



COUNTRY PROFILE

KENYA



| | |
|------------------------|--------------------------------------------------------------------------------|
| Full Name: | Republic of Kenya |
| Area: | 582,650 km² |
| Capital: | Nairobi |
| Main Languages: | English (official), Kiswahili (National), numerous indigenous languages |
| Currency: | Kenyan shilling (KES) |
| Head of State: | President Mwai Kibaki |



The Novatech 2007 Regional Investment Conference in Nairobi, Kenya is a component of the Pro€Invest programme which is a common initiative of the European Commission (EC) and institutions from the ACP states (Africa, the Caribbean and the Pacific).

This overview of the ICT sector has been prepared by BK Consultants on behalf of the organizers. The authors accept sole responsibility for the profile which does not necessarily reflect the views of the organizers: Pro€Invest, the Centre for the development of Enterprise (CDE), the African Union (AU) and the Common Market for Eastern and Southern Africa (COMESA).

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1. BUSINESS OVERVIEW

1.1 Key Economic Indicators

Table 1 shows the recent trend for selected key economic indicators using the most up-to-date available information. More general country information is provided in the websites referred to in Section 4.0 at the end of this report.

Table 1: Key Economic Indicators 2002-06

| | 2002 | 2003 | 2004 | 2005 | 2006 |
|-------------------------------------------------------------------|--------|--------|--------|--------|--------|
| Population (mn.) | 31.517 | 32.165 | 32.808 | 33.445 | 34.046 |
| Population Growth (%) | 2.10 | 2.10 | 2.00 | 1.90 | 1.80 |
| GDP (US\$ bn. at current prices) | 13.191 | 15.036 | 16.199 | 18.730 | 23.634 |
| GDP per capita (US\$ at current prices) | 418.50 | 467.50 | 493.70 | 560.00 | 694.20 |
| GDP growth at constant prices (%) | 0.30 | 2.80 | 4.60 | 5.70 | 5.40 |
| Current account balance (US\$ mn.) | 291 | (27) | (437) | (415) | (910) |
| Inflation Rate (%) | 2.00 | 9.80 | 11.60 | 10.30 | 13.00 |
| Exchange Rate: Annual average Kenyan shillings to US\$ | 78.490 | 75.936 | 79.174 | 75.554 | 72.101 |

Sources: COMTRADE, World Development Indicators, Oanda.com

1.2 Economic Context

In 2006, total Gross Domestic Product (GDP) amounted to some US\$23.6 billion at current market prices. Kenya's economy is dominated by the service sector which accounted for almost two thirds of GDP in 2004, followed by industry at about 19 per cent and agriculture at over 16 per cent. Notwithstanding the temporary suspension of World Bank aid in 2006 and the delayed loans from the International Monetary Fund (IMF) due to the Government's apparent reluctance to introduce and apply certain governmental reforms, real growth remained strong averaging 5.2 percent per year between 2004 and 2006.

Net foreign direct investment started to pick up in 2004 especially in the Export Processing Zones (EPZ) which saw an increase from 66 to 72 enterprises from the previous year. The total value of investments increased to \$219 million and \$223 million in 2004 and 2005, respectively.

The role of the international donor community in Kenya's development has varied over the last decade depending upon the Government's commitment to various political and economic reforms. Net overseas development assistance averaged \$716 million per annum in 2004 and 2005. Bilateral agencies were the largest donors contributing an average of 63 percent of the total in these two years with the US donating \$139 million per year, followed by Japan (\$73 million), the UK (\$71 million) and Germany (\$48 million).

1.3 Population and Labour Force

The population was estimated at over 34 million in 2006 with an overall population density of approximately 60 persons per km². The total estimated labour force was 11.85 million persons in 2005 with about 75 percent engaged in agriculture and the remainder in industry and services. Unemployment was estimated to be 40 percent in the early years of this decade and has probably not changed very much since then. The informal sector is extremely important for job creation. For example, the Government noted that the informal sector created 438,000 jobs in 2004 compared to the formal sector's increase of a more modest 36,400 jobs.

1.4 General Institutional and Regulatory Framework

The legal system in Kenya is based on Kenyan statutory law, Kenyan and English common law, customary law and Islamic law; and judicial review in the High Court. Most foreign investment in Kenya is governed by the Foreign Investments Protection Act (FIPA). There are no legal limitations on the percentage of foreign ownership but general preference is given to those projects with Kenyan participation, guaranteed export markets, potential for employment of labour, or those with a rural base. Priority sectors are export-oriented

ventures, intermediate industry, agro-processing and tourism. The Foreign Investment Protection Act guarantees against expropriation of private property by government.

