ACCESSIBILITY OF GOVERNMENT WEBSITES TO PERSONS WITH VISUAL, HEARING AND COGNITIVE DISABILITIES RESEARCH DRAFT REPORT

A User-Led Analysis

KICTANet

A User-Led Analysis

KICTANet

Table of Contents

Acknowledgement

Chapter 1

Background

According to the 2019 Kenya National Census, about 1 million Kenyans have some form of disability. Persons with Disabilities have a right to social justice and equality but can also make immense contributions to society if given the proper assistive tools.

However, the challenges persons with disabilities face in accessing information and services in the digital space became more pronounced during the COVID-19 Pandemic when multiple essential services from the government and the private sector were moved online for continuity. Information and services remained inaccessible to people with disabilities, especially those with visual, hearing, intellectual and physical disabilities. What seemed to be an effective response to the COVID-19 Pandemic had a completely opposite impact on Persons with disabilities.

It is against this backdrop that this report is being conducted on the 'Accessibility of the government of Kenya websites for persons with disability.' This initial research will focus on visual, hearing, and cognitive disabilities.

Policy and Legal Frameworks on Accessibility in Kenya

All government procedures are informed by law or policy to guide the same. This section of the report analyzes the legal and policy framework informing the delivery of government ICT services to persons with disabilities. Government websites are designed to provide information to the public and provide services to the public. This means that the websites will have to comply with the laws and policies outlining accessibility for persons with disabilities.

Article 54 of the Constitution of Kenya as read with Article 27 of the Constitution of Kenya makes it a requirement that reasonable accommodations be provided for persons with disabilities on an equal basis with others. The Kenya Information and

Communications Act of 2013 which states the importance of ensuring information being released to the public is accessible to persons with different disabilities.

The Kenya Access to Information Act of 2016 Section 5(2) requires that Information shall be disseminated taking into consideration the need to reach persons with disabilities, the cost, the local language, the most effective method of communication in that local area, and the information shall be easily accessible and available free or at cost taking into account the medium used".

The National Information Communications and Technology Policy Guidelines of 2020 require the reasonable, available and affordability of basic and advanced communications systems and services to persons with disabilities, at the household and individual levels, particularly where the market is unable to deliver such services in a financially viable manner.

The National Plan of Action on Implementation of Recommendations made by the Committee on the Rights of Persons with Disabilities 2015-2022 stated that different government agencies are expected to undertake specific measures on Accessibility including access to the physical environment, transportation, information and communications, and to other facilities and services open or provided to the public.

With regards to internal standards, the Marrakesh Treaty which Kenya is a signatory to makes provisions for making written materials accessible to the Blind in all formats and technologies. The UN Convention on the Rights of Persons with Disabilities General Comment No. 2 on Accessibility stated as follows with regards to ICT:

> ***"Accessibility has been recognized by the mainstream ICT community since the first phase of the World Summit on Information Society, held in Geneva in 2003. Introduced and driven by the disability community, the concept was incorporated in the Declaration of Principles adopted by the Summit, which in paragraph 25 states, "the sharing and strengthening of global knowledge for development can be enhanced by removing barriers to equitable access to information for economic,***

social, political, health, cultural, educational, and scientific activities and by facilitating access to public domain information, including by universal design and the use of assistive technologies"

The Web Content Accessibility Guidelines is developed through the World Wide Web Consortium (W3C) process in cooperation with individuals and organizations worldwide to provide a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. It is not binding on Governments and is mostly used to inform policy and legal frameworks. There are 4 guidelines the WCAG relies on:

- Perceivable-All users must consume content and user interface components in ways they can perceive, including text alternatives and time-based media like captions, audio descriptions, sign language, and pre-recorded media alternatives.
- Operable- All functionality should be available from a keyboard. Content should be keyboard accessible with character key shortcuts, with enough adjustable time, with below-threshold flashes, and the ability to disable unnecessary animation. Content should be navigable and have input modalities like pointer gestures and labels in names.
- Understandable-User interface operation and information must be understandable. Content should be readable, predictable, and input assistance that has error identification and error suggestion features.
- Robust-Compatibility with current and future user agents, including assistive technologies including parsing, Name, Role, Value, and Status Messages, should be maximized.

