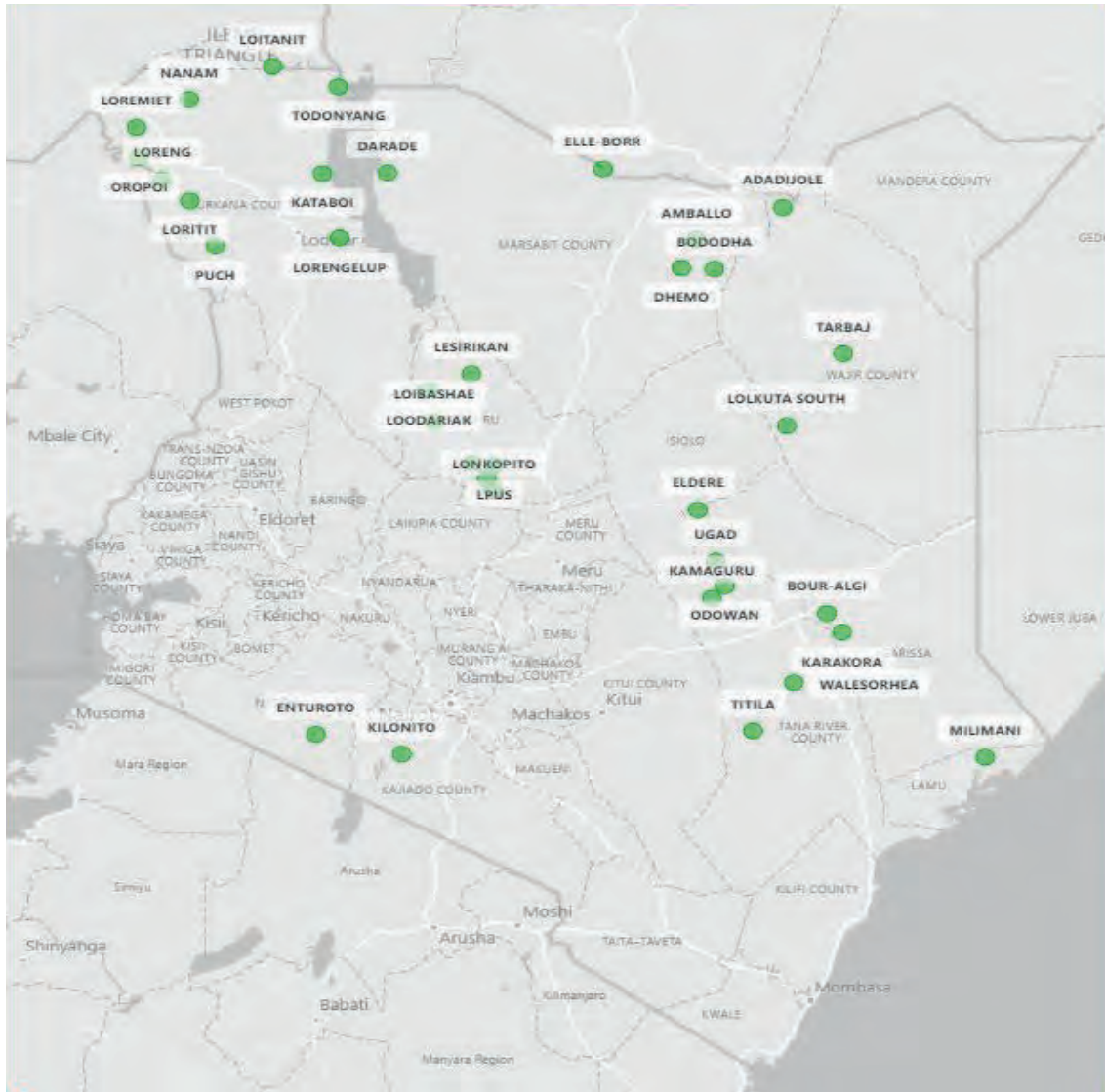


FIGURE 1.10:
SUBLOCATIONS
COVERED WITH
CELLULAR MOBILE
INFRASTRUCTURE
AND SERVICES

The Authority facilitated the rollout of cellular mobile infrastructure and services in 36 sub-locations with an approximate population of 84,286

Source: Communications Authority of Kenya

Access and Markets

1.4.2 National Digital Superhighway Project

In support of the Government Digital Transformation Agenda (GoDTA), the Authority, through the USF, is facilitating the rollout of approximately 2,500 km of optical fibre network infrastructure. The project is being implemented in partnership with the ICT Authority and will target nineteen (19) counties spread across the country at an estimated cost of Kshs. 5.0 billion. The project aims to close the broadband access gap in the identified counties while improving access to digital services by Ministries, Counties, Departments and Agencies (MCDAs). The project will prioritize connectivity to health facilities, police stations, court stations, schools and other organizations serving critical public needs in line with the mandate of the USF.

1.4.3 Content Development and Provision of Devices for Learners with Special Needs

The Authority partnered with the Kenya Institute of the Blind with a view of developing high-quality, specialized learning resources and incorporating modern technologies to enhance education and training for learners with print disability.

The project's primary objective is to convert approximately 3,000 Competency-Based Curriculum (CBC) textbooks and other recommended books into accessible digital formats. These materials will be distributed online, along with the delivery of digital devices to selected schools, while also offering teacher training to build their capacity to utilize these resources effectively

1.4.3 The Judiciary Automation Project

The Authority, in partnership with the Kenya Agricultural and Livestock Research Organization (KALRO), is in the process of facilitating the digitization and dissemination of relevant agricultural content. The objective of the project is to enhance universal access to agricultural research content by farmers, including those living with disabilities, youth and women. The project will digitize the content in a format that is easily accessible and understood by farmers





Sustainable Development of ICTs

Sustainable Development of ICTs

CHAPTER 2: SUSTAINABLE DEVELOPMENT OF ICTs

The Authority manages regulatory resources, which include the radio frequency spectrum, and telecommunications numbers in order to ensure their efficient utilization. To achieve this the Authority continuously reviews and implements regulatory frameworks for the efficient management of these resources. The resources are key in the provision of quality ICT services and the promotion of innovation in the sector. The Authority also facilitates the efficient management of critical internet resources such as *Dot KE* Domain names.

The radio spectrum and numbering resource enables entities licensed by the Authority to provide television, radio broadcasting, Internet, mobile and fixed services. In addition, certain public institutions and private entities utilise the radio spectrum to establish private communication networks to facilitate business operations. The Authority manages telecommunications numbers, which include subscriber mobile numbers, fixed telephone numbers, domain names and short codes to ensure their adequate availability and stability.



We facilitated the rollout of a wider variety of services, including 5G mobile services, which is an advancement of previous generations of mobile technologies that provides enhanced user experience with higher speeds and quality, and supports new industry applications across various sectors of the economy.

2.1 Radio Frequency Spectrum

The Authority continued to identify suitable spectrum for use in delivering ICT services across the country and released the resources to entities that can provide services in line with the digital transformation goals. We facilitated the rollout of a wider variety of services, including 5G mobile services, which is an advancement of previous generations of mobile technologies that provides enhanced user experience with higher speeds and quality, and supports new industry applications across various sectors of the economy.

2.1.1 Mobile Cellular Networks

Mobile Network operators continued to broaden their network with the deployment of 3G, 4G and 5G transceivers across the country to meet consumer demands for broadband services. Airtel Networks Kenya Limited deployed its first 5G sites during the year, while Safaricom PLC advanced its 5G deployments, resulting in an increase in the number of 5G transceivers from 102 to 2,796. On the contrary, there was a notable decline in the number of 2G transceivers as sites were decommissioned in areas where the other mobile technologies were already available. The number of mobile cellular transceivers in the country over the past five years is shown in Table 2.1.

Sustainable Development of ICTs

TABLE 2.1: DISTRIBUTION OF MOBILE CELLULAR TRANSCEIVERS BY TECHNOLOGY AND OPERATOR

| Operator | Technology | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| Total | 2G | 161,867 | 153,318 | 154,363 | 171,796 | 137,316 |
| | 3G | 66,990 | 79,847 | 103,822 | 104,784 | 112,584 |
| | 4G | 17,744 | 31,914 | 41,284 | 57,496 | 93,928 |
| | 5G | - | - | - | 102 | 2,796 |
| Airtel Networks Kenya Ltd | 2G | 25,744 | 27,393 | 38,008 | 46,859 | 51,227 |
| | 3G | 12,118 | 13,937 | 19,564 | 25,848 | 29,182 |
| | 4G | 2,844 | 3,145 | 8,134 | 16,497 | 26,855 |
| | 5G | - | - | - | - | 857 |
| Jamii Telecommunication Ltd | 4G | - | - | - | 990 | 1,032 |
| Safaricom PLC | 2G | 122,422 | 112,491 | 105,425 | 114,648 | 75,527 |
| | 3G | 46,642 | 57,441 | 76,407 | 71,132 | 75,527 |
| | 4G | 13,263 | 20,300 | 31,249 | 37,680 | 63,489 |
| | 5G | - | - | - | 102 | 1,939 |
| Telkom Kenya Ltd | 2G | 13,701 | 13,434 | 10,930 | 10,289 | 10,562 |
| | 3G | 8,230 | 8,469 | 7,851 | 7,804 | 7,875 |
| | 4G | 1,637 | 8,469 | 1,901 | 2,329 | 2,552 |

Source: Communications Authority of Kenya

Mobile Network operators continued to broaden their network with the deployment of 3G, 4G and 5G transceivers across the country to meet consumer demands for broadband services.

Sustainable Development of ICTs

DISTRIBUTION OF 3G AND 4G MOBILE CELLULAR TRANSRECEIVERS

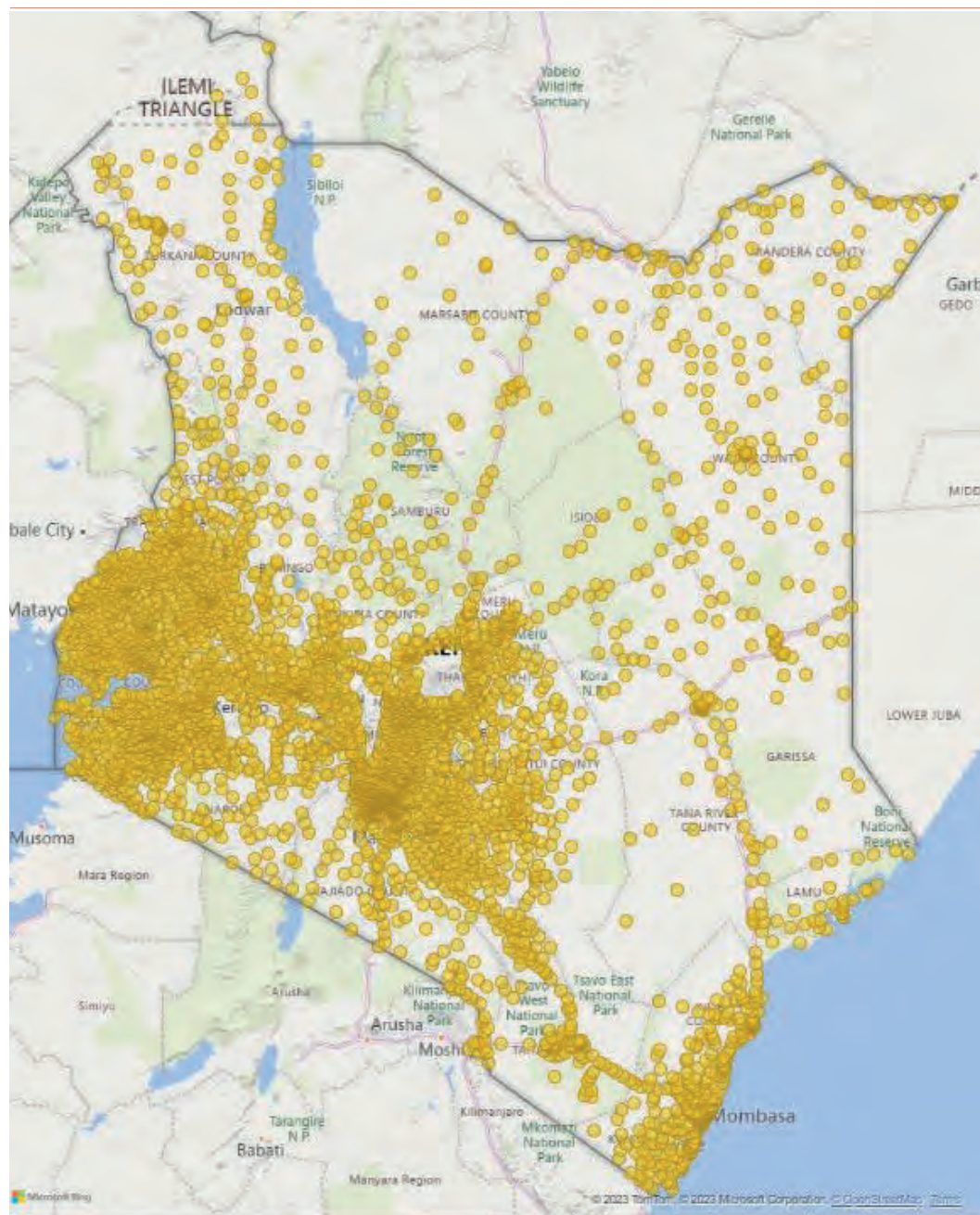


FIGURE 2.1: DISTRIBUTION OF 3G AND 4G MOBILE CELLULAR TRANSRECEIVERS

The distribution of 3G and 4G Mobile Cellular Transceivers across the country is shown in the map as provided in Figure 2.1.

Source: Communications Authority of Kenya

Sustainable Development of ICTs

2.1.2 Fixed Wireless Access Systems

Fixed Wireless Access (FWA) systems provide last-mile wireless connectivity for Internet access. The Authority migrated FWA systems that were previously on the 3.3GHz and 3.5GHz bands to the 5GHz band to facilitate deployment of 5G technology. This was aimed at enabling the industry to optimize these spectrum bands to advance 5G mobile services across the country in order to realize its benefits in supporting users, businesses and the digital economy. In addition, the FWA deployments in 1.7GHz were decommissioned as the operators migrated to the 5GHz band, which is a more efficient band for fixed wireless access and availability of user devices in the band.

