



## **International experts gather in Kigali to discuss future of digital tax administrations**

**Kigali, Rwanda** is once more welcoming policymakers, scholars and tax experts this week to examine and learn from evidence on digitisation and revenue mobilisation, a further testimony to the government's commitment to enhancing the effectiveness and equity of its tax systems as part of a wider agenda of ICT innovation, economic development and a knowledge-based society in Rwanda. Hot off the back of last week's African Tax Administrator Forum annual meeting, **the Rwanda Revenue Authority (RRA) and long-term research partner, the International Centre for Tax and Development (ICTD)**, are this week hosting a pioneering conference on the future of tax administration in the digital age.

Entitled '*[Towards a Digital Tax Administration: Lessons Learnt and Directions for Reform](#)*', the conference will convene over 100 international delegates from across Africa and beyond, on 12-13 December 2024 at the Serena Hotel in Kigali.

Both the RRA and ICTD are well suited to lead these discussions: the RRA has achieved significant milestones in digitizing its services, enhancing efficiency, transparency, and taxpayer satisfaction. Key accomplishments include transitioning from manual to digital registration systems, implementing e-filing and e-payment options, and automating critical services like tax clearance certificates, TIN de-registration and motor vehicle ownership transfers among others.

For its part, ICTD has over 15 years' experience conducting research improve [tax administration and policy in African countries](#) and recently concluded its DIGITAX programme, a four-year multi-country international research programme on digital financial services, digital IDs and taxation supported by the Bill & Melinda Gates Foundation.

**RRA Commissioner-General NIWENSHUTI Ronald, who will be opening the Conference, underscored the significance of the event, said "Digitalisation is not just a tool – it is the backbone of a modern tax system. Through initiatives like this conference, we aim to share our success stories but also enhance our capacity to deliver efficient, transparent, and inclusive tax services".**

**Dr Giulia Mascagni, Executive Director of ICTD, who will also be giving opening remarks at the Conference, said: "We know from our research that digitalisation offers transformative opportunities for improved tax administration and revenue mobilisation, which are urgently needed. Unlocking the full benefits of digitisation requires both innovation and a clear understanding of the obstacles and solutions to overcome them. This conference aims to foster collaboration and knowledge-exchange across African revenue administrations that are looking to implement inclusive digital reforms."**

The Conference programme will hear and discuss evidence from Eswatini, Ghana, Kenya, Malawi, Nigeria, Rwanda, Uganda and South Africa, amongst others, on data management and governance, digital payments and tax compliance, and data quality and integrity in relation to digital IDs and taxpayer registration.

A keynote panel featuring Israel Bimpe, CEO at **Irembo**, Mary Baine, Tax Programs Director at the **African Tax Administrators Forum (ATAF)**, Ntare Niyomugabo, Chief Technology Officer, **R-Switch**, and James Stewart, Partner and CTO at **Public Digital**, will address the looming question for 2025: what potential do rapid advances in Digital Public Infrastructure have for tax administration?

**Other key speakers from Rwanda include:** Christian Kajeneri, Director of Payment Systems, Central Bank of Rwanda at and Chairperson for the City of Kigali Council, Innocente Murasi, Deputy Commissioner General, RRA, Denis Mukama, Assistant Commissioner for Research, Planning and Statistics, RRA; and Louise Kalisa, Commissioner for IT and Digital Transformation, RRA.

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### ***Notes for the Editors***

**Rwanda as a leader in digitisation:** in October 2013, the Transform Africa Summit hosted in Kigali culminated in the adoption of the Smart Africa Manifesto document by seven (7) African Heads of States (Rwanda, Kenya, Uganda, South Sudan, Mali, Gabon, Burkina Faso) in which they committed to provide leadership in accelerating socio-economic development through ICT's. Three years later, Rwanda unveiled its SMART Rwanda Master Plan, which is regularly updated. Now, Rwanda is leading the way on [Digital Public Infrastructure](#), alongside Kenya and Nigeria.

**About ICTD:** The International Centre for Tax and Development is a global leader in research on tax and development, particularly in low-income countries, providing governments with robust evidence to help them design and implement more effective and equitable tax systems. The DIGITAX programme was a four-year research programme led by ICTD and funded by the Bill & Melinda Gates Foundation. Key insights developed under the DIGITAX programme can be accessed [here](#) and [here](#).

**About RRA and digitisation:** Over its 26 years since its inception in 1998, RRA has achieved significant milestones in digitizing its services, enhancing efficiency, transparency, and taxpayer satisfaction. Key accomplishments include transitioning from manual to digital registration systems, implementing e-filing and e-payment options, and automating critical services like tax clearance certificates, TIN de-registration and motor vehicle ownership transfers among others. The launch of the MyRRA portal provided a unified platform for all tax services, while the TIN deactivation initiative streamlined data management. These

advancements have improved compliance, facilitated seamless tax processes, and established RRA as a leader in public sector digitization.