National ICT Policy 2019

The ICT Policy provides for an ICT environment fully accessible to persons with disabilities. The Government of Kenya is fully committed to providing equal treatment to people with disabilities with respect to the use and benefit of ICT services, programs, goods and facilities in a manner that respects their dignity and that is

equitable in relation to the broader public. To this end, the policy calls on the Government to take the following measures:

1. Ensure that ICT services and emergency communications made available to the public are provided in alternative accessible formats for persons with disabilities (PWD);
2. Review existing legislation and regulations to promote ICT accessibility for PWDs in consultation with organizations representing PWDs among others;
3. Promote the design, production and distribution of accessible ICT at an early stage;
4. Ensure that persons with disabilities can exercise the right to access to information, freedom of expression and opinion;
5. Require both public and private entities that render services to the public to provide information and services in accessible and usable formats for persons with disabilities;
6. Require content producers for distribution and public consumption in Kenya to produce such content in an accessible format;
7. Ensure that websites of government departments and agencies comply with international web accessibility standards and are accessible for persons with disabilities;
8. Provide incentives to providers of accessible technology solutions including software, hardware and applications;
9. Take such measures as will lessen the burden of acquisition of accessible technologies and associated devices for PWDs through fiscal means such as funding acquisitions, etc.;
10. Ensure that licensed providers of telecommunications services make available services and supporting technologies for persons with disabilities including emergency services, accessible public phones and relay services to enable persons with speech, hearing and seeing disabilities to communicate with the rest of society;
11. Ensure existing works in print format are adapted into accessible format transformative forms which can be used by the blind without any liability;

12. Promote Research and Development for ICT access for Persons with Disabilities.

13. Improve government accountability, efficiency, and service delivery and maintain an open government. Develop and protect citizen rights and duties as enshrined in the constitution of our republic.

Kenya Standard (Ks 2952) Accessibility — ICT Products And Services Implementation Framework.

The Framework was developed to guide the implementation of the National ICT Policy issued in 2020. The aim of the Standard was to ensure that ICT products, services and opportunities were made accessible to all, including Persons with Disabilities. This included the identification of categories of work to be carried out and how these intersect with other categories of work. In addition, it guided accessibility for Persons with Disabilities and assistive technologies eco-system from a universal design perspective. The roadmap under the framework highlights nine areas of intervention as follows:

1. Launch of the Standard and Implementation Framework
2. Circulation and awareness creation of the Standard.
3. Sensitization, Training and Dissemination of the Standard and its Implementation Framework
4. Initial auditing of select institutions to assess adoption of the standard
5. Implementation status review workshop to consider the experience and audit results.
6. Scale up and full adoption of the new Standard with the improvements if any.
7. Surveillance Audits, Monitoring, Evaluation, and Certification.
8. Mainstreaming/adoption/annual audit on implementation of KS 2952 in Kenya.
9. Certification and award of best performers in the adoption and application of KS2952

It is important to note that the persons consulted in developing the framework included developers of ICT products and users of the said products. Since this research is focusing on the user perspective, the framework considered the following

groups: users with visual disabilities, users with hearing disabilities, users with physical disabilities, users with intellectual disabilities, Users with multiple disabilities and Caregivers to persons with disabilities.

The framework itself raises questions on the actual participation of persons with disabilities. It is clear that the document was designed from a developer and procurement perspective rather than an end-user perspective. Most of the guidelines focus on procurement, capacity building and awareness raising. During the FGDs, the feedback from persons with disabilities included that some of the accessibility apps purchased by the government are substandard and therefore unusable. The accessibility icons remain largely unknown to users and they barely use them. Language continues to be a huge barrier as it causes confusion, especially for those with cognitive disabilities. Finally, the issue of physical assistance is not addressed as persons with multiple disabilities still need personal assistance to access laptops or tactile interpretation. Inclusion does not mean physical presence but actual participation of persons with disabilities in key decision-making bodies.

Methodology

For this research, the research team used Qualitative analysis to determine the accessibility of identified government websites. The objective of this research was to analyze accessibility from a user-led perspective. For this reason, an FGD was carried out involving persons with visual, hearing and cognitive disabilities to guide in identifying the apps to use and reasonable accommodation required. The FGDs equally informed the process

From the FDGs, this is what will inform the tools identified to carry out the analysis. The Research team used two disability accessibility rating tools to determine the technicalities of the websites, these are Wave and Accessi. JAWS was used as a standard application to carry out these basements. In addition, most users tend to use Google Chrome or Firefox to access government services. Therefore, testing had to be done using the two browsers to determine the results.

To contextualize the assessments, the team developed a scorecard for two reasons. The first was to narrow down the assessment topics to fit our target users who are persons with visual, hearing and cognitive disabilities. Second to contextualize the report to fit the Kenyan person with a disability who is a user of ICT services. The ratings assigned by team members were then weighted to give a percentage review and average score. The Results will then be interpreted into recommendations for dissemination.