2.1.3 Fixed Terrestrial Links

Fixed links provide the wireless backhaul infrastructure that connects the access network to the core network where fibre optic cable is neither feasible nor cost-efficient. The Authority issues radio spectrum to operators to enable the establishment of this infrastructure.

In this regard, the Authority assigned a total of 2,032 links while 1,465 links were decommissioned, bringing the total number of installed fixed links to 7,963 at the end of the financial year. Table 2.2 and Figure 2.2 shows the number of fixed links in the country.

TABLE 2.2: FIXED LINKS BY FREQUENCY BAND

| Frequency Band | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|----------------|--------------|--------------|--------------|--------------|--------------|
| 5GHz | 2,214 | 2,035 | 2,121 | 2,124 | 2,421 |
| 6GHz | 67 | 52 | 81 | 79 | 79 |
| 7/8GHz | 1,610 | 1,585 | 1,604 | 1,768 | 1,810 |
| 11 GHz | 12 | 12 | 6 | 2 | 5 |
| 13GHz | 421 | 385 | 325 | 322 | 278 |
| 15GHz | 2,589 | 2,436 | 2,304 | 2,252 | 2,330 |
| 18GHz | 150 | 169 | 72 | 117 | 274 |
| 23GHz | 407 | 317 | 299 | 318 | 247 |
| 38GHz | 141 | 123 | 85 | 58 | 66 |
| 70/80GHz | 9 | 115 | 352 | 356 | 453 |
| Total | 7,620 | 7,229 | 7,249 | 7,396 | 7,963 |

Source: Communications Authority of Kenya

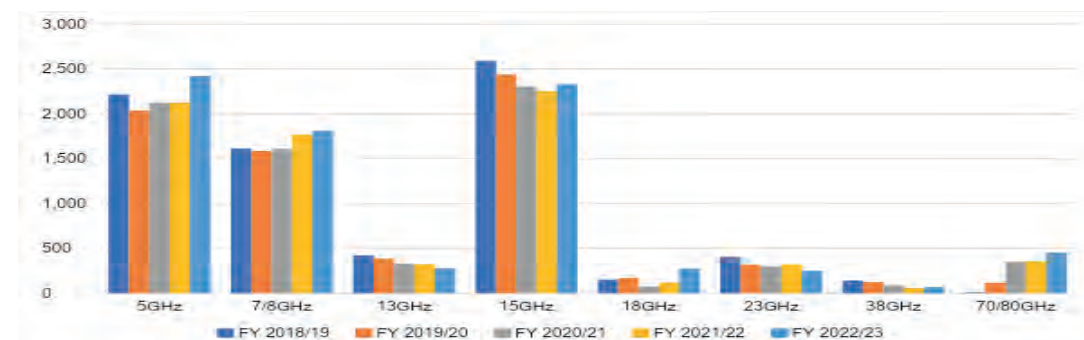


FIGURE 2.2: FIXED LINKS

Source: Communications Authority of Kenya

Sustainable Development of ICTs

The Authority assigned additional 62 FM radio frequencies comprising 48 commercial broadcasting services and 14 community broadcasting services.



2.1.4 Digital Terrestrial Television Broadcasting Frequencies

The Authority assigned four additional DTT frequencies bringing the cumulative number of assignments to 362, compared to 358 in the previous year, as highlighted in Table 2.3.

2.1.5 FM Sound Broadcasting Frequencies

The demand for FM radio broadcasting licenses continued to increase as radio remains the most common and accessible means

of receiving broadcasting services, more so in rural areas. Region-based commercial and community radio services play an important role in sensitizing local audiences on issues such as security, culture and socio-economic development. In general, radio promotes inclusivity and diversity in the country.

In order to meet this demand, the Authority assigned an additional 62 FM radio frequencies comprising 48 commercial broadcasting services and 14 community broadcasting services. Figure 2.3 shows trends in the number of FM radio assignments over the last five years.

TABLE 2.3: NUMBER OF ASSIGNED DIGITAL TERRESTRIAL TELEVISION BROADCASTING FREQUENCIES

| Signal Distributors | FY 2018/2019 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|------------------------------|--------------|------------|------------|------------|------------|
| Africa Digital Network | 38 | 38 | 38 | 38 | 38 |
| Gotv Kenya | 49 | 49 | 61 | 61 | 61 |
| Lancia Digital Broadcasting* | 14 | 14 | 14 | 14 | 14 |
| Pan Africa Network Group | 125 | 125 | 125 | 125 | 129 |
| Signet Signal Distributors | 101 | 101 | 104 | 120 | 120 |
| Total | 327 | 327 | 342 | 358 | 362 |

*In May 2023 Lancia Digital Broadcasting issued their intent to exit the Market | Source: Communications Authority of Kenya

Region-based commercial and community radio services play an important role in sensitizing local audiences on issues such as security, culture and socio-economic development.



Sustainable Development of ICTs

In order to further facilitate access to radio broadcasting services, the Authority developed a framework for the introduction of Digital Audio Broadcasting (DAB) services in the country aimed at addressing the constraints of scarcity of frequencies for FM sound broadcasting. The digital radio services will provide an opportunity for more players in the market and enable consumers to access quality digital services that come with additional features such as data services and traffic, weather and emergency alerts.

2.1.6 Private Radio Networks

Private Radio Networks continue to provide secure two-way radio voice communication platforms to closed groups of users in public and private establishments, including emergency services. The Authority licensed a total of 701 VHF and HF stations compared to 548 reported in the previous year. The increase is attributed to the expansion of networks by the users. Table 2.4 shows the trends of licensed private radio networks over the past five years.

TABLE 2.4: LICENSED PRIVATE RADIO NETWORKS BY FREQUENCY BAND

| Frequency Band | Station Type | FY 2018/19 | FY 2019/20 | FY 2020/2021 | FY 2021/22 | FY 2022/23 |
|----------------|------------------|------------|------------|--------------|------------|------------|
| VHF | Fixed | 35 | 102 | 59 | 56 | 66 |
| | Mobile /Portable | 244 | 671 | 678 | 492 | 627 |
| HF | Fixed | 0 | 8 | 1 | 0 | 2 |
| | Mobile /Portable | 3 | 41 | 1 | 0 | 6 |
| Total | | 282 | 822 | 739 | 548 | 701 |

Source: Communications Authority of Kenya

1.1.2 Other Frequency Spectrum Assignments

The Authority assigns frequencies across various bands to facilitate Aeronautical Radio, Amateur Radio, Citizen Band (CB) Radio, Radio Alarm Network, Satellite Systems and Maritime Services. The details of assignments to these bands, including the purpose of each category are outlined in Table 2.5.

The Authority developed a framework for the introduction of Digital Audio Broadcasting (DAB) services in the country. The digital radio services will provide an opportunity for more players in the market and enable consumers to access quality digital services.

Sustainable Development of ICTs

TABLE 2.5: OTHER FREQUENCY SPECTRUM ASSIGNMENTS

| License Category | Purpose | Authorization | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|--------------------------------|---|--|------------|------------|------------|------------|------------|
| Satellite Systems | Provision of widespread voice, data and broadcast services | Private Very Small Aperture Terminals (VSAT) | 5 | 9 | 5 | - | 1 |
| Aeronautical Radio | Provide ground-to-ground and air-to-ground communication services to aviation operators | Aircraft station licenses | 579 | 406 | 817 | 657 | 723 |
| Amateur Radio | Used for non-commercial exchange of messages, wireless experimentation, private recreation and emergency communication. | Amateur radio operator licenses | 30 | 32 | 24 | 37 | 47 |
| Radio Alarm Network | Wireless system aimed at detecting unauthorized access into a premise. | Alarm units | 11,231 | 32,203 | 29,295 | 30,803 | 28,484 |
| Citizen Band (CB) Radio | Allows short-distance person-to-person bi-directional voice communication using two-way radios. | CB authorizations | 0 | 0 | 2 | 0 | 0 |
| Maritime Services | Enables radio communication between ship stations and ship-to-land communication. | Ship Station licences | 0 | 6 | 2 | 4 | 0 |
| | | Maritime Frequencies | 0 | 0 | 0 | 0 | 3 |
| | | MMSI Number | 8 | 4 | 6 | 12 | 1 |
| | | Beacon Identification | 23 | 0 | 0 | 0 | 0 |

Source: Communications Authority of Kenya

Mobile Network operators continued to broaden their network with the deployment of 3G, 4G and 5G transceivers across the country to meet consumer demands for broadband services.

Sustainable Development of ICTs

2.2 Management of Telecommunication Numbering Resources

The continuous uptake of ICT services requires fair and equitable access to telecommunications numbers, which are used on various communication platforms such as voice service, bulk SMS and USSD. These numbers enable access to various content on communication devices that include entertainment, health, weather, agriculture, public information and financial services, among others.

The Authority allocated numbering resources to service providers to facilitate the provision of various telecommunication services to end-users. Table 2.6 provides a summary of the numbering resources that have been assigned viz-a-viz the capacity.



TABLE 2.6: ASSIGNMENTS OF NUMBERING RESOURCES

| | Capacity | Jun-19 | Jun-20 | Jun-21 | Jun-22 | Jun-23 |
|--|-----------------|-------------|-------------|-------------|-------------|-------------|
| Mobile National Destination Codes | 200,000,000 | 107,000,000 | 116,000,000 | 120,000,000 | 120,000,000 | 120,000,000 |
| International Signaling Point Codes | 16 | 10 | 10 | 10 | 10 | 10 |
| 5-Digit Short Codes | 80,000 | 51,403 | 51,404 | 52,404 | 52,404 | 52,404 |
| 4-Digit Short Codes | 400 | 32 | 39 | 60 | 60 | 66 |
| 3-Digit Short Codes | 20 | 11 | 12 | 12 | 13 | 13 |
| Fixed Numbers | 182,000,000 | 7,401,000 | 7,401,000 | 7,501,000 | 7,501,000 | 7,503,000 |
| Network Colour Codes | 8 | 3 | 3 | 3 | 3 | 3 |
| Premium Rate Numbers | 1,000,000 | 138,000 | 138,000 | 139,000 | 139,000 | 139,000 |
| Toll-Free Numbers | 1,000,000 | 112,000 | 112,000 | 113,000 | 113,000 | 113,000 |
| National Signalling Point Codes | 16,384 | 448 | 506 | 532 | 532 | 532 |
| Number Portability Routing Codes | 100 | 9 | 9 | 9 | 9 | 9 |
| Machine to Machine | 100,000,000,000 | 10,000,000 | 10,000,000 | 10,000,000 | 10,000,000 | 12,000,000 |

Source: Communications Authority of Kenya

2.3 Management of the *dot ke* domain names

The Authority promotes the use and adoption of the *Dot KE* country code top-level domain (.KE ccTLD) to stimulate the growth of electronic services and electronic transactions. The *Dot KE* is Kenya's unique and authentic identity on the Internet that enhances the level of data privacy and intellectual property protection, given that it falls under Kenya's legal and regulatory framework. To achieve this, the Authority has licensed the Kenya Network Information Centre (KeNIC) as the administrator of the *Dot KE* ccTLD.

As of 30th June 2023, the total number of registered domain names stood at 103,298 compared to 97,596 in the previous year, representing a 5.84 per cent increase. There was a notable increase in the uptake of the .me.ke sub-domain category and this was attributed to a promotion campaign conducted during the year. Further, the .co.ke sub-domain continued to grow due to more favourable pricing models compared to generic domain names. The decline in the uptake of the .info.ke, .mobi.ke and .ne.ke was attributed to a decrease in demand due to technological advancements rendering them commercially unviable. Table 2.7 shows the registered Dot KE Domains over the years.

Sustainable Development of ICTs

TABLE 2.7: REGISTERED DOT KE DOMAINS OVER THE YEARS

| Sub Domain | Use | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|----------------|-------------------------------------|---------------|---------------|---------------|---------------|----------------|
| .KE | Second Level Domain | - | 2,301 | 2,945 | 4,473 | 4,717 |
| CO.KE | Companies | 82,721 | 91,445 | 88,352 | 86,983 | 90,868 |
| OR.KE | Non-Profit-Making Organizations | 1,908 | 1,844 | 1,908 | 1,891 | 1,975 |
| GO.KE | Government Entities | 538 | 589 | 601 | 624 | 696 |
| AC.KE | Institutions of Higher Education | 919 | 907 | 971 | 1,052 | 1,111 |
| SC.KE | Lower and Middle-Level Institutions | 1,139 | 759 | 891 | 1,111 | 1,019 |
| ME.KE | Personal Websites and Email | 223 | 185 | 168 | 1,247 | 2,697 |
| INFO.KE | Information | 163 | 153 | 146 | 136 | 137 |
| MOBI.KE | Mobile Content | 43 | 41 | 42 | 33 | 31 |
| NE.KE | Network Devices | 153 | 51 | 51 | 46 | 47 |
| Total | | 87,807 | 98,275 | 96,075 | 97,596 | 103,298 |

Source: Communications Authority of Kenya

2.4 Migration to Internet Protocol Version 6 (IPv6)

Globally, due to the rapid growth of Internet-connected devices, the demand for IP addresses has continued to grow, leading to constraints/exhaustion of IPv4 addresses. This realization has led to the migration to IPv6, which has greater address space and improvements over IPv4 in in-built security and Quality of Service. To this end, the Authority developed the IPv4 to IPv6 Migration Strategy. The strategy provides a roadmap that will support the adoption of next-generation technologies, including 5G and Internet of Things.

Demand of IP address has continued to grow leading to constraints/exhaustion of IPv4 addresses. This has led to the migration to IPv6 which has greater address space and improvements over IPv4 on in-built security and Quality of Service.

