

KRA QUALITY POLICY STATEMENT

OUR VISION

A globally trusted revenue agency facilitating tax and customs compliance.

QUALITY POLICY STATEMENT

Kenya Revenue Authority is committed to building trust through facilitation so as to foster Compliance with Tax and Customs Legislation. The Authority shall endeavor to continually improve service delivery and revenue collection by meeting the requirements of ISO 9001:2015 International Standard on Quality Management Systems and complying with relevant Statutory and Regulatory requirements.



QUALITY OBJECTIVES

- Enhancing revenue mobilization by broadening the tax base, combating tax evasion and using smart intelligence and risk-based compliance strategies.
- Strengthening administrative capacity and enhancing transparency and fairness through organizational change and business process optimization.
- Creating a staff establishment that is trustworthy, ethical, competent and helpful.
- Enabling business by leveraging on technology to achieve full electronic service leading to enhanced operational efficiency and high customer satisfaction.

COMMISSIONER GENERAL

Tulipe Ushuru, Tujitegeme!