(Insert picture of the team)

The challenges to this research are as highlighted below:

1. We take cognizance of the disparities between urban and rural persons with disabilities. There is little access to ICT services between rural and urban persons with disabilities and even more lack of knowledge of government online services.
2. Language barrier as a constant. Most government online services are based on the English language or technical Swahili where we have more persons with disabilities being conversant in their mother tongue. Secondly, Persons

with disabilities in the deaf community or those with cognitive disabilities require easy-to-read or easy-to-understand language which is rarely available in the accessibility icons provided on most government websites.

3. While reliance was placed on using technology to assess, there are aspects of assessment that would have to be observational. The user of technology is after all human and there are certain matters that Wave or Accessi cannot report on. This includes the experiences of persons who need a full-time personal assistant as a reasonable accommodation.
4. This report excludes mobile phone applications. The assumption of this research was based on feedback from persons with disabilities who mostly go to cyber cafes to access government services or Huduma centers as they are likely to get assistance at these locations. Further research will be carried out to address the issue of mobile phones and mobile applications.
5. We take cognizance of the fact that disability is a spectrum and each person will experience disability in an individual space. The assessments covered in this report consider the averaged experiences of the person with visual, hearing and cognitive disabilities but do not take away the individual experiences of each. The recommendation, therefore, acts as a guide to improvement.

Chapter 2:

In the previous chapter, we explored the Why this research is being done and the objectives. This chapter will be highlighting the findings based on Wave and Accessi and the user rating of the same. Weighted averages were used to represent the findings as per the scorecard analysis.

Findings

Perception

Perception was defined as users are able to consume content and user interface components in ways they can perceive, including text alternatives and time-based media like captions, audio descriptions, sign language, and pre-recorded media alternatives. For the analysis, this report specifically recorded findings on:

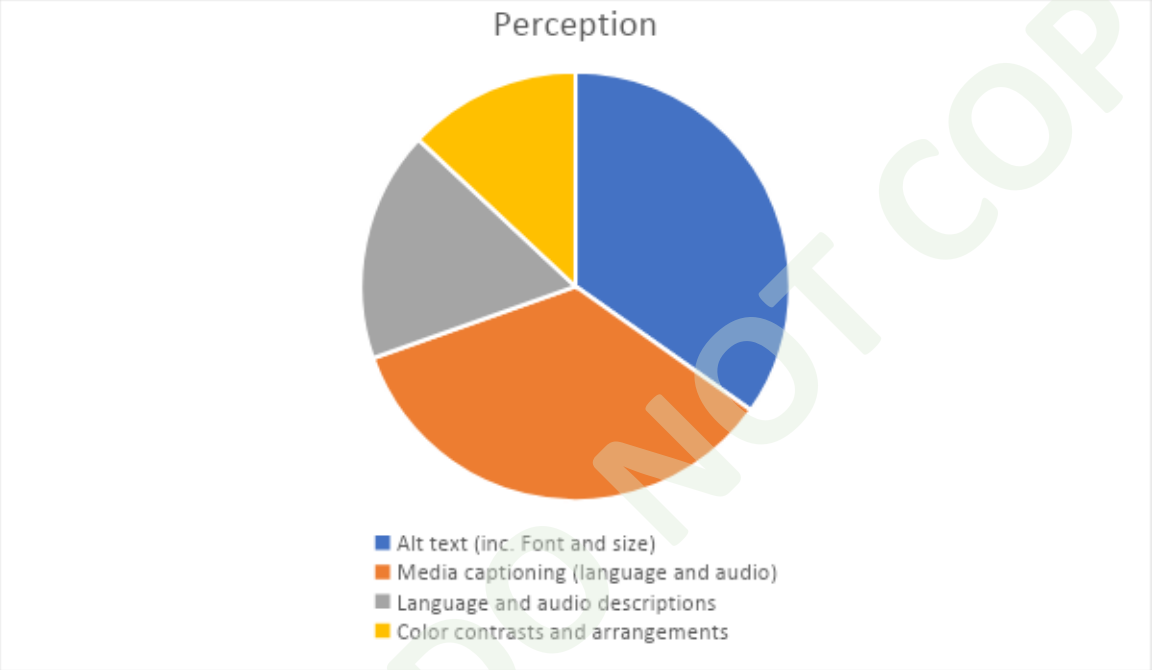
- alt text,
- media captions
- language including sign language, simplified language and captioning)
- audio descriptions
- font type and size
- colour contrasts and arrangements
- contrast levels.