SECTION C

Enabling Environment

**THIS SECTION HIGHLIGHTS
ON COMPLIANCE,
CONSUMER PROTECTION
AND EMPOWERMENT, AS
WELL AS COMMUNICATION,
STAKEHOLDER ENGAGEMENT
AND PARTNERSHIP.**



Enabling Regulatory Environment

CHAPTER 3: ENABLING REGULATORY ENVIRONMENT

The Authority continues to ensure adherence to the highest standards of operational excellence, service quality, and regulatory compliance within the ICT sector, achieved through compliance checks and enforcement. In addition, the Authority undertakes type approval of communication devices to ensure the availability of ICT devices. In addition, the Authority coordinates the management of cyber security through the National KE-CIRT/CC. These activities are implemented in line with the Authority’s unwavering commitment to maintaining a level playing field, safeguarding consumer interests, and propelling the ICT sector forward. The Authority continued to foster an environment of innovation while upholding the integrity of broadcasting, postal courier and telecommunications services.

TABLE 3.1: POSTAL & COURIER LICENSEES INSPECTIONS

| Category | FY 2017/18 | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY2022/23 |
|------------------|------------|------------|------------|------------|------------|-----------|
| Inspected | 341 | 581 | 358 | 470 | 650 | 693 |
| Compliant | 124 | 190 | 147 | 171 | 136 | 284 |
| Compliance level | 36.4 | 32.7 | 41.1 | 36.4 | 20.9 | 41 |

Source: Communications Authority of Kenya

The Authority conducts on-site inspection of radio communications installations across the country

3.1.3 Radio-Communications Installations

The Authority conducts on-site inspections of radio communications installations across the country. These inspections include land mobile services, broadcast transmitters, fixed networks and earth stations. During the year, 757 on-site inspections were conducted, as summarized in Table 3.2.

3.1 Inspections

3.1.1 Broadcasting Studios

In the year under review, 197 broadcast studios were inspected, out of which, 106 were found to be compliant and operating within the licence conditions and other regulatory requirements. The non-compliant outlets were formally directed to undertake corrective measures.

3.1.2 Postal & Courier Networks

In order to assess compliance with various regulatory requirements, the Authority inspected 693 postal and courier outlets inspections across the country. These comprised 254 post office outlets and 439 private courier facilities. A total of 284 courier outlets were found to have been operating within the set license conditions. The non-compliant outlets were formally directed to undertake corrective measures. Table 3.1 presents the number of inspected outlets.



Enabling Regulatory Environment

TABLE 3.2: NUMBER OF RADIO COMMUNICATION INSTALLATIONS INSPECTED

| Service/Year | FY 2018/19 | FY 2019/20 | FY2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------------------------|------------|------------|-------------|--------------|--------------|
| Land Mobile Networks | 103 | 2 | 73 | 1 | 110 |
| Broadcast Transmitters (Radio) | 217 | 122 | 167 | 220 | 460 |
| Broadcast Transmitters (TV) | 84 | 37 | 40 | 70 | 90 |
| Fixed Networks | 405 | 421 | 0 | 466 | 892 |
| Earth Stations | DNA | 13 | 0 | 0 | 0 |
| Total | 809 | 595 | 280 | 757 | 1552 |

Source: Communications Authority of Kenya

3.1.4 Telecommunications

The Authority inspected 176 licensees selected across various license categories, the majority of which were under the ASP licensees that provide data applications and internet activations. During the year, the surveillance monitoring and complaints revealed increased illegal operations among these services, leading to enhanced inspections. Cumulatively, 95 licensees were found operating within the set license terms and conditions. Licensees found to be operating outside set rules were formally directed to undertake corrective measures, as shown in Table 3.3.

TABLE 3.3: TELECOMMUNICATIONS INSPECTIONS AND CERTIFICATION OF INSTALLATIONS

| License Category | FY2018/19 | | FY2019/20 | | FY2020/21 | | FY2021/22 | | FY 2022/23 | |
|--|------------|-----------|------------|-----------|------------|-----------|------------|-----------|------------|-----------|
| | Inspected | OK | Inspected | OK | Inspected | OK | Inspected | OK | Inspected | Ok |
| CSP | 20 | 6 | 34 | 16 | 31 | 11 | 31 | 2 | 25 | 14 |
| ASP | 50 | 13 | 33 | 16 | 52 | 32 | 62 | 23 | 105 | 59 |
| NFP | 10 | 2 | 7 | 4 | 18 | 3 | 18 | 8 | 26 | 15 |
| BPO | 3 | 3 | 1 | 1 | - | - | 1 | 0 | - | - |
| International System & Services | - | - | 2 | 1 | 5 | 5 | 0 | 0 | - | 0 |
| Telecommunications Contractor | 70 | 19 | 23 | 14 | 20 | 15 | 51 | 10 | 16 | 3 |
| Dot KE Sub-domain Registrars | 1 | 1 | 0 | 0 | 3 | 3 | 3 | 0 | 4 | 4 |
| Certification of Network Installations | 4 | 4 | 12 | 12 | 0 | 0 | 0 | 0 | - | 0 |
| Total | 158 | 48 | 112 | 64 | 129 | 69 | 166 | 43 | 176 | 95 |

Source: Communications Authority of Kenya

Enabling Regulatory Environment

3.2 Compliance

The Authority assesses the compliance of licensees based on a number of parameters which includes submission of compliance returns, audited financial statements, certificate of shareholding, tax compliance certificate, and payment of regulatory fees. The overall compliance level for broadcast, postal & courier, and telecommunication licensees stood at 53.4 per cent, 41.7 per cent and 56.0 per cent, respectively.

Licensees found to be non-compliant were issued with notices of contravention requiring them to rectify the non-compliance. In the year the Authority issued notices of violation to 38 broadcast, 52 postal & courier and 40 telecommunication licensees. Further, the Authority revoked licences for seven postal & courier operators.

3.3 Monitoring

This sub-section provides an overview of activities that the Authority undertakes to provide an enabling regulatory environment in the broadcasting, postal courier and telecommunication sub-sectors.

3.3.1 Broadcast Content Monitoring

The Authority monitors broadcast content to ensure compliance with the Programming Code and ensure accessibility of broadcast content for people with hearing impairment. The Code provides for, among others a watershed period (5:00 A.M. – 10:00 P.M.) period within which content appropriate for children's viewing should be aired. The level of compliance with various content standards among the stations monitored during the year is shown in Table 3.4.

TABLE 3.4: COMPLIANCE LEVEL WITH BROADCAST CONTENT STANDARDS

| Parameter | FY 2018/19 | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 |
|---|------------|------------|------------|------------|------------|
| Compliance with the minimum 40% local content quota | 76 | 92 | 92 | 92 | 93.8 |
| Compliance with the provision of broadcast accessibility for PWDs - sign language inserts for current affairs, emergency announcements, and events of national importance | 100 | 100 | 100 | 96 | 91.7 |
| Compliance with limits on advertisement (i.e., airing no more than 10 minutes of advertisement in any 30-minute programme segment) | 100 | 100 | 100 | 100 | 100 |
| Compliance with the requirement to air at least five (5) hours of children's local programming per week | 11.3 | 13.4 | 18.1 | 19.1 | NA* |
| Compliance with standards of good taste and decency by airing only appropriate content during the watershed period | 100 | 98 | 98 | 96.7 | 95.6 |

**During the FY compliance was not done and will no longer be done- proposed for deletion because it is not anchored in law*

Source: Communications Authority of Kenya

3.3.2 Quality of Service (QoS) Monitoring for Postal Services

The Authority carried out quality of service monitoring in 21 Postal offices across the country. The measurement of QoS was based on the number of days taken for delivery of items to their destination, calculated as J+x, J being the day of posting and x being the number of additional days for delivery after posting. Based on the universal service obligations standards, the level of mail quality of service stood at 77.6 per cent against a required threshold of 65 per cent. Further, PCK did not meet the delivery standards for mail posted in rural areas for delivery in other rural areas, with only 60 per cent of the items transported in time against a threshold of 65 per cent. Figure 3.1 provides compliance levels for the network connections measured.

Enabling Regulatory Environment

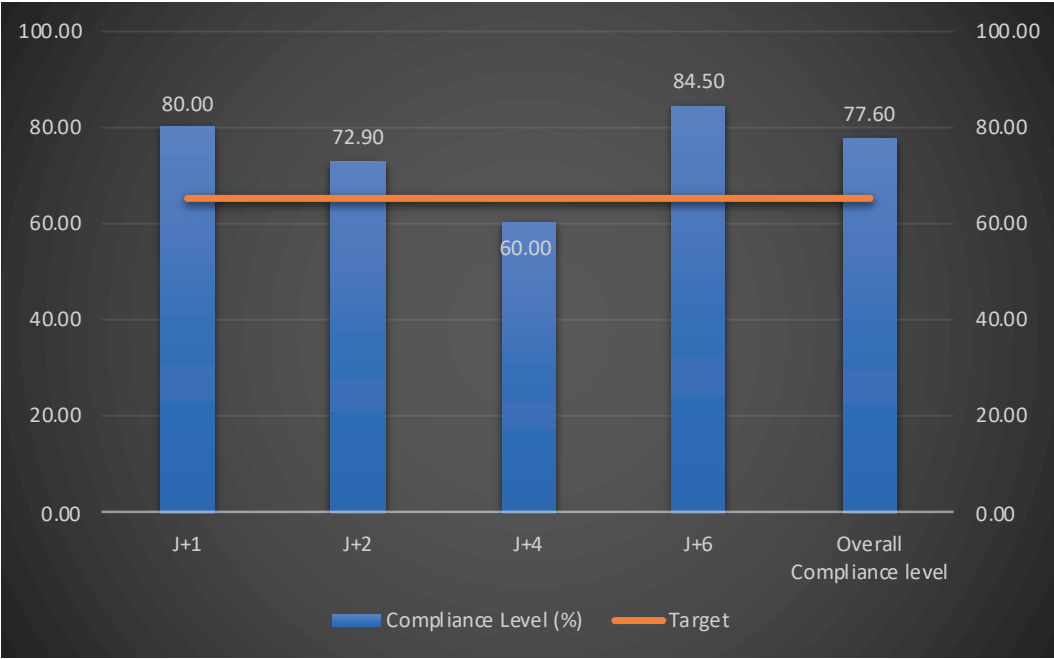


FIGURE 3.1: QOS FOR POSTAL SERVICES

- J+1: Posted for delivery within the same urban area and posted in urban areas for delivery within other urban areas
- J+2: Posted in urban areas for delivery in rural areas
- J+4: Posted in rural areas for delivery in other rural areas
- J+6: Posted for delivery in special (hardship) areas

Source: Communications Authority of Kenya

3.3.3 Quality of Service Monitoring for Mobile Cellular Services

The Authority undertook Quality of Service (QoS) monitoring within the framework of Assessment on voice telephony, data services and SMS services. The monitored QoS parameters were related to call connection and quality, data latency and throughput, and end-to-end delivery time of text messages. The QoS performance scores for Airtel Networks Kenya Limited, Telkom Kenya Limited, and Safaricom PLC were 74.7 per cent, 54.8 per cent, and 87.6 per cent, respectively. Figure 3.2 provides a comparison of each operator's compliance levels for the last four years.



Enabling Regulatory Environment

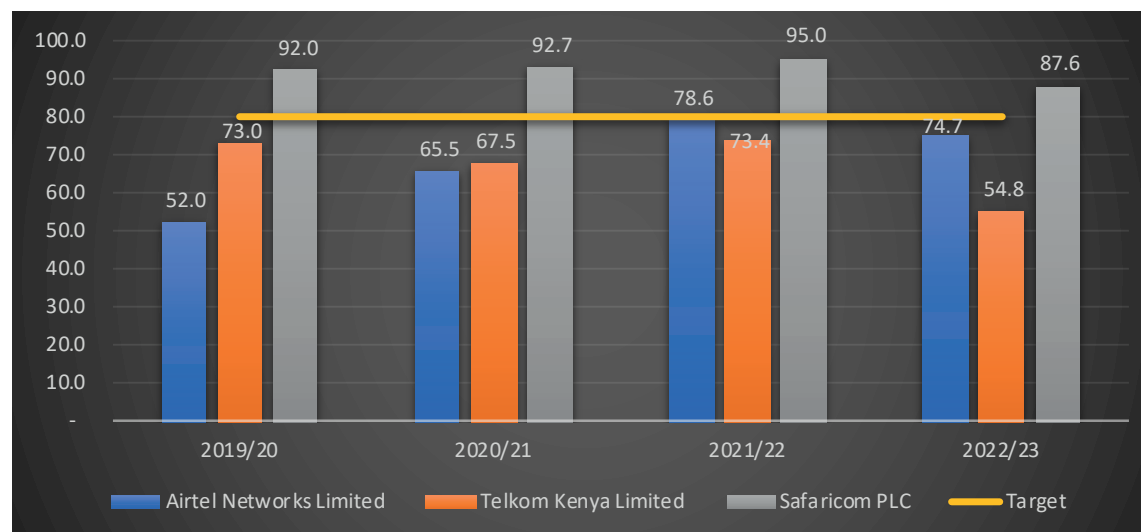


FIGURE 3.2: OVERALL COMPLIANCE BY OPERATOR

Source: Communications Authority of Kenya

3.3.4 Radio Frequency Monitoring and Interference Resolution

The Authority undertakes Radio Frequency monitoring to identify transmissions that do not conform to requirements, either due to unauthorised transmission or non-compliance with technical parameters provided for in the licence conditions and regulations. The Authority handled 34 interference cases in the year, of which 20 were resolved, representing a 58.8 per cent resolution rate.

3.4 Enforcement

During the year, 37 criminal cases arising from contravention of KICA were handled of which 33 cases were concluded while four cases were pending in court. Table 3.5 below provides a summary of the cases.