1.5 General educational level

Unemployment is high in Kenya and labour is plentiful and inexpensive. However, the labour force is relatively unskilled and on-the-job training is essential.

1.6 Infrastructure Services

1.6.1 International access

Air

The main international airports are Jomo Kenyatta International at Nairobi (NBO) which is placed 16 km southeast of the city, and Moi International Airport (MBA) which serves the city of Mombasa and the coastal region. The Eldoret International Airport also has a number of international cargo flights.

The national airline is Kenya Airways (KQ), which operates between Nairobi and most major capitals. Some of the newly inaugurated Kenya Airways routes include Cairo-Istanbul, Bamako-Dakar, Harare-Maputo, Dubai-Guangzhou and Nairobi-Paris and most recently Nairobi-Monrovia. Other airlines serving Kenya include British Airways, Djibouti Airlines, EgyptAir, Kenya Airways, KLM, Lufthansa, Saudia, SN Brussels, Sudan Airways, Virgin Atlantic and Yemenia.

Water

Short-distance ships sail between Mombasa, Mauritius, the Seychelles and Zanzibar. Passenger service ports in the Lake Victoria include Homa Bay, Mfangano and Port Victoria/Kisumu. The ferries in Lake Victoria connect Kisumu in Kenya to Mwanza, Musoma and Bukoba in Tanzania. It is also possible to get ferries from Mombasa to Pemba and Zanzibar in Tanzania, and also to Chiamboni in Somalia.

Rail

Kenya is serviced by a single railway system running from Mombasa through Nairobi to Uganda, with branches to Nanyuki, Kitale and Kisumu. Another branch connects Kenya to Tanzania through to Taveta. Train services operate between Voi and Moshi (Tanzania) and between Nairobi and Kampala (Uganda). The Mombasa – Nairobi- Kampala – Jinja was concessioned for 25 years to a private operator and has been in operation for the last six months.

Road

The main crossing points from Tanzania are at Lunga Lunga and Namanga, with smaller posts at Isebania and Taveta. Some direct coach services operate. From Uganda there are crossing points at Buisa and Malaba. The border crossing points with Ethiopia, Somalia and Sudan are less frequented by tourists.

1.6.2 Internal transport

Air

Kenya Airways operates an extensive network of flights, which includes scheduled services to Eldoret, Kisumu (on the shore of Lake Victoria), Lamu Island, Lockichogio, Malindi and Mombasa. Air Kenya offers scheduled flights from Nairobi to Amboseli, Kilimanjaro, Kiwayu, Lamu, Malindi, Maasai Mara, Mombasa, Nanyuki and Samburu. Air Kenya also operates into all of Kenya's game parks. Regional Air also operates from Nairobi.

A new low-cost airline, trading as Fly540, operates flights between Nairobi and Mombasa, Kisumu and Malindi/Lamu. Additionally, there are private airlines operating light aircrafts to small airstrips. Plains can also be chartered.

Water

Local ferries run between Mombasa, Malindi and Lamu. It is also possible to hire a traditional Kenyan sailing boat (dhow) in Lamu, Malindi and Mombasa. There are several popular anchorage points for yachts at Mtwapa, Kiliti, Mnaroni and Lamu.

Rail

Kenya Railways Corporation (Now: Rift Valley Railways) runs passenger trains between Mombasa and Nairobi; trains generally leave in the evening and arrive the following morning after a journey of around 13 to 14 hours. There are also branches connecting Taveta and Kisumu to the passenger network.

Road

Traffic drives on the left. All major roads are paved and many of the others have been repaired, particularly in the southwest, although vast areas of the north still suffer from very poor interconnectivity.

2. ICT SECTOR

2.1 Overview

The Kenyan ICT sector has been fully liberalized. The liberalisation process was launched in 1999 with the separation of the traditional national operator, Kenya Post and Telecommunications Co. (KPTC) into three units; Postal Corporation of Kenya, Telkom Kenya Ltd (TKL) and the Communications Commission of Kenya (CCK). When the private-owned mobile operator KenCell won the second GSM license in 2000 competition increased along with liberalisation making mobile Kenya's fastest growing industry and the sector has been continuously developing; with 3 VSAT, 3 backbones, 1 satellite etc.