The findings of the report were as below:

1. Similarly, alt text, font size and colour contrasts ranked in at 35-38% of websites reviewed had challenges. The advantage of these was that these errors could be fixed and corrected. Accessi, in particular, would give a report on how these errors could be corrected from developer perspective.
2. 3% of websites had sign language interpretation on their videos where available. Media captioning including audio visual captions was only provided in 28-32% of websites reviewed. This could also be indicative of the fact that media captioning is mostly used in online meetings rather than in website design.

3. Language and audio description errors came in at 25-28% of websites reviewed. This factor was further driven by it varied depending on the browser used. For instance, the KRA website language description operated better with Firefox browser versus the e-citizen website which operated better with Chrome browser when using JAWs.

Below is a pie chart capturing a visual representation of the data above.



Functionality

This was defined as all functionality that should be available from a keyboard perspective. The content should be keyboard accessible with character key shortcuts, sufficient adjustable time, with below threshold flashes, and the ability to disable unnecessary animation. Content should be navigable and have input modalities like pointer gestures and labels in names.

In the scorecard analysis, this report looked at:

1. Character key shortcuts
2. Navigation tools
3. Accessible animation
4. Touch sense navigation
5. Screen reader

6. Website layout
7. Accessibility icon.

Mostly this would be the items found under the accessibility menu symbol of a human with arms stretched out as posted herein. We also observed the location of the symbol on the website as this would have an impact on the navigation of the page especially while using JAWS.

The findings:

1. 25% of the websites reviewed had the accessibility website icon which included the accessibility concerns around perception. However, the icon would be placed in different locations in different websites which leads to navigation difficulties.
2. 28% of the websites reviewed had screen reader options. While these figures seem bleak it must be noted that the errors identified with regard to screen readers can be easily corrected.
3. 68% of websites reviewed had navigational problems. This especially the navigation tabs to enable a person with a visual disability to navigate the website. An observation was made on navigation where one would use a mobile phone via a keyboard, navigation was easier on the mobile phone. Similarly, to the point above, most of the errors can be corrected.
4. 40% of the websites reviewed had a redirect to social media pages on the website layout. Some would display the social media news feed on the website e.g. the Ministry of Foreign Affairs and Diaspora Affairs. This poses a

unique challenge in terms of navigation in that it would redirect the person especially when using JAWS to the social media pages.

5. Only 18% of websites reviewed had touch sense navigation and in some cases, it wouldn't work as required. For instance, the Judiciary e-filing system had no touch sense, character key shortcuts or navigation tools present. However, there are several variables to this, some users indicated that they don't like using touch sense. It could be that most users don't rely on touch sense or we don't have the technology to adapt to this.

Understandable

For purposes of this report, understandable means that the user interface operation and information must be understandable to persons with disabilities. The content should be readable, and predictable, and input assistance that has error identification and error suggestion features should be present. For purposes of this research, the areas of interest were as follows:

- Readable or understandable text
- Easy to read and easy to understand text
- Error identification and predictable or suggestion features present

From the analysis, the findings were variable depending on various factors as outlined below;

- English was the preferred language for all the websites reviewed. Only two websites had a Kiswahili option and the Chrome browser would always send a notification to request if you would like to change/translate the language.
- On easy-to-read and easy-to-understand language, the websites scored between 70-80% which meant that any person could read and understand what the website was about. However, there were issues with regard to content and how it was arranged on the page that would likely cause a sensory overload on those with cognitive disabilities. For instance, the Website for the National Council for Persons with Disabilities had a low score due to a lot of content on the pages, links in the midst of the content that would re-direct and arrange the content on the page.

- 5% of websites had prediction or input assistance software. These especially were the websites that you could tell were designed to be compatible with a person using JAWS. This could also point to an issue with purchasing the software as the reason why the score is very low. A second reason for the push for prediction text is the persons with disabilities interviewed with hearing or cognitive disabilities stated that they prefer using their phones because smartphones already have inbuilt prediction text software.
- An observation was made on the issue of audio versus visual and how this impacts on understanding. Visual images are important in that it makes documents easy to understand especially for the deaf community and those with cognitive disabilities. They are a very effective tool for communication well used by the Roads and transport website. Unfortunately, audio is better for persons with visual disabilities. There is no conclusion to the use of images or audio but we highly recommend that more imagery be used especially in websites that are purely informational rather than service delivery.
- The final issues with understandable were related to issues of perception and operation. If the content of the website had color contracts error, no alt text, no captioning, no alternative keyboard functions then the person with disability is unlikely to understand nor read.