TABLE 3.5: NUMBER OF CASES BY STATUS AND AREA OF CONTRAVENTION

| Area of Contravention | Cases Closed | On-going Cases |
|----------------------------------|--------------|----------------|
| Telecommunications offences | 4 | 1 |
| SIM Card offences | 11 | 1 |
| Type Approval/Equipment offences | 14 | 0 |
| Broadcasting offences | 0 | 1 |
| Postal/ Courier offences | 4 | 1 |
| Number of offences | 33 | 4 |

Source: Communications Authority of Kenya

Enabling Regulatory Environment

3.5 Type Approval of ICT Equipment

The Authority, through the type approval process, seeks to guarantee the safety of consumers of ICT services and interoperability and protect the integrity of communication network infrastructure. This process verifies that telecommunications equipment allowed for marketing and use in the country complies with prescribed national and international standards. Towards this, the Authority processed 817 applications submitted for equipment-type approval, an increase of 24.0 per cent compared to 658 applications processed in the previous year. The increase signifies the growth of the ICT sector and a continued increase in demand for ICT devices. Table 3.6 shows the number of type approval /acceptance applications.



Verifying that telecommunications equipment allowed for marketing and use in the country comply with prescribed national and international standards.

Enabling Regulatory Environment

TABLE 3.6: TYPE APPROVAL /ACCEPTANCE APPLICATIONS

| Type of Equipment | Financial Year | | | | |
|---|----------------|------------|------------|------------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
| Alarm Transmitter | 0 | 1 | 0 | 0 | 2 |
| Broadcast Equipment | 48 | 38 | 12 | 21 | 16 |
| Data Routers | 24 | 21 | 40 | 133 | 102 |
| DVB T2 receivers (Set-top boxes, IDTV and conditional access modules)* | 11 | - | - | - | - |
| DVB-C/IP/SAT receivers (Set-top boxes, IDTV and conditional access modules) | 0 | 6 | 3 | 8 | 4 |
| Fax Machine_Pinters | 11 | 4 | 9 | 7 | 88 |
| Gateway/Switches/PABX | 28 | 382 | 133 | 86 | 170 |
| Global System for Mobile Communications (GSM) Interface and BTS | 13 | 38 | 15 | 12 | 36 |
| GSM Mobile Phones | 259 | 312 | 188 | 258 | 275 |
| LTE Terminals | 0 | 7 | 8 | 38 | 7 |
| Microwave Equipment | 17 | 15 | 2 | 5 | 24 |
| Modem | 0 | 3 | 5 | 0 | 2 |
| Optical Network Terminal-Fiber terminals | - | - | - | - | 20 |
| PSTN/IP Server Equipment | 9 | 0 | 45 | 2 | 14 |
| Satellite Terminal | 24 | 7 | 0 | 10 | 15 |
| Telephone Set | 0 | 16 | 2 | 2 | - |
| Transceiver-HF | 2 | 0 | 0 | 0 | 0 |
| Transceiver-VHF/UHF | 25 | 16 | 6 | 4 | 4 |
| VOIP Terminal | 12 | 28 | 15 | 37 | 24 |
| VSAT Equipment (Transceiver, BUC, HPA,etc) | 2 | 2 | 5 | 3 | 4 |
| Wireless Terminals/System | 0 | 95 | 30 | 32 | 10 |
| Total | 485 | 991 | 518 | 658 | 817 |

*Category was exempted from type approval/acceptance from July 2019

Source: Communications Authority of Kenya

The Authority also facilitated the importation of communications equipment through approval and customs clearance on the TradeNet System. A total of 8,857 applications were processed for importation during the year, a 161 per cent increase from 3,392 recorded in the previous year. This increase is attributed to stringent measures at the Customs, where all goods must be cleared through a single window TradeNET platform.

Enabling Regulatory Environment

3.6 Management of Cyber Security

Safeguarding Kenya's cyberspace is critical to ensuring the sustainability and protection of the gains made so far in ICTs as the country focuses on becoming a fully digitised economy in line with GoDTA. The national cybersecurity management is guided by the National ICT Policy 2019, KICA, the Computer Misuse and Cybercrimes Act (CMCA) 2018, and the National Cybersecurity Strategy (2022 – 2027), amongst other legal and regulatory instruments.

The Authority, through the National KE-CIRT/CC, monitors the cyberspace on a 24/7 basis, responds to cyber threats and issues cyber threat advisories to affected parties. Noting that the dynamism of the sector comes along with new challenges in cybersecurity management, the Authority continuously upgrades its regulatory tools. Towards this effort, the Authority deployed a malware analysis and malware reverse engineering tool. The tool is aimed at developing more effective and targeted strategies for detecting and eliminating malware (malicious software) from compromised systems, therefore protecting Kenya's digital assets from cyber-

attacks. In addition, the Authority continue to create cybersecurity awareness as well as build capacity through various initiatives geared towards enhancing national cybersecurity readiness and resilience.

3.6.1 Cyber Threat Monitoring

The cyber threat landscape is rapidly evolving, with cyber security solutions often playing catch-up to the sophisticated and agile cyber threat vectors. The National KE-CIRT/CC detected **855,554,988** cyber threats compared to **444,055,806** in the previous year. There was a substantial increase in the cyber threat events detected in the system vulnerabilities sub-category, attributed to an upsurge in targeted attacks on cloud-based services and critical systems and services. Further, the sector experienced the adoption of more sophisticated tools by ransomware gangs and increased network misconfiguration attacks. Table 3.7 provides a summary of the cyber threats detected in the last five years.

TABLE 3.7: SUMMARY OF CYBER THREATS DETECTED BY THE NATIONAL KECIRT/CC OVER THE LAST FIVE YEARS

| Cyber Threats Detected | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------------------------|-------------------|--------------------|--------------------|--------------------|--------------------|
| Malware | 40,893,141 | 101,651,143 | 122,524,531 | 218,639,597 | 121,250,616 |
| DDOS/Botnet | 4,852,022 | 1,475,537 | 17,668,736 | 120,064,763 | 55,841,666 |
| Web Application Attacks | 6,109,184 | 7,662,793 | 16,236,587 | 1,231,271 | 677,781 |
| System Vulnerabilities | 47,913 | 108,596 | 1,974,698 | 104,120,175 | 677,784,925 |
| Totals | 51,902,260 | 110,898,069 | 158,404,552 | 444,055,806 | 855,554,988 |

Source: Communications Authority of Kenya

3.6.2 Cyber Threats Advisories

In an effort to ensure the efficient mitigation of cyber threats and promote digital trust, the National KE-CIRT/CC issues technical advisories and support to organisations affected by cyber threats. This aims at empowering users to take proactive steps to enhance their security posture, respond effectively to incidents and contribute to the broader cybersecurity ecosystem.

In the year, the Authority upgraded the National KE-CIRT/CC cyber threat management systems and enhanced collaboration and information sharing by stakeholders, leading to increased cyber threat advisories issued. The total cyber threat advisories issued during the year was 23,194,321 compared to 7,973,129 in the previous year, as shown in Table 3.8.

Enabling Regulatory Environment

TABLE 3.8: SUMMARY OF CYBER THREATS ADVISORIES ISSUED BY THE NATIONAL KECIRT/CC OVER THE LAST FIVE YEARS

| Cyber Threat Advisories | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|--------------------------------|---------------|---------------|---------------|------------------|-------------------|
| Malware | 6,715 | 7,718 | 5,531 | 193,595 | 326,011 |
| DDOS/Botnet | 868 | 1,829 | 1,258 | 84,087 | 101,270 |
| Web Application Attacks | 1,735 | 687 | 1,420 | 80,035 | 152,126 |
| System Vulnerabilities | 38,320 | 60,593 | 85,487 | 7,615,412 | 22,614,914 |
| Total | 47,638 | 70,827 | 93,696 | 7,973,129 | 23,194,321 |

Source: Communications Authority of Kenya

Cyber Readiness and Resilience

The Authority developed a Cyber Readiness and Resilience Measurement Tool aimed at safeguarding and supporting the National Critical Information Infrastructure such as ICT systems, networks and assets essential for the functioning of the country's economy and national security, among others.

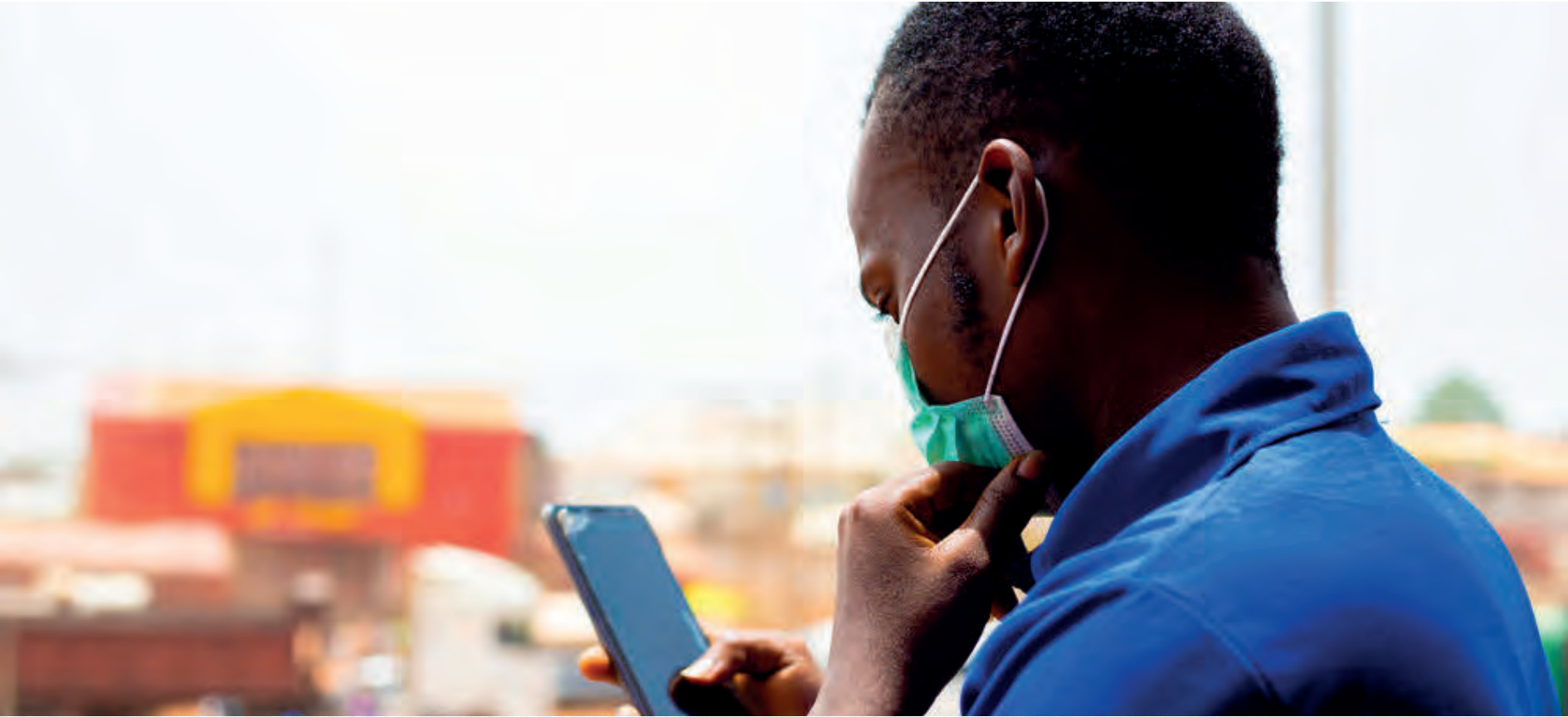
The Tool focuses on five indicators namely: Capacity and Development; Governance and Policy; Incidents, Vulnerabilities and Forensics; Risk and Continuity; and Technology and Infrastructure in calculating the National Cyber Readiness

and Resilience Index. The Tool was utilised to evaluate various components of an organisation's cyber readiness and resilience and computed the National Cyber Readiness and Resilience Index of 62.8 per cent, as shown in Table 3.9. The results indicate the overall level of cyber preparedness based on the identified domains/indicators of cyber readiness and resilience and will form the baseline for monitoring the country's performance going forward. In addition, this will guide future areas of interventions to enhance the country's cyber security.

TABLE 3.9: CYBER READINESS AND RESILIENCE INDEX

| Cyber Readiness and Resilience | Per centage (%) |
|--|-----------------|
| Capacity & Development | 56.9 |
| Governance and Policy | 67.2 |
| Incidents, Vulnerabilities and Forensics | 56.2 |
| Risk and Continuity | 62.7 |
| Technology and Infrastructure | 71.2 |
| Cybersecurity Readiness and Resilience Index | 62.8 |

Source: Communications Authority of Kenya



Consumer Empowerment & Protection

Consumer Empowerment and Protection

CHAPTER 4: CONSUMER EMPOWERMENT AND PROTECTION

In line with our mandate on consumer protection, we safeguard the welfare of ICT consumers by empowering and protecting them, guaranteeing their right to access quality and affordable products and services, as well as the freedom to choose from a variety of goods and services available.

In light of this, the Authority has implemented mechanisms aimed at providing consumers with information regarding the quality of ICT products and services, effective customer care and complaints management, as well as ensuring the provision of safe and secure communication services for children.

4.1 Consumer empowerment

The Authority's consumer education and empowerment programme seeks to enable consumers to actively participate and exercise their rights and freedom. This programme acknowledges the shift to outcome-based regulation and is more mindful of consumer experiences.

The Authority distributed informative consumer advisory materials during consumer education outreach activities, corporate events, licensees' forums and school events. Advisory information was also shared through the Authority's website and social media platforms. These advisories contained information on the rights and regulations pertaining to the access, usage and safety of communication services.

4.1.1 Child Online Protection

ICTs offer open access to information, which presents threats that come due to anonymity and inadequate age verification mechanisms, among others, that may expose children to inappropriate content, cyberbullying and predatory behaviour. In this regard, the Authority continued to implement Phase II of the Child Online Protection and Safety Programme dubbed "Huwezi Tucheza, Tuko CyberSmart." The initiative was achieved through partnerships that entailed sponsorships, exhibitions and sensitization during various fora that included Kenya Music Festivals, Kenya Primary Schools Headteachers Association (KEPSHA) Annual Delegates Conference, Kenya Secondary Schools Headteachers Association (KESSHA) Annual National Conference for Principals, and Kenya National Drama & Film Festivals.



