

ANNUAL REPORT

FOR THE FINANCIAL YEAR

2023-2024



COMMUNICATIONS
AUTHORITY OF KENYA

Chairperson's Foreword

On behalf of the Board of Directors, Management and staff of the Communications Authority of Kenya, I am pleased to present to you the Authority's Annual Report for the year ended 30th June 2024 as required by Section 22(1) of the Kenya Information and Communications Act, 1998.



The Authority, as the regulator of the ICT sector, is cognizant of the central role that the sector plays as a key enabler of all other sectors of the economy and a foundation for national transformation and realization of Kenya Vision 2030, Fourth Medium Term Plan 2023-2027 and the Bottom-up Economic Transformation Agenda.

The FY 2023/24 marks the first year of implementation of the Authority's 5th Strategic Plan 2023-2027, whose vision is to ensure digital access for all, and mission of a sustainable digital society through responsive regulation. In line with this strategic direction, the Authority continued with its efforts to bridge the digital divide by increasing the connectivity, coverage and penetration of ICT services, as well as ensuring that everyone in Kenya, regardless of their location and economic status, has access to reliable, quality, secure and affordable ICT services. To this end, the Authority facilitated rapid growth of the sector and supported realization of BETA by fast-tracking ICT related regulatory and universal access initiatives.

Being cognizant that a competitive and robust ICT sector contributes to the national economy and has the potential to transform traditional economies into digital economies, the Authority continued to implement forward-looking regulation to foster competitive, efficient and innovative markets in the ICT sector. The Authority further, undertook consumer empowerment and protection initiatives to safeguard the rights and interests of consumers of ICT services.

Following the approval by the Cabinet in February 2024, for

Kenya to host the Digital Acceleration Centres, the Authority, in collaboration with the Ministry of Foreign and Diaspora Affairs successfully bided to host one of the seven Global Innovation and Enterprise Centres co-created under the auspices of ITU. The GIEC puts Kenya on top of the global ladder of the Innovation and Entrepreneurship Alliance for Digital Development, which offers a new approach to bridging the Digital Innovation Divide and empowering ITU membership to overcome challenges on their path through digital transformation – unlocking the digital potential, building local capabilities in innovation and entrepreneurship, and accelerating their ecosystems' impact on cross-cutting sectors for an inclusive and sustainable society.

In a bid to enhance corporate governance and institutional capacity, the Authority's Board and the Universal Service Advisory Council were reconstituted during the year. Further, key leadership changes were instituted during the year where the Board appointed Mr. David Mugonyi, the Director General/Chief Executive Officer of the Authority in January 15th 2024 following the exit of Mr. Ezra Chiloba in October 18th 2023. The Board also filled several positions at the management level. These changes are intended to enhance the capacity to deliver its mandate while at the same time streamlining operations, increasing productivity and responding to ever-changing customers' needs.

I would like to express my sincere gratitude to the Cabinet Secretary and the entire leadership at the Ministry of Information, Communication and the Digital Economy, ICT service providers, strategic partners and all other stakeholders for your continued invaluable support to the Authority as it strives to ensure digital

access for all. I further wish to acknowledge the dedicated service and commitment of the Members of the Board and USAC, Management and the staff of the Authority for their invaluable contribution and enthusiasm in supporting the delivery of the Authority's mandate.

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invaluable support to the Authority as it strives to ensure digital access for all. I further wish to acknowledge the dedicated service and commitment of the Members of the Board and USAC, Management and the staff of the Authority for their invaluable contribution and enthusiasm in supporting the delivery of the Authority's mandate.

Ms. Mary Mungai, CBS

Chairperson of the Board



Director General's Message

The Authority is committed to facilitating the development of ICT sector, which is an enabler of all other sectors of the economy. The Authority achieves this purpose by promoting connectivity; protecting consumers of ICT services; fostering competitive markets and emerging technologies as well as improving its capacity to enhance organizational efficiency and effectiveness.



The Authority is committed to facilitating the development of ICT sector, which is an enabler of all other sectors of the economy. The Authority achieves this purpose by promoting connectivity; protecting consumers of ICT services; fostering competitive markets and emerging technologies as well as improving its capacity to enhance organizational efficiency and effectiveness.

The Authority facilitates the rollout and operationalizes ICT networks and infrastructure by providing the requisite spectrum, numbering and naming resources and supporting connectivity to bridge the digital divide, especially in unserved and underserved areas and population. The Authority supported Information and Communications Technology Authority in the rollout of the last-mile of fibre optic network infrastructure under the Digital Superhighway Project. During the year, mobile cellular services were activated in nine (9) sub-locations spread across four (4) unserved and underserved counties following successful deployment of the cellular mobile network infrastructure and services under the USF. This initiative led to a rise in the mobile telephony population coverage to 98.0 percent from 96.4 percent in the FY 2022/23.

The Authority reviewed Mobile and Fixed Termination Rates and issued Determination No. 4 of 2023, reducing the termination rates. Additionally, the Authority reviewed the pricing and access framework applicable to all broadcasters and issued Determination No. 3 of 2024 on Terrestrial Broadcasting Signal Distribution (BSD) Tariffs. The Determinations are aimed

at enhancing effective competition and efficiency in the telecommunication and broadcasting sub-sector to ensure that ICT services are affordable to all.

To stimulate effective competition, promote innovation, investment and keep pace with technological advancements, the Authority commenced implementation of a regulatory sandbox. The sandbox, which provides a test environment for local ICT solutions before they are rolled out to the market, is expected to catapult growth of the local ICT startups that generate solutions to our everyday challenges. The implementation of the sandbox framework will contribute towards the achievement of the objectives of the Global Innovation and Enterprise Centre.

Following the implementation of initiatives towards ensuring an effectively competitive ICT markets, as identified in the Strategic Plan, mobile subscriptions increased by 3.7 per cent to 68.8 million subscriptions representing a penetration rate of 133.7 per cent. Active mobile money subscriptions increased by 1.8 million to 39.8 million, while total mobile data and Internet subscriptions reached 52.5 million, of which 73.2 percent was on mobile broadband. Fourth Generation (4G) wireless technology recorded the highest number of subscriptions, which points to increasing demand for faster Internet speeds among consumers. Kenya's fixed data and Internet subscriptions have surged, with a 178.7 per cent increase in demand for 100 Mbps, largely due to the deployment satellite networks.

Furthermore, the advancement of broadcast technology has significantly expanded the availability of television channels, offering improved picture quality, wider coverage, as well as increased adoption of both free-to-air and subscription TV services. Digital Terrestrial Television subscriptions accounted for 71.1 percent of the total TV subscriptions in the country. The number of TV subscriptions rose by 2.7 percent to 6.3 million, whereas Direct to Home subscriptions rose by 2.4 percent to 1.78 million. Cable broadcasting subscriptions rose by 4.3 percent to 59,576

The Authority continued to license new service providers within the ICT sector. A total of 486 new licences were issued in the year, comprising 24 in postal and courier, 62 in broadcasting and 400 in telecommunications sub-sectors. Further, to enhance cyber readiness and resilience, four (4) entities were licensed and accredited, allowing them to offer digital certification services to the public.

In a bid to enhance consumer protection and empowerment, the Authority monitored quality of service for its licensed operators across counties to ensure that the services provided by the operators meet the set quality parameters. To further protect consumers of ICT services, the Authority implemented an

International Mobile Equipment Identity verification system to combat counterfeit mobile handsets in the country. Additionally, the Authority collaborated with various organizations to execute 13 consumer education and outreach activities that were geared towards sensitization on consumer empowerment.

On the international platform, Kenya, through the Authority secured three (3) chairperson positions for the ITU-R Groups 1 & 6 and the Radiocommunication Advisory Group. The Authority also secured the vice chairmanship of the Council of African Regulators under the Smart Africa Alliance umbrella. These positions not only raise the country's profile as an ICT leader but also put us in a position where we can drive the Kenyan and East African ICT agenda on a global level.

These achievements would not have been realized without policy guidance received from our parent Ministry of Information, Communications and the Digital Economy, strategic direction oversight received from the Board of Directors as well as the dedication of staff and support from key stakeholders.

Mr. David Mugonyi, EBS

Director General/CEO

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ACRONYMS & ABBREVIATIONS

Abbreviation	Definition	Abbreviation	Definition
AGPO	Access to Government Procurement Opportunities	Gbps	Gigabits per second
BSD	Broadcast Signal Distributors	GHz	Gigahertz
BTS	Base Transmitter Stations	GSM	Global System for Mobile Communications
BUC	Block Upconverter	ICT	Information Communications and Technology
CB	Citizen Band	IDTV	Integrated Digital Television
ccTLD	Country Code Top-Level Domain	IP	Internet Protocol
CIRT	Computer Incident Response Team	KE-CIRT/CC	Kenya National Computer Incident Response Team/Co-ordination Centre
COP	Child Online Protection	KICA	Kenya Information and Communications Act
CSR	Corporate Social Responsibility	LTE	Long Term Evolution
DAB	Digital Audio Broadcasting	NCII	National Critical Information Infrastructure
DDOS	Distributed Denial of Service	NPKI	National Public Key Infrastructure
DSB	Digital Sound Broadcasting	PABX	Private Automatic Branch Exchange
DTH	Direct To Home	UHF	Ultra-High Frequency
DTT	Digital Terrestrial Television	USF	Universal Service Fund
DVB	Digital Video Broadcasting	VHF	Very High Frequency
FTA	Free-To-Air	VoIP	Voice over Internet Protocol
FWA	Fixed Wireless Access	VSAT	Very Small Aperture Terminal

FIDUCIARY MANAGEMENT

The key management personnel who held office during the financial year ended 30th June 2024 and who had direct fiduciary responsibility were:

No.	Designation	Name
1	Director General/CEO	Mr. David Mugonyi, EBS (Appointed on 15th January 2024)
2	Director General/CEO	Mr. Ezra Chiloba (resigned on 18th October 2023)
3	Director/ Corporate Communications	Mr. Christopher Wambua (Appointed Ag. Director General 18th September 2023 to 14th January 2024)
4	Director/ Finance & Accounts, also covering Human Resources & Administration (1st July– 5th September 2023)	CPA Joseph M. Kimanga (up to 12th June 2024)
5	Ag. Director/ Finance & Accounts	Mr. Dominic Ooko (Appointed 12th June 2024)
6	Director/ Human Resources & Administration	CHRP Reginah Jemutai (Appointed on 3rd June 2024)
7	Ag. Director/ Human Resources & Administration	Ms. Patricia Kerrets (1st January – 2nd June 2024) Mr. Kipngetch Rotich (8th October to 31st December 2023) Mr. Fredrick Adeka (6th September – 7th October 2023)
8	Director/ Internal Audit & Risk Assurance	FCPA Rosalind Murithi
9	Director/ Universal Access and Service Strategy and Coordination	Mr. Christopher Kemei
10	Director/Telecom, Postal and Courier, and Electronic Transaction Licensing also covering Standards and Type Approval.	Mr. Matano Ndaro
11	Director/ Multimedia Licensing and Content Regulation	Eng. Leo K. Boruett
12	Director/ Frequency Assignment and Licensing	Mr. Mohammed Haji
13	Director/Legal Services & Corporation Secretary	CS. Lydia Sitienei (Appointed on 1st December 2023)
14	Ag. Director/Legal Services, Regulatory Affairs & Governance	Dr. Japheth Odhiambo (up to 30th November 2023)
15	Director/ Supply Chain Management	Mr. Peter Mwangi (Appointed 20th November 2023)
16	Ag. Director/ Supply Chain Management	Ms. Jane Rotich (up to 20th November 2023)
17	Director/ Information, Communications, and Technology	Mr. Martin Mirero (Appointed 1st November 2023)
18	Ag. Director/ Information, Communications, and Technology	Mr. Joseph Nzano (up to 1st November 2023)
19	Ag. Director/Public Education & Awareness, also covering Consumer Protection and Advocacy.	Ms. Patricia Muchiri
20	Ag. Director/Public Education & Awareness, also covering Consumer Protection and Advocacy.	Dr. James Njeru
21	Ag. Director/ Cyber Security Management and Monitoring	Dr. Vincent Ngundi
22	Ag. Director/ Compliance & Enforcement	Mr. Peter Ikumilu
23	Ag. Director/ Competition Management	Mr. Lukas Musembi
24	Ag. Director/Monitoring, Inspection & Regional Coordination	Mr. Titus Cheptoo



SECTION A

ABOUT US

SECTION A: ABOUT US



ESTABLISHMENT AND MANDATE OF THE AUTHORITY

The Communications Authority of Kenya was incorporated/ established in 1998 by an Act of Parliament through **Kenya Information and Communications Act, 1998 (Cap 411A)**. The Authority is domiciled in Kenya with its headquarters at the CA Centre, Waiyaki Way, has regional offices in Mombasa City; Eldoret City; Kisumu City; and Nyeri Town.

The principal activity of the Authority is facilitating the development of the information and communications sectors including broadcasting, cybersecurity, multimedia, telecommunications, electronic commerce, postal and courier services on behalf of the Government of Kenya.

The specific functions of the Authority are to:

- (a) License and regulate telecommunications, postal and courier as well as broadcasting and multimedia systems and services.
- (b) Foster competition in the ICT sector.
- (c) Manage the country's frequency spectrum, numbering and domain name resources.
- (d) Facilitate development of national cyber security management framework.
- (e) Facilitate the development of electronic transactions and e-commerce.
- (f) Type approve/accept ICT equipment.
- (g) Manage and administer the Universal Service Fund (USF).
- (h) Protect consumers of ICT services.

THE KEY MANAGEMENT

The Authority's day-to-day management is under the following key organs:

- a) Board of Directors and Council Members,
- b) Director General, and
- c) Head of Departments, Divisions, and Regional Managers.

BOARD OF DIRECTORS

Management of the Authority is entrusted to the Board of Directors comprising a chairperson and ten members.

Functions of the Board of Directors

The Board collectively carries out the following functions as outlined in the Board Charter:

- (a) Leadership and Integrity:** Provide leadership with integrity and sound judgment in steering the Authority.
- (b) Vision, Mission and Values:** Establish and uphold the vision, mission and core values that guide the Authority's work.
- (c) Strategic Planning:** Develop strategies to fulfil the Authority's mandate effectively.

(d) Performance Management: Define key performance indicators, set targets and monitor the Authority's performance.

(e) Structural and Policy Framework: Ensure that internal structures and policies are properly established and maintained.

(f) Risk Management: Identify and manage key risks that may affect the Authority's operations.

(g) Financial Stewardship: Ensure the preparation of annual financial statements and reports, along with the transparent disclosure of relevant information to stakeholders.

Fiduciary Management and Oversight Arrangements

The Board of Directors and Council members has the responsibility of acting in the best interest of the Authority with due care and skill while making good decisions; ensuring there is no conflict of interest. On the other hand, the top management comprised of the key management personnel who held office during the financial year ended 30th June 2024 and who had direct fiduciary responsibility.



THE BOARD MEMBERS



Ms. Mary Mungai, CBS born 1965, is the Chairperson of the Board of Directors of the Communications Authority of Kenya (CA) having been appointed on 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, over 1000 indirect employees and revenues of over \$30 million annually.

Ms. Mungai is a decisive and strategic leader with skills in strategic leadership, financial management, business operations and strategy, communication and delegation, and risk management. She has grown her companies rapidly from scratch through aggressive new market strategies and cultivated a performance-driven company culture to lead industry innovations.

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



Mr. David Mugonyi, EBS is the Director General/CEO of the Communications Authority of Kenya, appointed on 15th January 2024. With over 20 years of leadership experience in public service, media, and strategic communications, Mr. Mugonyi previously served as the Head of the Presidential Communication Service, where he played a pivotal role in developing and implementing communication strategies at the highest levels of government.

His expertise in perception and reputation management has been instrumental in shaping effective communication practices. Prior to his role in the Presidential Communication Service, Mr. Mugonyi served as the head of the parliamentary press unit, further honing his skills in strategic communication and media relations. He holds a Master's Degree in International Journalism from City University in the United Kingdom, a Bachelor's Degree in Education from the University of Nairobi, and a Postgraduate Diploma in Mass Communication from the same institution.



Mr. Christopher Wambua is the Director, Corporate Communications. He holds a master's degree in international studies, a postgraduate diploma in Mass Communications, a post-graduate diploma in Public Relations from the Chartered Institute of Public Relations and a degree in Education.

Mr. Wambua was appointed Ag. Director General on 18th September 2023 and served up to 14th January 2024

INDEPENDENT DIRECTORS



Mr. Eric Langat 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. He serves as the Chairperson of the Finance, Planning and Strategy Committee.



Mr. Okeng'o Joel Nyambane, born in 1989, is a highly motivated and strategic professional with a strong background in law and political science. He holds a Bachelor of Law and Bachelor of Political Science degrees from the Catholic University of East Africa. He is highly skilled in legal research, analysis and writing, and he possesses a keen understanding of political systems and policies.

In addition, Mr. Okeng'o is a highly effective communicator as well as collaborator with excellent interpersonal skills. His strategic thinking and problem-solving abilities have enabled him to overcome challenges and achieve his goals. He is committed to making a positive impact in society through his work and he is constantly seeking new opportunities to learn and grow. He was appointed to the Board on 24th February 2023 for a period of three (3) years. He serves as the Chairperson of the Board Audit & Risk Assurance Committee.



Ms. Christine Bhoke Nchamah Born in 1979, Ms. Nchamah is a community developer, entrepreneur and politician 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.

Ms. Christine has a track record of advocating for vulnerable members of society and turning ideas into reality. She served as a board member of Lake Basin Development Authority from 2019-2022 and was the Secretary of Kuria West Constituency from 2013-2022. In addition, she chaired the Kuria West Women Sacco from 2015-2020. Christine's love for lending a helping hand to the less fortunate in the community is evident in her work. She was appointed on 24th February 2023 for a period of three (3) years. She serves as the Chairperson to the People & Culture Committee.



Mr. Paul Mureithi Born in 1958, Mr. Mureithi is a board member after being appointed on 17th July 2021. He has 25 years' experience in telecommunications having worked in Telkom Kenya Limited. He has worked in cable network, fibre optic planning and construction in Nairobi Central and Nairobi North region as a Senior Manager. He is a Director of Tymstar Motors Limited, Tymtrack Limited, Mweiga Homes Limited, Dualway Properties Limited among others. Mr. Mureithi has a wealth of experience in Various Engineering Departments since 1978. He has served a technical trainee in Kenya Telkom's KRTS and KCCT Communications Engineering Schools, rising through the ranks as Senior Technician, Assistant Engineer, Senior Engineer, Senior Sectional Engineer and Assistant Manager Engineering in charge of Kiambu County, Westlands, Kileleshwa, Parklands and Muthangari Telephone Exchanges. He worked in the defunct Kenya Posts, Telecommunications, and Telkom (K) Ltd for Twenty-Five (25) years. He was appointed to the Board on 24th March 2023, for a period of three (3) years. He serves as the Chairperson of the Technical & Broadcasting Standards committee.

INDEPENDENT DIRECTORS



Dr. Musangi J. Mutua Born in 1962, Dr. Musangi is an accomplished professional with extensive experience in public sector management, specializing in human capital management and organizational development. Dr. Musangi has held significant roles in various organizations, including the Directorate of Personnel Management, Post Office Savings Bank and East African Portland Cement Company, leading the Human Resource departments.

She holds a PhD in Business Administration (Strategic Management) from the University of Nairobi, a master's in public administration from University of Canberra, Australia, a Higher Diploma in Human Resource Management from Institute of Human Resource Management (IHRM) and a Bachelor of Arts in Government from the University of Nairobi. Dr. Musangi is a Chartered Human Resource Professional (CHRP) and a certified member of the Institute of Human Resource Management (IHRM) and Kenya Institute of Management (KIM). She has published research on business process outsourcing strategies and the performance of Kenyan state corporations. She was appointed to the Board on 27th June 2024 for a period of three (3) years.



Ms. Ummu Bunu Ahmad, born in 1988, is a finance professional with a Bachelor of Business Administration, specializing in Finance and Banking. She currently holds the position of Acting Branch Manager and Relationship Manager at Gulf African Bank in Lamu, Kenya.

With a strong background in financial services, Ms. Bunu is committed to driving business growth and enhancing customer relationships within her assigned market segments. She was appointed to the Board on 27th June 2024 for a period of three (3) years.



Dr. Kochei K Albert, born in 1978, Dr. Kochei is a CEO 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 has a Bachelor of Commerce in Accounting, a master's in environmental economics, and is currently pursuing a master's in management and leadership.

He has previously worked as an internal auditor at World Vision Kenya and as a political and economic resilience program manager at the International Centre for Livelihood and Environmental Protection. Albert is an active member of Strathmore University alumni and has been a speaker at leadership seminars in Canada and Ethiopia. He served in the Board from 24th March 2023 to 27th June 2024



Ms. Tonia Mutiso, born in 1973 is a lawyer by training with over 23 years of experience in Law, Human Resources and Marketing within the technology sector. Currently, she is the Managing Partner & Co-CEO of Tellistic Technology Services, a capacity building, data analytics and software engineering firm.

Formerly the Chief Marketing Officer for GE Healthcare Africa where she drove growth for the company across Africa through investments in the private and public sector, she also served in various roles at Microsoft Corporation for a period spanning 20 years. Her most recent role at the Microsoft was as the Chief Marketing Officer for Microsoft 4Afrika where she focused on empowering African youth, catalysing the startup ecosystem and enabling small and growing business to spur economic growth across Africa. In addition, Tonia serves on the boards of Echo Mobile and talent and human capital startup, Fuzu. She served in the Board from 24th March 2023 to 27th June 2024.



Ms. Sarah Kabira, born in 1983, Ms. Kabira is a senior Telecommunications Professional offering over 15 years of progressive experience in the field of Information Technology. Out of which Eight (8) years are in leadership positions in the ICT and telecommunication industry. She is the Managing Director of Techminds Technologies Limited, an ICT Services firm.

Formerly worked in leadership positions in the ICT and telecommunication industry in the United Kingdom and Kenya. Sarah is in the leadership of the Women's Mentorship Network, a mentorship network focused on increasing the spend and capacity building of Women owned companies. Sarah holds a Master of Philosophy in Technology Policy at Judge Business School, Cambridge University and Bachelor of Science in Computer Science at University of Nairobi (First Class Honors). She has previously been named IEEE Woman Engineer of the Year and received a Shell Chevening Scholarship (Cambridge University). She served in the Board from 26th May 2023 to 27th June 2024.

ALTERNATE DIRECTORS



Mr. Waweru Kimani, born in 1963, Mr. Kimani is an Alternate Board Director from the Ministry of Information, Communications and the Digital Economy. He has a distinguished career in public service with leadership roles across various government departments. He holds a Bachelor of Arts degree in Public Administration and Political Science from the University of Nairobi and a Master of Business Administration in Strategic Management from Jomo Kenyatta University of Agriculture and Technology.

Mr. Kimani served as Deputy Ambassador to Beijing, China, from 2018 to 2022, strengthening bilateral relations. Currently, as Director of Administration at the Ministry, he oversees administrative functions and leads initiatives to advance Kenya's digital transformation and economic development. He was appointed to the Board on 9th January 2024



Mr. Frederick Muhul, born in 1978, Mr. Muhul is a seasoned career civil servant with experience spanning over a decade in various capacities in different government agencies. He holds a Master of Business Administration, Bachelor of Commerce and Bachelor of Laws from the University of Nairobi. Mr. Muhul is also a Certified Public Accountant of Kenya, a Certified Secretary of Kenya and a holder of Postgraduate Diploma in Law from the Kenya School of Law.

He is also a member of the Law Society of Kenya (LSK), Institute of the Certified Public Accountants of Kenya (ICPAK), Institute of the Certified Secretaries of Kenya (ICS) and the Institute of Internal Auditors (IIA). Mr. Muhul was appointed to the Board as the Alternate Director to the Principal Secretary State Department for Interior and National Administration. Mr. Muhul is a highly skilled, dedicated and pragmatic person whose passion is to make a difference for the people of Kenya. He joined the Board on 7th February 2023.



Ms. Juliana Nashipae Yippan, MBS, born in 1969, was appointed to the CA Board of Directors on 3rd May 2019 as the Alternate Director to the Principal Secretary, State Department of Broadcasting and Telecommunications, Ministry of Information, Communications and the Digital Economy (MoICDE).

She has a Master of Business Administration (Public Service) from The University of Birmingham, UK, Master of Arts in Political Science and Public Administration as well as a Bachelor of Arts Degree in Government, both from the University of Nairobi. She has over 20 years' experience in Public Service more specifically at MoICDE, Office of the President and Office of the Deputy President, in various senior positions. She ceased membership to the Board in December 2023.



Mr. Christopher Kirigua, born in 1976, served as Director General of the Directorate of Public Private Partnerships (PPP) at the National Treasury and Economic Planning. A seasoned investment banker, Christopher worked in the private sector for over 20 years, prior to joining public service in December 2020.

He also chaired a government and private sector initiative, focused on post-covid economic recovery strategies for the Country. Christopher has successfully delivered policy reforms through the new 2021 PPP Act which repealed and replaced the 2013 PPP law. He was appointed to the Board on 7th February 2023. He ceased membership to the Board in June 2024.



CS Lydia Sitenei, Director Legal Services and Corporate Secretary

Appointed on 1st December 2023

UNIVERSAL SERVICE ADVISORY COUNCIL MEMBERS



H.E. Hon. James. E. O. Ongwae, EGH, CBS, EBS, OGW

Born in 1952, **Hon. Ongwae** has over 35 years of experience in public service where he has served in various capacities. He previously served as the Governor of the County Government of Kisii from March 2013 to August 2022. He has served as Permanent Secretary, Ministry of Agriculture, Chief Executive Officer/Secretary, Teachers Service Commission, Permanent Secretary/Director of Personnel Management, Office of the President, as well as Programme Director of the Civil Service Reform Programme. He was also a Chief Management Analyst in the public service.

Hon. Ongwae has served as a board member in the following state corporations: Commission of Adult Education; Commission of Higher Education; Kenya National Examination Council; Directorate of Industrial Training; Council of the University of Nairobi; Council of Maseno University; Council of Jomo Kenyatta University of Agriculture and Technology and Council of Egerton University as well as an Associate Member of Kenya Institute of Management (KIM).

He holds a Masters Degree in Public Policy and Administration from the Institute of Social Studies—The Hague, Holland; a Post Graduate Diploma in Management (East and Southern Management Institute—Arusha, Tanzania); and a Bachelor of Arts Degree in Economics, Government and Sociology (University of Nairobi, Kenya). He was appointed as the Chairman of the Universal Service Advisory Council (USAC) on 15th November 2023 for a period of three (3) years.



Dr. Amos Omolo

Dr. Omolo, born in 1968, is an experienced legal expert specializing in international business law and advisory services. He has extensive experience in providing strategic legal counsel for businesses engaged in global operations, focusing on areas such as international trade law, cross-border transactions and dispute resolution. His previous roles include consulting for organizations including the International Finance Corporation and the World Business Law Institute in Paris. He was also a senior lecturer in business law at Riara University and has published several papers on legal and governance issues. He is a member of the Law Society of Kenya and the International Bar Association.

He holds a Bachelor of Law Degree, a Master of International Business Degree and a Doctorate in International Business. He was appointed as a member of the Universal Service Advisory Council (USAC) on 15th November 2023 for a period of three (3) years.



Benjamin Kiptanui Rop

Born in 1989, **Mr. Rop** is a dynamic and accomplished professional with a diverse background spanning business management, purchasing and supplies as well as community service. He served as the Managing Director of Belitra Enterprises Limited. Prior to this, he worked as a Personal Assistant in the Office of the Senator for Uasin Gishu County from April 2013 to July 2017. He has also held positions as a Clearing and Forwarding Agent at Morgan Air Cargo and an Office Assistant at Onesimus Lagat and Co. Advocates.