Compatibility

Here the report investigated if the website is compatible with current and future user agents, including assistive technologies including parsing, Name, Role, Value, and Status Messages. This especially should be maximized. Technology changes every day and the UNCRPD General Comment No. 2 on Accessibility pushes for more adaptive technology to allow persons with disabilities to be included. The National ICT Policy and Implementation Framework suggests the future of Kenya is in an online economy where service provision, business, employment, information dissemination will be online rather than in print. Persons with disabilities do concur that technology has made inclusion much easier to the community. Inclusive education is becoming a reality due to use of technology in the classroom. The areas of interest that were used to determine Compatibility are as follows

- Compatibility with screen readers
- Speech to text converters
- HTML and CSS validation
- Use of standard web technologies
- Compatibility with alternative input devices.

With regards to the compatibility of the websites analyzed, this report found that:

- 60% of government agencies were using outdated software to design accessibility for persons with disabilities. For instance, during interviews with a software designer on the Ministry of Citizenship and Immigration services website, the person stated a lack of knowledge on Wave of Accessi application which can be used to determine accessibility of websites or even knowledge of the National ICT Policy Guidelines on accessibility. Right from the developer stage, if accessibility is not considered in designing a website then the website automatically becomes inaccessible.
- 70% of the websites reviewed were designed to be used with either Google Chrome or Firefox Browsers. While the logic is sound in that the average Kenyan citizen is likely to use a cyber café to access these websites and most cyber users use these two, there are still some government agencies that use other applications such as internet explorer.
- From the user perspective, people with disabilities in urban areas and financially stable had more advanced software and devices compared to what the Government website was using leading to incompatibility. In the rural areas, lack of knowledge, devices or updated software was the biggest challenge facing compatibility. This finding is very problematic to measure and therefore would be recorded for further research.
- An observational finding was made on the technicalities related to developing and designing a website. It is difficult to measure technology where one has not been trained as a developer. Equally, it is very difficult to find developers with disabilities and where you do,

most are well trained in designing accessibility for persons with visual disabilities. Keeping in mind this research was being done from a user perspective and the issue of compatibility is a developer issue. Further research needs to be done on the awareness level of developers on accessibility for persons with disabilities and compatibility with disability specific technology.

Observational findings

The previous findings are based on analysis by applications that measure accessibility for persons with disabilities. IN order to contextualize, there were observation matters that an application cannot measure and yet key to making government websites accessible. For this reason, this report outlines the observational findings as below especially for policy reforms.

The first issue facing accessibility of the websites is the standardization of accessibility where third parties are involved. Specifically, on service provision websites and where the website requires payment to be made. These payments rely on third party applications to work and there are no guidelines on accessibility between the government website and the third party applications. In some cases, the third party application will have better accessibility than the government website and this leads to problems. For instance, you tube videos on government websites lacked captioning yet on YouTube it had captioning. There needs to be standardization of the guidelines so that accessibility can be made available to the user regardless of service providers.

Secondly, there are financial burdens related to a user with a disability to access government websites and these cannot be measured. There is the burden of acquiring accessibility software or compatibility devices most of which are outside the reach of people with disabilities. Further most persons with disabilities and especially those in rural areas do not have the financial ability to purchase laptops, computers or even phones in order to access the said websites due to competing priorities. Finally, the monotony of the cyber café networks in Kenya and lack of information on self-service government services have made it that in order to be efficient, one must visit the cyber. This creates an additional financial burden especially on persons with disabilities.

There is a lack of coordination between policy and implementation that lead to barriers in accessibility. Specifically, this is being observed in the area of procurement and public participation. As stated above, most developers have limited knowledge on what it means to be an ICT consumer with a disability. This affects the level of skill of the developer. Yet the developer is in most cases outsourced by the Government agency and may not be aware of the requirements under the National

ICT policy or framework on accessibility. Ideally to resolve this it would be ideally public participation would be important especially for persons with disabilities to inform this process. Thesis is rarely carried out.

The final observational challenge is the role that personal assistants play in accessing services. While this is still enthralled in stereotypes that persons with disabilities need help all the time, there are situations where a support person would be required. For instance, in the case of a deaf person trying to make a call, an interpreter would be important to relay the information. Most Government websites that have call center numbers in case of website failure have not considered the role of personal assistants in accessibility. There are accessibility functions that will need human contact and these are not being factored in designing websites.