2.2 Telecommunications

Telkom Kenya TKL – which is under process of being privatized - has taken over the telecom services of the former KPTC. After the monopoly of Telkom Kenya came to an end in June 2004, a second fixed license is under negotiation.

- Telkom Kenya has 330.000 lines, i.e. a tele-density of 0.16% in rural areas and 4% in urbanized areas. This number is gradually diminishing due to the poor quality of the service. And one estimates that only 55% of the current lines are being used.
- In 2004, the number of payphones was estimated to be 10.000, but the number is rapidly decreasing.
- The CCK attributed a licence to **Bell Western Ltd** in January 2004 for the construction, the installation and exploitation of a fixed line network in North-eastern Kenya under the commercial name of “Warsan Communications Services”. Warsan has since then pulled out of the venture but other companies from South Africa and India have expressed interest.

An annual increase of 75% of mobile subscribers throughout the last 5 years.

Mobile telephony was introduced in 1994 by Kenya Postal and Telecommunication Corporation. Today, all basic added value services are available on the mobile network, such as call waiting, call divert, voice mail and short message service (SMS). Safaricom additionally launched General Packet Radio Service (GPRS) in July 2004, making Kenya the third country in Africa after South Africa and Egypt to adopt the technology.

- 5,800,000 subscribers in 2006, i.e. a mobile tele-density of 14,4%;
- The GSM network covers 65% of the population, and 60% of the population lives on 35% of the national territory;

There are currently two GSM operators in Kenya; a third licence has been granted to **Econet wireless** – who are yet to commence operations. Telkom Kenya has aggressively launched a wireless service which seems to send signals of fierce competition with the existing GSM operators. The first impact this new entry has brought is a noticeable reduction in call charges by up to 40 – 50% depending on which tariff the caller chooses to use.

- TelKom Kenya founded its filial **Saficom** in 1999. And has now sold off 49% of the shares to Vodafone. TelKom has since offloaded its shares in Safaricom to the Kenyan state thus remaining the main shareholders. The privatisation arm of the government has just received bids for the management of Initial Public Offer (IPO) set to take place by the end of 2007. The stock market is bracing itself to handle one of the largest IPO's in Kenya valued at Ksh 34 billion.

Saficom is the leader of the mobile telephone market, with close to 6 million subscribers today.

The group anticipates providing services to 6.5 million Kenyan people and to cover 90% of the territory in the coming years and has obtained a record loan from the Kenyan banks of 138 million euro. The company employs 830 persons.

- **Celtel Kenya** (formerly KenCell owned by Vivendi Telecom International) appeared on the Kenyan market in 2000, and is the second mobile operator in Kenya, with approximately 2.6 million subscribers.

Celtel International (the former MSI-Cellular Investment Holdings) holds 60% of the shares, while the Sameer Group possesses 40%. Celtel International has a joint network grouping Kenya, Uganda, Tanzania, DRC Congo and Congo Brazzaville

- In July 2004, the Communication Commission of Kenya (CCK) attributed a third mobile telephone licence at the amount of 27 million US\$ to **Econet Wireless Kenya**, a Kenyan/South-African consortium. In the beginning of 2005, due to legal difficulties, the consortium was not yet operational. Now the matter has been settled out of court and the company can initiate its operations after paying for the necessary licences.

The VOIP (Voice Over Internet Protocol) is an emerging market in Kenya. The services have remained 80% cheaper than fixed phone calls and while the demand from companies is increasing, several VOIP cafes are equally emerging in the capital and other major towns in the country

The latest initiative from the Communication Commission of Kenya (CCK) is to attribute unified licences, allowing Service Providers to offer fixed-mobile, VSAT and internet solutions to their customers.

2.3 Internet

The World Wide Web made its entry into the Kenyan market in 1995, but it was merely in 1998 that Jambonet, the service Provider of Telkom Kenya, developed and improved the service. In 2004, Jambonet's monopoly came to an end and since then approximately 72 Internet Service Providers (ISPs) have obtained licences in Kenya but only about 20 are fully operational. One might add that the Telecommunications Service Provider Association of Kenya (TESPOK) says that its 18 ISPs stand for 99% of Internet traffic in Kenya.