Mr. Rop is also committed to community service. From 2010 to 2014, he actively contributed to the Africa Arise Organisation, demonstrating his passion for making a positive impact on society. He holds a Bachelor's Degree in Purchasing and Supplies Management from Kisii University and a Diploma in Business Management from Moi University. He was appointed as a member of USAC on 15th November 2023 for a period of three (3) years.

UNIVERSAL SERVICE ADVISORY COUNCIL MEMBERS



Dr. Ferdinand Nyongesa

Dr. Nyongesa, born in 1958, has over 30 years of experience in the telecommunications field, straddling industry and academia. He worked at the Directorate of Civil Aviation (DCA) as Aeronautical Telecommunications Engineer, Kenya Pipeline Company as tele-control and instrumentation engineer. He has taught at the Jomo Kenyatta University of Agriculture and Technology (JKUAT), Kenyatta University (KU), Egerton University and Masinde Muliro University of Science and Technology (MMUST). He has published widely in wireless communications centred on Dedicated Short-Range Communication (DSRC).

He holds a PhD in Electrical Engineering from Tshwane University of Technology (TUT), South Africa, a Master of Science Degree in Communication Engineering from University of Bradford/University of Manchester Institute of Science and Technology and a Bachelor of Science Degree in Physics from the University of Nairobi. He was appointed to the Council on 15th November 2023 for a period of three (3) years.



Ms. Elizabeth Limagur

Born in 1974, **Ms. Limagur** has over 18 years of experience in public communication, public relations and mass media. As a conflict resolution expert, she has facilitated numerous cross-border peace-building initiatives in Kenya, Uganda and Sudan. Ms. Limagur previously served as the head of the Governor's Press Service for Turkana County Government between 2020 to 2023. She has held other positions in public service, including as a Governing Council Member for Turkana University College for three (3) years and a Board Member/Director of the Media Council of Kenya for three (3) years.

She has also served as a member of the Multi-Agency Secretariat (Elemi Triangle), Kenya International Boundaries Office under the Office of the President of Kenya for one (1) year. She holds a Master of Arts Degree in Conflict Management from the University of Nairobi and a Bachelor's Degree in Mass Communication/Media Studies from Makerere University, Uganda. She was appointed to the Council on 15th November 2023 for a period of three (3) years.



Francis Parsimei Gitau

Mr. Gitau, born in 1965, is a distinguished urban development expert with over 30 years of experience in integrated project management across various sectors, including urban planning, real estate and infrastructure. Mr. Gitau is currently the Research and Strategy Director for the Senate Committee on Trade, Industrialization, Investment and Tourism. He has also served as the Manager for the Municipality of Kajiado and the Secretary General for all Municipalities in Kenya, as well as a board member at the Nairobi Metropolitan Transport Authority.

He holds a Master of Urban Management Degree from the University of Nairobi, a postgraduate diploma in Housing Policy and Practice from Sheffield Hallam University, United Kingdom and a Bachelor of Science Degree in Building Construction Technology from Jomo Kenyatta University of Agriculture and Technology (JKUAT). He was appointed as a member of Council on 15th November 2023 for a period of three (3) years.

UNIVERSAL SERVICE ADVISORY COUNCIL MEMBERS



Ms. Frida Mutuma

Ms. Mutuma, born in 1971, has held various managerial positions, excelling in organizational change, business development and revenue growth across diverse industries spanning over 25 years. She serves as a board member of the global human resource and strategy consulting firm, Three Rivers HR Group. Additionally, she is an independent author at Amazon.

She holds a Bachelor of Commerce degree from Kenyatta University and a postgraduate certificate in Project Management from the University of California. She is currently pursuing a Master of Business Administration (MBA) with a concentration in Strategic Management and Business Analytics. She was appointed as a member of the Council on 15th November 2023 for a period of three (3) years.



**CPA Patrick Mwati,
CPA (K), CPS (K)**

Born in 1956, **CPA Mwati** is a seasoned financial manager with over 40 years' experience as a Public Accountant and a Public Secretary. He has served in public and private sector at senior management and Board level positions. He worked at Kenya Posts and Telecommunications Corporation (KPTC) before joining the civil service as an accountant.

He is currently the Group Finance Director of Crown Paints Kenya PLC. He was appointed as a member of the Council on 15th November 2023 for a period of three (3) years.

MANAGEMENT TEAM



Mr. David Mugonyi EBS
Director General/CEO



Mr. Ezra Chiloba
Former Director General/CEO
(Resigned on 18th October 2023)



Mr. Matano Ndaro
Director Postal and
Telecommunication Services



Mr. Christopher Kemei
Director Universal
Service Fund



FCPA Rosalind Murithi
Director Internal Audit and
Risk Assurance



Eng. Leo Boruett
Director MultiMedia
Services



Mr. Christopher Wambua
Director Corporate
Communications



Mr. Mohammed Haji
Director Frequency
Spectrum Management



Mr. Peter Mwangi
Director Supply Chain
Management



CHRP Regina Jemutai
Director Human Resource
and Administration



CS Lydia Sitenei
Director Legal Services
and Corporate Secretary



Mr. Martin Mirero
Director Information
Communication and Technology

MANAGEMENT TEAM



Ms. Patricia Muchiri

Ag. Director Public Education
and Awareness



Dr. James Njeru

Ag. Director Research, Planning
and Quality Management



Dr. Vincent Ngundi

Ag. Director, Cyber Security
Management



Mr. Peter Martin Ikumilu

Ag. Director, Director
Compliance and Enforcement



Mr. Titus Cheptoo

Ag. Director Monitoring Inspections
and Regional Coordination



Mr. Lukas Musembi

Ag. Director, Director
Competition Management



CPA Dominic Ooko

Ag. Director Finance and
Accounts



CPA Joseph Kimanga

Director Finance and Accounts,
exited 12th June 2024

CORPORATE GOVERNANCE STATEMENT

Communications Authority of Kenya, through its Board of Directors is committed to implementing and adhering to good corporate governance and best practice. The Board considers that good governance, achieved through an ethical culture, competitive performance, effective control, and legitimacy, can create value, and enhance Digital Access for All.

The Board applies good governance practices to promote strategic decision making for the organisation to balance short-,

medium and long-term outcomes to reconcile interests of its stakeholders and the society to create sustainable shared value. To that end, sound governance practices, based on accountability, transparency, ethical management, and fairness, are entrenched across the Authority with a vision of Digital Access for All, which reflects its commitment to ensuring that all Kenyans have access to affordable, reliable, and high-quality communication services.

BOARD MEETINGS ATTENDANCE FROM 1ST JULY 2023 TO 30TH JUNE 2024

BOARD MEMBER	FULL BOARD	SPECIAL BOARD	FULL BOARD	PEOPLE AND CULTURE	TECHNICAL AND	FINANCE, PLANNING AND STRATEGY	BOARD AUDIT AND RISK	AD-HOC USF	TOTAL NUMBER OF MEETINGS ATTENDED
Ms. Mary Mungai	15	10	2	-	-	-	-	-	27
Mr. Waweru Kimani	4	2	1	7	1	3	-	-	18
Mr. Fredrick Muhul	10	6	3	8	-	2	4	-	33
Dr. Musangi J. Mutua	-	-	-	-	-	-	-	-	0
Mr. Eric Langat	12	8	1	-	9	10	-	2	42
Ms. Bhoke Christine	14	8	3	17	-	9	-	-	51
Mr. Joel Nyambane	15	6	-	4	9	-	4	-	38
Ms. Ummu Bunu Ahmed	-	-	-	-	-	-	-	-	0
Mr. Paul Mureithi	15	7	2	-	10	1	5	-	40
Dr. Albert Kochei	12	9	3	12	-	11	-	2	49
Ms. Tonia Musyoka	14	8	4	12	7	-	-	1	46
Mr. Christopher Kirigua	5	5	-	-	1	2	3	-	16

A) FIDUCIARY OVERSIGHT ARRANGEMENTS

The Board of Directors have the responsibility of acting in the best interest of the Authority. They are expected to act with due professional care and make good decisions; ensuring there is no conflict of interest. To enhance efficiency and effectiveness, the Board constituted (4) standing committees with clearly defined terms of reference relating to key areas of the Authority. The committees operate on delegated authority without diluting the Board's accountability.

(i) Finance, Planning & Strategy Committee

The Finance, Planning and Strategy Committee is established in fulfilment of the requirements of Section 7(f) KICA. The primary purpose of the Committee is to give recommendations and advise the Board on financial management strategies and objectives to foster growth and development of the Authority. The Committee plays a pivotal role in overseeing the financial health and strategic planning of the Authority and is responsible for ensuring that the Authority's financial resources are managed efficiently and effectively, aligning financial planning with the Authority's strategic objectives, and ensuring that robust financial controls are in place.

(ii) Board Audit and Risk Assurance Committee

The Board Audit and Risk Assurance Committee is established in fulfilment of the requirements of Section 7(f) KICA and the Mwangozo Code of Governance for State Corporations. The primary purpose of the Committee is to provide oversight by offering objective advice and recommendations to the Board on whether the Authority's governance, risk management, and internal control processes are suitably designed and working as intended to achieve objectives. The Committee plays a critical role in ensuring the integrity of the Authority's financial reporting, the effectiveness of internal controls, and the strength of its risk

management practices in order to enhance accountability and transparency across the Authority's operations.

(iii) People and Culture Committee

The People and Culture Committee is established in fulfilment of the requirements of Section 7(f) KICA. The primary purpose of the Committee is to assist the Board and management in development and oversight of human resources strategies and policies so that they: Align with the Authority's purpose, culture and strategy; Comply with the Authority's performance management framework; Comply with legal and regulatory requirements; and remain appropriate to change.

(iv) Technical and Broadcasting Standards Committee

The Committee is established in fulfilment of the requirements of Section 7(f) KICA. The primary purpose of the Committee is to assist the Board by providing recommendations and advise on Technical, Regulatory and Broadcasting matters in the ICT sector to ensure effective regulation and standardization of technical and broadcasting services. The Committee is also charged with the responsibility of overseeing the implementation of Universal Service Fund (USF), ensuring equitable access to ICT and broadcasting services across Kenya

B) BOARD AND MEMBERS' PERFORMANCE

The Board operates under a Board Charter that outlines its governance framework and guides its activities. The Board Performance Evaluation for the FY 2022/23 was conducted by the State Corporations Advisory Committee (SCAC) on 6th July 2023. The overall rating was a score of 85.9%, which was good performance for the Board. The following is a summary of the performance evaluation results for the year 2022/23

SUMMARY OF THE PERFORMANCE EVALUATION RESULTS FOR THE YEAR 2022/23

S/ NO.	NAME		RAW SCORE	% SCORE
1	Ms. Mary W. Mungai	Chairperson	4.68	93.56
2	Mr. Fredrick Muhul Raongo	Member	4.66	93.22
3	Mr. Eric Langat	Member	4.77	95.44
4	Ms. Bhoke Christine	Member	4.65	92.90
5	Mr. Joel Nyambane	Member	4.72	94.44
6	Mr. Paul Mureithi	Member	4.71	94.11

S/ NO.	NAME		RAW SCORE	% SCORE
8	Ms. Tonia Musyoka	Member	4.84	96.89
9	Mr. Christopher Kirigua	Member	4.6	92.00
10	Ms. Sarah Kabira	Member	4.9	98.00
11	Ms. Juliana Yapan	Member	4.66	93.11
12	Ezra Chiloba	DG/CEO	4.27	85.48
13	George Kariuki Njamwitha	CS	4.33	86.53

C) PROCESS OF APPOINTMENT AND REMOVAL OF DIRECTORS

The Appointment of the Chairman of the Board rests with the President, while the Members of the Board are appointed by the Cabinet Secretary. Section 6(2) of the Kenya Information and Communications Act (KICA) provide that in appointing the members of the Board under subsection (1)(e), the Cabinet Secretary shall ensure-

- i) that the appointees to the Board reflect the interests of all sections of society;
- ii) equal opportunities for persons with disabilities and other marginalized groups; and
- iii) that not more than two-thirds of the members are of the same gender. Section 6D of the Act also provides on how members may vacate office.

D) ROLES AND FUNCTIONS OF THE BOARD

The Board of Directors has the oversight role on the governance of the Authority in the discharge of its responsibilities. It provides strategic direction and guidance for the Authority. The specific powers of the Board are provided for under section 7 of KICA.

E) CONFLICT OF INTEREST

During the year under review, the Authority maintained a Conflict-of-Interest Register in line with its Policy. At the commencement of every meeting, Board Members were required to declare both verbally and by signing in a Conflict of Interest Register any conflicts or potential conflicts of interest they may have had in relation to particular items of business. As a practice, Board Members abstain from discussion or decisions on matters in which they have an interest.

F) BOARD REMUNERATION

The Board of Directors are paid fees and allowances as remuneration for conducting official business that they may be called upon to undertake. Subject to Section 10 (1) of the State Corporations Act, Chapter 446 Laws of Kenya, allowances for members of the Board are paid out of the funds of the Authority. These include sitting allowances or other remuneration as the

Board may, within the scales of remuneration specified from time to time by the State Corporations Advisory Committee and the Salaries and Remuneration Commission, approve.

G) GOVERNANCE AUDIT

During the financial year under review, the Authority's Governance Audit was conducted by M/S Robson Harris Advocates LLP. The purpose of the Audit was to ensure that the Authority conforms to the highest standards of good governance. The governance audit covered the parameters articulated in the Mwongozo Code. The Authority implemented the recommendations of the Audit as contained in the Governance Audit Report dated 18th October 2023. This was to ensure all governance standards, codes, internal controls and policies are continuously complied with and in line with the best practice.

H) ETHICS AND CONDUCT

The Authority has a Code of Conduct and Ethics, applicable to both members of staff and Board Members. The Code of Conduct and Ethics focuses on ethical conduct and integrity at the workplace. It defines Authority's commitment to the highest standards of behaviour so as to contribute to the achievement of the national development goals. The Code sets out expectation for individual behaviour necessary to meet these standards and includes requirements and guidance to help you carry out your role with integrity and in compliance with the law. Upon appointment, all Board members are required to accept, by signature, the terms of the Code of Conduct and Ethics, and agree to abide by its provisions which forms part of their Board appointments.

I) MULTIPLE DIRECTORSHIPS

Board Members are prohibited from holding such position in more than two (2) State Corporations at any one time to ensure effective participation in the Board. All Board members are, upon appointment, required to sign a declaration of other directorship indicating other directorship held in other State Corporations and public entities as prescribed. During the year under review, no Member held more than two such positions.

COMMUNICATIONS AUTHORITY OF KENYA

UNIVERSAL SERVICE ADVISORY COUNCIL

The Universal Service Fund (USF) was established pursuant to Section 84J of the Kenya Information and Communication Act, 1998 to support widespread access to ICT services, promote capacity building and innovation. Section 102A of the Act further established the Universal Service Advisory Council (USAC) to advise the Authority on the implementation of the USF to promote the availability and accessibility of ICT services. USAC comprises of a chairperson and eight (8) members appointed by the Cabinet Secretary responsible for Information, Communication and Technology.

Functions of the USAC

Generally, USAC provides strategic policy guidance for the implementation of USF and performs any other functions assigned by the Board from time to time. The specific functions of the USAC are as follows: recommend priority areas and projects for funding; advise on policies and regulations to support universal service objectives; ensure transparency and accountability in the use of funds; engage with various stakeholders including government agencies, telecom operators and the public to gather input and feedback on universal service initiatives; and promote awareness and understanding of universal service goals and activities.

Number of USAC Meetings

MEETING TYPE	NO. OF MEETINGS
Full Council	5
USAC Technical Committee	3
USAC Finance Committee	4
USAC Retreats	3
Total Number of Meetings	15



MANAGEMENT DISCUSSION AND ANALYSIS

OPERATIONAL AND FINANCIAL PERFORMANCE

The Authority continued to discharge its mandate of regulating and facilitating the development of the Information and Communications sectors including; broadcasting, multimedia, telecommunications, electronic commerce, postal and courier services; through licensing and issuance of frequencies.

In the FY 2023/24, total revenue saw significant growth, with an 8% year-on-year increase from KShs 12.12 billion in FY 2022/23 to KShs 13.07 billion in FY 2023/24. The main revenue drivers were the regulatory fees and Interest Income, which grew by 3% and 60%, respectively. Interest income alone contributed a substantial increase of KShs 569.81 million. The overall revenue realization exceeded expectations at 118% of the revenue budget KShs. 11.04 billion, showing strong financial performance and exceeding targets set for the period

Operating expenditure decreased by 21% to KShs. 6.32 billion in FY 2023/2024 from KShs. 8.02 billion in FY 2022/23 representing 100% of the budget KShs. 6.34 billion. Other expenses included bad and doubtful debts.

Capital expenditure increased significantly by 26% to KShs. 1.50 billion in FY2023/2024 from KShs. 1.19 billion in FY 2022/23. However, this was only 52% of the approved capital budget KShs. 2.88 billion. The under absorption was largely attributed to delay in completion of the relocation of the Western regional office, National Intrusion, Penetration and Detection System (NIPDS) and the Licensing Management System.

Consequently, the total expenditure (Operating and Capital expenditure) decreased by 15% to KShs. 7.82 billion from KShs. 9.21 billion in FY 2022/23, representing 85% of the approved budget KShs. 9.21 billion.

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 the 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 material effect on the results of the Authority's operations, financial position or liquidity. Therefore, no contingent provision has been made in the financial statements.

CODE OF ETHICS AND CONDUCT

The Board is dedicated to maintaining the highest standards of ethical behaviour and integrity in all its activities. In line with this commitment, the Board and staff members have signed a Code of Ethics which requires them to uphold high standards of integrity and demonstrate exemplary behaviour in alignment with the Authority's ethical values. The Code of Ethics and Conduct establishes a crucial framework that guides Board and staff's conduct, ensuring their actions harmonize with the Authority's values and mission.

WHISTLE BLOWING POLICY

The Authority is committed to fostering a culture of transparency, accountability and ethical conduct by implementing its Whistle Blowing Policy. The policy provides a safe and confidential channel for the Board, staff and other stakeholders to report any suspected unethical, illegal or improper conduct within the organization.

STAKEHOLDER ENGAGEMENT

To effectively regulate and fulfil its mandate, the Authority actively engages with its stakeholders through public consultations on regulatory initiatives, the implementation of universal access programmes as well as consumer empowerment and protection efforts. The stakeholders include the Ministry of Information, Communications and the Digital Economy; licensed operators, local communities, other Government Ministries, Counties, Departments and Agencies (MCDAs) as well as regional and international ICT Institutions. A comprehensive stakeholder mapping including the stakeholder's role, their expectation from the Authority as well as the Authority's expectation from the stakeholders is shown in Annex 1.

RISK MANAGEMENT

The Authority continued to implement its Enterprise Risk Management (ERM) Framework, while ensuring that risks were mitigated, with appropriate controls and strategies put in place to minimize their impact on its operations. Regular risk assessments and monitoring were conducted to address emerging challenges, thereby strengthening the Authority's resilience and ensuring achievement of its strategic goals.

KEY CORPORATE RISKS

The Authority identifies key risks and implements mitigation measures to ensure its resilience and sustainability. This proactive approach to risk management underscores the Authority's commitment to maintaining stability, fostering innovation and safeguarding stakeholders' interests. Table 9 outlines the main risk events that could impact the Authority's operations, alongside the measures implemented to mitigate these risks.

RISK	MEETING TYPE
Licensee Non-Compliance	<ul style="list-style-type: none"> Enforcement of non-compliant licensees Continuous stakeholder engagement and sensitization with licensees on compliance Process digitization to enhance compliance management
Market Failure	<ul style="list-style-type: none"> Continuous stakeholder engagement and sensitization with licensees on compliance Tracking of applications to ensure timely review Adherence to the service charter timelines
Inefficient Service Delivery	<ul style="list-style-type: none"> Digitalization of services by reengineering and automating business processes Adherence to service charter timelines and ISO standards
Scarcity of ICT Resources	<ul style="list-style-type: none"> Effective Management of ICT resources
Consumer Exploitation	<ul style="list-style-type: none"> Targeted ICT consumer education programs Adherence to existing laws and regulations
Cyber-attack Event	<ul style="list-style-type: none"> Upgrade of the detection and prevention system
Reputational Risk	<ul style="list-style-type: none"> Adherence to the Corporate Communication and Disclosure Policy, Internal Communications Policy, Corporate Communications Strategy, media (journalists) as well as staff capacity building and communication procedure

INTERNAL CONTROL SYSTEMS

In compliance with the requirements of ISO 9001 Standard (Quality Management System) and ISO 27001 Standard (Information Security Management System), the Authority conducted surveillance and internal audits. The surveillance audits were conducted by the designated certifying body, Kenya Bureau of Standards (KEBS) while internal audits were carried out within the Authority by trained internal auditors. In preparation for re-certification on ISO 270001 and transition to the new 2022 standard, the Authority trained internal auditors and documented

the policies and procedures. The two (2) ISO Standards reinforce the Authority's commitment to quality management and service delivery as well as confidentiality, integrity and availability of information and information system while fostering a culture of continuous improvement and operational excellence.

BUSINESS CONTINUITY MANAGEMENT

Business Continuity Management (BCM) is crucial for ensuring that the Authority sustains its critical operations during disruptions

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or crises. To strengthen its business continuity, the Authority developed a Business Continuity Plan, a Crisis Management Plan, an Emergency Response Plan and a Disaster Recovery Plan. The Authority also developed a Business Continuity Management Policy that clearly articulates organizational resilience and reinforces commitment to safeguarding its reputation, assets and stakeholder trust in the face of any adversity.

REGULATORY REFORMS

In its effort to align the regulatory environment with the dynamism in the ICT sector, the Authority facilitated development of the Draft Kenya Information and Communications (Amendment) Bill 2024 and 16 sets of Regulations, which are awaiting pre-publication engagement with the National Assembly Committee on Delegated Legislation. Further, the gazettelement of the Computer Misuse and Cybercrimes (Critical Information Infrastructure and Cybercrime Management) Regulations, 2024 provided clarity on the Authority's critical role in the establishment and operationalization of the Cyber Security Operations Centre for the ICT sector. As a member of the National Computer and Cybercrimes Coordination Committee (NC4), the Authority is responsible for building capacity of both public and private sector institutions as well as improving the national cybersecurity readiness and resilience.

ENVIRONMENTAL AND SUSTAINABILITY REPORTING

The Authority's Board and Management are committed to the 2030 Sustainable Development Goals (SDGs), focusing on:

- Goal 6: Sustainable water and sanitation
- Goal 13: Climate change action
- Goal 15: Terrestrial ecosystem management
- Goal 17: Strengthening global partnerships for sustainability

The Authority promotes sustainability by managing resources wisely, reducing waste, and ensuring quality and value for money in its development practices.

I) Environmental performance

The Authority supports environmental sustainability through its Environmental Policy by:

- a) Planning:** Holding quarterly meetings and submitting reports to the National Environmental Management Authority (NEMA).
- b) Audits:** Conducting environmental audits to guide sustainability measures and staff training.
- c) Pollution Control:** Implementing waste management practices with segregation bins and recycling initiatives.
- d) Ecological Enhancement:** Engaging in CSR activities like tree planting and planting trees at remote stations.
- e) Partnerships:** Collaborating with the East African Communications Organisation (EACO), the International Telecommunication Union (ITU), NEMA, and other bodies on green ICT initiatives.
- f) Awareness:** Running training and sensitization programs on environmental issues.



II) Employee welfare

The Authority's strong institutional capacity underpins its pursuit of performance excellence. By investing in resources, expertise, and technology, and aligning with strategic goals, the Authority fosters innovation and enhances its capabilities. This approach ensures high standards of performance. Key to this success is the recruitment, development, and retention of talented employees through training and professional development programs.

a) Human Resource Establishment. As of June 30th 2024, the Authority had 369 employees, with a 49:51 female-to-male ratio. This includes 222 permanent and 147 contractual staff. During the year, 11 new staff were hired, 22 joined on secondment, and 13 staff members left.

b) Organizational Learning. The Authority provided training in five areas: Management skills, Regulatory and Technical capacity, Organizational development, Career/professional development, and Performance Contracting, to enhance staff competency and service delivery.

c) Industry Practices. The Authority, guided by the Constitution of Kenya, ensures fair competition across ICT sectors, manages frequency spectrum and numbering resources, and protects consumers. It follows the Mwongozo Code, its Code of Conduct, and supports cybersecurity through the Kenya Computer Incident Response Team (Ke-CIRT).

d) Responsible Supply Chain and Supplier Relations. The Authority's Service Charter outlines service quality expectations and ensures good practices with suppliers, including honoring contracts and adhering to payment practices.

e) Responsible Marketing and Advertisement. The Authority upholds corporate governance and ethical standards in marketing and advertising, adhering to all relevant codes and regulations.

f) Product Stewardship. Under the Kenya Information and Communications Act, 1998, the Authority ensures ICT providers establish customer care mechanisms, offer safe services, and protect consumer information, including child online protection.

g) Consumer Research, Education, and Empowerment. The Authority safeguards ICT consumers by providing information on product quality, effective customer care, and secure communication services.

h) Consumer Empowerment. The Authority's program enhances consumer rights through education, distributing advisories during outreach activities, corporate events, and online platforms.

i) Child Online Protection Programme. The Authority's "Huwezi Tuheza, Tuko CyberSmart" program promotes online safety for children through partnerships and events, addressing issues such as cyberbullying and internet safety.

Corporate Social Responsibility/Community Engagements.

The Authority continues to contribute to socioeconomic development through various initiatives in line with the Corporate Social Responsibility (CSR) Policy. These initiatives include enhancing community relations, promoting national events and fostering sports development among the youth and reflecting its commitment to social impact.



STRATEGIC DIRECTION 2023-27

The Authority is dedicated to advancing the country's ICT sector by promoting meaningful connectivity to ICT services, empowering and protecting consumers, fostering competitive ICT markets and enhancing organizational efficiency and effectiveness. Guided by our vision of "Digital Access for All" and our mission of "Enabling a Sustainable Digital Society through Responsive Regulation," we uphold our core values of integrity, innovation, agility, excellence, and inclusion.