Consumer Empowerment and Protection

The Authority continued to implement Phase II of the Child Online Protection and Safety Programme dubbed “Huwezi Tucheza, Tuko CyberSmart”



Participation in these forums provided a platform for sensitizing the teachers and pupils on how can children can protect themselves while using ICTs. Some of the themes highlighted during the year included, cyberbullying, screen time limitations, productive use of the internet, sexual exploitation and parental guidance.



Kisumu County Deputy Governor Dr. Mathew Owili, participated in a panel session during the World Consumer Rights Day celebrations held in Kisumu County. CA Director General Mr. Ezra Chiloba was part of the panel session with Mr. Stephen Kiptiness, representing Safaricom Limited.

4.1.2 Commemoration of the World Consumer Rights Day

The Authority marked the World Consumer Rights Day under the theme of “Empowering Consumers through Better Quality of Service and Experience” in Kisumu County. We hosted ICT sector players for a three-day event that included a customer-centric service delivery exhibition. The event facilitated valuable discussions and insights on the importance of empowering consumers, underscoring the pivotal role that safeguarding consumer rights plays in building a secure and reliable ICT landscape.



Kisumu County Deputy Governor, Dr. Mathew Owili participated in a panel session during the World Consumer Rights Day celebrations held in Kisumu County. CA Director General Mr. Ezra Chiloba was part of the panel session with Mr. Stephen Kiptiness representing Safaricom Limited.

CA staff at the CA exhibition tent engaging with headteachers during the 2022 Kenya Primary Schools Headteachers Association (KEPSHA) Annual Delegates Congress in Mombasa County

4.1.3 Customer Service Week 2023

In recognition of the importance of customers, both internal and external, and the need to excel in service delivery, the Authority marked the customer service week under the theme “*Sustaining Customer Inclusion*”. This initiative facilitated meaningful interactions with our customers, effectively advocating for increased customer involvement in the service delivery process. The key emphasis was placed on sensitizing the Authority’s outsourced personnel about their vital contribution towards efficient service delivery.

4.2 Consumer protection

The Authority continues to protect consumers through various regulatory instruments issued to the licensed service providers and monitors compliance. On their part, consumers have been empowered to raise complaints for unsatisfactory goods and services from service providers. These complaints are escalated to the Authority for resolution. Consumer complaints offer an opportunity for the Authority to monitor industry compliance with regulations, thereby upholding standards. By addressing specific issues brought forth through complaints, we contribute to service quality enhancement. The Authority handled 908 complaints out of which 725 were resolved, representing a resolution rate of 79.85 per cent. Table 4.1 shows the status of complaints received by category.

Source: Communications Authority of Kenya

TABLE 4.1: NUMBER OF CONSUMER COMPLAINTS BY CATEGORY

| Category | Number | Resolved | In Progress |
|-----------------------------|------------|------------|-------------|
| General Complaints | 451 | 431 | 20 |
| Telecommunications Services | 318 | 206 | 112 |
| Cyber Security | 69 | 53 | 16 |
| Broadcasting Services | 51 | 25 | 26 |
| Postal & Courier Services | 19 | 10 | 9 |
| Total | 908 | 725 | 183 |

Source: Communications Authority of Kenya



Communications, Stakeholder Engagement and Partnership

Communications, Stakeholder Engagement & Partnership

CHAPTER 5: COMMUNICATIONS, STAKEHOLDER ENGAGEMENT AND PARTNERSHIP

The Authority orchestrated transparent consultations, communicated its standpoint, and participated in other socially responsible initiatives to foster the growth of the ICT sector and improve its brand image. Additionally, the Authority actively participated in national, regional, and international policy meetings, workshops, and conferences, aiming to elevate Kenya's standing and advocate for its interests within the global ICT sphere.

5.1 Corporate Communications

The Authority's corporate communications and stakeholders' strategy is aimed at raising awareness, enhancing knowledge, and fostering support for its brand and mandate among stakeholders. In furtherance to this, the Authority undertook media and public relations campaigns, perception survey on the levels of stakeholder awareness, and redesigned the Authority's website, among other activities.

5.2 Stakeholder Engagement

In order to enhance its stakeholder engagement, the Authority conducted activities in the following areas public consultations, universal access initiatives, corporate social responsibility, benchmarking, and international relations.

5.2.1 Public Consultations

The Authority carried out stakeholder consultations on several matters, aligning with its constitutional duty and recognizing the importance of involving the public in decision-making processes. The public consultations included those on the Regulatory Sandbox, Digital Sound Broadcasting and Migration from IPv4 to IPv6.

5.2.1.1 Regulatory Sandbox

The Authority undertook consultations to collect inputs towards the establishment of a Regulatory Sandbox that provides a controlled environment for testing and experimenting with innovative technologies. Through this consultation we aimed to gather

The Authority undertook consultations to collect inputs towards establishment of a Regulatory Sandbox that provides a controlled environment for testing and experimenting with innovative technologies.

valuable insights and perspectives to shape effective regulations that promote technological advancements while ensuring consumer protection. This collaborative approach not only ensured a well-informed and holistic perspective on potential impacts and challenges but also fostered industry collaboration and confidence.

5.2.1.2 Digital Sound Broadcasting

The Authority conducted a public consultation on establishing a minimum technical specification for Digital Sound Broadcasting (DSB) Receivers. DSB technology will ensure improved audio quality and accessibility, enhancing Kenyans' broadcasting experiences. This inclusive consultation engaged stakeholders from the broadcasting sector, technology professionals, and the public to ensure that the specifications are comprehensive and aligned with industry norms.

Communications, Stakeholder Engagement & Partnership

5.2.1.3 IPv4 to IPv6 Migration

Recognizing the significance of adjusting to technological advancements, the Authority conducted public consultations on a strategy for migrating from IPv4 to IPv6 aimed at enriching the development of a well-structured migration plan that minimizes interruptions and optimizes network compatibility.

5.2.2 Engagement with Mobile Network Operators (MNOs)

The Authority engaged Mobile Network Operators to deliberate on diverse sector-related matters. These conversations encompassed a broad spectrum of subjects, including license renewals, adherence to Quality of Service (QoS) standards, participation in USF initiatives, subscriber registration, and support for the government's digital transformation initiatives, among others. These engagements provided a platform for shared insights and perspectives, enabling collaborative problem-solving, informed decision-making, and alignment with the

government's strategic agendas. The deliberations contributed to a well-informed regulatory landscape, improved service delivery, and the realization of a robust digital infrastructure that benefits both industry players and the citizens of Kenya.

5.2.3 National Public Key Infrastructure (NPKI)

The Authority hosted a stakeholder engagement to facilitate the successful implementation of the National Public Key Infrastructure (NPKI) in the country. The engagement provided a platform for deliberations between the Authority and stakeholders on establishing digital trust that is essential in ensuring the secure delivery of digital services and fostering socio-economic growth. Discussions centred around a number of thematic areas that included the use of ICTs in agriculture, lands and settlement, healthcare, legislation, and among Micro, Small and Medium Enterprises (MSMEs).



The 2023 KUZA awards Chief Guest, Cabinet Secretary for Youth Affairs, Sports and the Arts, Ababu Namwamba (third right) flanked by Mar Bilek Kuol, National Communication Authority of South Sudan (2nd right), CA Board Member, Mr. Paul Muraguri (extreme right), CA Director General Ezra Chiloba, (third Left), Mr. Elijah Alier Kuai Managing Director, Media Authority, Republic of South Sudan (2nd left) and Miss Moira Onek from National Communication Authority Republic of South Sudan (left).

5.2.4 Kuza Awards 2023

In an effort to bolster the capacity of broadcasting stakeholders, the Authority hosted its 6th Kuza Broadcasting Awards, which commemorated accomplishments within the broadcasting sub-sector. This engagement promoted collaboration, knowledge-sharing, and the establishment of valuable relationships, furthering the growth and development of the broadcasting sub-sector in Kenya.

This edition of the Awards marked a pivotal step in keeping pace with technological advancements, as the Authority introduced a new category for online content creators. This inclusion was spurred by the convergence of platforms, signifying the digital content creators' realm as a prominent avenue for youth employment and income generation.

Communications, Stakeholder Engagement & Partnership

5.2.5 Universal Access Programmes

The Authority collaborated with the National Government Administration Offices to sensitize beneficiary communities of the Voice Infrastructure Project in Baringo, Wajir, Marsabit, Turkana, and West Pokot counties. The primary objective of the sensitization was to raise awareness among residents about the importance of their involvement in the implementation and sustenance of the project. Through the sensitization, the residents gained a better understanding of the project's importance and their role in the preservation of infrastructure.



Residents of Samburu County give their views during a USF project community sensitization exercise in the region.

The primary objective of the sensitization was to raise awareness among residents about the importance of their involvement in the implementation and sustenance of the project.

5.2.6 Building Capacity in the Industry

To commemorate the October Cyber Security Awareness Month (OCSAM), the Authority held a series of activities that encompassed a bootcamp, a hackathon, and the 2022 Annual Cybersecurity Conference.

In the boot camp, the Authority, conducted a two-week virtual cybersecurity training. This hands-on programme aimed to equip 1,719 students with practical skills vital for cybersecurity. Following assessment, the top 25 students advanced to the next phase of hands-on training, with the top three teams earning well-deserved accolades.

The hackathon brought together 118 university students who showcased their cybersecurity prowess and innovation. Participants were awarded certificates of participation, and the top three teams were rewarded with cash prizes, sponsorship for certified courses, and mentorship opportunities from industry experts.

The Annual Cyber Security Conference brought together diverse leaders in the cybersecurity value chain. The conference featured initiatives that encouraged cyber security knowledge exchange, collaboration, teamwork, and cyber hygiene. In addition, it provided an opportunity for information sharing through panel session discussions as well as immersive and interactive table-top cybersecurity simulation exercises undertaken in collaboration with the Kenya Bankers Association.

5.2.7 Capacity Building for Journalists

The Authority undertook a media capacity-building workshop aimed at enhancing the journalist's understanding of its mandate, in efforts to foster expected to strengthen the relationship between the journalists and the Authority. A total of 38 journalists from the print, radio, online, and television segments were trained on emerging technologies, USF, and the future of ICTs.

Communications, Stakeholder Engagement & Partnership

5.2.8 Corporate Social Responsibility

In our annual corporate social responsibility (CSR) initiatives, we've extended our commitment to social responsibility through various activities that align with our CSR policy. In this regard, we supported the Cerebral Palsy Society of Kenya during the Annual Cerebral Palsy Awareness Month, construction of two classrooms at St. Joseph Chepukat Mixed Secondary School in West Pokot County and a library block at Chebonet Mixed Secondary School in Elgeyo Marakwet County.

The Authority continued with the sponsorship of FC Talanta, a youth-focused football club excelling in Kenya's Premier League, reflecting our commitment to nurturing young talent. In addition, we sponsored various sports events, such as the Sports Personality of The Year Awards (SOYA). Through these comprehensive efforts, we continue to create a positive societal impact while upholding our CSR values.



CA Director for Multimedia Services Eng. Leo Boruett presents a dummy cheque of 1.5 million Kenya shillings to Paul Tergat, Sportsperson of the Year Awards founder, assisted by triple Paralympian record holder Henry Wanyoike and SOYA panellist Mary Wavinya during the announcement of the 19th edition of Sports Person of the Year Awards Gala in Nairobi in January 2023.



A section of the FC Talanta team poses for a group photo before the start of a Kenyan Premier League match.

5.2.9 Benchmarking

The Authority continued to building capacity in the sector by hosting various delegations from national and regional institutions that seek to benchmark the progress of the Authority in the regulatory field. These delegations included representatives from the National Communications Authority of Ghana, the ICT Ministry of South Sudan, the Zambia Information and Communications Technology Authority, and students from Mount Kenya University's Journalism and Communication programme. These benchmarking initiatives strategically fostered synergies and encouraged collective efforts toward shared objectives, resource sharing, and collaborative problem-solving.

5.2.10 International Liaison

The Authority represents Kenya in various international and regional ICT organizations amplifying the country's voice on critical matters in the global arena. These engagements foster collaboration and knowledge-sharing, enabling Kenya to tap into global best practices, which can then be translated into improved ICT policies and services for the citizens. Ultimately, these engagements contribute to enhancing Kenya's ICT landscape, fostering innovation, and ensuring that Kenyans have access to cutting-edge technologies and opportunities.

Communications, Stakeholder Engagement & Partnership



The CS MOICDE, Mr. Eliud Owalo (third right), Chairperson, Ms. Mary Mungai (second right) and Director General Ezra Chiloba (right) with other dignitaries during the 2023 Mobile World Congress in Barcelona, Spain.

In achieving the above objective, the Authority participated in meetings organized by various regional and international ICT organizations. These organizations included the East African Communications Organization (EACO), the Association of Regulators of Information and Communication for Eastern and Southern Africa (ARICEA), the African Advanced Level Telecommunications Institute (AFRALTI), the African Telecommunications Union (ATU), the Pan African Postal Union (PAPU), the Universal Postal Union (UPU), the Commonwealth Telecommunications Organization (CTO) and the International Telecommunication Union (ITU). Together with the industry stakeholders, we ensured that the country's interests were represented in the various fora, particularly on matters related to radio communications ahead of the ITU World Radio Conference (WRC-23) taking place in November 2023.



CA Director General Ezra Chiloba gives his remarks at the Kenyan reception hosted by CA during the ITU Plenipotentiary conference held in Bucharest, Romania in 2022.

A pinnacle achievement from the participation in the meetings was Kenya's re-election to the ITU's Council and as Secretary General of ATU for a second term. Further, the country was elected to the PAPU Administrative Council.