- Ca. 1.650.000 Web users in Kenya;
- The Internet Providers regroup around 320.000 subscribers;
- The main companies are **AfricaOnline**, **UUNET**, **AccessKenya**, **SwiftGlobal**, **Wannachi**, **InterConnect** and **Flashcom**;
- The majority of the Web Users still use the 1050 Internet Cafes that are mostly located in the five biggest cities of Kenya;

Most of the Internet Providers in Kenya are part of an association, and several associations have been created over the years, the most important one being:

- **The Telecommunications Service Provider Association of Kenya** (TESPOK, www.tespok.co.ke)

Funded by the UK Department for International Development, TESPOK was formed in 2000. The organisation has a formal office in Nairobi and includes 18 ISPs. The association has been trying to put pressure on the government in order to obtain individual VSAT stations for the different Internet Providers. It ran an internationally acclaimed and eventually successful campaign for the right to have an IXP. TESPOK works closely with CCK and additionally filed a successful lawsuit against Telkom Kenya's practice of illegally offering ADSL.

- **The Computer Society of Kenya** (CSK, <http://www.csk-online.org>)

Established in 1986, CSK is an organisation for individual professionals as well as IT companies. It has 6000+ professionals and 207 companies as members. CSK's mission includes acting as an advocacy organisation for ICT issues in Kenya and to facilitate the exchange of information on ICT through meetings, exhibitions and publications. CSK is a member of the World Information Technology Services Alliance (WITSA).

- **The Kenya ICT Federation** (KIF, <http://www.kif.or.ke/>)

KIF is an umbrella organisation for ICT organisations in Kenya comprising a dozen member organisations. Similarly to the CSK, KIF organises ICT events and does advocacy work to stimulate effective ICT policy strategy and usage.

Other organisations include:

- *The e-commerce Association of Kenya (www.ecak.or.ke)*
- *Kenya Information Society (KIS)*
- *The IT Standards Association of Kenya (ITSA)*
- *ISACA-Kenya chapter (http://www.ey.co.ke/isaca/)*
- *Safaricom Dealers Association*
- *The Cyber Café Owners Association (CCOAK)*
- *The IT Export Services Association*
- *Telecommunications Equipment Vendors Association*
- *NSE High Tech Growth Committee*

New services have recently been introduced in Kenya, such as the ADSL, ISDN, and VOIP (Voice Over Internet Protocol) and the hardware market is highly competitive and comprises 300-400 firms. Personal computers and servers are the dominant products. Import duties for computers are zero, but computer parts carry a 15% duty. Local assembly of computers is hurt by the duty, but keeps going nevertheless.

In addition to these positive factors of development for the ICT sector, one might add that software piracy is at a high level in Kenya and there have been concerns that it may affect trade relations with the USA and Western Europe. The World Intellectual Property Organisation (WIPO) has threatened Kenya with embargo if the Government did not move to prevent piracy. This led to the establishment of Kenya Industrial Property Office which is the country's anti-piracy authority and local WIPO chapter.

2.4 Regulatory framework and sector regulation

The Ministry of Information and Communication is in charge of the ICT sector, and wishes to turn Kenya into the new African capital of outsourcing, creating 1 million jobs in the Telecom business by 2010.

The Communications Commission of Kenya (CCK) is the technical regulatory organ of the ICT sector. This is an independent regulatory authority for the communications industry in Kenya. Its role is to regulate telecommunications, radio communications and postal /courier service in Kenya. The administrative council is constituted by 11 members, where of 4 are Permanent Secretaries, respectively from the Telecom- and tourism sector as well as from the treasury and the President's office. The remaining 7 members are representatives of the public sector. The council is replaced every four years. The chairman is chosen by the board while the director is appointed by the Minister.

The mandate of the CCK includes organising, planning, attributing and managing the radio frequencies on the Kenyan territory. The Commission equally regulates the telecom, Internet and TV sectors, determining the rights and obligations of the operators and delivering licences.