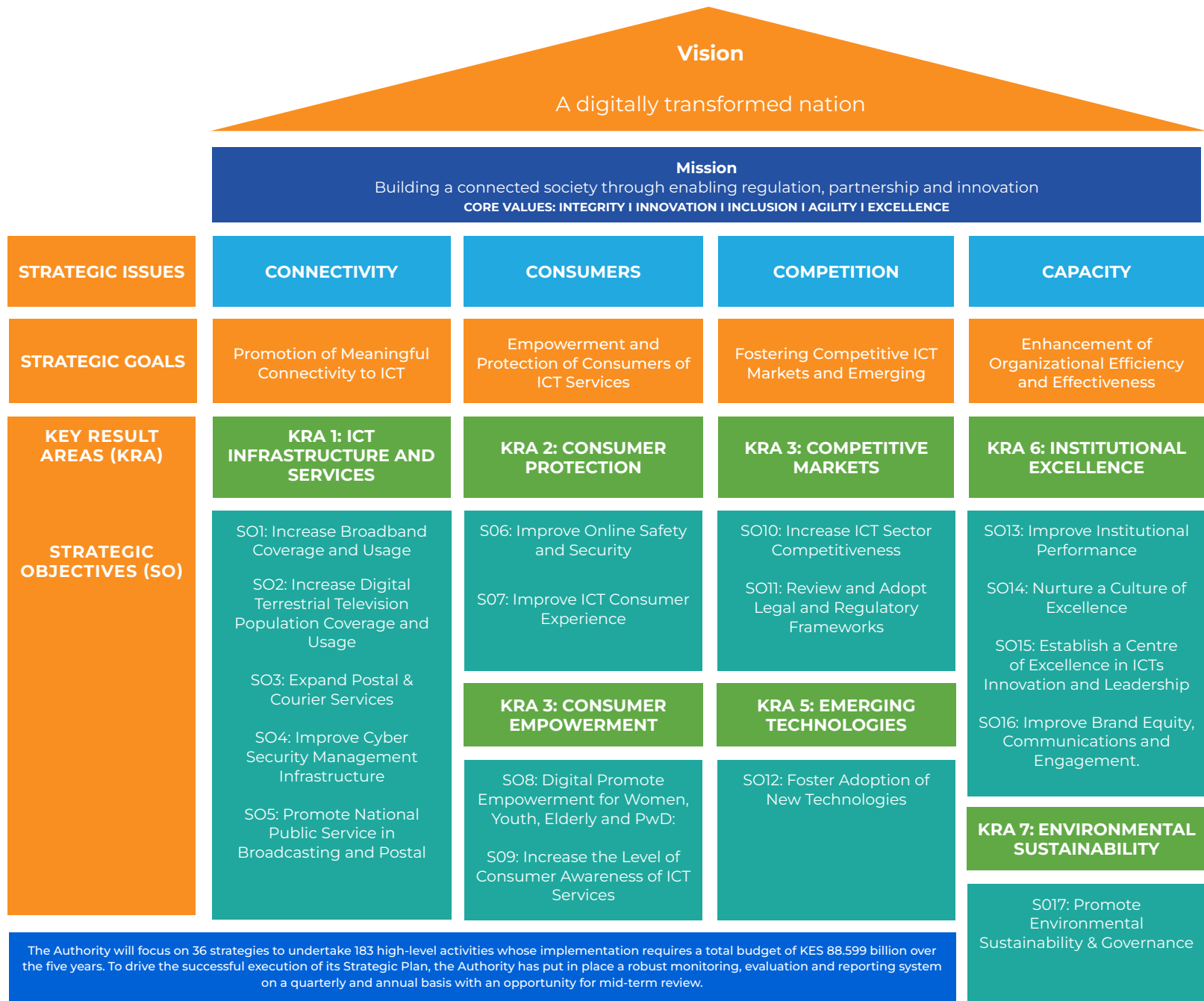
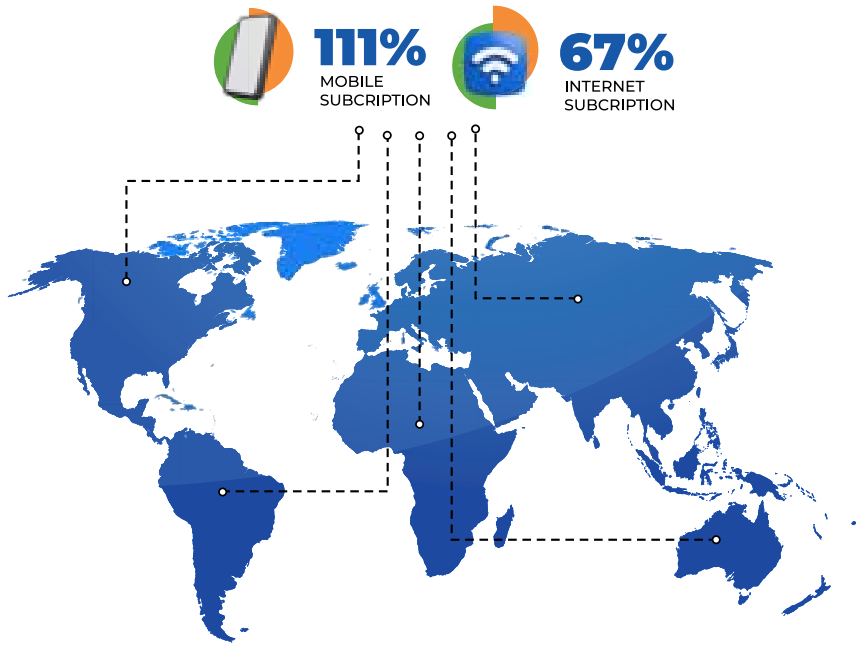


Figure 1: High-Level Summary of Authority's 5th Strategic Plan 2023-2027

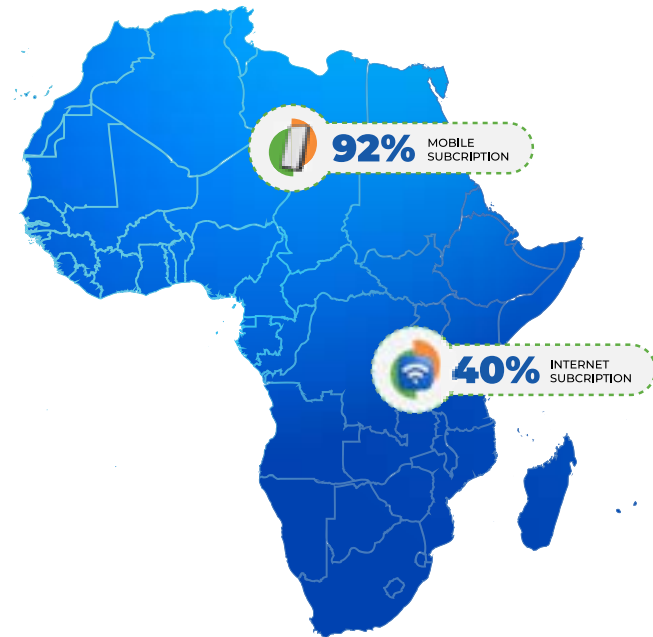
OVERVIEW OF GLOBAL ICT TRENDS

(Mobile and Internet Subscriptions – December 2023)

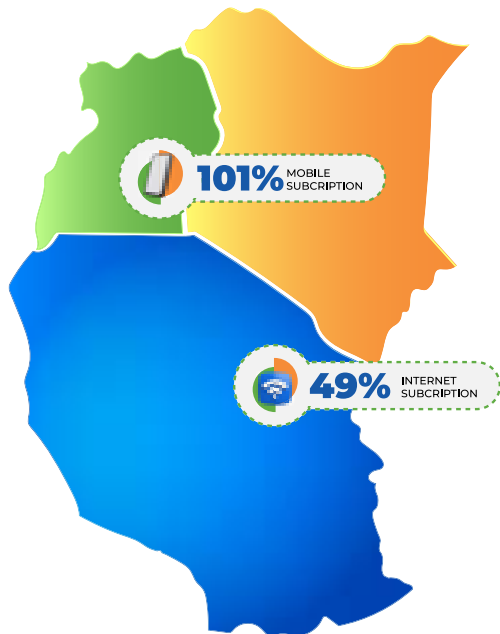
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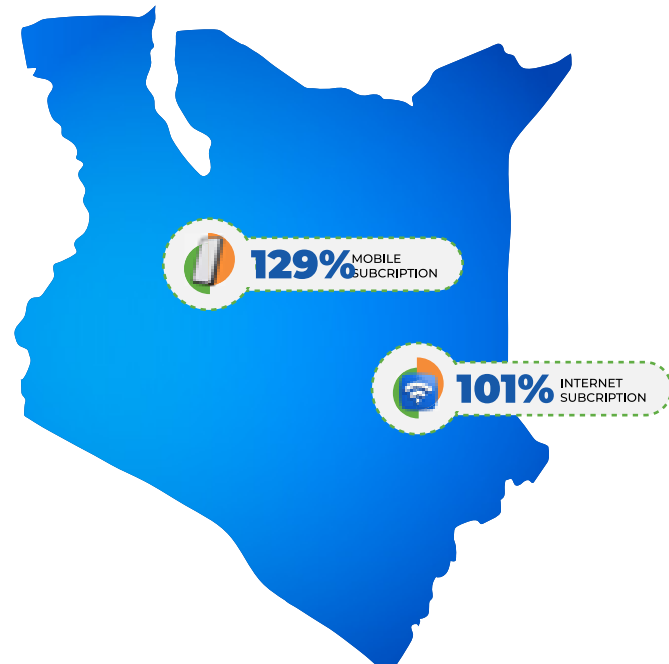
AFRICA



EAST AFRICA



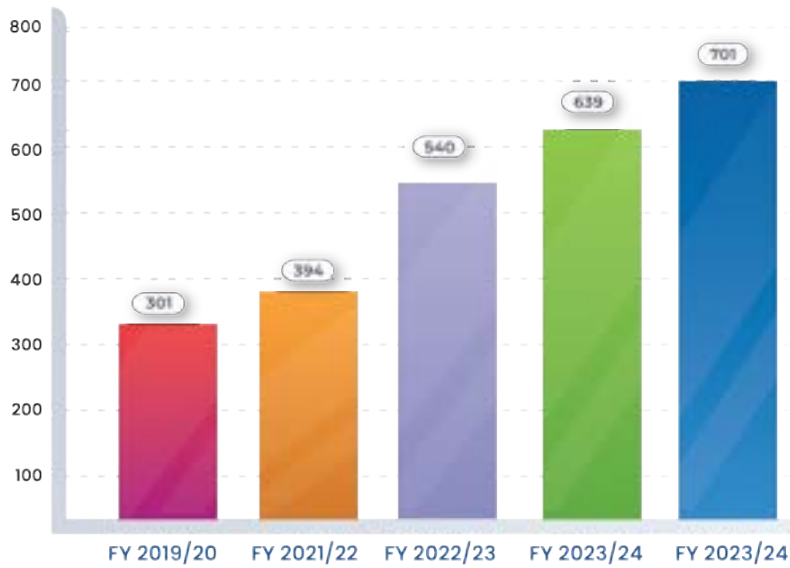
KENYA



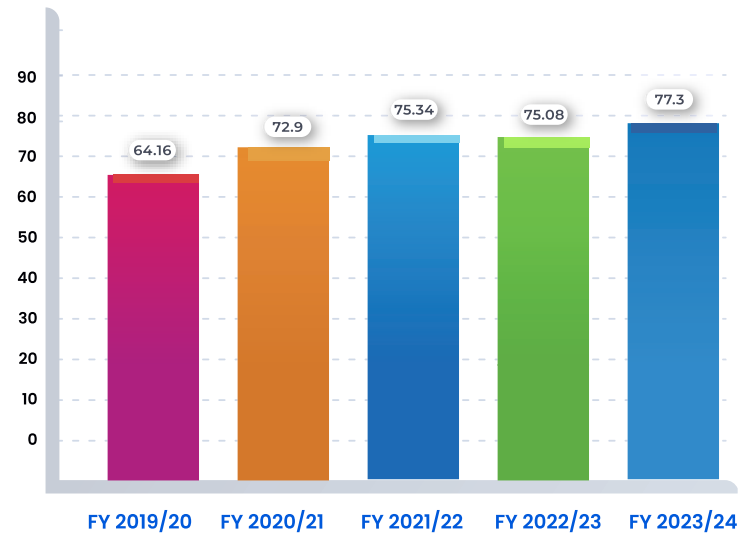
KENYA'S ICT SECTOR

STATISTICS AT A GLANCE

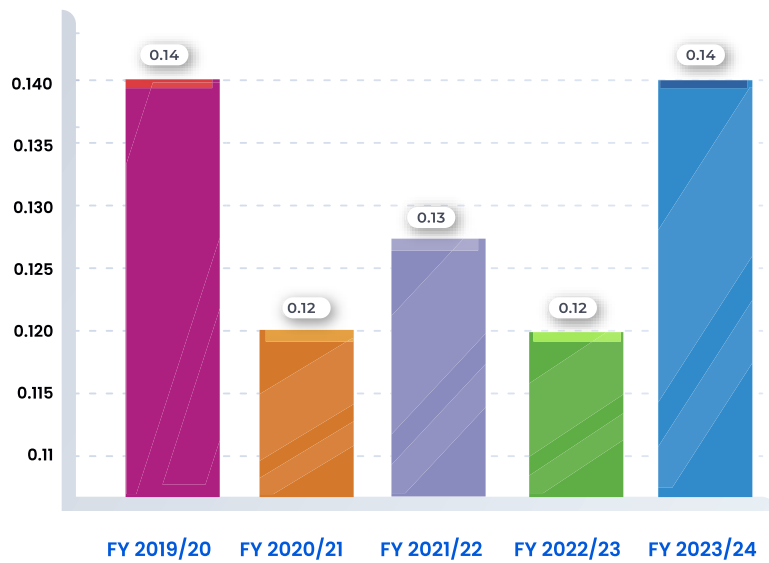
Number of Broadcasting Licensees



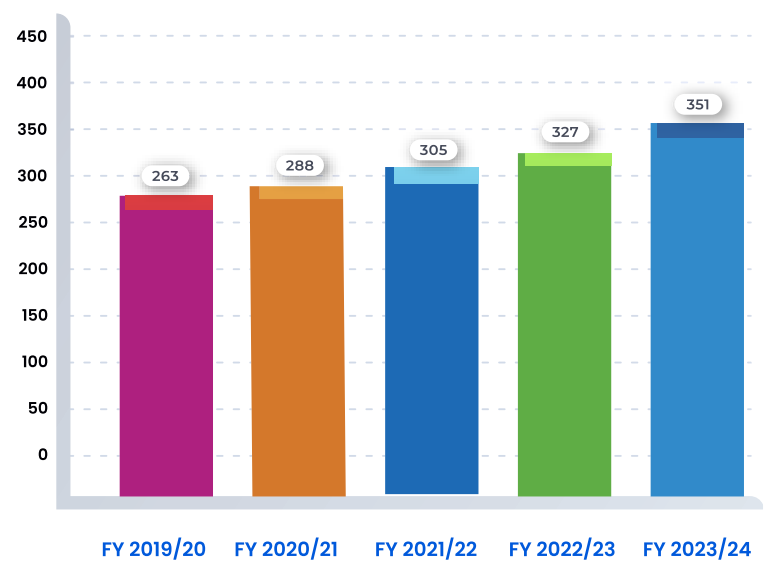
Mobile money penetration (%)



Fixed Telephony Penetration (%)



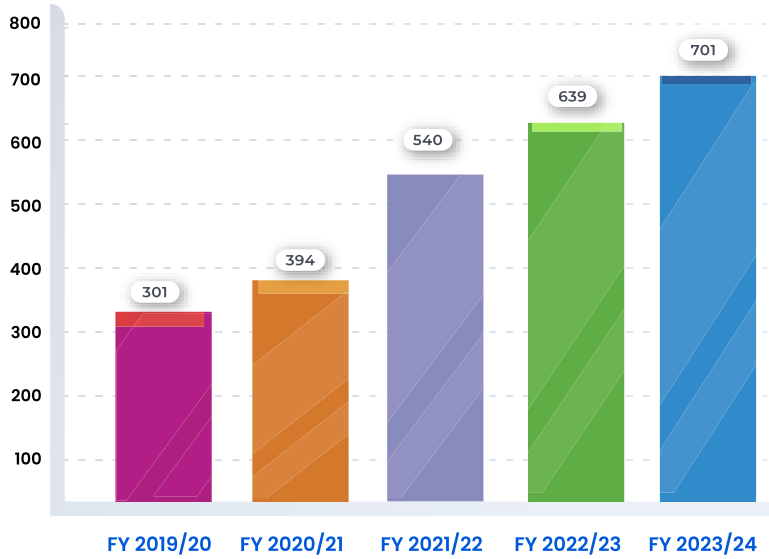
Number of Postal and Courier Licences



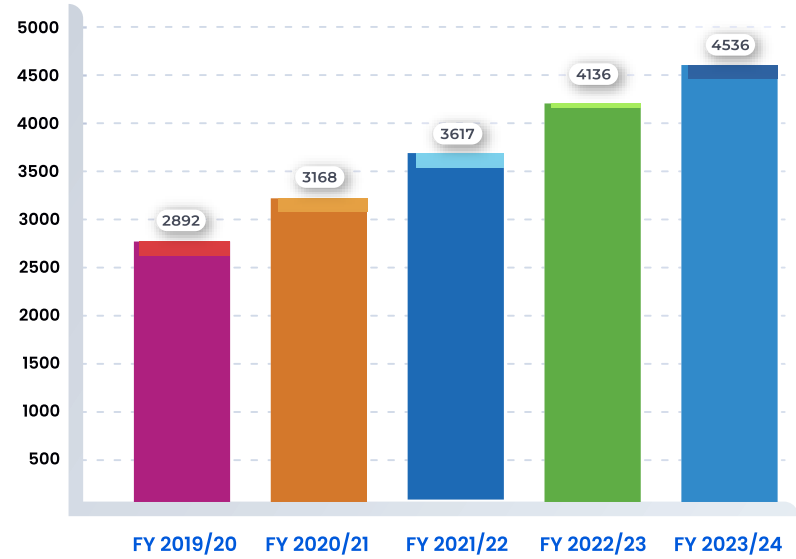
KENYA'S ICT SECTOR *CONTINUED*

STATISTICS AT A GLANCE

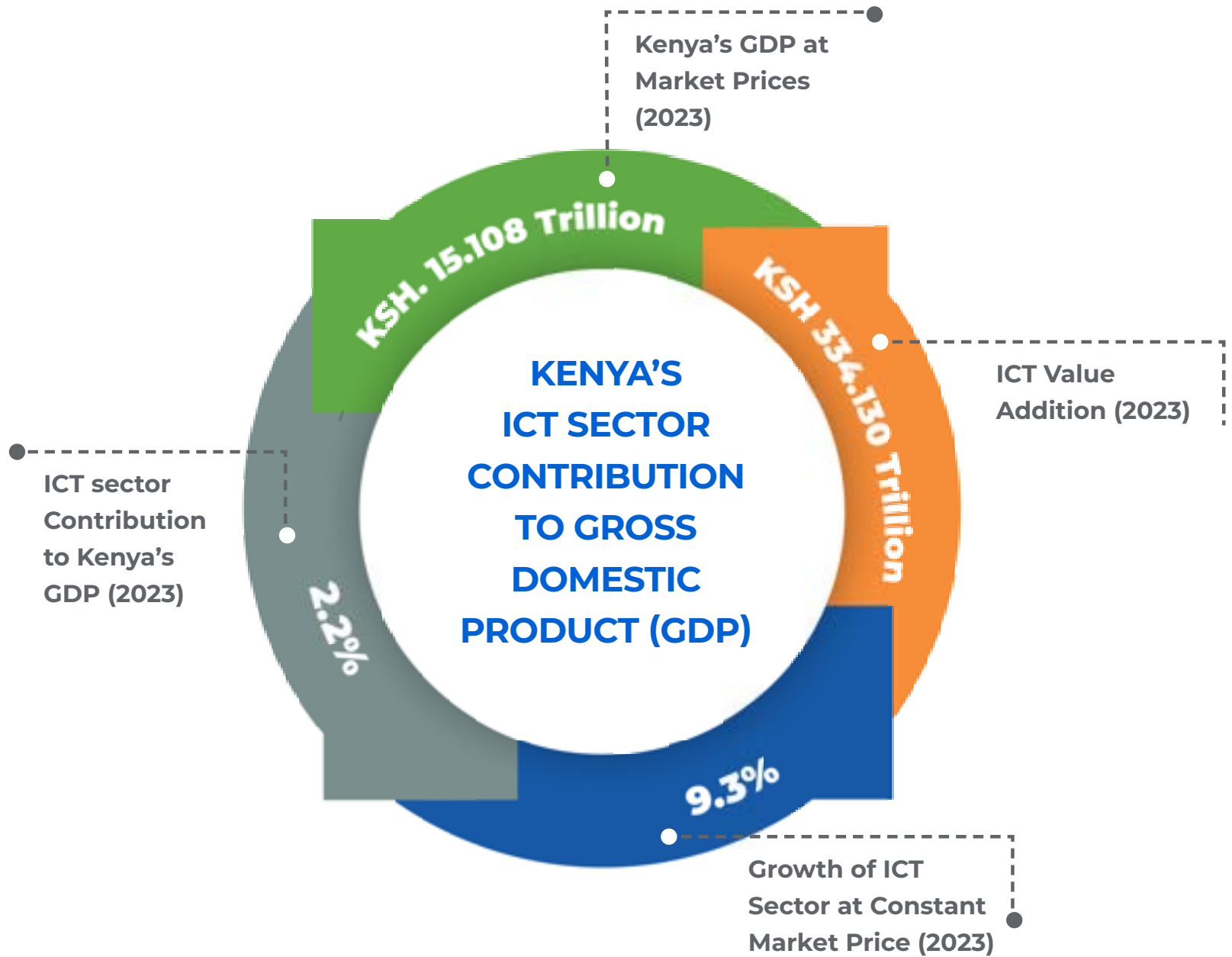
Number of Broadcasting Licensees



Number of Telecommunications Licensees



KENYA'S ICT SECTOR CONTRIBUTION TO GROSS DOMESTIC PRODUCT (GDP)



SECTION B

STRATEGIC GOAL 1: PROMOTION OF MEANINGFUL CONNECTIVITY TO ICT SERVICES

The Authority continues to make significant progress in expanding ICT connectivity and infrastructure, bridge the digital divide in unserved and underserved areas of the country to ensure that an increasing number of populations have access to reliable and quality ICT services and create equal opportunities for all.



CHAPTER 1

ACCESS TO ICT INFRASTRUCTURE
AND RESOURCES



CHAPTER 1 ACCESS TO ICT INFRASTRUCTURE AND RESOURCES

In the rapidly evolving landscape of ICT, access to robust infrastructure and scarce frequency spectrum, numbering and domain names resources is fundamental for fostering innovation, enhancing service delivery and ensuring equitable growth. This chapter highlights the trends in ICT infrastructure and resource across the broadcasting, postal and courier and telecommunications sub-sectors. Further, it highlights the Authority's achievements on cybersecurity management as well as universal access initiatives aimed at facilitating universal access to ICTs.

1.1. BROADCASTING SUB-SECTOR

Broadcasting services provide a dynamic platform for television and radio content, allowing diverse audiences to access programming regardless of their geographic location. This platform plays a crucial role in disseminating information through a wide range of content, including news, current affairs, entertainment, children's programming and sports. Advances in broadcast technologies have expanded the variety of services

available, enhancing both the programming content and the overall consumer experience. To foster the growth of sub-sector, the Authority has in place a robust regulatory framework that promotes diversity and plurality of views for a competitive marketplace of ideas.

This section highlights achievements in licensing, Digital Terrestrial Television (DTT) population coverage, Free-to-Air (FTA) services, assignment of and the type-approval of broadcasting equipment.

1.1.1. Broadcasting Licensing

The Authority licenses broadcasters in various categories to provide diverse broadcasting services. A total of 62 new broadcasting licences were issued in various categories bring the cumulative number of licensees to 701 as at 30th June 2024. Table 1.1 presents a breakdown of the cumulative number of broadcasting licensees across various categories for the past five (5) years.

Table 1.1 Cumulative Broadcasting Licensees

LICENSE CATEGORY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Commercial FTA TV	174	229	286	327	360
Commercial FM Radio	76	106	160	197	216
Common-Carrier Broadcasting Signal Distributor (BSD)	2	2	2	2	2
Self-Provision Broadcasting Signal Distributor (BSD)	3	3	3	3	3
Community FM Radio	14	21	53	74	81
Community FTA TV	8	8	9	9	9
Landing Rights	4	4	5	5	6
Subscription Broadcasting Services	16	17	18	18	20
Subscription Management Services	4	4	4	4	4
Total	301	394	540	639	701

Source: Communications Authority of Kenya

The increase in the number of licensees is mainly attributed to increased uptake of commercial FTA TV, Commercial FM radio and community FM radio resulting from high demand for vernacular stations, which encourages plurality of views.

1.1.2. Digital Terrestrial Television Population Coverage

Digital Terrestrial Television remains a key platform for providing FTA television services to the public. As part of its efforts to expand DTT access, the Authority establishes rollout targets for Broadcast Signal Distributors in regions with inadequate/insufficient coverage, monitors the level of compliance to the set rollout targets and maps out the national DTT population coverage. The DTT population coverage declined to 91.91 per cent from 92.13 per cent recorded the previous year. The decline was attributed to loss of SIGNET signals in Lamu County resulting from reduction of transmitter power associated with degradation of transmitters and lack of alternative power back-ups. The loss affected both the mainland and island areas, where SIGNET is the sole signal distributor. Figure 1.1 shows the trend in DTT population coverage over the past five (5) years.

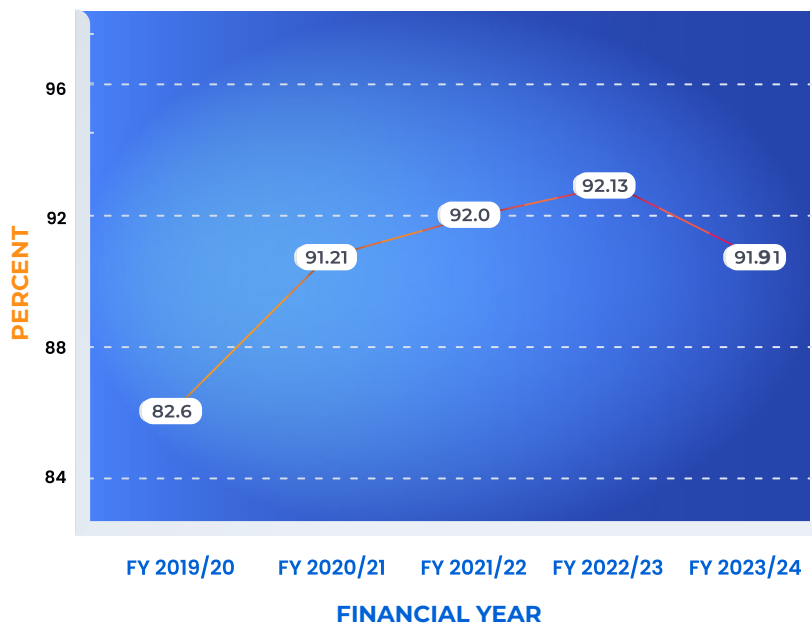


Figure 1.1 DTT population coverage

Source: Communications Authority of Kenya

1.1.3. Free-to-Air Broadcasting Services

Free-to-Air broadcasting services are critical as they provide accessible television and radio content as well as a diverse range of programming to a large percentage of the population across the country, without payment of subscription fees. The Authority continues to promote the growth of these services by issuing licences to both commercial and community broadcasters. Compared to the previous year, FTA TV stations increased by 18.1 per cent to 228 while FM radio stations increased by 11.2 per cent to 259. Table 1.2 presents a summary of the FTA TV and FM radio broadcasting stations for the past five (5) years.

Table 1.2 Cumulative FTA Broadcasting Stations

FDA BROADCASTING STATIONS	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Commercial FTA TV	95	130	175	186	221
Community FTA TV	2	4	4	4	4
Public TV	3	3	3	3	3
Total No. of TV Stations	100	137	182	193	228
Commercial FM Radio	131	131	164	168	187
Community FM Radio	42	42	51	52	59
Public FM Radio	13	13	13	13	13
Total No. of Radio Stations	186	186	228	233	259

Source: Communications Authority of Kenya

1.1.4. Broadcast Frequency Assignments

The Authority assigns and allocates scarce frequency spectrum for orderly and efficient use for FM sound broadcasting and DTT services.