5.3 Partnerships

Towards the achievement of its mandate, the Authority partners with various stakeholders. In this regard, we entered into new partnerships and signed collaborative agreements, as shown in Table 5.1. Notably, is the Memorandum of Understanding entered into between the ICT Authority and CA that will deliver the BeTA initiatives of extending 2,500 km of optical fibre network infrastructure within nineteen (19) counties spread across the country at an estimated cost of Kshs. 5.0 billion.

Communications, Stakeholder Engagement & Partnership

TABLE 5.1: PARTNERSHIPS

| Entity | Purpose of Collaboration | Type of Agreement | Milestones |
|---|---|---|--|
| ICT Authority | Facilitating the rollout of optical fibre network internet connectivity to specified locations within Ministries, Counties, Departments and Agencies with a focus on health facilities, police stations, courts stations, schools and other organizations serving critical public needs in unserved and underserved areas | Memorandum of Understanding | Approval of project concept Transfer procurement responsibility Prequalification of service providers |
| Kenya Institute of Curriculum Development (KICD) | Support the establishment of an open portal education resources portal to facilitate access to educational content for Kenyan learners and teachers through ICT. | Technical Corporation Agreement & Memorandum of Understanding | Conducted baseline survey on project scope Developed project workplan and ToRs for portal Received submissions of digital curriculum from publishers for curation. |
| Kenya Agricultural and Livestock Research Organization (KALRO) | Digitization and dissemination of relevant agricultural content to empower the youth women and persons with disability. | Technical Corporation Agreement | Conducted baseline survey on project scope and determine bill of quantities Developed project workplan and ToRs for LAN, building works & computing devices |

Source: Communications Authority of Kenya

SECTION D

Capacity Development

THIS SECTION HIGHLIGHTS ACTIVITIES THAT AIM TO ENHANCE THE AUTHORITY'S CAPACITY TO MANAGE CHALLENGES AND IMPROVE AND ADAPT TO CHANGES ARISING FROM THE RAPID ICT SECTOR DEVELOPMENTS.





Institutional Capacity & Performance Excellence

Institutional Capacity & Performance Excellence

CHAPTER 6: INSTITUTIONAL CAPACITY AND PERFORMANCE EXCELLENCE

The Authority's institutional capacity provides the foundation for achieving performance excellence, which entails possessing the requisite resources, expertise, and systems essential for fulfilling its mandate. To achieve performance excellence, the Authority fosters innovation, invests in human capital, harnesses technology, and aligns efforts with strategic goals. This holistic approach elevates capacity, resulting in performance outcomes that establish new standards of excellence. In achieving its high Institutional capacity, the Authority prioritizes the recruitment, development, and retention of talented and motivated employees through training, mentorship, and professional development programmes.

Human Resource Establishment

The Authority transitioned to a new organizational structure that increased the number of departments from 11 to 20 and reassigned the roles in functional areas with the aim of enhancing service

delivery. The staff complement stood at 377, comprising 229 staff on permanent and pensionable terms, 18 on secondment and 130 staff on temporary engagement, with a female-to-male ratio of 47:53. During the year, 12 staff exited the service.

Organizational Learning

The Authority organises training and development programmes in order to enhance staff competency for improved service delivery, effective management, career progression and professional development. The training was categorized into five broad areas: Management skills development, Regulatory and Technical capacity building, Organizational development and effectiveness, Career/professional development, and Performance Contracting obligations programmes. Table 6.1 outlines the training programs carried out, while Figure 6.1 shows the number of staff trained.

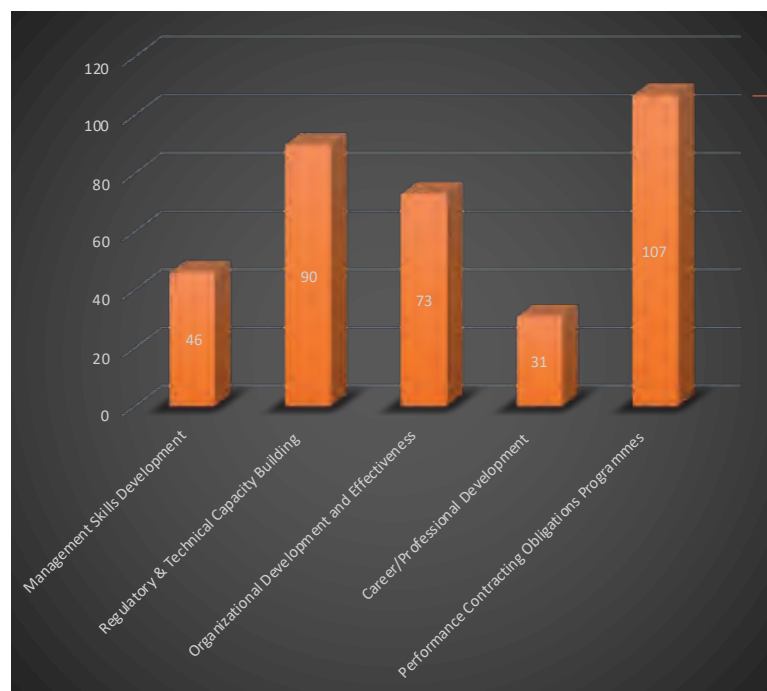


Institutional Capacity & Performance Excellence

TABLE 6.1: TRAINING PROGRAMMES CARRIED OUT DURING FY 2022-23

| Training Programme | Courses |
|---|---|
| Management Skills Development | <ul style="list-style-type: none"> • Strategic Leadership & Development Program • Senior Management Course • Supervisory Management Course |
| Regulatory & Technical Capacity Building | <ul style="list-style-type: none"> • 5G Mobile Technologies • New/emerging Technologies (Artificial Intelligence, Over-the-Top Services, Internet of Things, and Machine Learning) • Data Management • Big Data Analytics • ICT & Regulatory Master Class • Social Media Management • Content Regulation • Systems Security Management • E-Commerce & and Postal Sector Regulation |
| Organizational Development and Effectiveness | <ul style="list-style-type: none"> • Project Planning and Management • Emotional Intelligence • Public Relations & Stakeholder Engagement • Public Policy • Financial planning and Management • Mental health • Report & Minute Writing • Transport & Logistics • Defensive Driving |
| Career/Professional Development | <ul style="list-style-type: none"> • Continuous Professional Development (CPD) Programmes. • Post Graduate & Diplomas • Master's Degree • Certification Programs |
| Performance Contracting (Cross-cutting Issues) | <ul style="list-style-type: none"> • HIV & Aids Awareness • Drugs and Substance Abuse Prevention • Disability Mainstreaming • Gender Mainstreaming • Environmental sustainability • Health Safety and Environment (HSE) and Fire Prevention • Integrity, Ethics and Corruption Prevention • National Values and Cohesion • Road safety |

Institutional Capacity & Performance Excellence



Source: Communications Authority of Kenya

Internships and Industrial Attachments

The Authority provided internship and industrial attachment opportunities to 156 students, comprising 77 males and 79 females from tertiary institutions. This was aimed at bridging the gap between theory and practice, equipping the students with essential skills and insights while enhancing their career prospects and overall readiness for the professional world.

Research, Innovation and Knowledge Management

In an era of dynamic technological evolution, the Authority's focus on research, innovation, and knowledge management is a testament to its commitment to shaping a progressive ICT Sector.

Research

The Authority engaged in research to guide its regulatory decisions while at the same time enhancing its focus on innovation and inclusivity. In collaboration with ITU, the Authority undertook research on rebuilding digital inclusion in rural counties in Kenya. The

FIGURE 6.1: NUMBER OF STAFF TRAINED ACROSS VARIOUS CATEGORIES

study focused on Turkana, Kakamega and Machakos counties and was useful in obtaining insights for enhancing internet accessibility and bridging the digital divide.²

Additionally, the Authority conducted a joint study with Strathmore University on coexistence in the 6 GHz band between the incumbents (fixed services and fixed satellite services) and wireless access systems/radio local area networks to understand the interference levels and compatibility between various communication technologies. The study informed future review of regulatory guidelines on the use of radio frequency spectrum by short-range devices.³

Innovation

The Authority has taken a significant step in enhancing innovation within the ICT sector through the formulation of an emerging technologies regulatory sandbox framework. The implementation of the sandbox platform is ongoing and will serve as an integral hub, providing vital information about the framework, admission of innovators, testing, and recommendations on appropriate regulatory interventions following the tests. Overall, the sandbox is a new frontier for policy experimentation

² https://www.itu.int/itu-d/sites/connect2recover/wp-content/uploads/sites/31/2022/11/C2R_RC_4_Rebuilding-digital-inclusion-for-the-rural-counties-of-Kenya-221122.pdf

³ <http://www.ilabfrica.ac.ke/wp-content/uploads/2023/02/Co-Existence-Studies-for-Wi-Fi-6E-Report.pdf>



Institutional Capacity & Performance Excellence

The Authority put in place a digital repository (DSpace) to archive regulatory policies, instruments, and publications. This digital archive enables researchers, stakeholders, and the general public to access regulatory material with ease promoting deeper insight into the regulatory journey since the Authority's inception.



and offers a tailored regulatory environment for the exploration and testing of new and emerging technologies.

Knowledge Management

The Authority put in place a digital repository (DSpace) to archive regulatory policies, instruments, and publications. This digital archive enables researchers, stakeholders, and the general public to access regulatory material with ease, promoting deeper insight into the regulatory journey since the Authority's inception.⁴ Digital storage combats the natural deterioration of physical documents, ensuring they remain intact for future generations.

In line with the BeTA on digitalization of government services, the
⁴ <https://repository.ca.go.ke/>

Authority digitized its library services by subscribing to an open-source library management software, Koha. This has not only ensured resources are preserved for the future but also made easily accessible to library users.

Further, the Authority has integrated My Library on Fingertips (MyLoft) into the digital library, offering various databases, e-journals, e-books, e-newspapers and other scholarly resources, allowing users to access, organize, and personalize content seamlessly.

Work Environment

Institutional Capacity & Performance Excellence

The work environment plays a critical role in shaping employees' experiences, influencing their performance, job satisfaction and overall well-being. In compliance with statutory requirements and ensuring a conducive work environment, the Authority implemented the workplace policies through several standing committees. Table 6.2. outlines the objectives and activities undertaken by the various committees.

TABLE 6.2: AUTHORITY'S COMMITTEES' ACTIVITIES UNDERTAKEN

| The Authority's Committee | Objectives | Activities implemented |
|--|---|--|
| Disability Mainstreaming | To mainstream disability at the workplace, ensuring accessibility and inclusivity of persons living with disability (PWDs) | <ul style="list-style-type: none"> • Provided assistive devices to staff (PWDs) – wheelchair and orthopaedic chair. • Implemented the 2% of the reserved Access to Government Procurement Opportunities (AGPO) amount to the PWDs • The Authority's website was upgraded to be accessible to persons with visual impairment. • Continued to offer opportunities for PWDs to implement the RFID. |
| Drugs and Substance Abuse Prevention | To create awareness among staff on drugs and substance abuse. | <ul style="list-style-type: none"> • Employee Assistance Programmes were availed to staff in partnership with various medical facilities that offer psychological, counselling and rehabilitative services. • Staff were provided with educational materials to enhance their parental skills with regard to identification and coping with alcohol and drug abuse within the family unit. • Staff were sensitized on improving mental health and its relation to substance abuse as well as creating a work-life balance |
| Environmental Sustainability | To enhance environmental conservation and sustainability | <ul style="list-style-type: none"> • Planted 3,450 trees in various parts of the country • Use of segregated bins for waste disposal • Conservation of energy through the use of solar • Maintained e-waste bins within the premises to facilitate the safe disposal of discarded electrical waste and non-useable electronic equipment |
| Gender Mainstreaming | To promote gender equality and freedom from all forms of discrimination in the workplace through ensuring compliance with laws, policies and practices. | <ul style="list-style-type: none"> • Developed a diversity and inclusion policy that encompasses gender mainstreaming, gender-based violence and disability mainstreaming. • Ensured that the 1/3 Gender Rule representation has been maintained with the female-to-male ratio of 47:53 |
| Health Safety and Environment (HSE) | To enable a conducive work environment | <ul style="list-style-type: none"> • Fire, Health and Safety Audit was carried out at the Authority's Headquarters and Regional offices and the Authority was found to be compliant. • In compliance with the Occupational Safety and Health Administration Act 2007, the Dry Riser mains were tested, and the Nairobi City County Emergency and Fire Department carried out maintenance. • Conducted emergency drills to check on employee preparedness. • Sensitization for staff on crisis management and emergency preparedness. |
| HIV & AIDS Awareness | To create awareness among staff on HIV& AIDS | <ul style="list-style-type: none"> • Sensitized staff on prevention of HIV & AIDS and non-communicable diseases, voluntary counselling and testing of HIV & AIDS. |
| Integrity, Ethics and Corruption Prevention | To enhance integrity and ethics within the workplace | <ul style="list-style-type: none"> • Conducted corruption risk assessment. • Adherence to Whistle blowing policy |
| Road Safety Mainstreaming | To create awareness among staff on road safety. | <ul style="list-style-type: none"> • Sensitized staff on road safety |

Source: Communications Authority of Kenya

Institutional Capacity & Performance Excellence

6.6 Digitalization of Internal Processes

The Authority continued with automation of its core processes by embarking on digitalization of the licensing management processes and upgrade of the number management systems. This is aligned with the BeTA processes aimed at the improvement of service delivery by government institutions.

6.6.1 License Management System (LMS)

The License Management System aims to digitize the Authority's licensing, compliance, tariffs and complaints management processes. In line with this, the Authority embarked on system

building and data digitization, where over 10,000 records were digitized. The deployment of the system will enable citizens to access the Authority's services online as well as enhance service delivery, resource utilization, and regulatory adherence.

6.6.2 Number Management System

The Authority upgraded the Number Management System, which resulted in streamlined processes for allocation, tracking, and utilization of numbers. This enhanced management capability to optimize resource utilization, improve transparency in resource allocation and support long-term planning for numbering resources.

The deployment of the LMS will enable citizens to access the Authority's services online as well as enhance service delivery, resource utilization, and regulatory adherence.