The broad framework of the current licensing regime includes 46 different license types partitioned in nine license/market groups:

- 1) Facility-Based Public Fixed Telecommunications Providers (Type I Carriers) [Local System and Services]
- 2) Land Mobile Radio-Communication Services (Type II Carriers)
- 3) Fixed and Mobile Satellite Services [International and VSAT Systems and Services]
- 4) Facility-Based Data Communications Networks and Services [Data System and Services]
- 5) Internet Facilities and Services [Internet Backbone and Nodes]
- 6) Resale Services
- 7) Added- Value Services
- 8) Telecommunications Dealers Licenses
- 9) Telecommunications Person's license (Technical Personnel)

The CCK has announced that Kenya will in the near future adopt unified and absolute technology neutral licensing regime. The licenses will be structured in three technology neutral market categorizations:

- **Network Facilities Provider (NFP)** - who shall own and operate any form of communications infrastructure (based on satellite, terrestrial, mobile or fixed)
- **Applications Service Provider (ASP)** - to provide all forms of services to end users using the network services of a facilities provider
- **Contents Services Provider (CSP)** - to provide contents services such as broadcast (TV& Radio) material, and other information services and data processing services, etc.

There also exists a Communications Appellate Tribunal which was established by the 1998 Communications Act as a body in charge of solving disputes between parties under the said Act. Appeals against the decisions of the Communications Commission of Kenya are decided by the Tribunal. The Tribunal consists of one chairman and two other members appointed by the newly formed Ministry of Information and Communication. The chairman must be a person who has or has held a judicial office in Kenya or who has been an advocate for not less than seven years. The two other members are persons that are employed neither by the Government nor by a private corporation.

The Kenya ICT Strategy Conference which took place in March 2006 announced a new approach to ICT policies, and the country will put in place an ICT BILL (2006), focusing on security and protection in terms of transmission of information.

In regulating the telecommunication sector the CCK has put the Telecommunication structure as follows:

1. Facility – based Public telecommunications Service providers with 13 different categories
2. Private Telecommunications Network with 12 different categories
3. Non Facility Based Telecommunications service providers with 5 different categories
4. Value added Service providers with 7 different categories
5. Telecommunication Dealers Licences with 8 different licences
6. Technical Personnel with 4 different categories

2.5 Opportunities

There are many positive factors and good signs in terms of developing the Kenyan ICT sector, and the opportunities in Kenyan ICT remain numerous. One of these elements is the continued growth of the ICT sector, which is growing as a result of the liberalisation measures and continued Government commitment to providing an enabling environment, coupled with political stability. The cabinet office of the president published Kenya even determined an e-government strategy in March 2004, which in comparison with the National ICT Policy, the e-government strategy is a far more developed and precise document.

With a well-educated workforce that speaks English and a strong high-end ICT sector Kenya would be able to be a strong rival to countries such as India in the competition for business process outsourcing.

Additionally, the optic high speed fibre cable, EASSY (Eastern African Submarine Cable System), will soon connect South Africa with Sudan, passing by Kenya. Another optic high speed fibre cable project East African marine System (TEAMS) which is a Private - Public sector Partnership arrangement is in the process and will link Kenya with the rest of the world through Adudabi and India. This project is fully backed by the governments of the East African Community. EADT is another development project comprising the establishment of fibre optic cable and microwave links to interconnect Kenya, Tanzania and Uganda. The incumbent telecom operators of these three countries contribute to the cost and additional funding was promised on condition that all operators were privatised. The project has been heavily delayed due to the stalling privatisation process of Telkom Kenya and could be superseded by COMTEL. MTN Uganda is nevertheless building EADT fibre optic cable from Kampala to the Kenyan border.

3. INVESTMENT ENVIRONMENT

3.1 Investment Framework

3.1.1 Government policy

Kenya has made considerable efforts to create an environment conducive to private investment, both domestic and foreign.

Good reasons for investing in Kenya include:

- Range of tax treaties and investment promotion and protection agreements;
- Stable pro-investment Government;
- Business-friendly regulatory reforms;
- Large pool of skilled English-speaking enterprising workers;
- Strategic location as a regional financial, communication and transportation hub;
- Well developed social and physical infrastructure;
- Fully liberalised economy;
- Preferential market access within the region and to the EU; and
- Well established local and foreign private sector.

3.1.2 Investment agencies

The Kenya Investment Authority (KIA) was established by the Government of Kenya through the Investment Promotion Act 2004 with the mandate of promoting and facilitating private investments in Kenya for both local and foreign investors.

The organisation was set up to provide professional assistance, facilitation, information and advice to domestic and foreign investors seeking to establish a new investment or to expand existing investments in Kenya. The KIA will also provide free information on business and investment opportunities in Kenya. Investments in Export Processing Zones (EPZ) are approved by the EPZ Authority.