1.1.4.1. FM Sound Broadcasting

The Authority continued to facilitate the expansion of FM sound broadcasting by issuing licences for assigned scarce frequency spectrum within the 87.5 – 108 MHz band that community and commercial broadcasters utilize to provide broadcasting services. The number of assigned frequencies rose by 3.9 per cent to 1,033 as shown in Table 1.3.

Table 1.3 No. of Frequency Assignments for FM Sound Broadcasting Stations

FM BROADCASTERS	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Community	72	77	95	110	118
Commercial	732	763	835	884	915
Total	804	840	930	994	1,033

Source: Communications Authority of Kenya

1.1.4.2. Digital Terrestrial Television Broadcasting

Following the transition from analogue TV to DTT broadcasting, the Authority continues to manage the requisite frequency spectrum resources in an efficient and effective manner and ensure that licensees provide improved picture quality and more channels. During the year, six (6) additional frequencies were assigned to Pan Africa Network Group (PANG) while at the same time 29 frequencies were decommissioned; 14 assigned to Lancia Digital Broadcasting that exited the market and 15 assigned to SIGNET. This resulted to the number of assigned DTT frequencies decreased by 6.4 percent to 339, as shown in Table 1.4.

Table 1.4 No. of Frequency Assignments to BSDs for DTT

SIGNAL DISTRIBUTORS	CATEGORY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
A. Self-Provisioning Broadcast Signal Distributors	1. Africa Digital Network (ADN)	38	38	38	38	38
	2. GoTV Kenya	49	61	61	61	61
	3. Lancia Digital Broadcasting (Bamba TV)	14	14	14	14	0
B. Common Carrier Broadcast Signal Distributors	4. Pan Africa Network Group (PANG)	125	125	125	129	135
	5. SIGNET Signal Distributors	101	104	120	120	105
Total		327	342	358	362	339

Source: Communications Authority of Kenya

1.1.5. Type-approval of Broadcast Equipment

The Authority type-approves/accepts broadcast equipment imported into Kenya to ensure it meets the standards for consumer safety, performance, interoperability and integrity of communication networks. The Authority processed 37 applications for type-approval/acceptance of broadcasting equipment compared to 35 in the previous year, which indicates a 5.7 percent increase. Table 1.5 shows the number of applications for type-approval/acceptance of the broadcasting equipment over the past five (5) years

Table 1.5 Number of Type- Approval /Acceptance applications for broadcasting equipment

TYPE OF EQUIPMENT	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Broadcast Equipment	38	12	21	16	8
DVB-C/IP/SAT Receivers (Set-top Boxes, IDTV and Conditional Access Modules, Android TV)	6	3	8	4	4
Satellite Terminal	7	0	10	15	25
Total	51	15	39	35	37

Source: Communications Authority of Kenya

1.2. POSTAL AND COURIER SUB-SECTOR

The Authority recognises the critical role of postal and courier sub-sector in facilitating electronic commerce and transactions, safe and secure movement of goods and information across diverse geographical regions and countries and efficient delivery services. This section highlights achievements in postal and courier licensing and networks; development of e-commerce as well as National Addressing System for Kenya (NASK).

1.2.1. Postal and Courier Licensing

The Authority being responsible for promoting development of postal and courier systems and services in accordance with recognised international standards, practices and public demand, licenses the postal and courier service providers within the sub-sector. During the year, the Authority licensed a total of 24 additional service providers, comprising 19 national and five (5) international courier operators. The trend in the total number of postal and courier licensees for the past five (5) years is shown in Table 1.6.

Table 1.6 Cumulative Number of Postal and Courier Licensees

LICENSE CATEGORY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Designated Postal Operator (Postal Corporation of Kenya)	1	1	1	1	1
Private Postal and Courier Operators	6	3	8	4	4
National Courier Operators	207	238	254	270	289
International Courier Operators	55	49	50	56	61
Total	263	288	305	327	351

1.2.2. Postal and Courier Networks

The designated postal licensee, Postal Corporation of Kenya (PCK), which manages post offices across the country and has universal service obligations as well as licensed private courier operators have outlets that provide critical infrastructure and network for communication and delivery services across the country. The total number of postal and courier outlets increased by 113 to reach 1,707 as at 30th June 2024. Table 1.7 provides key postal and courier network indicators, including the number of post offices, private letter boxes and courier outlets, over the past five (5) years.

The standard provides for a standardized and easily verifiable system for naming, numbering and allocation of addresses for addressable objects such as streets and properties. It also provides a standardized naming and addressing data that will among other things promote the uptake of e-commerce, e-trade and improve overall service delivery in both the public and private sectors of the economy.

Table 1.7 Postal and Courier Network Indicators

INDICATOR	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	
Designated Postal Operator	1	1	1	1	1	
Total Post Offices	623	600	600	549	549	
Departmental Offices	447	519	519	467	467	
Sub-Post Offices	146	81	81	81	81	
Private	Installed	430,350	430,469	430,469	450,000	450,000
Letter	Rented	382,901	354,954	354,954	368,284	384,401
Boxes	Un-let	67,571	90,977	90,977	81,716	65,599
Letter Posting Boxes		891	632	632	632	600
Public Counter Positions		480	720	720	720	720
Automated Public Counters		480	579	579	579	579
Non-Automated Public Counters		0	124	124	124	120
Stamp Vending Licensees		883	270	270	270	270
Stamp Vending Machines		38	75	75	75	75
Private Courier Outlets		788	901	1,030	1,045	1,158
Total Outlets (Post Offices+Private Courier	1,411	1,501	1,630	1,594	1,707	

Source: Communications Authority of Kenya

1.2.3. Development of E-Commerce and National Addressing System for Kenya (NASK)

The Authority is responsible for facilitating development of e-commerce and a national addressing system that aligns

with recognised international standards, practices and public demand. Following the finalization of the development National Addressing System for Kenya (NASK) Policy and Bill in the previous year, the Authority in collaboration with the Kenya Bureau of Standards (KEBS) developed a Draft National

1.3. TELECOMMUNICATIONS SUB-SECTOR

The telecommunications subsector in Kenya has undergone significant transformation, becoming a key driver of the country's economic and social development. The Authority, being responsible for facilitating development of the telecommunication infrastructure, systems and services has continued to support the expansion of these services beyond basic emergency, public payphone, directory information and voice services to include Internet/data, mobile money services and digital solutions. This transformation has revolutionized how we interact, communicate, share information and transact. This section highlights achievements in telecommunications licensing, scarce frequency spectrum and numbering assignments, type-approval/acceptance/clearance of equipment, management of the cybersecurity infrastructure as well as Universal Service Fund (USF) initiatives.

1.3.1. Telecommunications Licensing

The Authority facilitates the provision of telecommunication services throughout Kenya, necessary to satisfy increasing demand for digital services, through licensing of service providers to deploy infrastructure and provide a wide range of services. As at 30th June 2024, the total number of licensees stood at 4,536, indicating a 9.7 percent increase from the previous year. Table 1.8 highlights the trends in telecommunications licensing across different categories over the past five (5) years.

Table 1.8 Number of Telecommunications Licensees by Category

LICENCE CATEGORY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Application Service Providers (ASP)	330	388	441	501	559
Business Process Outsourcing (BPO)	34	37	44	48	46
Community Network Service Provider (CNSP)*	-	-	-	0	8
Content Service Providers (CSP)	481	598	657	715	760
Dot KE Subdomain Registrars	100	138	153	161	172
Electronic Certification Service Providers (E-CSP)	-	5	10	12	12
Global Mobile Personal Communications by Satellite (GMPCS)	4	5	5	4	5
International Gateway Systems and Services (IGSS)	12	12	11	10	11
Network Facility Providers Tier 1 (NFP-T1)	3	3	4	4	4
Network Facility Providers Tier 2 (NFP-T2)	32	35	31	35	37
Network Facility Providers Tier 3 (NFP-T3)	42	58	79	106	122
Public Communication Access Centres	14	14	14	14	14
Submarine Cable Landing Rights (SCLR)	333	3	4	5	6
Technical Personnel (TP)	14	504	532	627	702
Telecommunications Contractors (TEC)	651	677	766	951	1095
Telecommunications Vendors (TEV)	649	691	866	943	983
Total	2,892	3,168	3,617	4,136	4,536

* The CNSP licence was introduced in the FY 2021/22.
Source: Communications Authority of Kenya

COMMUNICATIONS AUTHORITY OF KENYA

The 9.7 per cent growth in the number of telecommunications licensees was attributed to the initial licensing of CNSP and increased uptake of the TEC, the TP, the TEV, the ASPs, and the CSPs Licences. Space Exploration Inc. acquired Global Mobile Personal Communications by Satellite (GMPCS) and the sister company, Starlink Internet Services Kenya Limited, was issued with NFP-T2, and ASP licences.

1.3.2. Frequency Assignments and Authorizations

The Authority is responsible for ensuring efficient and effective utilization of scarce frequency spectrum. This is carried out through planning, coordinating, allocating, assignment and monitoring the use of the radio frequency spectrum for provision of mobile cellular networks, fixed wireless access systems, fixed terrestrial links, digital terrestrial television broadcasting, FM sound broadcasting, private radio networks and other services.



1.3.2.1. Mobile Wireless Access

The cellular Mobile Network Operators (MNOs) continued to expand their networks with deployment of 3G, 4G, and 5G transceivers across the country to meet consumer demands for voice, Internet and broadband services. Airtel Networks Kenya Limited and Safaricom PLC continued to expand deployment of

5G sites resulting in increase in the total number of transceivers to 3,556 from 2,796 recorded the previous year. The number of mobile cellular transceivers in the country over the past five (5) years is shown in Table 1.9.

Table 1.9 Distribution of Mobile Cellular Transceivers by Technology and Operator

OPERATOR	TRANSCIVERS BY TECHNOLOGIES					
	TECH	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Airtel Networks Kenya Ltd	2G	27,393	38,008	46,859	51,227	57,153
	3G	13,937	19,564	25,848	29,182	33,782
	4G	3,145	8,134	16,497	26,855	33,779
	5G	-	-	-	857	1,245
Jamii Telecommunications	4G	-	-	990	1,032	1,215
Safaricom PLC	2G	112,491	105,425	114,648	75,527	113,426
	3G	57,441	76,407	71,132	75,527	80,023
	4G	20,300	31,249	37,680	63,489	71,597
	5G	-	-	102	1,939	2,311
Telkom Kenya Ltd	2G	13,434	10,930	10,289	10,562	5,095
	3G	8,469	7,851	7,804	7,875	3,577
	4G	1,637	1,901	2,329	2,552	1,244
Total	2G	153,318	154,363	171,796	137,316	175,674
	3G	79,847	103,822	104,784	112,584	117,382
	4G	25,082	41,284	57,496	93,928	107,835
	5G	-	-	102	2,796	3,556

Source: Communications Authority of Kenya

1.3.2.2. Fixed Wireless Access

Fixed Wireless Access technology uses 1.7, 3.3 and 3.5 GHz bands to provide broadband internet connectivity between fixed points, such as a base station and multiple subscriber units in a sector. In line with the technological advancements, the Fixed Wireless Access band has been reformed for 5G services.

1.3.2.3. Fixed Links

Fixed links are telecommunications systems deployed by network facilities providers, broadcasters, public utilities and emergency services to provide transmission capacity or backhaul for their

networks and provide redundancy for other networks. The links include both Microwave Links and Non-Protected Fixed Links.

1.3.2.3.1. Microwave Links

The Authority assigns operators spot frequencies for microwave links, which are essential for high-capacity transmission and network backhaul. While the total number of microwave links declined marginally by 0.4 percent to 5,070 from 5,089 recorded the previous year, deployment in rural areas, especially in Northern and Eastern Kenya increased. as shown in Table 1.10 shows the assignments per frequency band.

Table 1.10 No. of Frequency Assignments for Microwave Links

FREQ. BAND	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
6 GHz	52	81	79	79	27
7/8 GHz	1,585	1,604	1,768	1,810	1,752
11 GHz	12	6	2	5	5
13 GHz	385	325	322	278	272
15 GHz	2,436	2,304	2,252	2,330	2,413
18 GHz	169	72	117	274	315
23 GHz	317	299	318	247	222
38 GHz	123	85	58	66	64
Total	5,079	4,776	4,916	5,089	5,070

Source: Communications Authority of Kenya

1.3.2.3.2. Non-Protected Fixed Links

Non-protected fixed links, which refer to unlicensed communication channels that allow for flexible deployment of fixed wireless services such as Wi-Fi, continue to increase and, in particular, those operating in the 5 GHz band. The total assignments for non-protected fixed links grew by 49.6 percent to 4,298. This increase is driven by enhanced compliance from MNOs in the 5 GHz band and growing consumer data demands for assignments in the 70/80 GHz bands. Table 1.11 presents the number of frequency assignments for non-protected fixed links.

Table 1.11 No. of Frequency Assignments for Non-Protected

BAND	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
5 GHz	2,035	2,121	2,124	2,421	3,692
70/80 GHz	115	352	356	453	606
Total	2,150	2,473	2,480	2,874	4,298

Source: Communications Authority of Kenya

1.3.2.4. Broadcast Studio-To-Transmitter Links

Broadcast studio-to-transmitter links (STLs) are specialized fixed links used to transmit audio and video signals from a broadcast studio to a transmission tower. As indicated in Figure 1.2, the STL assignment has continued to increase marginally.

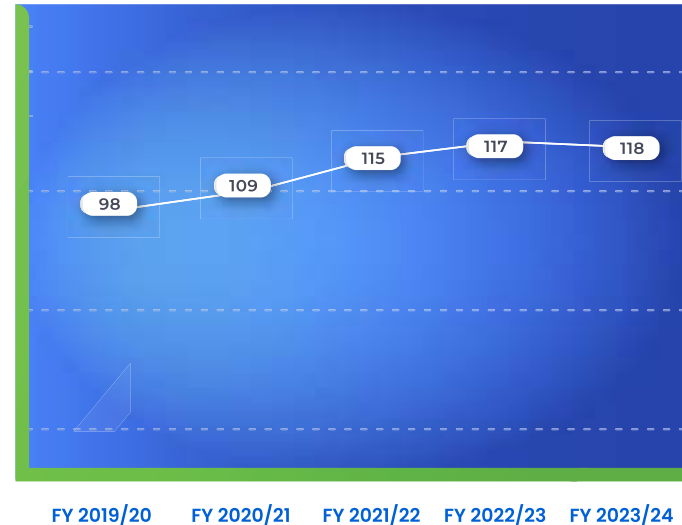


Figure 1.2 No. of Frequency Assignments for Broadcast STLs (360-380 MHz)

Source: Communications Authority of Kenya

1.3.2.5. Land Mobile Service

The land mobile service facilitates two-way radio communication for various industries, including public safety, transportation and utilities. It encompasses both analogue and digital systems, enabling communication across various frequency bands in the High Frequency (HF), Very High Frequency (VHF) and Ultra High Frequency (UHF). These services play a crucial role in ensuring reliable communication for critical operations. Table 1.12 provides an overview of the station types and frequency assignments in the land mobile service over the past five (5) years.

Table 1.12 No. of Land Mobile Frequency Assignments by Station Types

FREQUENCY BAND	STATION TYPE	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
VHF	Alarm	32,203	29,295	30,803	28,484	23,197
VHF/UHF	Trunk Network	7	7	7	8	6
VHF	PMR Fixed	137	176	160	130	265
	PMR Mobile/Portable	723	1591	1519	1232	2066
HF	PMR Fixed	7	5	6	5	31
	PMR Mobile	20	33	21	47	56
Total		33,097	31,107	32,516	29,906	25,621

Source: Communications Authority of Kenya

1.3.2.6. Satellite Services

Satellite services play a vital role in providing communication infrastructure in remote and underserved areas, ensuring connectivity where traditional terrestrial services may not be feasible. The Authority issues frequency licences to satellite earth station operators, including those with Very Small Aperture Terminals (VSAT) and Fixed Satellite Service Earth Stations (FSES) within Kenya’s territory. In the year, one (1) FSES was assigned bringing the total allocated frequencies to 17 Satellite Stations. Figure 1.3 outlines the number of satellite earth stations licensed over the past five (5) years.

1.3.2.7. Authorizations

The Authority, in collaboration with other regulatory bodies, issues certificates of operations for systems/equipment operating in the Aeronautical, Maritime and Amateur services. Table 1.13 outlines the number of licenses issued over the past five (5) years.

Table 1.13 Frequency Spectrum Authorizations

LICENSE CATEGORY	PURPOSE	AUTHORIZATION	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Aeronautical Radio Service	Provision of ground-to-ground and air-to-ground communication services to aviation operators	Aircraft Station licenses	406	817	657	723	753
Maritime Radio Service	Enables radio communication between ship stations and ship to land communication	Ship Station	6	2	4	0	0
		Maritime Frequencies	0	0	0	3	2
		MMSI Number	4	6	12	1	3
		Beacon Identification	0	0	0	0	0
Amateur Radio Service	Used for non-commercial exchange of messages, wireless experimentation, private recreation and emergency communication	Amateur Radio Licensees	32	24	37	47	33

1.3.3. Type-Approval and Clearance of Telecommunication Equipment

Type-approval/acceptance of telecommunications equipment ensures that all devices meet the necessary regulatory standards before being deployed in the market. The Authority verifies telecommunications equipment intended for use in the country to ensure compliance with prescribed national and international standards. In the year, the Authority received and processed 736 applications for equipment type-approval. Table 1.14 below provides an overview of the type-approval and acceptance applications for different categories of telecommunications equipment over the past five (5) years.



Figure 1.3 No. of Satellite Earth Stations

Source: Communications Authority of Kenya

Table 1.14 Type Approval /Acceptance Applications

TYPE OF EQUIPMENT	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Alarm Transmitter	1	0	0	2	0
Data Routers	21	40	133	102	69
Fax Machine_Pinters	4	9	7	88	14
Gateway/Switches/PABX	382	133	86	170	263
Global System for Mobile Communications (GSM) Interface and BTS	38	15	12	36	15
GSM Mobile Phones	312	188	258	275	225
LTE Terminals	7	8	38	7	18
Microwave Equipment/Access Points	15	2	5	24	31
Modem	3	5	0	2	3
Optical Network Terminal-Fiber terminals	-	-	-	20	25
PSTN/IP Server Equipment	0	45	2	14	13
Telephone Set	16	2	2	-	
Transceiver-VHF/UHF	16	6	4	4	21
Signal Repeater	0	0	0	0	3
VOIP Terminal/IP Phone	28	15	37	24	26
VSAT Equipment (Transceiver, BUC, HPA, etc)	2	5	3	4	1
Wireless Terminals/System	95	30	32	10	9
Total	940	503	619	782	736

Source: Communications Authority of Kenya

The Authority also facilitated importation of communications equipment through approval and custom clearance on the KenTrade platform. A total of 8,792 applications for inbound equipment were processed during the year. This represented a one percentage point decline, attributable to stoppage by the Authority to clear non IPv6 compliant network and end user devices.

1.3.4. Telecommunications Numbering

Telecommunications numbering resources are essential for the proper functioning of telecommunication networks, enabling routing and delivery of voice, data and other services. The Authority manages and allocates various numbering resources, including Mobile National Destination Codes (MNDCs), short codes, fixed numbers and premium rate numbers, to ensure efficient network operations and accessibility for consumers. Table 1.15 shows the allocation and utilization of key numbering resources over the last five years, highlighting the capacity and actual usage across different resource types.

Table 1.15 Cumulative Numbering Resources Used Per Year

Table 1.15 Cumulative Numbering Resources Used Per Year

RESOURCE TYPE	CAPACITY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Mobile National Destination Codes (MNDC)	200,000,000	116,000,000	118,000,000	118,000,000	118,000,000	124,000,000
International Signalling Point Codes (ISPC)	16	10	10	10	10	10
5-Digit Short Codes (SC-5)	80,000	51,404	52,404	52,404	52,404	52,404
4-Digit Short Codes (SC-4)	400	39	60	60	66	70
3-Digit Short Codes (SC-3)	20	12	12	13	13	14
Fixed Numbers (FN)	182,000,000	7,401,000	7,501,000	7,501,000	7,503,000	7,720,000
Network Colour Codes (NCC)	8	3	3	3	3	3
Premium Rate Numbers (PRN)	1,000,000	138,000	139,000	139,000	139,000	139,000
Toll Free Numbers (TFN)	1,000,000	112,000	113,000	113,000	113,000	113,000
National Signalling Point Codes (NSPC)	16,384	506	532	532	532	532
Number Portability Routing Codes (NPRC)	100	9	9	9	9	9
Machine to Machine	100 Billion	10,000,000	10,000,000	10,000,000	12,000,000	12,000,000

Source: Communications Authority of Kenya

1.3.4.1. IPv4 to IPv6 Migration

The transition from IPv4 to IPv6 is crucial due to the limited number of IPv4 addresses, which are nearly exhausted. IPv6 offers a vastly larger address space, essential for the continued growth of Internet-connected devices. In this regard, the Authority adopted the IPv4 to IPv6 Migration Strategy which contains measures to ensure that the country embraces the new format of IP addresses. Among the measures currently implemented include not type approving/accepting for sale in the country, any internet connecting equipment that is not IPv6 capable and not clearing via the single window trade net platform any internet connecting equipment that is not IPv6 capable.

Table 1.16 Cumulative number of Registered .KE Domains

RESOURCE TYPE	CAPACITY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
.co.ke	Companies	91,445	88,352	86,983	90,868	90,165
.or.ke	Non-Profit-Making Organisations	1,844	1,908	1,891	1,975	1,979
.ac.ke	Institutions of Higher Education	907	971	1,052	1,111	1,162
.sc.ke	Lower and Middle Level Institutions	759	891	1,111	1,019	918

1.3.4.2. Management of Dot KE Domain

The management of the Dot KE domain plays a crucial role in the country's digital identity and internet governance. The Authority ensures the availability, security, and reliability of the Dot KE domain, which facilitates the growth in electronic services and transactions. The adoption of the .KE ccTLD also enhances data privacy and intellectual property protection. As at 30th June 2024, the total number of registered domain names stood at 106,800, representing a 3.39 percent increase from the previous year. Table 1.16 shows the cumulative number of registered .KE domains by sub-domain.

Table 1.16 Cumulative number of Registered .KE Domains

RESOURCE TYPE	CAPACITY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
.ne.ke	Personal Websites and Email	51	51	46	47	46
.me.ke	Personal Websites and Email	185	168	1,247	2,697	5,806
.mobi.ke	Mobile Content	41	42	33	31	27
.info.ke	Information	153	146	136	137	206
.go.ke	Government Entities	589	601	624	696	770
.ke	Second-Level Domain	2,301	2,945	4,473	4,717	5,721
Total		98,275	96,075	97,596	103,298	106,800

1.4. Management of Cyber Security Infrastructure

Effective management of cybersecurity infrastructure, which involves deploying and maintaining advanced security systems that monitor, detect and respond to potential cyber threats, is crucial in safeguarding electronic transactions in the country. The Authority, through the National Public Key Infrastructure (NPKI) manages the issuance of digital certificates to Electronic Certification Service Providers (E-CSPs). These digital certificates are essential for improving cyber readiness and resilience of digital infrastructure as they provide secure encrypted communications, verify user and device identities and protect data integrity. In the year, the Authority licensed and accredited four (4) Electronic Certification Service Providers (E-CSPs).

1.5. The Universal Service Fund Initiatives

The underlying principle of universal service is the availability, accessibility and affordability of ICT services to all. In this regard, the Authority plays a pivotal role in enhancing access to ICT services across the country, focusing on unserved and underserved areas. Through the administration of USF, the Authority subsidized infrastructure development and collaborated with government agencies to expand networks to bridge the digital divide. This section highlights achievements in the rollout of cellular mobile network infrastructure and services, national digital superhighway, digitalization of basic public services, judiciary automation, digitalization and dissemination of agricultural content, open education resource, content development and provision of devices for learners with special needs.





1.5.3.1. The Judiciary Automation Project

The Authority in collaboration with the Judiciary facilitated installation of Local Area Network (LAN) in 43 selected court stations in the Republic of Kenya. This is aimed at digitalization of public services in line with the Government Digital Transformation Agenda.

1.5.3.2. Digitization and Dissemination of Agricultural Content

The Authority, in partnership with the Kenya Agricultural and Livestock Research Organization (KALRO) commenced digitizing and disseminating relevant agricultural content, which was developed in English for 16 value chains as well as translated into nine (9) local languages. These languages include Swahili, Kamba, Luo, Luhya (Isukha), Taita, Kikuyu, Somali and Kalenjin (Kipsigis).

1.5.3.3. The Open Education Resources Project

The Authority in collaboration with the Kenya Institute of Curriculum Development (KICD) is supporting the development of the Open Education Resources Portal on the Kenya Education Cloud. This is aimed at providing universal access to open digital curriculum materials to support the delivery of curriculum for

both primary and secondary school levels.

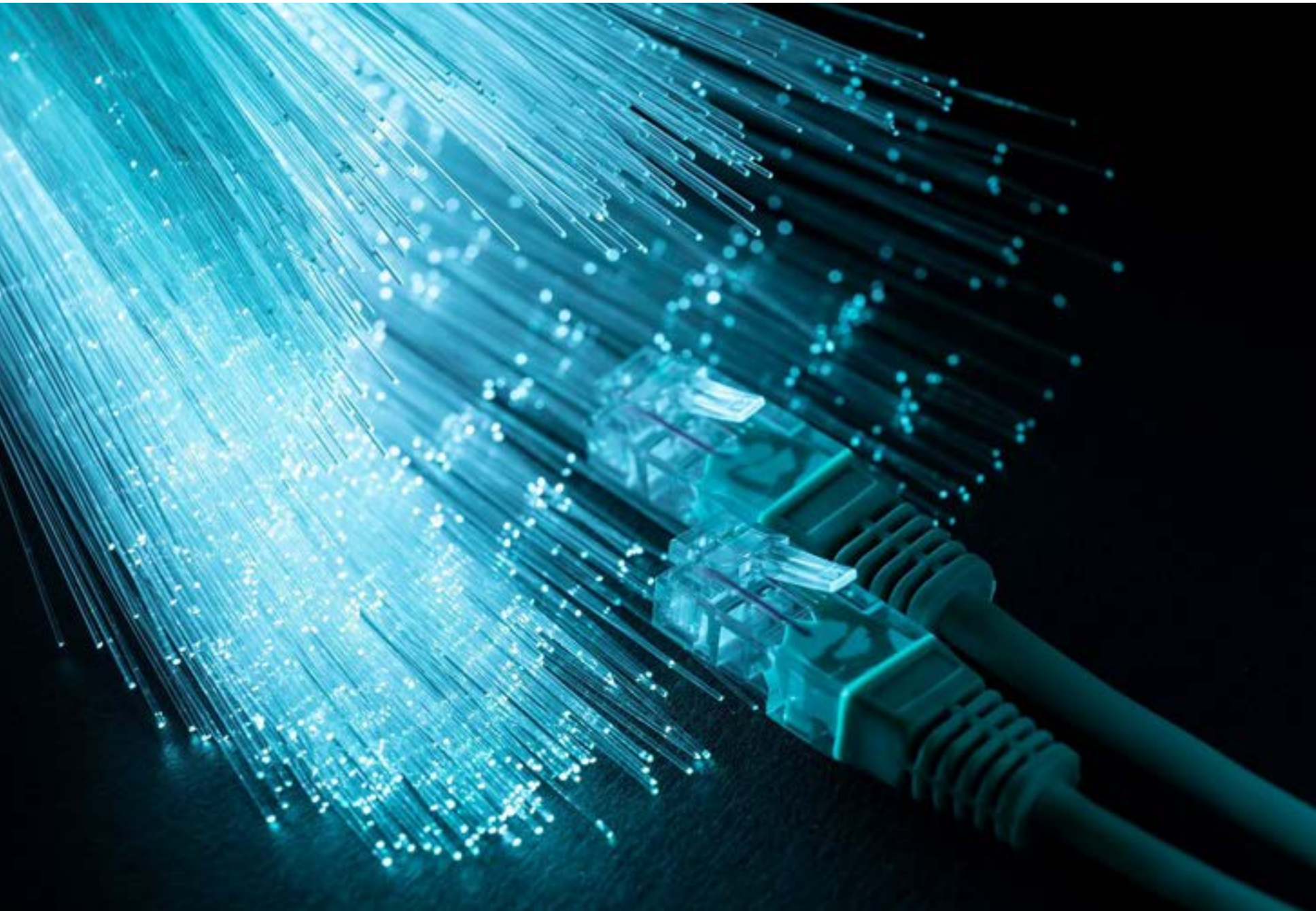
The priority content areas are: four (4) learning areas in grade one and two, 12 learning areas in Grade six (6) and four (4) subjects (Mathematics, Chemistry, Physics and Biology) in form four. The Authority facilitated the development and adaptation of interactive digital content for learning areas in grade one, two and six. The digital content for the 12 learning areas under grade six was further adapted for learners with Hearing and Visual Disabilities.