Procurement and Financial Statements

Procurement & Financial Statements

OUR GUIDING PRINCIPLES

The Authority's procurement and financial management is guided by the principles of economy, prudence, accountability, effectiveness, efficiency, equal opportunity, and transparency.

Procurement of goods, works, and services is governed by the Constitution of Kenya, 2010; Public Procurement and Asset Disposal Act (PPADA) 2015; Public Procurement and Asset Disposal Regulations (PPADR), 2020, Government circulars and directives, as well as the Authority's Procurement and Asset Disposal Policy Manual, 2020. In addition, the financial statements are prepared in accordance with the Public Finance Management (PFM) Act 2012, Public Audit Act 2015 and International Public Sector Accounting Standards (IPSAS). The accounting policies were applied consistently and in alignment with the accounting standards and reporting template as provided by the Public Sector Accountants Standard Board (PSASB).

7.1 Procurement

The Authority's corporate procurement plan amounted to Ksh 1,421,399,360.64, while the USF procurement plan was Ksh. 1,102,001,933.36. Due to the specialized nature of the Authority's equipment, tenders worth Ksh. 278,225,902.88 were reserved for the AGPO category, of which two per cent, Ksh. 5,564,518.06 was reserved for PWDs. The actual AGPO awards amounted to Ksh. 282,062,132.00, of which Ksh. 8,421,759.00 was awarded to the PWDs. The increase points to the Authority's resolve towards supporting the women, youth and persons living disparities in their business activities.

Under the initiative of Buy Kenya Build Kenya, on promotion of local content in procurement tenders worth Ksh. 568,005,456.35 were awarded against a reserved target of Ksh. 370,967,870.50. The increase is attributed to the Authority's resolve to support local production and supply of goods and services. Table 7.1 provides details of the top ten (10) contracts awarded during the year.

**BUY KENYA-
BUILD KENYA
STRATEGY**



Procurement

TABLE 7.1: TOP TEN CONTRACTS AWARDED

| Description | Contract Number | Supplier Name | Contract Price |
|---|------------------------------|------------------------------------|--------------------|
| Contract for Supply, Delivery, Installation, commissioning and Maintenance of Broadcast loggers | CA/PROC/070/010/2022-2023 | Copy Cat Ltd | USD 10,241,308.00 |
| Contract for the Provision of Telecommunications Cellular Mobile Network Infrastructure and Services in the Unserved and Underserved Areas of Kenya - Phase 3 | CA/PROC/070/009/2022-2023 | ATC Kenya Operations Ltd | Ksh 883,257,235.24 |
| Contract for Provision of Licenses, maintenance and support for the enterprise resource planning (ERP) system | CA/SCM/070/45/05/2023 | ADK Technologies | Ksh 417,277,208.00 |
| Contract for the provision of maintenance and support of cyber security system | CA/PROC/070/17/01/2023 | Com Twenty-One Limited | Ksh 197,835,300.00 |
| Contract for the provision of consultancy Services for competition study in the Broadcasting Sub-Sector and Signal Distribution Pricing Framework | CA/SCM/070/36/04/2023 | Tilil Technologies Ltd | Ksh 81,521,569.00 |
| Contract for supply, implementation, and maintenance of malware analysis solution for Cyber Security | CA/PROC/070/014/12/2022-2023 | Chenaniah Solutions Ltd | Ksh 45,890,804.44 |
| Contract for provision of vulnerability and endpoint detection and response (EDR) solutions | CA/SCM/070/46/05/2023 | Innovative Technologies Africa Ltd | Ksh 43,800,000.00 |
| Contract for Supply and delivery of ICT Equipment (Computer servers, routers and network switches) | CA/PROC/070/15/12/2022-2023 | Com Twenty-One Limited | Ksh 30,919,600.00 |
| Contract for repair, renovation, refurbishment and face-lifting at CA HQ Building | CA/PROC/070/141/09/2022 | Linked Investment Ltd | Ksh 25,628,930.00 |
| Contract for Replacement and maintenance of battery banks at SMMS Stations | CA/SCM/070/054/06/2023 | Plexus EnergyLtd | Ksh22,811,664.00 |

Source: Communications Authority of Kenya

Procurement

7.1.1 Legal Challenges on Procurement

There were no legal challenges to the implementation of the procurement plan for FY 2022/23. However, two disputes arising from the implementation of the procurement plan FY 2021/22 were lodged and resolved. These disputes centred around the tender evaluation process. The disputes are as shown in Table 7.2.

TABLE 7.2: LEGAL DISPUTES

| Description | Tender No. | Appeal | Decision |
|--|----------------------------|--|--|
| Tender for Supply, Delivery, Installation, Commissioning and Maintenance of Broadcast Loggers. | No.CA/PROC/OT/73/2021-2022 | A request for review of the Authority's decision declaring one of the bids non-responsive [due to failure to provide one of the mandatory requirements] was lodged to the Public Procurement Review Board (PPRB) in July 2022. | The PPRB observed that all bids must meet the mandatory requirements. The decision made was in favour of the Authority, and the applicant's request was dismissed. The Authority was directed to proceed with the award of the tender to the winning bid. |
| Tender for repair, renovations, refurbishment and face-lifting at the CA headquarters building | CA/PROC/OT/ 97/2021-2022 | An appeal was lodged to PPRB in August 2022, challenging the Authority's decision to terminate the tendering process on the basis that the three bids qualifying at technical evaluation had errors in their financials submissions. | The decision made was in favour of the applicant, and the termination was revoked. The PPRB observed that financial errors were minor and applied to all three bids that passed the technical evaluation. The Authority was directed to re-evaluate the financials and proceed with the procurement process to its logical conclusion. |

Source: Communications Authority of Kenya

Financial Statements

7.2 Financial Statements

During the FY 2022/2023, the Authority's financial statements for the FY 2021/2022 were audited by the Office of the Auditor General. The Office of the Auditor General issued a qualified audit opinion on the financial statements based on two main issues: (a) unconfirmed receivables from non-exchange transactions as related to provisions for bad and doubtful debts; and (b) unresolved audit issues arising from previous reports. The Extract summary of the Authority's audited financial statement for the year ended 30th June 2022 is provided below.

7.2.1 Statement of compliance and basis of preparation

The Authority's financial statements have been prepared on a historical cost basis except for the measurement at re-valued amounts of certain items of property, plant and equipment, and financial instruments at fair value, impaired assets at their estimated recoverable amounts and liabilities at their present value. The preparation of financial statements in conformity with International Public Sector Accounting Standards (IPSAS) allows the use of estimates and assumptions. It also requires management to exercise judgment in the process of applying the Authority's accounting policies. The financial statements have been prepared and presented in Kenya Shillings, which is the functional and reporting currency of the Authority.

7.2.2 Statement of Directors' Responsibilities

Public Finance Management Act 2012 Section 84 (O) of the Kenya Information and Communications Act of 1998 (CAP 411A) and the Public Audit Act 2015 require the Directors to prepare financial statements in respect of the Authority, which give a true and fair view of the state of affairs of the Authority at the end of the financial year/period. The Directors are also required to ensure that the Authority keeps proper accounting records which disclose with reasonable accuracy the operations of the Authority. The Directors are also responsible for safeguarding the assets and funds of the Authority.

The Directors are responsible for the preparation and presentation of the Authority's financial statements, which give a true and fair view of the state of affairs of the Authority as of the end of the financial

year (period) ended on June 30, 2022. This responsibility includes: (i) maintaining adequate financial management arrangements and ensuring that these continue to be effective throughout the reporting period; (ii) maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the Authority; (iii) designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements, and ensuring that they are free from material misstatements, whether due to error or fraud; (iv) safeguarding the assets of the Authority; (v) selecting and applying appropriate accounting policies; and (vi) making accounting estimates that are reasonable in the circumstances.

The Directors accept responsibility for the Authority's financial statements, which have been prepared using appropriate accounting policies supported by reasonable and prudent judgements and estimates, in conformity with International Public Sector Accounting Standards (IPSAS), and in the manner required by the KICA Act, PFM act and the Public Audit Act. The Directors are of the opinion that the Authority financial statements give a true and fair view of the state of the Authority's transactions during the financial year ended June 30, 2022, and of the Authority's financial position as of that date. The Directors further confirm the completeness of the accounting records maintained for the Authority, which have been relied upon in the preparation of the Authority's financial statements as well as the adequacy of the systems of internal financial control.

Nothing has come to the attention of the Directors to indicate that the Authority will not remain a going concern for at least the next twelve months from the date of this statement.

Approval of the financial statements

The Authority's financial statements were approved by the Board on 16th September 2022 and signed on its behalf by:



Capt. Gilbert Kibe
Chairman



Ezra Chiloba
Director General

Financial Statements

7.2.3. STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2022

| | | 2022 | 2021 |
|--|-------|--------------------------|-------------------------|
| | Note | Kshs'000 | Kshs'000 |
| Revenue from non-exchange transactions | | | |
| License Fees | 6 | <u>10,635,318</u> | <u>9,386,040</u> |
| Revenue from exchange transactions | | | |
| Finance income | 7 | 708,867 | 461,445 |
| Rental Revenue from facilities | 8 | 3,849 | 3,868 |
| Other Income | 9 | <u>49,794</u> | <u>2,041</u> |
| | | 762,511 | 467,353 |
| Total revenue | | <u>11,397,829</u> | <u>9,853,393</u> |
| Expenses | | | |
| Employee costs | 10 | 1,221,212 | 1,327,342 |
| Remuneration of Directors | 11 | 51,862 | 20,244 |
| Depreciation and Amortization Expense | 12 | 661,269 | 509,011 |
| Repairs and maintenance | 13 | 309,826 | 356,399 |
| General expenses | 14 | <u>1,982,051</u> | <u>3,243,540</u> |
| Total Expenses | | 4,226,219 | 5,456,537 |
| Other gains/(losses) | | | |
| Gain on sale of assets | 16 | 1,519 | 3,744 |
| Gain/(Loss) on foreign exchange transactions | 17(a) | 167,686 | (10,861) |
| Additional Impairment General Provision Allowance | 15 | (757,225) | (245,559) |
| Additional Impairment Specific Provision Allowance | 15 | (1,990,905) | (779,365) |
| Bad Debts recovered | 17(b) | <u>0</u> | <u>0</u> |
| Surplus for the year | | 4,592,685 | 3,364,815 |
| Remission to National Treasury | 26 | 3,982,499 | 3,028,334 |
| Net Surplus for the year | | <u>610,186</u> | <u>336,482</u> |

The notes set out on pages 1 to 31 form an integral part of these Financial Statements



Director General, Ezra Chiloba

Date: 08/03/2023



Director, Finance & Accounts

CPA. Joseph M. Kimanga

ICPAK Membership No: 4341

Date: 08/03/2023



Chairman of the Board

Capt. Gilbert Kibe

Date: 08/03/2023

Financial Statements

7.2.4 Statement on Financial Sustainability

OPERATIONAL AND FINANCIAL PERFORMANCE

As of 30th June 2022, the total Revenue earned was Kshs. 11.39 billion against a revised budget of Kshs. 9.89 billion, representing a positive variance of 15 per cent. The income of the Authority is majorly earned from Frequency utilization fees and Annual operating license fees, which account for 78.6 per cent and 14.7 per cent, respectively. Interest Income is the third revenue source contributing 6.2 per cent of the total income earned as at the end of the year.

The total Operating Expenditure for the period ended 30th June 2022 was Kshs. 4.2 billion compared to a budget of 4.77 billion, other gains/losses total Kshs.2.57 billion (net loss). The resultant surplus was Kshs. 4.59 billion. The major expenditures were General Expenses Kshs.1.98 billion, accounting for 29.1 per cent, followed by employee costs Kshs.1.2 billion and total provision for bad debts of Kshs.2.57 billion and accounting for 37.9 per cent and 18 per cent respectively. The other expenditures included depreciation and amortization of Kshs. 661 million, repairs and maintenance Kshs. 309.27 million and Remuneration to Directors Kshs.51.86 million.

The performance demonstrates the Authority's financial stability and measures have been put in place to ensure that the Authority remains a going concern.

Compliance with statutory requirements

The Authority has complied with statutory requirements, and there are no known non-compliance issues that may expose the Authority to potential contingent liabilities. There are ongoing litigations out of the ordinary course of the business of the Authority. The litigations are part heard, and accordingly, no contingent liabilities are anticipated in respect of the same that may be quantified, except for High Court Civil Case No. 2071 of 2000: M-Link Communications Limited vs. CCK & Telkom Kenya Limited. The plaintiff is seeking damages based on a Trial Agreement with the defunct.

The directors believe, based on the information currently available, that the legal matter above is not likely to have a material effect on the financial operations of the Authority. Therefore, no contingent provision has been made in the financial statements.



Financial Statements

7.2.5 Statement of Financial Position as at 30th June 2022

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

| | Note | 2022 Kshs'000 | 2021 Kshs'000 |
|---|------|-------------------|-------------------|
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 18 | 10,086,194 | 7,866,780 |
| Receivables from non-exchange transactions | 19 | 548,334 | 300,520 |
| Receivables from exchange transactions | 20 | 749,348 | 612,658 |
| Total Current Assets | | 11,383,876 | 8,779,958 |
| Non Current Assets | | | |
| Property, plant and equipment | 21 | 18,695,350 | 18,924,432 |
| Intangible Assets | 22 | 472,984 | 554,793 |
| Total Non-Current Assets | | 19,168,334 | 19,479,225 |
| TOTAL ASSETS | | 30,552,210 | 28,259,183 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Provisional Dividend/Remittance Surplus | 23 | 3,982,499 | 3,028,334 |
| Trade and other Payables from exchange transactions | 24 | 2,576,069 | 1,336,993 |
| Payments received in advance | 25 | 638,309 | 1,272,152 |
| Total Current Liabilities | | 7,196,877 | 5,637,479 |
| TOTAL LIABILITIES | | 7,196,877 | 5,637,479 |
| Net Assets | | 23,355,333 | 22,621,704 |
| Owners Equity | | | |
| Owners Equity | 26 | 741,965 | 741,965 |
| Accumulated Surplus | 26 | 6,597,047 | 5,863,418 |
| Revaluation Reserve | 27 | 16,016,322 | 16,016,322 |
| Total Net assets and Liabilities | | 23,355,333 | 22,621,704 |

The notes set out on pages 1 to 31 form an integral part of these Financial Statements

Director General, Ezra Chiloba

Date: 08/03/2023

Director Finance & Accounts

CPA. Joseph M. Kimanga

ICPAK Membership No: 4341

Date: 08/03/2023

Chairman of the Board

Capt. Gilbert Kibe

Date: 08/03/2023

Financial Statements

7.2.5.1 Assets

The current assets of the Authority for the FY 2021/2022 stood at Kshs. 11.383 billion, and non-current assets at KES 19.168, totalling 30.552 billion.