3.1.3 Investment guarantees

Kenya is a signatory to and member of the Multilateral Investment Guarantee Agency (MIGA), an affiliate of the World Bank, which guarantees investors against loss of investment due to political problems and other non-commercial risks in host countries. Kenya is also signatory to the International Centre for Settlement of Investment Disputes which is a channel for settling disputes between foreign investors and host governments.

3.2 Investment Incentives

Kenya's investment incentives are primarily centred on tax issues. A deduction is allowed in computing taxable income in respect of capital expenditure on new manufacturing industries and hotels. The allowance is granted at a rate of 85% (35% in Nairobi and Mombasa) on plant, machinery, buildings and equipment in the first year of business. Depending on the earnings of the business, the investment allowance can produce a tax exemption of several years. More generous tax incentives and other initiatives are to be given to companies carrying on business in an EPZ.

3.3 Access to Finance

The Central Bank of Kenya (CBK) is charged with the formulation and implementation of monetary policy directed at achieving and maintaining stability in the general level of prices.

3.3.1 Commercial banks

The Kenya Commercial Bank is a leading institution in Kenya's banking and financial sector. Other large banks include ABN Amro Bank, Barclays Bank of Kenya Ltd, Standard Chartered Bank Kenya, Stanbic Bank and the National Bank of Kenya.

The main development banks are the Development Bank of Kenya (DBK), which provides medium-term local and foreign currency financing for projects in the industrial, agro-processing, and tourism sectors, and the Industrial and Commercial Development Bank. Private insurance and pension funds are also important mobilisers of long-term savings in Kenya. These institutions normally invest their funds in real estate and listed securities.

3.3.2 International Financial Institutions

Kenya, as a signatory to the agreement between African, Caribbean and Pacific nations (ACP) and the European Union, known as the Cotonou Agreement, has access to the facilities of the European Investment Bank (EIB).

As a member of the World Bank, the facilities of the International Finance Corporation (IFC) would also be available for projects in Kenya. In addition, a number of regional and international development banks and institutions provide finance to ventures in Kenya. They include the African Development Bank (AfDB), the East African Development Bank (EADB), the Eastern and Southern African Trade and Development Bank (PTA Bank), the Development Bank of Southern Africa (DBSA), the Industrial Development Corporation of South Africa Ltd (IDC), the New Partnership for Africa's Development (NEPAD), the Netherlands Overseas Finance Company (FMO), the Commonwealth Development Corporation (CDC), the German Development Bank (DEG), the Danish Development Bank (IFU) and the Swedish Fund for Industrial Development of Africa (SFIDA).

3.3.3 Transfer of Capital and Profits

A floating exchange rate system is adopted in Kenya and there are no exchange controls. A foreign investor is free to repatriate his capital and after-tax profit.

3.4 Residential and Work Visas

Citizens of the European Union, Japan, USA, Canada and certain other countries can obtain visas at the point of entry in Kenya. Visas are valid for three months.

Any foreigner planning to stay in Kenya for longer than three months must register under the Alien Registration Act. Upon registration, the individual receives a form of identity card, stating name, address and other particulars. For a stay in Kenya exceeding six months, one must obtain a residence permit, valid for one year that must be renewed each time the work contract is renewed. The permit renewal can be valid for five years, each time.

The issuing of work permits is closely controlled but the Kenya Government does recognise that foreign investors or shareholders should be represented in senior management. A sympathetic view is also taken on the number of expatriates to be employed in new industries during the start-up phase. Work permits for such expatriates are issued by the Immigration Department and are valid for one to two years, renewable on application.

3.5 Promotional Assistance

Kenya is a member of the East African Community (EAC) which is the regional intergovernmental organisation of the Republics of Burundi, Kenya, Rwanda, Uganda and Tanzania and aims at widening and deepening co-operation among the partner states in political, economic and social fields for their mutual benefit. The regional co-operation and integration envisaged in the EAC is broad based, covering tourism and wildlife management as well as trade, investments, industrial development; monetary and fiscal affairs; infrastructure and services; human resources, health, etc.

4. LIST OF KEY CONTACTS

Ministry of Information and Communications

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Useful Websites

- **ICT Kenya:** creating an enabling environment for ICT
www.ict.go.ke
- **East African Community** website contains useful profiles on EAC member states
www.eac.int
- **The British Broadcasting Corporation (BBC):** full profiles provide background information on the recent history, politics and economies of various countries.
http://news.bbc.co.uk/2/hi/country_profiles/default.stm