1.5.3.4. Content Development and Provision of Devices for Learners with Special Needs

The Authority in collaboration with the Kenya Institute of the Blind (KIB) embarked on development of content and provision of assistive devices for learners with visual disabilities. This involved procurement and delivery of tactile graphic embossers and assorted consumables and the assessed 11,891 learners in 1,025 public primary schools across all 47 Counties to determine the type of assistive device they would require. The potential beneficiaries included 569 learners with near or low vision and 284 learners with perceptual disabilities.

STRATEGIC GOAL 2: EMPOWERMENT AND PROTECTION OF CONSUMERS OF ICT SERVICES

As technology rapidly evolves, it is essential to ensure that consumers are informed and equipped to make knowledgeable decisions about their use of ICT services. This involves implementing educational initiatives and public awareness campaigns to promote digital literacy and raise consciousness about potential risks associated with the usage of ICTs.



CHAPTER 2

CONSUMER EMPOWERMENT AND
PROTECTION





CHAPTER 2: CONSUMER EMPOWERMENT AND PROTECTION

The Authority is mandated to empower consumers of ICT services and protect their interests with respect to the prices, quality and variety of such services. This is achieved by safeguarding the rights and responsibilities of ICT consumers as well as the service providers as stipulated in the KICA, 1998. In ensuring that consumers are protected and empowered, the Authority undertakes regulatory interventions such as mandating all licensed ICT service providers to establish appropriate customer care and complaints handling mechanisms as well as publish the charges, terms and conditions of services.

2.1. Understanding the Consumer

The Authority undertakes customer satisfaction, stakeholder perception and audience measurement and industry trends surveys for the preceding financial years to gather insight into the behaviour of ICT services consumers in Kenya. These surveys seek to continuously assess consumer behaviour in the market with the aim of obtaining an objective view of the consumer trends, behaviour, satisfaction and perception with regards to the use of ICT services. The findings from the surveys inform consumer empowerment and protection mechanisms as well as initiatives for future implementation.

2.1.1. Customer Satisfaction Survey

The Authority conducted the FY 2022/23 customer satisfaction survey that sought to determine the extent to which its customers are satisfied with its various services. The survey covered both internal and external customers.

The overall Customer Satisfaction index for FY 2022/2023 stood at 80.1 percent up from 78.2 percent recorded in the last survey (FY 2021/2022). The various categories of customers were ranked as illustrated in Table 2.1.

Table 2.1 Customer Satisfaction Index by Segments

SEGMENTS	MEETING TYPE	NO. OF MEETINGS
Licensees	78.9	80.6
Suppliers	80.5	81.7
Customers served directly by the Authority regarding complaints and enquiries	70.2	79.9
Partners and Affiliates	73.9	79.4
Internal customers	73.9	75.0
Internal customers	78.2	80.1
Overall CSI	73.9	79.4

Source: Communications Authority of Kenya

2.2.1. Consumer Education Programmes

In an increasingly digital world, empowered consumers are pivotal in driving the adoption and responsible use of technology. In recognition of this, the Authority continued to champion consumer rights, placing a strong emphasis on education and awareness. The initiatives aimed at equipping consumers with the knowledge and skills included developing and dissemination of 1,500 consumer advisory information materials on their rights and use of ICT products and services. The materials were disseminated during consumer education outreach activities, corporate events, licensees' forums, schools, website and social media platforms. The Authority also developed posters on child online safety and distributed 1,500 copies to several schools.

The Authority in partnership with African Advanced Level Telecommunications Institute (AFRALTI) carried out capacity building on child online protection and safety. The course content includes the regulatory framework on child online protection in Kenya and technical solutions available. The Authority facilitated training of 361 participants from Government Ministries, Departments and Agencies (MDAs), law enforcement, faith-based organizations, teachers and students, compared to 350 participants in the previous year. To further enhance child online protection and safety, the Authority trained the Board and Secretariat of the National Parents Association. The training focused on child online safety tips for parents, caregivers, teachers and guardians.



Members of the National Parents Association Board and Secretariat during the COP Capacity Building training in Nairobi.

2.2.2. Consumer Empowerment Programmes

The Authority collaborated with various organizations to execute 13 consumer education and outreach activities that were geared towards sensitization on consumer empowerment. The outreach activities included; 2023 Kenya Music Festivals, Kenya Primary Schools Headteachers Association (KEPSHA) annual delegates congress, Safer Internet Day, Greater Harvest Student conference, Cybersecurity Awareness webinar, Workshop on the Internet And Disability; Kenyatta University Cultural Week; Lamu Cultural Festivals, Pwani Innovation Week, Sinema Mtaani Programme, 2024 World Consumer Rights Day, Customer Service Week, and a three-month Child Online Safety Campaign in partnership with KICTANet and Parents Magazine.

The Authority registered 148 competitive from educational institutions nationwide, serving as a platform to instil positive values and address COP among the children and youth.

The Authority sponsors a thematic category on COP that continues to attract more entries ranging from music and dance to elocution. During the 2023 Kenya Music Festivals the COP category registered 148 entries up from 108 in the previous year, signifying increased awareness on COP societal issues among the students.



Kitengela International School receiving a trophy from His Excellency Dr. William Samoei Ruto, C.G.H. during the State Concert in Nakuru County. Also, in photo from left Education PS Dr. Belio Kipsang, Education CS Ezekiel Machogu, KMF Chairperson Dr. Ngala, CA Board Chair Mary Wambui and CA DG Ezra Chiloba.

The Authority reached over 5,000 teachers during KEPSHA and about 500 students during the Kenyatta University Cultural Week. Further, the Authority engaged 200 participants during the Lamu Cultural Festivals.

The Authority joined the global fraternity in marking the 2024 World Consumer Rights Day, whose theme was “Fair and

Responsible Artificial Intelligence (AI) for Consumers”. The day was marked by engaging consumers on social media and a live TV broadcast of a panel discussion on development and deployment of safe AI systems and technologies in a manner that benefits society.



TV panel Discussants during the 2024 World Consumer Rights Day

2.3. CONSUMER PROTECTION

To protect consumers of ICT services, the Authority monitors the quality of ICT services and facilitates resolution of consumer complaints.

2.3.1. Consumer Complaints

The Authority continued to address consumer complaints on services rendered by licensees and facilitated resolution of 557 out of 711 complaints received. Table 2.2 shows the status of complaints received by category.

COMMUNICATIONS AUTHORITY OF KENYA

Table 2.2 Number of Consumer Complaints by Category

NO.	CATEGORY	TOTAL	RESOLVED	PENDING
1	Broadcasting Service	50	42	8
2	Cyber security	43	34	9
3	Postal/courier Services	21	13	8
4	Telecommunications Service	430	310	120
5	Frequency	14	5	9
6	General Complaints	153	153	0
TOTAL		711	557	154

Source: Communications Authority of Kenya

2.3.2. Consumer Protection Requirements

The Authority monitors the extent to which the ICT Service Providers adhere to the consumer protection requirements. The main areas of focus include Customer Care System; Advertisement; Complaints Policy, Procedure and System; Customer/Consumer Information; Outage Credit Policy, Commercial Code, Subscriber Agreement and Confidentiality; Billing and Emergency Services.



CHAPTER 3

COMPLIANCE AND ENFORCEMENT



CHAPTER 3 COMPLIANCE AND ENFORCEMENT

The Authority inspects, monitors and undertakes enforcement activities to ensure compliance with the regulatory frameworks. This is aimed at verifying compliance with license conditions, quality of service thresholds, assessing conformance with standards and ensuring the integrity of public communications infrastructure. This chapter highlights compliance and enforcement initiatives undertaken in broadcasting, postal and courier as well as telecommunications subsectors. It further illustrates activities undertaken in radio installation inspections, frequency interference resolution and cyber security management.

Table 3.1 Inspected Studios by category

STUDIOS	FM STUDIOS		TV STUDIOS	
	No. of Studios Compliant	% Compliance	No. of Studios Compliant	% Compliance
Studios inspected	221		107	
Evidence of submission in of EPG to BSD	N/A	-	48	44.86
Evidence of CA approved complaints handling procedures (CHP)	192	86.88	98	91.59
Evidence of phone number for handling broadcast complaints	200	90.50	98	91.59
Evidence of a log of complaints received	126	57.01	63	58.88
Is CHP publicized at least three times a day	202	91.40	94	87.85
Evidence of internal editorial policy	185	83.71	76	71.03
Storage of recordings for at least 1 year	137	61.99	42	39.25
Time stamped recordings available	79	35.75	32	29.91
Evidence of profanity delay mechanism (applicable to stations that air programming)	113	51.13	45	42.06
Evidence of PWDS accessibility mechanism (applicable to stations that air news or live coverage of national events)	N/A	-	56	52.34
Average Compliance (%)	69.80		60.93	

Source: Communications Authority of Kenya

3.1. BROADCASTING SUBSECTOR

The Authority continued to monitor compliance with license conditions and ICT installation standards to ensure that licensed broadcasters adhered to set standards. This included inspections and monitoring that were aimed at fostering a responsible broadcasting environment that meets the diverse needs of consumers while safeguarding public interest. This section entails information on studio inspections, content monitoring, compliance and enforcement.

3.1.1. Broadcasting Studio Inspections

The Authority inspected 328 broadcasting studios comprising 221 FM stations and 107 TV stations. The compliance level of FM stations was 69.80 percent while that of TV stations was 60.93 percent as illustrated in Table 3.1.

3.1.2. Broadcast Content Monitoring

The Authority monitors compliance with the Programming Code and accessibility of content for people with hearing impairment. The Code provides for, among others, a watershed period (5:00 A.M. – 10:00 P.M.) 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 as shown in Table 3.2.

Table 3.2 Compliance Level with Broadcast Content Standards

CATEGORIES	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Compliance with the minimum 40% local content quota	92	92	92	93.8	90.03
Compliance with provision of broadcast accessibility for PWDs - sign language inserts for current affairs, emergency announcements, and events of national importance	100	100	96	91.7	87.65
Compliance with limits on advertisement (i.e., airing no more than 10 minutes of advertisement in any 30 minutes programme segment)	100	100	100	100	100
Compliance with standards of good taste and decency by airing only appropriate content during the watershed period	98	98	96.7	95.6	96.39

Source: Communications Authority of Kenya

3.1.3. Broadcast Compliance

The Authority evaluates service providers to ascertain their compliance with statutory and regulatory requirements as outlined in the license conditions. The compliance level for various service categories was 57.0 percent for broadcasting. The Authority issued 359 notices to non-compliant licensees instructing immediate remedy to the non-compliances.

3.1.4. Broadcast Enforcement

The Authority undertook surveillance activities to identify unlicensed providers of broadcasting services. The surveillance exercise identified seven (7) unlicensed service providers and were issued with notices to seize operations. As a result, three (3) broadcast service providers were licensed. The Authority took enforcement actions against the remaining four (4), which included equipment seizures and the prosecution of offenders.

3.2. POSTAL SUBSECTOR

The Authority continued to monitor compliance within the postal subsector while ensuring that service providers adherence to

set industry standards. The goal was to maintain service quality, safeguard consumer interests and ensure fair competition within the subsector.

3.2.1. Postal and Courier Inspections

The inspections of postal and courier outlets check compliance on tariffs, safety and security, as well as delivery timelines requirements. A total of 881 postal and courier service provider outlets were inspected comprising 298 Postal Corporation of Kenya outlets and 583 private courier outlets. The operational compliance level was 76.3 percent.

3.2.2. Quality of Service (QoS) for Postal Services

The Authority conducted Quality of Service (QoS) assessment across 20 post offices nationwide which focused on the mail delivery timeliness. **The goal was to ensure that at least 65 percent of mail and packages meet delivery standards. Postal Corporation of Kenya achieved a 68 percent compliance rate** as illustrated in Figure 3.1.



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

Figure 3.1 QoS Monitoring for Postal Services
 Communications Authority of Kenya

3.2.3. Postal and Courier Compliance

The Authority evaluates postal and courier service providers to determine their compliance with statutory and regulatory requirements as outlined in their license conditions. The compliance level for the postal and courier subsector was 40.8 percent. The Authority issued 229 notices to the non-compliant service providers, requiring them to address the identified issues.

3.2.4. Postal and Courier Enforcement

The Authority conducts surveillance activities to assess the players in the postal and courier of market. During the exercise, 33 unlicensed operators were identified and issued with notices of contravention, directing them to cease operations and comply with the licensing requirements. In addition, the Authority concluded one (1) court case relating to offences of operating postal services without a valid License Contrary to Section 67(D) of the KICA No.2 1998.

3.3. Telecommunications Subsector

The Authority reinforced its compliance and enforcement efforts within the telecommunications subsector by ensuring that service providers adhered to regulatory standards, safeguarded consumer rights and maintained the quality of services. This section focussed on radiocommunication installations inspections, market surveillance on SIM card Registration and type approval, quality of service for mobile cellular services, radiocommunication installations inspections, compliance, enforcement as well as case management and prosecution within the subsector.

3.3.1. Quality of Service for Mobile Cellular Services

The Authority conducted Quality of Service (QoS) monitoring on mobile voice telephony, data and SMS services. The QoS parameters monitored included establishment of quality of phone calls, the delay and speed of data transmission and the time taken for text message delivery.

The QoS performance scores for Telkom Kenya Limited, Airtel Networks Kenya Limited, and Safaricom PLC were 52 percent, 73 percent, 79 percent respectively. This was a decline in performance by all the three operators, with none of the operators achieving minimum threshold of 80 percent. Figure 3.2 presents a comparative analysis of the compliance levels of each operator during the past four years.

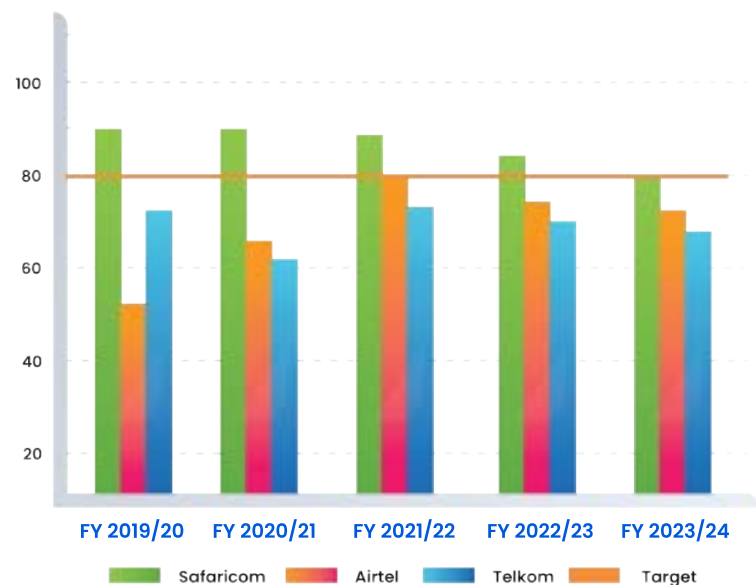


Figure 3.2 Overall Compliance by Operator
 Source: Communications Authority of Kenya

3.3.2. Telecommunications Compliance

The Authority evaluates telecommunications service providers to monitor compliance with statutory and regulatory requirements as outlined in the license conditions. The compliance level for the subsector stood at 64.9 percent. The Authority issued 584 notices to non-compliant operators, directing them to address the issues identified.

3.3.3. Telecommunications Enforcement and Market Surveillance

The Authority conducted surveillance activities to assess the market environment including unlicensed telecommunications service providers. During the exercise 147 unlicensed operators and two (2) instances of non-type approved equipment recorded. As a result, notices of contravention were issued and 121 of the unlicensed operators applied for licences and were licensed as service providers. Enforcement actions, including equipment seizures and legal proceedings, were taken against 26 non-compliant operators.

3.4 RADIO SPECTRUM MANAGEMENT AND COMPLIANCE

The Authority manages radio spectrum, a critical resource for telecommunications, broadcasting and other communication services, through regular inspections of radio-communications installations, interference resolution and cross-border frequency coordination. It ensures that the spectrum is utilized efficiently and in compliance with regulatory standards. These efforts help maintain service quality, prevent harmful interference and support seamless communication across borders.

3.4.1. Radio-Communication Inspections

The Authority periodically inspects radio-communications installations to confirm compliance with frequency assignments, radiated power levels, type-approval status of installed radio communications equipment and adherence to installation standards. The Authority carried out 2,315 inspections of various installations, out of which 104 installations were non-compliance with the set standards. The Authority issued 104 notices to non-compliant licensees. Table 3.3 shows the number of radio communication installation inspected in a period of five (5) years.

Table 3.3 Number of Radio Communication Installations Inspected

SERVICE	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Land Mobile Networks	2	73	1	110	253
Broadcast Transmitters (Radio)	122	167	220	460	525
Broadcast Transmitters (TV)	37	40	70	90	121
Fixed Networks	421	0	466	892	1416
Earth Stations	13	0	0	0	0
Total	595	280	757	1,552	2,315

Source: Communications Authority of Kenya

3.4.2. Radio Frequency Interference Resolution

The Authority monitors radio frequency utilization to ensure compliance with assignment conditions and identify illegal operations. Out of 44 identified interference cases 38 were resolved resulting to a resolution rate of 86.4 percent compared to 58.8 percent in the previous year.

The Authority also investigates various complaints by Mobile Network Operators (MNOs) about illegal GSM repeaters interfering with their systems. In this regard, 54 interference cases were handled, with 16 instances resolved while the rest were instructed to switch-off.

3.4.3. Cross Border Frequency Coordination

To ensure seamless communication services along the Kenyan borders, the Authority conducts regular frequency coordination exercises with its counterparts from other jurisdictions. In the year the Authority harmonized mobile frequencies along the Kenya-Ugandan and Kenya-Tanzanian borders. The Authority also conducted a broadcasting coordination exercise with the Tanzanian administration which resulted in a harmonized FM broadcast band.

3.5. CYBERSECURITY MANAGEMENT

The Authority, through the National KE-CIRT/CC, a 24/7 multi-agency coordination centre, monitors, detects, prevents and

responds to cyber-attacks targeting the country. KE-CIRT/CC acts as a liaison between ICT service providers, both local and international, and the Judicial Law and Order Sector responsible for investigating and prosecuting cybercrimes.

The National KE-CIRT/CC detected 3,449,333,823 cyber threats compared to 855,554,988 during the previous year. This surge was driven by factors such as more sophisticated cyber tools, increased reliance on cloud technologies, enhanced technical skills, and rapid technological developments. A summary of the cyber threats detected over the last five years is presented in Table 3.4.

Table 3.4 Summary of Cyber Threats Detected by the National KE-CIRT/CCT

CYBER THREATS DETECTED	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Malware	101,651,143	122,524,531	218,639,597	121,250,616	85,860,852
DDOS/Botnet	1,475,537	17,668,736	120,064,763	55,841,666	45,980,517
Web Application Attacks	7,662,793	16,236,587	1,231,271	677,781	525,477
System Vulnerabilities	108,596	1,974,698	104,120,175	677,784,925	3,316,966,977
Total	110,898,069	158,404,552	444,055,806	855,554,988	3,449,333,823

Source: Communications Authority of Kenya

The Authority continued to disseminate cyber threat advisories to the critical information infrastructure (CII) within the ICT sector. **The Authority issued a total of 27,522,657 advisories as compared to 23,194,321 in the previous year,** as shown in Table 3.5. These advisories are intended to inform organizations about emerging cyber threats and vulnerabilities, enabling them to implement mitigating measures.

Table 3.5 Cyber Threat Advisories Issued by the National KE-CIRT/CC

CYBER THREAT ADVISORIES	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Malware	7,718	5,531	193,595	326,011	2,764,169
DDOS/Botnet	1,829	1,258	84,087	101,270	145,700
Web Application Attacks	687	1,420	80,035	152,126	9,519,927
System Vulnerabilities	60,593	85,487	7,615,412	22,614,914	15,092,861
Totals	70,827	93,696	7,973,129	23,194,321	27,522,657

Source: Communications Authority of Kenya

➤➤ **STRATEGIC GOAL 3: FOSTERING COMPETITIVE ICT MARKETS AND EMERGING TECHNOLOGIES**

Creating a competitive environment within the ICT sector will foster innovation and motivate the advancement of innovative technologies and services. The goal further aims to achieve improved service quality, more affordable pricing and a broader range of choices for consumers. In addition, the Authority will invest in research and development to drive innovations and adoption of emerging technologies, which will actively contribute to the country's progress in digital advancement.



CHAPTER 4

COMPETITIVE MARKETS



CHAPTER 4: COMPETITIVE MARKETS



The ICT sector in Kenya plays a pivotal role in driving economic growth and enhancing global competitiveness. This chapter explores the uptake of ICT services across the broadcasting, postal and courier as well as telecommunications subsectors by analysing the penetration and usage patterns within these domains to provide insights into the current state of the sector, highlighting key trends and growth areas.

4.1. UPTAKE OF ICT SERVICES

The uptake of ICT services in Kenya has seen significant growth, driven by increased access to technology, digital literacy efforts, and expanding infrastructure. This section provides an overview of the penetration and usage across the broadcasting, postal and courier as well as telecommunications subsectors.

4.1.1. Broadcasting Services

The emergence of new forms of broadcasting technology has significantly expanded the availability of television channels, offering improved picture quality and wider coverage. This has increased adoption of both Free-to-Air and Subscription TV services.

As at 30th June 2024, DTT subscriptions accounted for 71.1 percent of the total TV subscriptions. The number of TV subscriptions rose by 2.8 percent to 6.3 million, whereas Direct-to-Home (DTH) subscriptions rose by 2.5 percent to 1.78 million. Cable broadcasting subscriptions rose by 4.5 percent to 59,576. Table 4.1 shows the trends in TV subscriptions for broadcasting services for the last five (5) years.

Table 4.1 TV Subscriptions

TECHNOLOGY	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Cable	73,417	85,232	78,063	57,004	59,576
DTH	1,266,989	1,533,745	1,627,498	1,740,913	1,784,354
DTT	3,813,126	4,056,520	4,283,070	4,407,645	4,534,944
Total	5,153,532	5,675,497	5,988,631	6,205,562	6,378,874

Source: Communications Authority of Kenya

4.1.2. Postal and Courier Services

The postal and courier services remain a vital part of the ICT sector enabling the efficient exchange of letters and parcels both domestically and internationally. The private courier traffic has continued to experience steady growth, as highlighted in Table 4.2. Notably, the outgoing domestic courier items increased by 60.78 percent driven by increased uptake of e-commerce services.

Table 4.2 Private Courier Traffic

INDICATOR/PERIOD	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Outgoing Domestic Letters	631,395	1,437,689	1,129,852	1,133,104	1,817,297
Outgoing Domestic Courier Item	1,481,070	3,344,632	4,288,617	4,878,548	7,843,900
International Outgoing Letters	591,474	1,095,620	1,576,419	1,686,818	1,893,745
International Incoming Letters	149,448	343,618	404,769	462,061	534,098

Source: Communications Authority of Kenya

The PCK traffic was on upward trend with outgoing domestic courier item increasing significantly by 288 percent as highlighted in Table 4.3

Table 4.3 Postal Corporation of Kenya Traffic

INDICATOR/PERIOD	FY 2019/20	FY 2020/21	FY 2021/22*	FY 2022/23	FY 2023/24
Outgoing Domestic Letters	31,641,314	54,897	-	1,099,460	1,418,847
Outgoing Domestic Courier Item	335,107	0	-	36,510	142,363
International Outgoing Letters	2,478,662	37,246	-	89,231	238,136
International Incoming Letters	9,201,665	14,932	-	68,463	167,725

*FY 2021/22 data not available due to challenges experienced during the COVID 19 Pandemic

Source: Communications Authority of Kenya



4.1.3. Telecommunications Services

The telecommunications sector is rapidly transforming with the adoption of 5G, expanding fibre networks and the growing use of IoT devices. These innovations are improving connectivity, enabling faster data speeds and introducing new digital services. Satellite services are also emerging as strong competitors to traditional telecom providers, particularly in remote areas where infrastructure is limited. This competition is envisioned to push for innovation by operators within the subsector to enable them to compete with the satellite service providers. Overall, these developments are reshaping the ICT sector, expanding access and offering consumers more choices at lower costs.

Table 4.4 Subscriptions in Mobile Telephony Services

OPERATOR/PERIOD	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Safaricom PLC Ltd	36,587,136	41,373,138	42,534,682	43,928,399	45,077,491
Airtel Networks Kenya Limited	15,307,422	17,327,290	17,046,982	18,074,576	20,293,643
Telkom Kenya Limited	3,441,362	4,009,758	3,422,345	2,522,887	1,478,668
Finserve Kenya Limited	1,696,312	1,495,535	1,397,416	1,501,749	1,452,867
Jamii Telecommunications Ltd **	-	196,301	272,392	411,549	590,108
TOTAL	57,032,232	64,402,022	64,673,817	66,439,160	68,892,777

**Jamii Telecommunications Ltd commenced provision of mobile services during the FY 2020/21

Source: Communications Authority of Kenya

4.1.3.1. Subscriptions in Mobile Telephony Services

Mobile telephony services in the country continue to experience steady growth, driven by the expanding reach of telecom operators and increased access to mobile services. In the year, mobile subscriptions increased by 3.7 percent to 68.8 subscriptions. Trends in mobile subscriptions over the past five (5) years by operator are detailed in Table 4.4, with market shares illustrated in Figure 4.1.

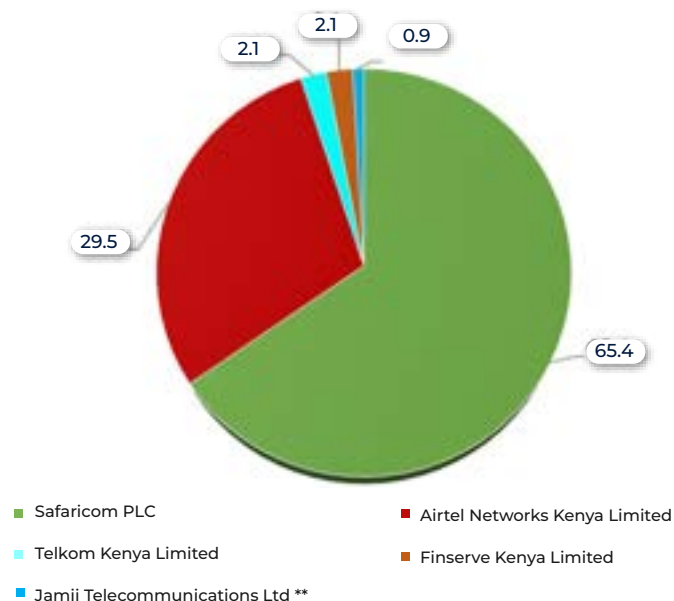


Figure 4.1 Market Share by Service Providers

Source: Communications Authority of Kenya

4.1.3.2. Market Shares in Mobile Subscriptions

There has been a shift in market shares for mobile subscriptions with Safaricom PLC shares dropping to 65.4 percent while Airtel Networks Kenya Limited and Jamii Telecommunications Ltd market shares increased to 29.5 and 0.9 percent respectively. Table 4.5 shows the trend in market share in mobile subscriptions by operator over the past five years.