The assets of the Authority comprised cash and cash equivalents of Kshs. 10.086 billion, receivables from non-exchange transactions Kshs. 548.334 million, Receivables from exchange transactions KES 749.348 million, property, plant and equipment Kshs. 18.695 billion and intangible assets Kshs. 19.168 million.

7.2.5.2 Liabilities

As of 30th June 2022, the Authority's liabilities were Kshs 7.196 billion. This comprised a provisional remittance of Kshs. 3.982 billion, trade and other payables from exchange transactions of Kshs. 2.576 billion; and advance payments Kshs. 638.309 million.


7.2.6 Statement of Changes in Net Assets for the Year Ended 30th June 2022

STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 30 JUNE 2022

| | Note | Owners Equity Kshs'000 | Revaluation Reserve Kshs'000 | Accumulated Surplus Kshs'000 | Total Reserves Kshs'000 |
|--|------|------------------------------|------------------------------------|------------------------------------|-------------------------------|
| At July 1, 2020 | | 741,965 | 16,016,322 | 5,639,516 | 22,397,803 |
| Surplus for the year | | - | - | 3,364,815 | 3,364,815 |
| Reversal of Impairment General Provision Allowance | 15 | - | - | - | - |
| Remittance to Treasury - Provision | 23 | - | - | (3,028,334) | (3,028,334) |
| Prior year adjustments | 26 | - | - | (112,580) | (112,580) |
| Additional Remittance to Treasury-Paid | | - | - | - | - |
| Revaluation Surplus | 27 | - | - | - | - |
| At 30 June 2021 | | 741,965 | 16,016,322 | 5,863,418 | 22,621,704 |
| At July 1, 2021 | | 741,965 | 16,016,322 | 5,863,418 | 22,621,704 |
| Surplus for the year | | - | - | 4,592,685 | 4,592,685 |
| Reversal of Impairment General Provision Allowance | 15 | - | - | - | - |
| Remittance to Treasury - Provision | 23 | - | - | (3,982,499) | (3,982,499) |
| Prior year adjustments | 26 | - | - | 123,443 | 123,443 |
| Additional Remittance to Treasury-Paid | | - | - | - | - |
| Revaluation Surplus | 27 | - | - | - | - |
| At 30 June 2022 | | 741,965 | 16,016,322 | 6,597,047 | 23,355,333 |


Director General, Ezra Chiloba

Date: 08/03/2023


Director, Finance & Accounts
CPA. Joseph M. Kimanga
ICPAK Membership No: 4341

Date: 08/03/2023


Chairman of the Board
Capt. Gilbert Kibe

Date: 08/03/2023

Financial Statements

7.2.7 Statement of Cash Flows for the Year Ended 30th June 2022

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022

| | | 2022 | 2021 |
|---|------|-------------------|------------------|
| | Note | Kshs'000 | Kshs'000 |
| OPERATING ACTIVITIES | | | |
| Cash generated from/(used in) Operations | 28 | 4,887,740 | 4,229,922 |
| Remittance to The National Treasury | | (3,028,334) | (4,294,200) |
| Directors fees | | 0 | 0 |
| Net Cash generated from/(used in) Operations | | 1,859,406 | (64,278) |
| INVESTING ACTIVITIES | | | |
| Purchase of property, plant and equipment | 21 | (351,351) | (175,732) |
| Proceeds from disposal of assets | 16 | 2,492 | 3,744 |
| Interest received | 7 | 708,867 | 461,445 |
| Net cash generated from/(used in) Investing activities | | 360,008 | 289,457 |
| INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS | | 2,219,414 | 225,179 |
| CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR | | 7,866,780 | 7,641,600 |
| CASH AND CASH EQUIVALENTS AT END OF YEAR | 18 | 10,086,194 | 7,866,780 |

The cash flow statement is to be read in conjunction with the notes to the financial statements as set out on pages 1 to 31.

Annex 1: Key External Stakeholders

ANNEX 1: KEY EXTERNAL STAKEHOLDERS

| S/No. | Stakeholder | Role | Expectation of the Stakeholder from CA | CA's Expectation from the Stakeholder |
|-------|---|--|--|--|
| 1. | Consumers of ICT services and the general public | <ul style="list-style-type: none"> Feedback and User Experience Adoption and Utilization of ICT | <ul style="list-style-type: none"> Universal access to ICT services (reliable, affordable, quality) Provision of a framework and guidelines to protect their rights and obligations on ICT services Public consultation on key issues | <ul style="list-style-type: none"> To be aware of their rights and obligations To provide feedback Responsible use of ICTs To participate in public consultation exercises. |
| 2. | Ministry of Information, Communications and Digital Economy | <ul style="list-style-type: none"> Formulation and implementation of ICT policies Budgeting and Resource Allocation | <ul style="list-style-type: none"> Effective regulation and oversight of the ICT sector Promote innovation efforts within the ICT sector Promotion of universal access to ICT services | <ul style="list-style-type: none"> Timely formulation of Policies and Laws Effective collaborations on policy formulation Effective allocation of resources |
| 3. | Licensees and ICT service providers | <ul style="list-style-type: none"> Provision of ICT Services Infrastructure Development and Maintenance Innovation and Technology Advancement | <ul style="list-style-type: none"> An enabling ICT Operating environment Timely issuance and renewal of licenses Compliance with service charter on service delivery timelines Transparency and Fairness | <ul style="list-style-type: none"> Provision of Reliable, affordable, quality and secure ICT service to consumers Compliance with licence conditions |
| 4. | The Board | <ul style="list-style-type: none"> Strategic Direction and Policy Formulation Governance and Oversight | <ul style="list-style-type: none"> Effective leadership and support Timely reporting on key issues Timely progress reports on project implementation. Consultation on key decisions Optimal productivity | <ul style="list-style-type: none"> Timely approval of key policy issues/budget/procurement plan/strategic direction Enhance lobbying and networking both locally and internationally Overseeing the development and execution of the organization's strategic plan and monitoring its performance |

Annex 1: Key External Stakeholders

| S/No. | Stakeholder | Role | Expectation of the Stakeholder from CA | CA's Expectation from the Stakeholder |
|-------|--|--|--|--|
| 5. | Employees | <ul style="list-style-type: none"> · Execution of assigned duties and responsibilities · Service Delivery to customers | <ul style="list-style-type: none"> · Conducive and supportive work environment · Opportunities for career growth and development. · Effective communication | <ul style="list-style-type: none"> · Optimal productivity · Adherence to institutional policies and constitutional requirements |
| 6. | State Departments, Constitutional Commissions and other Agencies | <ul style="list-style-type: none"> · Policy Development and Implementation | <ul style="list-style-type: none"> · Effective implementation of ICT sector policy, legal and regulatory frameworks · Timely progress reports on project implementation | <ul style="list-style-type: none"> · Timely formulation of Policies and Laws · Prompt feedback on relevant sector reports · Enabling ICT policy, legal and regulatory frameworks · Collaboration and Synergy in regulating |
| 7. | Suppliers | <ul style="list-style-type: none"> · Provision of Goods and Services | <ul style="list-style-type: none"> · Transparent procurement process · Timely Payment of invoices | <ul style="list-style-type: none"> · Delivery of Quality goods, services and works · Support in the implementation of programmes and projects. |
| 8. | Civil Society, Non-Governmental Organizations and Associations | <ul style="list-style-type: none"> · Advocacy and Policy Engagement · Stakeholder Representation · Monitoring and Accountability · Capacity Building and Awareness · Research and Knowledge Sharing | <ul style="list-style-type: none"> · Collaborative and Participatory Regulatory Regime · Consultation on key issues and decisions · Adherence to provisions of the Constitution · Protection of consumer interests | <ul style="list-style-type: none"> · Contribute to the development of ICT policy, legal and regulatory frameworks. · Provide a forum for the exchange of ideas among industry stakeholders · Encourage their members to achieve regulatory compliance · Public education and awareness |
| 9. | Counties Government | <ul style="list-style-type: none"> · Support ICT Infrastructure Development · Support project implementation · Partnership | <ul style="list-style-type: none"> · Consultation on key projects at the County level · Universal access to ICT services (reliable, affordable, quality). | <ul style="list-style-type: none"> · Effective collaborations on projects implementation · Collaboration and Synergy in regulating · Support the regional offices in activity implementation |

Annex 1: Key External Stakeholders

| S/No. | Stakeholder | Role | Expectation of the Stakeholder from CA | CA's Expectation from the Stakeholder |
|-------|--|--|---|---|
| 10. | National and County Legislatures | <ul style="list-style-type: none"> Legislation and Policy Development Oversight and Accountability Budget Approval and Resource Allocation | <ul style="list-style-type: none"> Harmonised and effective regulation and enforcement of compliance in the ICT sector. Development of policy, legal and regulatory frameworks, laws and policy. | <ul style="list-style-type: none"> Support and collaboration on legal and regulatory interventions Collaborations in the implementation of projects and programmes Promote CA's initiatives towards universal access to ICTs |
| 11. | Judiciary | <ul style="list-style-type: none"> Adjudicating Legal Disputes Interpretation of ICT Laws Guiding Policy Development | <ul style="list-style-type: none"> Act fairly and impartially in its regulatory functions and decisions Prioritize consumer protection rights such as ensuring fair pricing, quality of service and resolution of consumer complaints Collaboration with the Judiciary on key ICT issues | <ul style="list-style-type: none"> Fair and impartial decisions on cases involving the Authority Handle cases related to the ICT industry promptly Understands the complexities and intricacies in the ICT industry when making judgement Legal clarity, especially where there are legal ambiguities about interpretation Collaboration in addressing emerging legal challenges due to technological advancements |
| 12. | Learning, Training, Academia and Research Institutions | <ul style="list-style-type: none"> Education and Skill Development Research and Development Curriculum Development Innovation Hubs and Incubators Advisory and Consultancy Services | <ul style="list-style-type: none"> Sector skills and needs development Collaborations in research, training, innovation and incubations. | <ul style="list-style-type: none"> Provide capacity building and training on ICTs Develop training curricula and content Collaborations in research, training, innovation and incubations. |

Annex 1: Key External Stakeholders

| S/No. | Stakeholder | Role | Expectation of the Stakeholder from CA | CA's Expectation from the Stakeholder |
|-------|--|--|---|--|
| 13. | Media | <ul style="list-style-type: none"> Provide Feedback and Opinions. Disseminate Information Influence Public Opinions and Create Awareness | <ul style="list-style-type: none"> Promote initiatives to improve digital literacy Protecting privacy and user information from misuse and unauthorized access Accessibility and affordability | <ul style="list-style-type: none"> Proper utilization of the ICT services Compliance with the laws on defamation, hate speech, copyright infringement and cyberbullying Safeguard personal data and respect users' privacy rights Responsible content creation and dissemination |
| 14. | Law Enforcement Agencies | <ul style="list-style-type: none"> Cybercrime Investigation Enforce Compliance with Policies and Regulations | <ul style="list-style-type: none"> Collaboration and information sharing Cooperation in investigations Support public safety and emergency communications | <ul style="list-style-type: none"> Cooperation and collaborations Support regulatory compliance Handling of personal data and sensitive information responsibly and in accordance with the relevant laws Rapid response to ICT-related crimes |
| 15. | International Organisations and Affiliate Bodies | <ul style="list-style-type: none"> Technical Expertise and Knowledge Sharing Policy Development and Harmonization Funding and Resource Mobilization | <ul style="list-style-type: none"> Alignment and effective implementation of regional and International agreements, treaties and protocols Share global best practices | <ul style="list-style-type: none"> Effective management and harmonisation of global spectrums and other regulatory resources Share global best practices Promote cooperation among countries |
| 16. | Private Sector Institutions | <ul style="list-style-type: none"> Infrastructure Development Innovation and Research in Emerging Technologies Investment in ICT sector | <ul style="list-style-type: none"> Enabling regulatory ICT environment Promotion of fair market competition | <ul style="list-style-type: none"> Compliance with regulations Development and innovation in the ICT sector Transparency and accurate reporting Provide high-quality of service to consumers Protection of consumer rights and privacy |

Reporting Cybercrime and Child Online Protection Incidents in Kenya

CYBERCRIME AND CHILD ONLINE PROTECTION INCIDENTS CAN BE REPORTED TO THE NATIONAL KE-CIRT/CC THROUGH ANY OF THE FOLLOWING MEANS:

The Authority's website, <http://www.ca.go.ke> under the "Information Security" section.

The National KE-CIRT/CC website, <http://www.ke-cirt.go.ke> under the "Report an Incident" section;

Send an email to: incidents@ke-cirt.go.ke;

Via a letter addressed to: The Director-General, Communications Authority of Kenya, CA Centre, Waiyaki Way P.O. Box 14448 Nairobi 00800

Visit the Authority's National KE-CIRT/CC located at: the CA Centre along Waiyaki Way.

Download the KE-CIRT App on: Google Playstore and Apple App Store for reporting cyber-incidences





**COMMUNICATIONS
AUTHORITY OF KENYA**

ANNUAL REPORT
FOR THE FINANCIAL YEAR
2022 - 2023

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