Table 4.5 Market shares in mobile subscriptions by operator

OPERATOR	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Safaricom PLC	64.2	64.2	65.8	66.1	65.4
Airtel Networks Kenya Limited	26.8	26.9	26.4	27.2	29.5
Telkom Kenya Limited	6.0	6.2	5.3	3.8	2.1
Finserve Kenya Limited	3.0	2.3	2.2	2.3	2.1
Jamii Telecommunications Ltd	0.0	0.3	0.4	0.6	0.9

Source: Communications Authority of Kenya

4.1.3.3. Mobile Penetration

Mobile subscriptions per 100 inhabitants as at 30th June 2024 was 133.7 percent. Figure 4.2 shows mobile penetration for the past five (5) years.



Figure 4.2 Mobile Penetration (%)

Source: Communications Authority of Kenya

4.1.3.4. Mobile Traffic

Mobile traffic in Kenya continues to experience steady growth across domestic voice, SMS and international call segments. Domestic voice minutes grew by 15.9 percent to 95.8 billion and the number of short messages sent grew by 1.5 percent to 53.2 billion. Despite the general growth in domestic minutes, there was a decline in domestic mobile to fixed calls in minutes due to a decline in fixed line subscriptions.

Further, the International incoming minutes increased by 19.5 percent to 410.4 million while international outgoing minutes rose by 6.7 percent to 726.1 million. Table 4.6 illustrates the trends in domestic and international mobile traffic over the past five (5) years.



Table 4.6 Distribution of Mobile Traffic

INDICATOR/PERIOD	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
On-net Calls in Minutes	56,273,419,535	67,542,508,332	69,600,154,465	71,630,207,165	82,150,845,552
Off-net Calls in Minutes	7,051,429,229	9,208,734,031	9,749,654,524	10,990,559,215	13,647,808,853
Domestic Mobile to Fixed Calls in Minutes	61,462,861	65,885,730	64,728,975	64,141,003	61,990,232
Total No. of Calls in Minutes	63,386,311,625	76,817,128,094	79,414,537,964	82,684,904,383	95,860,644,637
International Incoming Calls in Minutes	567,337,791	471,588,569	454,524,150	343,504,788	410,418,140
International Outgoing Calls in minutes	455,908,029	507,456,055	617,736,898	680,720,706	726,197,015
SMS Traffic (No. of Messages)	69,698,701,144	54,510,222,940	44,306,303,570	52,441,434,503	53,238,866,579

Source: Communications Authority of Kenya



4.1.3.5. Mobile Money Services

The country continued to experience significant growth in mobile money usage, supported by both government and private sector efforts to enhance financial inclusion. Notably, **active mobile money subscriptions grew by 1.8 million subscriptions to 39.8 million. The growth in mobile money is partly attributed to the removal of withdrawal codes for transactions sent from M-Pesa to Airtel Money, allowing funds to be transferred directly into the Airtel Money wallet.** Despite this general growth, T-Kash recorded a decline of 39.9 percent in subscriptions to 17,665. Table 4.7 presents data on mobile money subscriptions per operator for the past five (5) years

Table 4.7 Mobile Money Subscriptions

BRAND NAME (OPERATOR)	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
M-Pesa (Safaricom PLC Ltd)	30,193,831	34,270,393	36,112,757	36,877,015	37,205,904
T- Kash (Telkom Kenya Limited)	13,999	121,744	39,487	29,389	17,665
Airtel Money (Airtel Networks limited)	310,359	272,570	1,065,897	1,114,090	2,608,359
Total	30,518,189	34,664,707	37,218,141	37,991,105	39,831,928

Source: Communications Authority of Kenya

4.1.3.6. Fixed Voice Service

Fixed voice service remains an important aspect of Kenya’s telecommunications subsector as it provides reliable voice communication, especially for businesses and institutions that require stable landline connectivity. Notably, total fixed voice subscriptions increased by 19.2 percent to 70,975 subscriptions, with Wananchi Group Kenya Limited recording an increase of 26.6 percent to 60,429 subscriptions. This increase is attributed to the Wananchi’s Group Kenya triple play package that includes voice, TV and data services. Table 4.8 outlines the fixed voice subscriptions by operator over the past five (5) years, highlighting the trends in the adoption of these services.

4.1.3.7. Mobile Data Subscriptions

Mobile data subscriptions in Kenya have seen significant growth in recent years, driven by increasing demand for internet access and the rapid rollout of advanced network technologies. The total mobile data/Internet subscriptions increased to 52.5 million, of which 73.2 percent were on mobile broadband. This increase is attributed to expansion of internet infrastructure, increased penetration of smartphones and rising demand for internet services such as social media, e-government services, e-commerce among others, thus advancing socioeconomic progress. The 4G technology recorded the highest number of subscriptions, indicating increasing demand for faster internet speeds among consumers. The uptake of mobile data/Internet services for the past five (5) years is as shown in Figure 4.3.

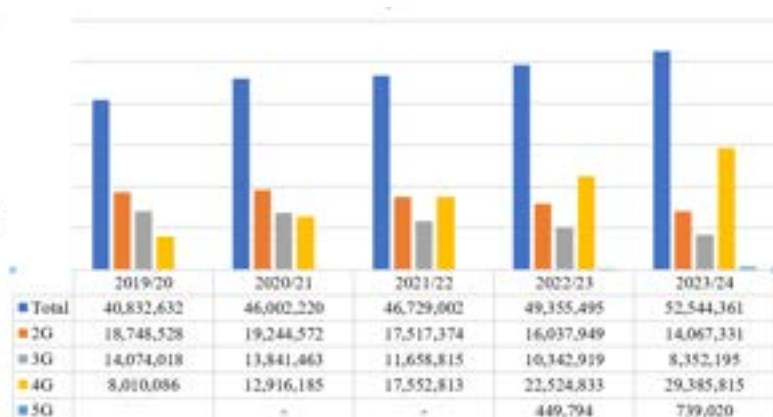


Figure 4.3 Mobile Data Subscriptions by Technology

Source: Communications Authority of Kenya

4.1.3.8. Fixed Data/Internet Subscriptions by speeds

Fixed data/Internet subscriptions in Kenya have seen a significant rise in recent years, driven by the increasing need for faster and more reliable internet connections in both urban and rural areas. The demand for 100Mbps recorded a three-fold increase of 178.7 percent to 15,493 subscriptions, attributed to the deployment of Space X satellite network. Table 4.9 provides a detailed breakdown of fixed data/Internet subscriptions by speed over the past five years, showcasing the trends in consumer demand for faster internet services.

Table 4.9 Fixed Data/Internet Subscriptions by Speed

SPEEDS/PERIOD	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
<256Kbps	9,968	10,150	7,087	10,255	14,426
=>256Kbps<2Mbps	12,416	13,816	15,018	13,104	15,239
=>2Mbps<10Mbps	347,981	406,053	422,418	559,310	707,310
=>10Mbps<30Mbps	134,378	175,182	308,143	388,978	455,530
=>30Mbps<100Mbps	112,182	125,237	158,145	200,997	292,942
=>100Mbps	2,654	3,891	4,863	5,559	15,493
Totals	619,579	734,329	915,674	1,178,203	1,500,940

Source: Communications Authority of Kenya



4.1.3.9. Data Services by Technology

Kenya's telecommunications sector has witnessed remarkable growth over the past few years, driven by the rising demand for internet connectivity across various sectors of the economy. As digital transformation accelerates, consumers and businesses alike are increasingly reliant on diverse data service technologies to meet their needs for communication, entertainment and commerce. In the year, data/internet subscriptions by technology increased by 6.95 percent to 54 million. Notably, **Satellite and Terrestrial wireless services recorded the highest increments of 7,919 and 108,817 subscriptions respectively.** This growth can be partly attributed to new satellite internet service offered by Starlink. Table 4.10 highlights the trend in data and internet subscriptions by different technologies over the past five (5) years.

Table 4.10 Data/Internet Subscriptions by Technology

SUBSCRIPTION	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Terrestrial wireless	88,159	114,348	153,511	247,904	356,721
Satellite	1,698	1,240	594	405	8,324
Fixed Digital Subscriber	997	449	812	709	137
Fixed Fibre optic	351,332	439,002	547,851	733,071	939,553
Fixed Cable Modem (Dial up)	176,589	178,645	212,129	195,323	195,319
Other fixed Data Subscriptions	804	645	777	791	886
Total	619,579	734,329	915,674	1,178,203	1,500,940

*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

4.1.3.10. International Internet Bandwidth

Kenya's international internet bandwidth capacity has grown substantially, driven by increasing demand for connectivity. Expanding this capacity is essential to ensuring that the country can meet the needs of businesses, individuals and institutions, contributing to Kenya's digital transformation and establishing it as a regional hub for ICT services. In the year, the total available international internet bandwidth capacity in the country grew

by 28.6 per cent to 21,244.338 Gbps. EASSY, DARE 1 and PEACE cable providers lit more capacity to meet increasing customer demand. The total utilized international internet bandwidth capacity grew by 60.0 per cent to 15,484.73Gbps, as shown in Table 4.11. The utilized satellite capacity increased remarkably from 0.41 Gbps to 840.45 Gbps following the launch of Starlink's high-speed, low-latency satellite internet in the country.

Table 4.11 Available/ Lit and Utilized International Internet Bandwidth (Gbps)

SUBSCRIPTIONS		FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Undersea Bandwidth Capacity (Gbps)	SEACOM	2,940.00	3,920.00	3,920.00	3,920.00	6,850.00
	TEAMS	1,618.00	1,618.00	1,618.00	4,063.00	4,063.00
	EASSY	2,520.00	4,120.00	4,750.00	5,250.00	6,290.00
	LION 2	308.50	554.13	553.00	750.50	707.50
	DARE 1	-	-	760.00	1,386.00	1,670.00
	PEACE	-	-	-	1,151.00	1,661.00
Total Undersea Bandwidth Capacity in Gbps		7,386.50	10,212.13	11,601.00	16,520.50	21,241.50

Source: Communications Authority of Kenya

SUBSCRIPTIONS	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Satellite Bandwidth Capacity in Gbps	5.48	5.33	4.99	2.80	2.838
Total Available Bandwidth Capacity in Gbps	7,391.98	10,217.46	11,605.99	16,523.30	21,244.338
Utilized International Internet Bandwidth in Gbps	Utilized International Internet Bandwidth in Gbps				
Undersea Bandwidth	3,232.60	4,572.60	6,000.58	9,676.03	14,644.28
Satellite Bandwidth	2.61	2.56	2.59	0.41	840.45
Total Utilized Bandwidth in Gbps	3,235.21	4,575.16	6,003.17	9,676.44	15,484.73

Source: Communications Authority of Kenya

4.1.4. Tariffs

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

4.1.4.1. 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 areas shown in Table 4.12.

Table 4.12 Average Pay-As-You-Go Rates per Minute

MOBILE TARIFFS (IN KSHS.)	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Average On-net PAYG Rate per minute	3.03	3.03	3.22	3.22	3.92
Average Off-net PAYG Rate per minute	3.23	3.23	3.82	3.82	3.92
Average Price per SMS	1.10	1.10	1.18	1.18	1.19
Average Mobile Data Price per MB	2.26	2.26	2.60	2.60	4.59
Average fixed-fixed	6.00	6.00	3.14	3.14	3.14
Average fixed-mobile	12.00	12.00	4.72	4.72	4.72

*Based on TKL household non-bundle Rate

Source: Communications Authority of Kenya

During the year, the Authority processed 24 applications for new tariffs, 37 applications for tariff revisions and three (3) applications for tariff withdrawal. Further, 36 applications for new promotions and special offers were approved, along with seven (7) applications for revisions to existing promotions and special offers.

4.2. MARKET INTERVENTIONS

Market interventions are essential tools used by the Authority to address imbalances, encourage innovation and ensure that all stakeholders operate on a level playing field. These measures include policy adjustments, regulatory actions and

strategic initiatives aimed at fostering a healthy and competitive telecommunications environment that benefits both consumers and service providers. This section explores the various market interventions implemented within the broadcasting and telecommunications subsectors to promote fair competition, protect consumers and enhance service quality.

4.2.1. Digital Sound Broadcasting

Radio broadcasting in Kenya remains crucial in delivering, among others, information, education and entertainment to the public. In Kenya, frequencies assigned for FM sound broadcasting in

VHF Band II (87.5 - 108.0 MHz) are approaching saturation in most coverage areas. In this regard, the Authority developed a Digital Sound Broadcasting (DSB) Framework that has availed frequencies in the VHF band III (174-230 MHz) for expansion of radio services.

Like DTT, DSB increases signal coverage to accommodate new services, offers reduced costs of entry, improved audio quality service and experience for consumers.

4.2.1.1. Review of Mobile Termination Rates and Fixed Termination Rates

The review of Mobile Termination Rates (MTRs) and Fixed Termination Rates (FTRs) is a crucial aspect of ensuring fair competition and efficiency within Kenya's telecommunications market. MTRs and FTRs are charges that operators pay each other for connecting calls between their networks and have a significant impact on the overall cost of telecommunications services for consumers.

In the year, the Authority issued Determination No. 4 of 2023 on MTR and FTR, reducing the rates from Kshs. 0.58 per minute to Kshs. 0.41 per minute, while the SMS remained at Kshs. 0.05 per SMS. Further the Authority shared with operators the Reference Access Offer (RAO) to ensure transparency and non-discrimination in Interconnection agreements.

4.2.1.2. Review of Broadcast Signal Distribution (BSD) Tariffs

The Authority undertook a study to assess competition in the broadcast subsector and review the pricing and access framework applicable to all broadcasters (content providers), with a view of enhancing fair and healthy competition to maximize the efficiency of the market.

Following the recommendations from the study, the Authority issued Determination No. 3 of 2024 on Terrestrial Broadcasting Signal Distribution (BSD) Tariffs, as shown in Table 4.13.

Further the Authority shared with operators the Reference Access Offer (RAO) to ensure transparency and non-discrimination in BSD agreements.

Table 4.13 BSD Tariffs

SERVICE		INITIAL TARIFFS	NEW TARIFFS
Transmission (Kshs. Per site per Mbit/s per month)	Nairobi	93,411	127,030.12
	Other cities/towns	39,074	97,715.49
	Rural	34,352	68,400.84
Satellite Linking (Kshs. per channel)	Nairobi	234,594	427,592

Source: Communications Authority of Kenya

4.3. RESEARCH AND EMERGING TECHNOLOGIES

Emerging technologies are at the forefront of innovation, driving significant changes across various industries. These technologies, which include advancements like artificial intelligence (AI), Quantum Computing, blockchain, augmented reality (AR), and the Internet of Things (IoT), hold immense potential to transform the way we live and work. They offer new solutions to complex problems, enhance efficiency and create opportunities for growth as well as sustainability. As these technologies continue to evolve, they promise to reshape industries, improve quality of life and address global challenges in unprecedented ways. In this regard, the Authority has embraced research and innovation through the implementation of the Sandbox framework and various knowledge management initiatives.

4.3.1. Spectrum Pricing Study

In our ongoing commitment to establish a responsive legislative, regulatory and licensing regime, the Authority undertook a comprehensive study to review the existing spectrum pricing system. This initiative was driven by the need to effectively manage the country's spectrum resources, ensuring they are utilized in a manner that maximizes value for all stakeholders. The primary objective was to develop new spectrum pricing recommendations across all licensed services, including mobile, fixed, television and satellite communications.

The study was conducted drawing on global best practices and incorporating the latest technological advancements. It also involved an analysis of updated standards to ensure that our approach aligns with international norms. The outcome of the study is set to shape the future of ICT services in Kenya, driving

innovation and expanding access. The new pricing framework will accelerate the deployment of next-generation technologies like 5G, bridge the digital divide in remote areas and foster a competitive market environment. This strategic shift will not only enhance connectivity but also position Kenya as a leader in the digital economy, ensuring that the benefits of a connected society are widely shared and sustainable for the future.

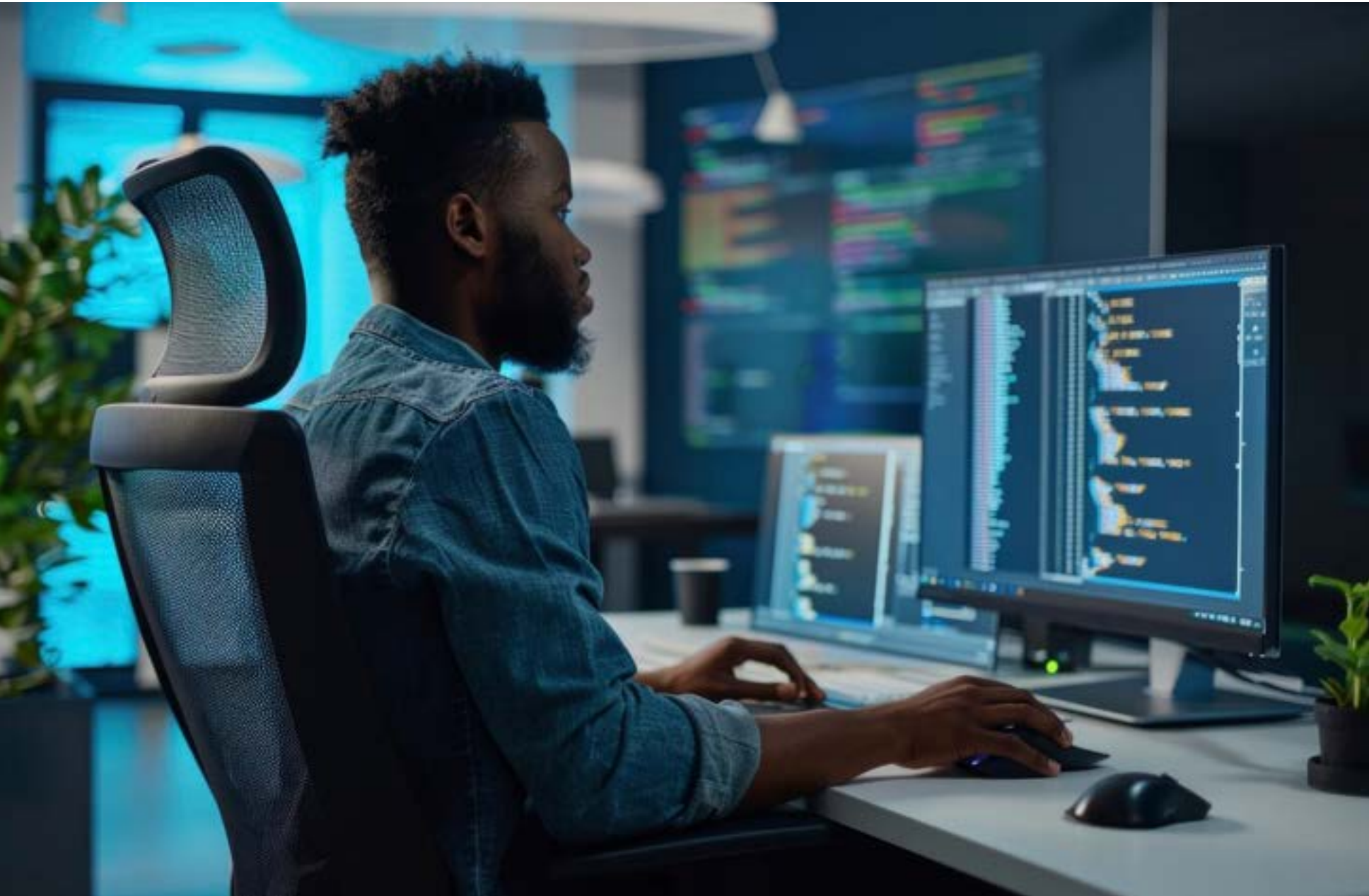
4.3.2. Research and Innovation

As part of our strategic commitment to fostering a vibrant ecosystem for research and innovation within the ICT sector, the Authority developed and implemented a sandbox framework

that provides a platform for experimentation with new ICT services that are not yet due for commercial rollout in a controlled environment. The Authority has implemented the Sandbox website that can be accessed through; <https://sandbox.ca.go.ke/about/overview>.

4.3.3. Global Innovation and Entrepreneurship Centre

The Authority partnered with ITU to host one of the seven (7) establish a Global Innovation and Entrepreneurship Centre (GIEC) in Kenya. The GIEC aims to position Kenya as a global leader in technological innovation and entrepreneurship, creating a dynamic environment where cutting-edge ideas can thrive.



➤ STRATEGIC GOAL 4: ENHANCEMENT OF ORGANIZATIONAL EFFICIENCY AND EFFECTIVENESS

The aim of this strategic goal is to improve the overall efficiency and effectiveness of the organization. To achieve this, the Authority will enhance its internal processes, resource allocation, and decision-making mechanisms. The Authority will streamline its operations through digitalization, adopt best practices and direct its efforts towards achieving meaningful results. Additionally, the Authority understands the value of investing in its workforce, offering them the essential training and tools to excel in their respective roles. Embracing modern technologies in day-to-day operations will further boost efficiency and enable the Authority to adapt swiftly to the ever-evolving ICT landscape. Through these concerted efforts, the Authority aims to optimize its performance and successfully fulfil its vision.



CHAPTER 5

INSTITUTIONAL EXCELLENCE



▶▶ CHAPTER 5: INSTITUTIONAL EXCELLENCE

The Authority is committed to strengthening its institutional capacity to stimulate a high-performance culture, geared towards the delivery of its mandate. To achieve performance excellence, the Authority promotes creativity and innovation, invests significantly in its human resources, leverages on technology and ensures its initiatives align with strategic goals. This comprehensive approach enhances capacity and drives performance outcomes that set new benchmarks for success. The Authority regularly reviews the available skills and experience and makes the necessary changes to ensure that it has the right skills mix to meet the ever-evolving sector needs, enhance service delivery, improve efficiency and spur innovation.

5.1. HUMAN RESOURCE ESTABLISHMENT

The Authority's staff complement stood at 369 as at 30th June 2024 with a female-to-male ratio of 49:51. This comprised 222 staff on permanent and pensionable terms and 147 staff on contractual terms. The Authority employed 11 members of staff during the year while 22 members of staff joined on secondment. A total of 13 members of staff exited the Authority. Table 5.1 shows the demographic data for the Authority's staff while Figure 5.1 shows the female-to-male ratio.

Table 5.1 Total number of staff at the Authority

EMPLOYMENT TERMS	NO. OF STAFF	MALE	FEMALE
Permanent and Pensionable staff	222	113	109
Long-term Contract (5yrs), Mgt	7	4	3
Short Term Contract	140	69	71

Source: Communications Authority of Kenya



COMMUNICATIONS AUTHORITY OF KENYA

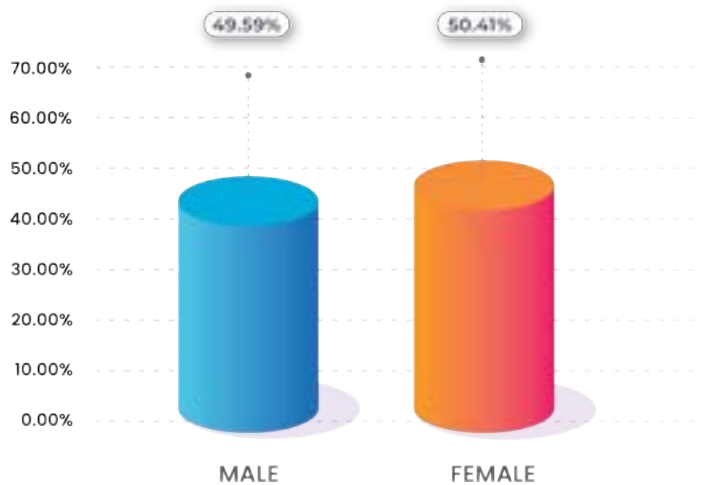


Figure 5.1 Female-to-Male Ratio

Source: Communications Authority of Kenya

5.2. ORGANIZATIONAL LEARNING

The Authority operates in a dynamic environment which calls for skilled, trained and well-informed staff on the developments in the ICT sector. The Authority offered diverse and comprehensive learning opportunities to staff by sponsoring them for various courses, seminars, workshops and continuous professional development programmes which are considered relevant to their respective areas of expertise. Table 5.2 outlines the training programmes carried out while Figure 5.2 shows the number of staff trained.

Table 5.2 Training Programmes carried out during FY 2023-24

NO.	TRAINING PROGRAMME	COURSES
1	Management Skills Development	<ul style="list-style-type: none"> Strategic Leadership Development Program Senior Management Course Coaching & Mentoring
2	Regulatory & Technical Capacity Building	<ul style="list-style-type: none"> Data Analysis and Big Data 5G Network Planning and Development Digital Forensics Cyber Security E- Commerce Regulation Digital Broadcasting Artificial Intelligence (AI) Training on PECB GDPR: Certified Data Protection Officer Training on QOS Technologies for fixed and Mobile Open RAN and Emerging Technology Sequence Public Policy Development
3	Organizational Development and Effectiveness	<ul style="list-style-type: none"> Project Planning and Management Performance Management & ROI Customer Service Delivery Preparation & Evaluation of Tender Emotional Intelligence Stress & Financial Management Contract Management
4	Career/ Professional Development	<ul style="list-style-type: none"> Continuous Professional Development (CPD) Programmes. Master's Degree Certification Programs

NO.	TRAINING PROGRAMME	COURSES
3	Organizational Development and Effectiveness	<ul style="list-style-type: none"> Project Planning and Management Performance Management & ROI Customer Service Delivery Preparation & Evaluation of Tender Emotional Intelligence Stress & Financial Management Contract Management
4	Career/ Professional Development	<ul style="list-style-type: none"> Continuous Professional Development (CPD) Programmes. Master's Degree Certification Programs

Source: Communications Authority of Kenya

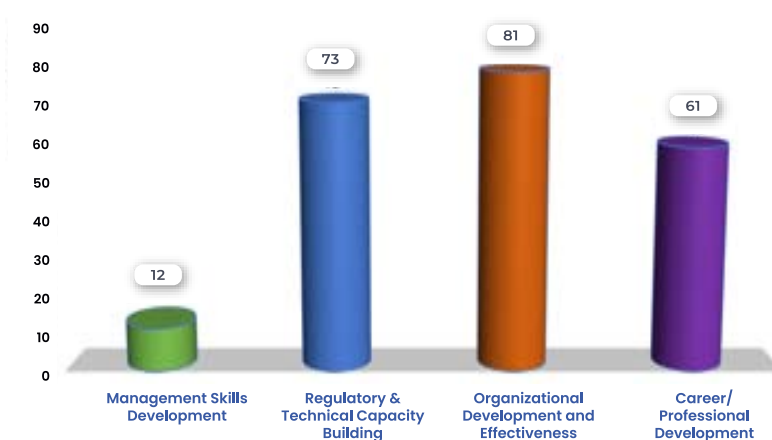


Figure 5.2 Number of Staff Trained Across Various Categories

Source: Communications Authority of Kenya

5.3. INTERNSHIPS AND INDUSTRIAL ATTACHMENTS

The Authority is committed to providing opportunities for Interns and students on industrial attachment to acquire practical skills in line with their fields of academic training for professional development and as part of the requirement of the various academic programs. We provided **industrial attachment opportunities to 179 students** from various institutions of higher learning while 23 youths under the Presidential Digital Talent Program were provided with internship opportunities.

5.4. WORK ENVIRONMENT

The Authority is dedicated to fostering a safe and healthy work environment for its employees. This is critical for a positive workplace culture, improved employee experience and healthy mental well-being in a bid for productivity. The Authority ensures compliance with the Occupational Safety and Health Administration Act 2007, providing clean facilities and ensuring workplaces are free from hazards. To enhance the work environment, the Authority undertakes various activities through various standing committees that are trained on an annual basis. Table 5.3 outlines various activities implemented by the cross-cutting committees in the work environment.



Table 5.3 Activities undertaken by Cross-cutting Committees

COMMITTEE	OBJECTIVES	ACTIVITIES IMPLEMENTED
Disability Mainstreaming	To mainstream disability at the workplace, ensuring accessibility and inclusivity of persons living with disability (PWDs)	<p>Provided assistive devices to staff (PWDs) – wheelchair and orthopaedic chair.</p> <p>Maintained the Authority's website for accessibility to persons with visual impairment.</p> <p>Constructed ramps to enhance ease of access to PWDs.</p>
Drugs and Substance Abuse Prevention	To create awareness to staff on drugs and substance abuse.	<p>Provided Employee Assistance Programmes to staff in partnership with various medical facilities that offer psychological, counselling, and rehabilitative services.</p> <p>Sensitized staff on improving mental health and its relation to substance abuse and creating a work-life balance.</p>
Environmental Sustainability	To enhance environmental conservation and sustainability	<p>Conservation of energy through solar use in SMMS stations.</p> <p>Maintained e-Waste bins within the premises to facilitate safe disposal of discarded electrical waste and non-useable electronic equipment.</p>
Gender Mainstreaming	To promote gender equality and freedom from all forms of discrimination in the workplace through ensuring compliance with laws, policies and practices.	Ensured that the 1/3 Gender Rule representation has been maintained with the female to male ratio of 49:51.
Health Safety and Environment (HSE)	To enable a conducive work environment	<p>Carried out Fire, Health and Safety Audit at the Authority's Headquarters and Regional offices and the Authority was found to be compliant.</p> <p>Tested the Dry Riser mains through the Nairobi City County Emergency and Fire Department and found serviceable.</p> <p>Conducted emergency drill to check on employee preparedness.</p> <p>Sensitized staff on crisis management and emergency preparedness.</p> <p>Painting and repairs of fire signages and parking</p> <p>Conducted Security Risk assessment</p>
HIV & AIDS Awareness	To create awareness to staff on HIV& AIDS	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	<p>Conducted corruption risk assessment.</p> <p>Maintained the Whistle blowing policy.</p>

Source: Communications Authority of Kenya

Table 5.3 Activities undertaken by Cross-cutting Committees

COMMITTEE	OBJECTIVES	ACTIVITIES IMPLEMENTED
Road Safety Mainstreaming	To create awareness to staff on road safety.	Sensitized staff on road safety. Sensitization conducted for Kangemi Boda Boda Riders. Erected Speed limit Signages at strategic points within the premises and its residential estate.
Productivity Mainstreaming	Integrating productivity enhancing strategies into the core operations of the organization	Developed Productivity Metrics. Collected productivity measurement data Computed Productivity Index - Productivity index stood at 2.875 Developed Productivity Management Framework.

5.5. EMPLOYEE WELLNESS

The Authority acknowledges that an employee’s health significantly influences their performance, comfort, concentration, job satisfaction and morale. By prioritizing wellness, the Authority demonstrates its commitment to the holistic well-being of its employees, ultimately contributing to a more motivated and satisfied workforce.

In this regard, the Authority organized a wellness webinar and a wellness check at its offices during the year. These initiatives served as a platform for advocacy, emphasizing the importance of mental health and reducing the stigma associated with it by normalizing regular mental health check-ups, akin to physical health screenings.

During these events, 74 staff had the opportunity to engage with wellness professionals who provided personalized guidance and advice on enhancing overall well-being. Topics covered included nutrition, stress management, and physical activity. These interactions not only offered valuable insights but also

empowered employees to take charge of their mental and physical health, fostering a healthier and more productive work environment.

5.6. AUTOMATION OF PROCESSES

In line with the Authority’s commitment to enhancing operational efficiency and aligning with technological advancements, several key initiatives were put in place. These initiatives include implementation of the: Legal Case Management System, Single Government Payment Platform and IMEI verification System.

5.6.1. Legal Case Management

The Authority embarked on the installation of a Legal Case management system to provide effective case management support to internal and external clients, ensuring they receive timely and professional assistance on legal and contractual issues. The re-engineering of seven (7) processes was done in readiness for automation; Contract Management, Memorandum of



Understanding, Legal advisory/opinion, Litigation Management, Alternative Dispute Resolution, Conveyancing Management and Front Office Management.

5.6.2. Single Government Payment Platform

The Authority adhered to the government directive on leveraging digitization and automation of government processes. As a result, 87 services were digitalized and onboarded onto the E-Citizen platform. These included 72 paid and 15 unpaid services. This can be accessed via the link <https://ca.ecitizen.go.ke/>.

5.6.3. IMEI Verification System

The Authority upgraded its IMEI verification System, aimed at empowering consumers during purchase of Mobile Phones. The system's current capability spans use of IP and telephony networks for IMEI verification. The IP functionality has been embedded on the Authority's website while the telephony functionality involves use of an SMS to short code 1555.

5.7. KNOWLEDGE MANAGEMENT

The Authority has taken significant steps to strengthen its

knowledge management through ensuring that valuable knowledge resources are accessible. This enhances organizational learning thus promoting a culture of informed decision-making across the organization. Towards this, the Authority continued to implement its digitized library services of the Koha Library Management System, MyLoft digital platform and the DSpace open-source digital repository.

The Koha Library Management System makes it easier for staff to locate and utilize library resources efficiently. MyLoft platform allows users to access, organize and manage digital resources while Dspace securely stores and preserves a wide range of documents, including research papers, reports and other key resources. DSpace not only ensures that these assets are protected for future use but also facilitates easy retrieval and dissemination, supporting long-term knowledge retention and promoting a more informed and connected workforce.

By continuously integrating these cutting-edge tools into its Knowledge Management System, the Authority not only enhanced the efficiency and effectiveness of its information management practices but also reinforced its role as a knowledge-driven organization. This robust system is designed to support continuous learning, drive innovation and ensure



CHAPTER 6

Brand Equity, Communications and
Stakeholder Engagement



➤➤ CHAPTER 6: BRAND EQUITY, COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

The Authority undertakes strategic efforts to foster brand visibility and enhance public understanding of its mandate through diverse communication platforms. By leveraging on targeted programmes, the Authority sought to build a cohesive brand narrative that resonates with both the industry and the public. These initiatives included: corporate communication, stakeholder engagement, public consultations, international liaison, and Corporate Social Responsibility (CSR). The initiatives have been pivotal in shaping public perception, ensuring regulatory compliance and driving the Authority's commitment to consumer empowerment and digital transformation.

6.1. CORPORATE COMMUNICATIONS

The Authority engaged the public through communication in the print and electronic media as well as its online platforms, in a bid to enhance visibility and brand promotion. This included: issuing press statements and notices on regulatory interventions and live television interviews. Further, the Authority reviewed its communication policies to enhance both internal and external communication.



6.2. STAKEHOLDER ENGAGEMENT

To proactively consider stakeholder needs and foster collaboration, the Authority held various engagement forums, including the Broadcasters Sensitization Forum, the National Public Key Infrastructure (NPKI) Forum, the Global Cybersecurity Index Survey, Community Sensitization Fora, and Stakeholder Engagement on the KenTrade Platform.

6.2.1. Broadcasters Sensitization Forum

The Authority sensitized a total of 110 broadcasters on the Programming Code and Complaints Handling Procedure countrywide. This was done in collaboration with Media Council of Kenya (MCK) and Kenya Film Classification Board (KFCB). Further, in collaboration with BCLB, KFCB, MCK, and KECOBO, the Authority held round table conferences in Nairobi, Central, Western, Nyanza, and Coast to sensitize broadcasters on their mandates for TV and radio broadcasting.

6.2.2. National Public Key Infrastructure (NPKI) Forum

The Authority hosted the 2024 Annual National Public Key Infrastructure (NPKI) Forum which brought together stakeholders from across the digital certification and digital trust services value chain. Participation was drawn from ICT regulators within the African region, the Asian and European PKI consortiums, various sectoral computer incident response teams (CIRTs), local standards bodies and training institutions, organizations dealing in data privacy and regulatory compliance, software developers and engineers, students, and researchers, civil society, law enforcement agencies, amongst others. The aim of the forum was to explore how digital trust services can be applied towards the realization of Kenya's national digital transformation agenda.

This forum **provided a platform for knowledge exchange, best practice sharing and setting a course for enhancing digital security. One of the key outcomes of the forum was a declaration by select African states dubbed, "The Nairobi Declaration on the Formation of the African Public Key Infrastructure (PKI) Forum"**. This is a collective resolve by select African countries that included South Africa, Uganda, Ivory Coast, Ghana and Kenya, to advance the implementation and utilization of the PKI in Africa. This will lay the foundation for a secure, inclusive, and prosperous digital future for all Africans.

6.2.3. Global Cybersecurity Index Survey

The Authority provided input to the Global Cybersecurity Index (GCI) Survey by the International Telecommunication Union

(ITU). This input was based on five (5) cyber security parameters including: legal measures; technical measures; organizational measures; capacity development; and cooperation. The GCI is aimed at fostering international cooperation and promoting knowledge exchange on cybersecurity matters. This will assist in benchmarking our cybersecurity against international standards and identify areas for improvement.

6.2.4. Community Sensitization Fora

The Authority, in collaboration with the National Government Administration Offices, continued to sensitize the beneficiary communities of the Voice Infrastructure Project in Kitui, Isiolo, Marakwet, Kajiado, Narok and West Pokot counties. The main goal of this initiative was to increase awareness among residents about the significance of their participation in both the implementation and long-term maintenance of the USF projects. As a result of these awareness campaigns, the residents developed a clearer understanding of the project's importance and their crucial role in preserving the infrastructure.

6.2.5. Stakeholder Engagement on the KenTrade Platform

The Authority informed and empowered stakeholders in 20 entry points on its role on the KenTrade platform. These entry points included Moi International Airport in Mombasa, Kilindini Port (KPA), Lunga-Lunga, Shimoni, Malindi, Isiolo Customs Office and Isiolo International Airport, Kilifi, Isebania, Kisumu International Airport, Busia, Eldoret International Airport/Customs Office, Malaba, Garissa, Inland Container Depot, Jomo Kenyatta International Airport, Suam, Lokichoggio and Archers Post. This engagement targeted officers from Kenya Revenue Authority, Border Patrol Police, clearing and forwarding, agents and Kenya Airports Authority.

The Authority has continued to actively participate in Border Management Committee (BMC) meetings and conduct surveillance activities in collaboration with various stakeholders at these entry points to combat smuggling.

6.3. PUBLIC CONSULTATIONS

The Authority conducted stakeholder consultations on several matters, aligning with its constitutional duty and recognizing the importance of involving the public in decision-making. The public consultations undertaken are listed in Table 6.1.

Table 6.1 Public Consultations undertaken in the FY 2023/24

NO.	CONSULTATION TOPIC	DESCRIPTION	OBJECTIVE
1.	Review of Security for Postal Subsector in Kenya	The Authority carried out a public consultation on draft guidelines aimed at enhancing mail security, thereby bolstering consumer confidence in the postal sub-sector.	Enhance mail security amidst increasing demand for postal and courier services and last-mile delivery.
2.	Competition Study in the Broadcasting Sub-Sector and Signal Distribution Pricing Framework	The Authority conducted a public consultation on a competition study and reviewed the pricing and access framework for broadcasters.	Promote fair competition and maximize market efficiency.
3.	Frequency Pricing Study 2024	The Authority reviewed the existing frequency spectrum pricing framework and conducted public consultation to gather data and insights on spectrum pricing in line with market dynamics, policies, and regulations.	Align frequency pricing framework with current market and regulatory needs.
4.	Digital Sound Broadcasting (DSB) Licensing Framework	The Authority developed a draft licensing framework for Digital Sound Broadcasting (DSB) and sought stakeholder feedback through a public consultation to operationalize the approved framework.	Gather stakeholder feedback to finalize and implement the DSB licensing framework.

Source: Communications Authority of Kenya

6.4. INTERNATIONAL LIAISON

The Authority represents the country in regional and international ICT bodies to which Kenya is affiliated. In this regard, the Authority meets related financial obligations and participates in fora organized by the respective organizations. The Authority's participation in these meetings is informed by the need to ensure Kenya's interest are articulated and safeguarded.

6.4.1. Membership to Regional and International Organizations

The Authority in its responsibility as the focal point for Kenya in ICT regional and international organizations, represents and articulates Kenya's position during treaty making, policy and technical deliberations. In this regard, we maintained active participation in relevant ICT meetings and conferences organized by affiliated ICT organizations. These organizations include International Telecommunication Union (ITU), African Telecommunications Union (ATU), Universal Postal Union (UPU), Pan African Postal Union (PAPU), Commonwealth Telecommunications Organization (CTO), East African

Communications Organization (EACO), African Advanced Level Telecommunications Institute (AFRALTI) and Smart Africa Alliance. In addition, the Authority meets the financial obligations accrued by membership to these regional and international ICT organizations.

Notably, the Authority secured three (3) chair positions for the following working groups; ITU-R Group 6, ITU-R Group 1 and Radiocommunication Advisory Group (RAG). Further, the Authority hosted the East African Communications Organization (EACO) 29th Annual Assemblies and Extraordinary Congress in Kenya.

6.5. Corporate Social Responsibility

The Authority demonstrated its commitment to corporate social responsibility (CSR) through a series of initiatives aligned with its CSR policy. These initiatives were designed to support talent development, community empowerment, industry advancement, environmental conservation, and foster positive relationships with stakeholders.

6.5.1. Talanta FC

The Authority continued with the sponsorship of FC Talanta, a youth-focused football club excelling in Kenya's Premier League, demonstrating its commitment to nurturing young talent. This support enabled the team's participation in cup tournaments, offering opportunities for youth to develop their skills and excel in sports. The initiative highlights the Authority's belief in sports as a powerful tool for community engagement and social development.



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

6.5.2. Community Support and Empowerment

The Authority demonstrated a strong commitment to community welfare through various initiatives. This included its long-standing support for the Little Sisters of the Poor, which provided care for elderly residents, continuing its sponsorship in 2024. Additionally, the Authority supported empowerment programs such as the Women in Procurement and Supply Chain Conference held from 2nd to 5th April 2024 and the Fanikisha Summit on 25th August 2023. These programs aimed to uplift vulnerable groups by providing them with resources, skills, and opportunities to improve their socio-economic conditions. Through these initiatives, the Authority actively contributed to enhancing the well-being of marginalized communities.

6.5.3. Industry Engagement and Professional Initiatives

The Authority played a significant role in fostering industry growth and professional development through sponsorships and participation in key industry events. Notable examples included the Global Competition Policy Conference held from 22nd to 23rd February 2024 and the Network of African Data Protection Authorities (NADPA) Conference from 7th to 9th May 2024. These events provided platforms for stakeholders to engage in meaningful discussions, share knowledge, and collaborate on solutions to industry challenges. The Authority's involvement in these initiatives underscored its dedication to advancing the ICT sector and promoting best practices within the industry.

6.5.4. Environmental Conservation and Education

Environmental conservation was a critical area of focus for the Authority's CSR activities. The Authority's participation in the Narok City Transformation Week from 7th to 8th August 2023, which emphasized tree planting and sustainable practices, highlighted its commitment to environmental stewardship. Additionally, the Authority supported educational initiatives such as the Kikuyu Constituency Education Foundation fundraising dinner on 1st December 2023, aimed at providing educational opportunities to underprivileged students. By promoting both environmental conservation and education, the Authority contributed to the long-term sustainability and growth of communities.

6.6. CAPACITY BUILDING IN THE SECTOR

This section highlights the Authority's efforts to enhance knowledge and skills among key stakeholders through targeted training and engagement initiatives. The Authority carried out the Annual Cybersecurity Conference, cybersecurity boot camps and hackathons, as well as workshops aimed at deepening journalists' understanding of our regulatory role and emerging issues in the ICT sector.

6.6.1. October Cybersecurity Awareness Month Conference

The Authority hosted the Annual National Cyber Security Conference 2023 titled, "Building Tomorrow's Cybersecurity Workforce" in Nairobi. This was the fourth consecutive year that the Authority has spearheaded national commemorations of the October Cybersecurity Awareness Month (OCSAM) activities.

6.6.2. Bootcamp and Hackathon

The 2023 Cybersecurity Bootcamp and Hackathon Series reached over 6,000 students in universities and other institutions of higher learning. The bootcamp competition aimed at imparting core competencies and knowledge that are geared towards bridging the existing cybersecurity skills and capabilities gap within the Kenyan context. The hackathon competition, on the other hand, brought together cybersecurity enthusiasts and ethical hackers in an event featuring curated challenges in a gaming format and study tours. In the spirit of devolution, we broadened the scope of the series this year to cover four other counties, including Eldoret, Mombasa, Kisumu and Nyeri, in addition to Nairobi.

The partnering organizations for the 2023 series included the ICT Authority, Konza Technopolis Development Authority (KoTDA), Kenya Network Information Centre (KeNIC), African Advanced Level Telecommunications Institute (AFRALTI), Technology Service Providers Association of Kenya (TESPOK), Kenya Bankers Association (KBA), Safaricom PLC, Huawei Technologies Kenya, Liquid Intelligent Technologies and Airtel Networks Kenya.

6.6.3. Capacity Building for Journalists

The Authority's Communication and Stakeholder Engagement Strategy outlines a number of activities to be undertaken to ensure the CA brand is visible, well-understood and highly regarded.

The Strategy has provided for engagement of various stakeholders, including the media who are a critical stakeholder in enhancing the awareness and understanding of CA's regulatory mandate and brand visibility. In this regard, the Authority undertook a media workshop to acquaint them with emerging issues in the sector. A total of 36 journalists were trained.



Journalists and the Authority's officials during the capacity-building workshop held from 17th to 20th April 2024.

6.6.4. Cyber Threat Intelligence (CTI) training

Cyber threats continue to evolve, necessitating a proactive approach to cybersecurity. To address this, the Authority in collaboration with the British High Commission through the UK's Foreign, Commonwealth and Development Office (FCDO) carried out a comprehensive Cyber Threat Intelligence (CTI) training programme.

The programme that brought 30 trainees was aimed at equipping participants from the critical information infrastructure (CII) sectors, bringing together key stakeholders from the e-government, telecommunications, banking & finance sectors, and National Computer and Cybercrimes Coordination Committee (NC4) and various law enforcement agencies. The programme covered a wide array of topics including threat intelligence fundamentals, threat landscape analysis, intelligence life cycle, Open-Source Intelligence (OSINT), threat

hunting techniques, threat intelligence platforms, collaboration and sharing, reporting, practical applications, emerging trends and hands-on exercises such as Shadow Server and a Capstone Project.

6.6.5. Study Visits

The Authority continued to build 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. The delegation from regulatory agencies included Ghana Investment Fund for Electronic Communications, Malin Regulatory for Telecommunications and Information and Communication Technologies and Posts. Academic benchmarks included National Youth Service, Multichoice Talent Factory Eastern Africa, Maseno University, Alupe University and Military personnel from the Ministry of Defence.

These benchmarking initiatives strategically fostered synergies and encouraged collective efforts toward shared objectives, resource sharing and collaborative problem-solving.



CHAPTER 7

PROCUREMENT AND FINANCIAL
STATEMENTS





CHAPTER 7: PROCUREMENT AND FINANCIAL STATEMENTS

The Authority's finance and procurement practices are driven by the following principles: transparency, equal opportunity, efficacy, efficiency, economy, prudence and accountability. The procurement of goods, works and services is governed by the Public Procurement and Asset Disposal Act (PPADA) 2015, the Public Procurement and Asset Disposal Regulations (PPADR) 2020, Government Circulars and Directives and the Authority's Procurement and Asset Disposal Policy Manual.

The preparation of the Financial Statements is done in compliance with International Public Sector Accounting Standards (IPSAS), the Public Finance Management (PFM) Act of 2012, and the Public Audit Act 2015 and the Authority's Finance Policy Manual.

7.1. PROCUREMENT

The Authority's corporate procurement plan totalled Kshs. 1,911,217,067.88 whereby Kshs. 582,224,407.18 was for specialized ICT equipment. After netting out the specialized equipment procurement, tenders worth Kshs. 398,697,798.21 were set aside for the AGPO category, with two percent (Kshs. 7,973,955.96) specifically reserved for Persons with Disabilities (PWDs). By the end of the Financial Year, AGPO awards reached Kshs. 430,889,814.42, of which KSHS 37,009,000 was allocated to PWDs. Under the Buy Kenya Build Kenya initiative on promotion of local content in procurement, tenders worth Kshs. 728,420,658.67 were awarded against a reserved target of Kshs. 531,597,064.28. The USF procurement plan was Kshs. 613,642,280.00. Table 7.1 provides details of the top ten (10) contracts awarded during the year.

Table 7.1 Top Ten Contracts Awarded

NO.	DESCRIPTION	CONTRACT NUMBER	SUPPLIER NAME	CONTRACT PRICE
1.	Contract for Provision of Telecommunication Cellular Mobile Network Infrastructure and Services in the Un-served and Underserved areas of Kenya – Phase 2 &3	CA/SCM/070/091/08/2023	Safaricom plc	Kshs. 854,280,047
2.	Contract for provision of upgrades maintenance and support services of CA's quality of service monitoring system QoSMS	CA/SCM/070/063/08/2023	Broadband communication network ltd	Kshs. 339,142,602
3.	Contract for Supply, Installation Commissioning and Maintenance of an ICT Security Solution	CA/SCM/070/022/05/2024	Centric Technology Solutions Limited	Kshs. 221,438,621.21
4.	Contract for Supply, Delivery, Installation and Commissioning of an Open Education Resources Portal and Associated Hardware	CA/SCM/070/020/05/2024	Mashariki Limited	Kshs. 120,458,000
5.	Contract for provision of consultancy service to undertake feasibility study for development of ICT Hub, Convention Centre, Hotel, Offices, commercial Centre and Parking Silo	CA/SCM/070/003/01/2024	Professional Consultants Limited	Kshs. 87,000,000

Source: Communications Authority of Kenya

NO.	DESCRIPTION	CONTRACT NUMBER	SUPPLIER NAME	CONTRACT PRICE
5.	Contract for provision of consultancy service to undertake feasibility study for development of ICT Hub, Convention Centre, Hotel, Offices, commercial Centre and Parking Silo	CA/SCM/070/020/05/2024	Mashariki Limited	Kshs. 120,458,000
6.	Contract for Provision of security services at CA HQ and Regional offices and remote station	CA/SCM/070/003/01/2024	Broadband communication network ltd	Kshs. 339,142,602
7.	Contract for Upgrade of the Authority's data Centre		Professional Consultants Limited	Kshs. 87,000,000
8.	Contract for Supply Delivery Installation and Maintenance of a sim box detector	CA/SCM/070/008/02/2024	Canon Security Services	Kshs. 70,671,600
9	Contract for Supply, delivery, installation and commissioning of local area networks (LAN) LOT4	CA/SCM/070/023/05/2024	Eastra Solutions	Kshs. 68,524,610.57
10	Contract for Supply, delivery, installation and commissioning of local area networks (LAN) LOT1	CA/SCM/070/016/02/2024	Wilcom Systems ltd	Kshs. 67,832,856

7.2. PROCUREMENT APPEALS

The implementation of the Authority's procurement plan for the FY 2023-24 was free from legal issues, however, a dispute arose centered on the method of evaluating the tenders which was eventually addressed and resolved as detailed in table 7.2.

Table 7.2 Appeals

NO.	DESCRIPTION	TENDER NO.	APPEAL	DECISION
1.	Tender for Supply and Delivery of Bottled Drinking water at CA Centre and Regional Offices (Reserved for PWDs Owned Firms)	No.CA/PROC/OT/03/2023-2024	A request for review of the Authority's decision terminating the tender pursuant to Section 63(1)(d) of the Public Procurement and Asset Disposal Act, 2015 because the prices of some of the items are above market prices. It is worth noting, although some of the items are within the market rates was lodged to Public Procurement Review Board (PPRB) in November 2023.	The decision made was in favour of the applicant (M/s Jampuum) and the Authority was instructed to re - evaluate the tender and award the lowest evaluated bidder.

7.3. FINANCIAL STATEMENTS

The Authority's financial statements for the FY 2023/24 were audited by the Office of the Auditor General. Below is a summary extract of the Authority's audited financial statements for the year ending 30th June 2024.

7.3.1. 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, marketable securities and financial instruments at fair value, impaired assets at their estimated recoverable amounts and actuarially determined 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 judgement 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. The financial statements have been prepared in accordance with the PFM Act, and International Public Sector Accounting Standards (IPSAS). The accounting policies adopted have been consistently applied to all the years presented.

7.3.2. Statement of Director's Responsibilities

Section 81 of the Public Finance Management Act, 2012 and Section 14 of the State Corporations Act, Kenya Information and Communications Act of 1998 (CAP 411A) 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 financial position of the Authority. The Directors are also responsible for safeguarding the assets 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 for and as at the end of the financial year (period) ended on June 30, 2024. 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 Entity; (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, 2012 and Public Audit Act. The Directors are of the opinion that the Authority's financial statements give a true and fair view of the state of Authority's transactions during the financial year ended June 30, 2024, and of the Authority's financial position as at that date. The Directors further confirms 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.

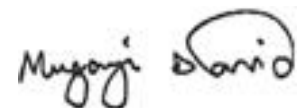
In preparing the financial statements, nothing has come to the attention of the Directors to indicate that the Authority will not remain a going concern for at least the next twelve months from the date of this statement.

Approval of the financial statements

The Authority's financial statements were approved by the Board on September 27th, 2024, and signed on its behalf by:



Mrs. Mary Wambui Mungai, CBS
CHAIRPERSON OF THE BOARD/COUNCIL

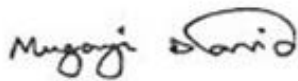


David Mugonyi, EBS
DIRECTOR GENERAL/CEO

7.3.3. STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED JUNE 2024

	NOTE	June 2024 KShs ('000)	Audited June 2023 KShs ('000)
Revenue from non-exchange transactions	6	11,554,879	11,175,171
License Fees			
Revenue from exchange transactions			
Finance income	7	1,468,370	948,896
Rental Revenue from facilities	8	3,900	3,793
Other Income	9	51,251	1,017
		1,523,521	953,705
Total revenue		13,078,399	12,128,876
Expenses			
Employee costs	10	1,583,392	1,343,133
Remuneration of Directors	11	51,052	54,664
Depreciation and Amortization Expense	12	493,348	771,716
Repairs and maintenance	13	364,926	377,133
Use of Goods and Services	14(a)	1,877,014	3,914,591
Contracted Services	14(b)	528,640	467,842
Total Expenses		4,898,372	6,929,080
Other gains/(losses)			
General Bad Debts Provision Allowance	15(a)	(498,256)	(390,852)
Specific Bad Debts Provision Allowance	15(b)	(919,837)	(706,992)
Gain/(Loss) on sale of assets	16	388	766
Gain/(Loss) on foreign exchange transactions	17	10,841	364,049
Surplus for the Period		6,773,164	4,466,767
90% Surplus due to The National Treasury	23(a)	6,085,006	3,692,446
Net Surplus for the year		688,157	774,321

The notes set out on pages 1 to 34 form an integral part of these Financial Statement




Director General
Mr. David Mugonyi, EBS

Date: 27 September 2024



Ag. Director Finance & Accounts
CPA. Dominic Ooko
ICPAK Membership No:6250

Date: 27 September 2024



Chairperson of the Board
Mrs. Mary W. Mungai, CBS

Date: 27 September 2024

7.3.4. Statement of Financial Sustainability

Operational and Financial Performance

The Authority continued to discharge its mandate of regulating and facilitating the development of the Information and Communications sectors including broadcasting, multimedia, telecommunications, electronic commerce, postal and courier services, through licensing and issuance of frequencies.

In the FY 2023/24, total revenue saw significant growth, with an 8% year-on-year increase from Kshs 12.12 billion in FY 2022/23 to Kshs 13.07 billion in FY 2023/24. The main revenue drivers were the regulatory fees and Interest Income, which grew by 3% and 60%, respectively. Interest income alone contributed a substantial Kshs 569.81 million increase. The overall revenue realization exceeded expectations at 118% of the revenue budget Kshs. 11.04 billion, showing strong financial performance and exceeding targets set for the period.

Operating expenditure decreased by 21% to Kshs. 6.31 billion in FY 2023/2024 from Kshs. 8.02 billion in FY 2022/23 representing 100% of the budget Kshs. 6.34 billion. Other expenses included bad and doubtful debts.

Capital expenditure increased significantly by 26% to Kshs. 1.51 billion in FY2023/2024 from Kshs. 1.19 billion in FY 2022/23. However, this was only 53% of the approved capital budget Kshs. 2.88 billion. The under absorption was largely attributed to delay in completion of the relocation of the Western regional office,

National Intrusion, Penetration and Detection System (NIPDS) and the Licensing Management System.

Consequently, the total expenditure (Operating and Capital expenditure) decreased by 15% to Kshs. 7.83 billion from Kshs. 9.21 billion in FY 2022/23, representing 85% of the approved budget Kshs. 9.21 billion.

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 the following:

1. 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.

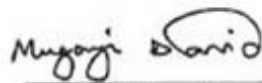
The directors believe, based on the information currently available, that the legal matter above is not likely to have material effect on the results of the Authority's operations, financial position or liquidity. Therefore, no contingent provision has been made in the financial statements.



7.3.5. STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	NOTE	June 2024 KShs ('000)	Audited June 2023 KShs ('000)
ASSETS			
Current Assets			
Cash and cash equivalents	18	12,003,901	10,706,601
Receivables from non-exchange transactions	19	287,424	134,787
Receivables from exchange transactions	20	827,747	816,431
Total Current Assets		13,119,072	11,657,819
Non-Current Assets			
Property, plant and equipment	21	20,293,092	19,287,929
Intangible Assets	22	620,926	299,294
Total Non-Current Assets		20,914,018	19,587,223
TOTAL ASSETS		34,033,090	31,245,042
LIABILITIES			
Current Liabilities			
Provisional Dividend/Remittance Surplus	23(a)	3,085,007	3,692,446
Trade and other Payables from exchange transactions	24	3,822,614	3,420,321
Payments received in advance	25	57,501	74,431
Total Current Liabilities		6,965,122	7,187,198
TOTAL LIABILITIES		6,965,122	7,187,198
Net Assets		27,067,969	24,057,844
Owners' Equity	26(a)	741,965	741,965
Accumulated Surplus	26(b)	10,309,682	7,299,558
Revaluation Reserve	27	16,016,322	16,016,322
Total Net assets and Liabilities		27,067,969	24,057,844

The notes set out on pages 1 to 34 form an integral part of these Financial Statement



Director General
Mr. David Mugonyi, EBS

Date: 27 September 2024



Ag. Director Finance & Accounts
CPA. Dominic Ooko
ICPAK Membership No:6250

Date: 27 September 2024



Chairperson of the Board
Mrs. Mary W. Mungai, CBS

Date: 27 September 2024

Assets

As of 30th June 2024, the Authority's total assets stood at Kshs.34.03 billion, comprising current assets of Kshs. 13.12 billion and non-current assets of Kshs.20.91billion. These assets included cash and cash equivalents (Kshs. 12.00 billion), receivables from non-exchange transactions (Kshs. 287.42 million), receivables from exchange transactions (Kshs. 827.75 million), property, plant, and equipment (Kshs. 20.91 billion), and intangible assets (Kshs.620.93 million).

Liabilities

The Authority's liabilities as of 30th June 2024 amounted to Kshs. 6.97 billion. This included provisional remittances of Kshs. 3.09 billion, trade and other payables from exchange transactions totalling Kshs. 3.82 billion and advance payments of Kshs. 57.50 million.

7.3.6. STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 30 JUNE 2024

	Note	Owners Equity Kshs'000	Revaluation Reserve Kshs'000	Accumulated Surplus Kshs'000	Total Reserves Kshs'000
At July 1, 2022		741,965	16,016,322	6,597,047	23,355,334
Surplus for the year		-	-	4,466,767	4,466,767
90% Remittance Due to Treasury for the Year	23(a)	-	-	(3,692,446)	(3,692,446)
Prior year	26	-	-	(71,810)	(71,810)
At 30 June 2023		741,965	16,016,322	7,299,558	24,057,845
At July 1, 2023		741,965	16,016,322	7,299,558	24,057,845
Surplus for the year		-	-	6,773,164	6,773,164
Advance Remittance to Treasury-Paid	23(b)	-	-	(3,000,000)	(3,000,000)
90% Remittance Due to Treasury for the Year	23(a)	-	-	(3,085,007)	(3,085,007)
Prior year	26	-	-	2,321,967	2,321,967
At 30 June 2024		741,965	16,016,322	10,309,682	27,067,969

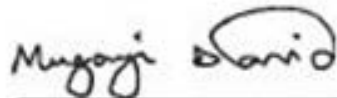
Surplus

In FY 2023/2024, the Authority remitted 90% of its surplus, amounting to Kshs. 3.692 billion, to the National Treasury, being the surplus for the FY 2022/23.

7.3.7. STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024

	NOTE	June 2024 KShs ('000)	Audited June 2023 KShs ('000)
Operating Activities			
Cash generated from/ (used in) Operations	28	8,034,739	6,843,850
Remittance to The National Treasury	23(b)	(6,692,446)	(5,982,499)
Net Cash generated from/ (used in) Operations		1,342,293	861,351
Investing Activities			
Interest received	7	1,468,370	948,896
Proceeds from disposal of assets	16	419	820
Purchase of property, plant and equipment	21	(1,360,243)	(960,040)
Purchase of Intangible Assets	22	(153,539)	(230,619)
Net cash generated from/ (used in) Investing activities		(44,993)	(240,944)
Increase/(Decrease) In Cash and Cash Equivalents		1,297,300	620,408
Cash and Cash Equivalents at Beginning of the Year		10,706,601	10,086,194
Cash and Cash Equivalents at End of the Year	18	12,003,901	10,706,601

The notes set out on pages 1 to 34 form an integral part of these Financial Statement



Director General
Mr. David Mugonyi, EBS

Date: 27 September 2024



Ag. Director Finance & Accounts
CPA. Dominic Ooko
ICPAK Membership No:6250

Date: 27 September 2024



Chairperson of the Board
Mrs. Mary W. Mungai, CBS

Date: 27 September 2024

**REPORT OF THE AUDITOR-GENERAL ON COMMUNICATION
AUTHORITY OF KENYA - UNIVERSAL SERVICE FUND FOR
THE YEAR ENDED 30 JUNE, 2024**

PREAMBLE

I draw your attention to the contents of my report which is in three parts:

- A. Report on the Financial Statements that considers whether the financial statements are fairly presented in accordance with the applicable financial reporting framework, accounting standards and the relevant laws and regulations that have a direct effect on the financial statements.
- B. Report on Lawfulness and Effectiveness in Use of Public Resources which considers compliance with applicable laws, regulations, policies, gazette notices, circulars, guidelines and manuals and whether public resources are applied in a prudent, efficient, economic, transparent and accountable manner to ensure the Government achieves value for money and that such funds are applied for the intended purpose.
- C. Report on the Effectiveness of Internal Controls, Risk Management and Governance which considers how the entity has instituted checks and balances to guide internal operations. This responds to the effectiveness of the governance structure, risk management environment and internal controls, developed and implemented by those charged with governance for orderly, efficient and effective operations of the entity. A Qualified Opinion is issued when the Auditor-General concludes that, except for material misstatements noted, the financial statements are fairly presented in accordance with the applicable financial reporting framework. The Report on the Financial Statements should be read together with the Report on Lawfulness and Effectiveness in the Use of Public Resources, and the Report on Effectiveness of Internal Controls, Risk Management and Governance.

The three parts of the report are aimed at addressing the statutory roles and responsibilities of the Auditor-General as provided by Article 229 of the Constitution, the Public Finance Management Act, 2012, and the Public Audit Act, 2015. The three parts of the report when read together constitute the report of the Auditor-General.

REPORT ON THE FINANCIAL STATEMENTS

QUALIFIED OPINION

I have audited the accompanying financial statements of Communications Authority of Kenya - Universal Service Fund set

out on pages 1 to 24, which comprise the statement of financial position as at 30 June, 2024, and the statement of financial performance, Statement of changes in net assets, statement of cash flows and the statement of comparison of budget and actual amounts for the year then ended, and a summary of significant accounting policies and other explanatory information in accordance with the provisions of Article 229 of the Constitution of Kenya and Section 35 of the Public Audit Act, 2015. I have obtained all the information and explanations which, to the best of my knowledge and belief, were necessary for the purpose of the audit.

In my opinion, except for the effects of the matter described in the Basis for Qualified Opinion section of my report, the financial statements present fairly, in all material respects the financial position of the Communication Authority of Kenya Universal Service Fund as at 30 June, 2024, and of its financial performance and its cash flows for the year then ended, in accordance with International Public Sector Accounting Standards (Accrual Basis) and comply with the Kenya Information and Communications Act, 2013 and the Public Finance Management Act, 2012.

BASIS FOR QUALIFIED OPINION

Failure to Include Infrastructure Assets Costs in the Property, Plant and Equipment

The statement of financial position and as disclosed in note 14(a) to the financial statements, reflects property, plant and equipment balance of Kshs. 1,844,000. However, a review of the statement of financial performance reflects project costs amounting to Kshs. 1,371,416,000 which includes Kshs. 686,328,000 for the Digital Superhighway Project (DSHP) support. This project related costs have been expensed in the financial statements instead of being capitalized under property, plant and equipment. This is contrary to IPAS 17 paragraph 21 stipulates that infrastructure assets meet the definition of property, plant, and equipment and should be accounted for in accordance with this Standard. Examples of infrastructure assets include road networks, sewer systems, water and power supply systems, and communication networks.

Further, it is not clear which entity will take charge for the ownership and sustainability of the infrastructure assets for the project upon handing over of the completed projects by the various implementing contractors since this is a Joint project between Universal Service Fund and the Information and Communication Technology Agency (ICTA).

In the circumstances, the accuracy and completeness of property, plant and equipment balance of Kshs. 1,844,000 could not be confirmed.

COMMUNICATIONS AUTHORITY OF KENYA

The audit was conducted in accordance with the International Standards for Supreme Audit Institutions (ISSAIs). I am independent of the Communications Authority of Kenya - Universal Services Fund Management in accordance with ISSAI 130 on the Code of Ethics. I have fulfilled other ethical responsibilities in accordance with the ISSAI and in accordance with other ethical requirements applicable to performing audits of financial statements in Kenya. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified opinion.

EMPHASIS OF MATTER

BUDGETARY CONTROL AND PERFORMANCE

The statement of comparison of budget and actual amounts reflects final receipts budget and actual on comparable basis of Kshs.2,798,080,000 and Kshs.4,524,158,000 respectively, resulting in over collection of revenue Kshs. 1,726,078,000 or 62% above the budget. Similarly, the Fund spent Kshs.1,448,659,000 against actual receipt of Kshs.4,524,158,000 resulting to under absorption of Kshs. 3,075,499,000 or 68% of actual receipts.

The under absorption affected the planned activities and may have impacted negatively on service delivery to the public.

My opinion is not modified in respect of these matters.

Key Audit Matters

Key audit matters are those matters that, in my professional judgement, are of most significance in the audit of the financial statements. There were no key audit matters to report in the year under review.

Other Matter

Unresolved Prior Year Issues

In the audit report of the previous year, several issues were raised under Report on Financial Statements. However, the issues are yet to be deliberated by the Public Investment Committee (PIC).

Other Information

The Management is responsible for the other information set out on page i to xl which comprise of Key Entity Information and Management, Chairman's Statement, Report of the Director General, Statement of Performance against Predetermined Objectives, Corporate Governance Statement, Management Discussion and Analysis, Environmental and sustainable Reporting and Statement of Management Responsibilities. The

Other Information does not include the financial statements and my audit report thereon.

In connection with my audit on the Fund's financial statements, my responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If based on the work I have performed, I conclude that there is a material misstatement of this Other Information, I am required to report that fact. I have nothing to report in this regard.

REPORT ON LAWFULNESS AND EFFECTIVENESS IN USE OF PUBLIC RESOURCES

CONCLUSION

As required by Article 229(6) of the Constitution, based on the audit procedures performed, except for the effect of the matters described in the Basis for Conclusion on Lawfulness and Effectiveness in the Use of Public Resources section of my report, I confirm that nothing else has come to my attention to cause me to believe that public resources have not been applied lawfully and in an effective way.

Basis for Conclusion

1. Digital Superhighway Project Support

1.1 Delay in Project Implementation.

The government started the implementation of the Digital Super Highway project where 2,500 Kms of optical fibre network connectivity was to be rolled out in the unserved and underserved locations mainly the Ministries, Counties, Departments and Agencies with a focus on health facilities, police stations, courts, schools and other organizations serving critical public needs through the Universal Service Fund (USF) at an estimated cost of Kshs.5 billion. The total amounts of funds committed for project as at 31 March, 2023 was Kshs.3,334,456,038 or 67% resulting to a balance of Kshs. 1,665,477,056 or 33%.

The project duration was three (3) years as per the technical cooperation agreement between the Communications Authority of Kenya and Information and Communication Technology Authority (ICTA) dated 26 March, 2023.

However, a review of a status report issued on 18 March, 2024, one year later, on backbone links revealed that 18 suppliers out of the 34 listed had not started the works and scored 0% although they had already been issued with LPOs while 4 suppliers scored below 50% on progress of work. No explanation was provided for the delay in the implementation of the contracts.

In the circumstances, the Management was in breach of the Technical Cooperation Agreement and the project may not be completed within the scheduled time.

1.2 Conflict of Interest

A review of the backbone and metro projects contracts revealed that one (1) of the board members is the managing director of an ICT services firm that was awarded a contract for Thika East Segment 1 at a contract sum of Kshs.42,546,036 and Masii - Tawa Law courts at a contract sum of Kshs.63,018,256. The aggregate sum for the two contracts awarded to the company is Kshs.80,564,292. Therefore, procurement process of the contracts amounting to Kshs.80,564,292 through framework contacts may not be fair, transparent and competitive.

In the circumstances, Management was in breach of law.

2.0 E-Resource Centres for the Visually Impaired

2.1 Irregular Award of the Contract

The Fund through the Authority procured the services for the provision of supply, delivery and installation of software for visually impaired (Dolphin Supernova screen reader & Magnifier) quality support through open tender. The winning bidder was awarded at contract sum of Kshs.24,001,458. The above services were implemented in 17 libraries under the Kenya National Library Service (KNLS) in the Counties. The contract was effective from 21 July, 2021 for a period five (5) years. Accumulated payments as at the time of audit in December, 2024 was Kshs.17,917,994; which includes an amount of Kshs.2,889,000 which was paid during the year under review as per service level agreement.

A review of the procurement documents revealed that the awarded contractor had not complied with the specifications and was disqualified from technical capacity stage. However, under unclear circumstances the firm proceeded to the financial evaluation stage and was irregularly awarded the tender. This is contrary to the provisions of Section 86 (1)(d) of the Public Procurement and Asset Disposal Act of 2015.

In the circumstances, Management was in breach of the law.

2.2 Lack of Value for money for the project

A field inspection in five counties, namely, Narok, Kisii, Baringo, Uasin-Gishu and Nandi to confirm completion and application of the software revealed that there very few users in the libraries and most libraries had internet and electricity challenges thereby affecting the uptake of the software.

In the circumstances, the objectives of the project may not be achieved and thus the value for money on the expenditure could not be confirmed.

3.0 School Based Program (KICD) - Local Purchase Order Issued after Delivery

The statement of financial performance reflects Kshs. 1,371,416,000 under project costs as disclosed under Note 8 to the financial statements which includes school-based program KICD expenditure of Kshs.193,638,000. Review of the documentation provided revealed that payments totalling Kshs.9,895,000 to different conference facilities whose purchase orders were raised after the services had already been offered. This was contrary to Section 106(5) of the Public Procurement and Asset Disposal Act, 2015 which requires a procuring entity while procuring through a request for quotations to place a purchase order with the person submitting the successful quotation and the person submitting the successful quotation to confirm the purchase order in writing'.

In the circumstances, the management was in breach of the law

The audit was conducted in accordance with the ISSAI 3000 and ISSAI 4000. The Standards require that I comply with ethical requirements and plan and perform the audit to obtain assurance about whether the activities, financial transactions and information reflected in the financial statements comply in all material respects, with the authorities that govern them. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my conclusion.

REPORT ON THE EFFECTIVENESS OF INTERNAL CONTROLS, RISK MANAGEMENT AND GOVERNANCE

Conclusion

As required by Section 7(1)(a) of the Public Audit Act, 2015 and based on the audit procedures performed, I confirm that, nothing has come to my attention to cause me to believe that internal controls, risk management and governance were not effective.

Basis for Conclusion

The audit was conducted in accordance with ISSAI 2315 and ISSAI 2330. The Standards require that I plan and perform the audit to obtain assurance about whether effective processes and systems of internal controls, risk Management and overall governance were operating effectively in all material respects. I believe that the audit evidence I have obtained is sufficient and

appropriate to provide a basis for my conclusion. Responsibilities of the Management and those Charged with Governance

The Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Public Sector Accounting Standards (Cash Basis) and for maintaining effective internal controls as the Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error and for its assessment of the effectiveness of internal controls, risk management and governance.

In preparing the financial statements, the Management is responsible for assessing the Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Management is aware of the intention to cease operations.

Responsibilities of the Management and those Charged with Governance

The Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Public Sector Accounting Standards (Cash Basis) and for maintaining effective internal controls as the Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error and for its assessment of the effectiveness of internal controls, risk management and governance.

In preparing the financial statements, the Management is responsible for assessing the Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Management is aware of the intention to cease operations.

The Management is also responsible for the submission of the financial statements to the Auditor-General in accordance with the provisions of Section 47 of the Public Audit Act, 2015.

In addition to the responsibility for the preparation and presentation of the financial statements described above, the Management is also responsible for ensuring that the activities, financial transactions and information reflected in the financial statements comply with the authorities which govern them and that public resources are applied in an effective way.

Those charged with governance are responsible for overseeing the Fund's financial reporting process, reviewing the effectiveness of how the Management monitors compliance with relevant

legislative and regulatory requirements, ensuring that effective processes and systems are in place to address key roles and responsibilities in relation to governance and risk management and ensuring the adequacy and effectiveness of the control environment.

AUDITOR-GENERAL'S RESPONSIBILITIES FOR THE AUDIT

My responsibility is to conduct an audit of the financial statements in accordance with Article 229(4) of the Constitution, Section 35 of the Public Audit Act, 2015 and the International Standards of Supreme Audit Institutions (ISSAIs). The standards require that, in conducting the audit, I obtain reasonable assurance about whether the financial statements as a whole are free from material misstatements, whether due to fraud or error and to issue an auditor's report that includes my opinion in accordance with Section 48 of the Public Audit Act, 2015. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISSAIs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

In conducting the audit, Article 229(6) of the Constitution also requires that I express a conclusion on whether or not in all material respects, the activities, financial transactions and information reflected in the financial statements are in compliance with the authorities that govern them and that public resources are applied in an effective way. In addition, I consider the entity's control environment in order to give an assurance on the effectiveness of internal controls, risk management and governance processes and systems in accordance with the provisions of Section 7 (1) (a) of the Public Audit Act, 2015.

Further, I am required to submit the audit report in accordance with Article 229(7) of the Constitution.

Detailed description of my responsibilities for the audit is located at the Office of the Auditor-General's website at: <https://www.oagkenya.go.ke/auditor-generals-responsibilities-for-audit/>. This description forms part of my auditor's report.


FCPA Nancy Gathungu, CBS
AUDITOR-GENERAL

Nairobi

31 December, 2024

Authority's Headquarters	Authority's Contacts Telephone: (254) 703 042 000 E-mail: info@ca.go.ke Website: www.ca.go.ke	Independent Auditor Auditor-General Office of the Auditor General Anniversary Towers, University Way	Independent Auditor Auditor-General Office of the Auditor General Anniversary Towers, University Way	
P. O Box 14448 - 00800 CA Centre, Waiyaki Way, Nairobi, Kenya	Kenya Commercial Bank Sarit Centre Branch	Co-operative Bank of Kenya Westlands Branch	Equity Bank Limited Fourways Branch	Citibank of Kenya Upper hill Branch

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 	<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	To be aware of their rights and obligations	<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

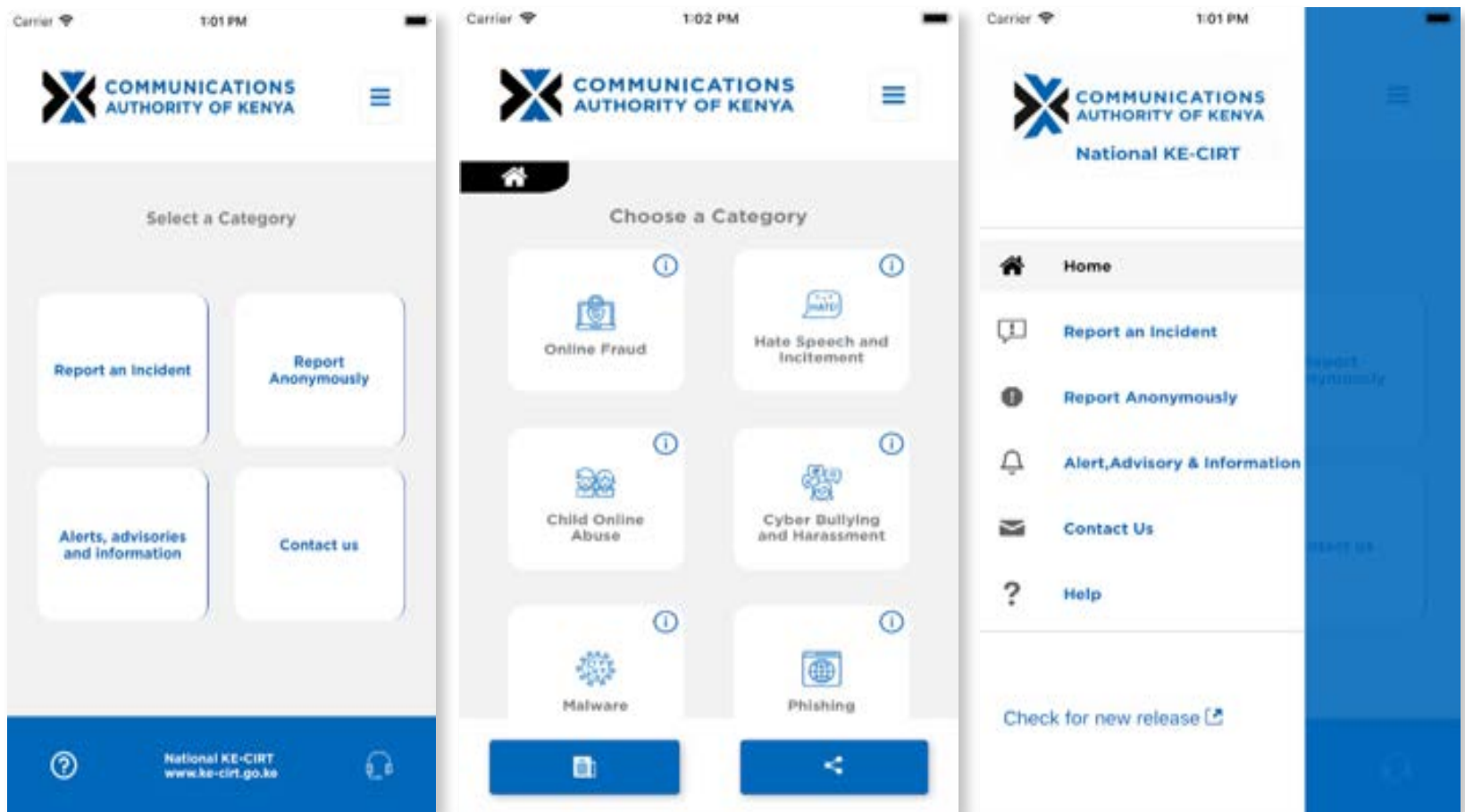
S/ NO	STAKEHOLDER	ROLE	EXPECTATION OF THE STAKEHOLDER FROM CA	CA'S EXPECTATION FROM THE STAKEHOLDER
10	National and County Legislatures	<ul style="list-style-type: none"> Legislation and Policy Development Oversight and Accountability Budget Approval and Resource Allocation 	<ul style="list-style-type: 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 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.

S/ NO	STAKEHOLDER	ROLE	EXPECTATION OF THE STAKEHOLDER FROM CA	CA'S EXPECTATION FROM THE STAKEHOLDER
14	Law Enforcement Agencies	<ul style="list-style-type: none"> • Cybercrime Investigation • Enforce Compliance of Policies and Regulations • 	<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
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

ANNEX II: 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:

1. The Authority's website, <http://www.ca.go.ke> under the "Information Security" section.
2. The National KE-CIRT/CC website, <http://www.ke-cirt.go.ke> under the "Report an Incident" section.
3. Send an email to: incidents@ke-cirt.go.ke;
4. Via a letter addressed to:
5. The Director-General
6. Communications Authority of Kenya (CA) CA Centre, Waiyaki Way
7. P.O. Box 14448 NAIROBI 00800
8. Visit the Authority's National KE-CIRT/CC located at the CA Centre along Waiyaki Way.
9. 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

2023-2024

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Communications Authority of Kenya



ca_kenya



www.ca.go.ke



info@ca.go.ke

Head Office

CA Centre

P.O Box: 14448

Nairobi 00800

Mobile: 0703 042000

Email: info@ca.go.ke

Western Regional Office

1st Floor, KVDA Plaza,

P.O Box: 2346,

Eldoret 30100

Mobile: 0703 042105

Email: wro@ca.go.ke

Coast Region Office

3rd Floor, NSSF Building

P.O Box: 81081

Mombasa 80100

Mobile: 0703 042152

Email: cro@ca.go.ke

Central Region Office

Ground Floor, Advocates

Plaza

P.O Box 134, Nyeri 10100

Mobile: 0703042181

Email: cero@ca.go.ke

Nyanza Regional Office

2nd Floor Lake Basin Mall

P.O Box 2016

Kisumu 40100

Mobile: 0703042130

Email: nro@ca.go.ke