Recommendations

- Challenges in accessing government websites for persons with disabilities were identified to be rooted on matters of perception and functionality. Further an assessment of the findings was that these two barriers can be corrected through regular maintenance of websites and consultations between developers and persons with disabilities. If Perception and functionality are corrected, then the issue of understandable and compatibility can easily be corrected as well. The recommendations therefore would be that Government agencies need to review and prioritize perception and functionality of their websites to the disability community.
- All government websites should schedule an accessibility check on a regular basis. This analysis was carried out over 18 days and an interesting observation was made. Some government websites would update their pages and more accessibility features would be present and some of the errors

corrected, for instance Office of the President. Social Media pages were equally updated but due to action of product designer such as you tube videos whose terms and conditions now require captioning. Either way, technology develops daily and it would be good practice to regularly update the websites.

- Coordination and collaboration is key. Some of the highest ranked websites such as the NHIF website, had been designed from a user perspective and not just developer. At the end of the day, the user of the services is the key determinant of whether the website is unable or not. Developers need to work closely with persons with disabilities.
- Some of the most common errors were alternative text especially for images, audio visual capture and color contrasts. These are minor errors that can be corrected right from inception. For instance, an interesting observation was made about the Kenyan flag which is used in most government websites and this is always a problem on color contrast. Several applications have been designed to identify accessibility problems and this can be an issue for mainstreaming in the ICT sector to avoid such errors.
- Language is a constant error in all government websites. The guidance is easy to read and easy to understand. Language must be used and not necessarily translations. Most government websites use technical terms that cause confusion and cognitive dissonance. Title pages that do not clearly describe the purpose of content of the page. Language must be simple, easy to read and easy to understand.
- Placement of links, images, accessibility icons and information across the page should not be complex to avoid navigation problems or information overload. Further to this, procuring advanced technology, assistance software and disability assistive devices by government agencies as a mainstreaming issue would address the challenges right from inception.
- Awareness raising amongst people with disabilities and their communities on online government services and how to use them would be important. One cannot use what they do not know. Similarly, there needs to be awareness raising amongst the digitally skilled and knowledgeable on matters disability and ICT inclusion. The lack of knowledge on disability and accessibility is what leads to exclusion of visual, hearing and cognitive disabilities from the ICT world.

Annex:

Scorecard template

Name and link to Government website:										
Indicators	**Rating**					**Results as per Web/App used**				**Reason for rating**
	1	**2**	**3**	**4**	**5**	**Chrome**	**Firefox**	**Wave**	**Accessi**	
Perceivable-All users must consume content and user interface components in ways they can perceive										
Alt text										
Media captions										
Language (Sign, simplified, captioned)										
Audio Descriptions										
Font type and Size										
Color contrasts and arrangements										
Contrast Level										
Operable- All functionality should be available from a keyboard.										
Character key shortcuts										
Navigation tools present										
Accessible animation										
Touch-sense navigation										
Screen reader										
Accessibility Icon or add-on										
Website layout										
Understandable-User interface operation and information must be understandable.										
Readable/Understandable text										
Prediction/input assistance software										
Easy to read/understand context										
Error identification/suggestion features										
Robust-Compatibility with current and future user agents, including assistive technologies										
Compatibility with screen readers										

Speech to text convertors										
HTML and CSS validation										
Use of standard web technologies										
Compatibility with alternative input devices										
Compatibility with mobile devices										

Links to websites reviewed

1. E-Citizen
2. Kenya Revenue Authority
3. Teacher's Service Commission
4. Ministry of Health Self-Service Portal
5. The Ministry of Health
6. Public Service Commission
7. Ministry of Foreign and Diaspora Affairs
8. The Judiciary of Kenya
9. Kenya Gazette
10. Central Bank of Kenya
11. Parliament of Kenya
12. The Ministry of Finance
13. The Ministry of Interior and Coordination of National Government
14. The Ministry of Education
15. The State Department for Lands and Physical Planning
16. The Ministry of Defence
17. The Presidency
18. The Ministry of Energy
19. The Ministry of Environment and Forestry
20. The Ministry of Roads and Transport
21. The Ministry of Petroleum and Mining
22. The Ministry of Agriculture, Livestock, and Fisheries
23. The Government Human Resource Information System (GHRIS)
24. National Council for Persons with Disabilities
25. National Hospital Insurance Fund
26. National Social Security Fund

27. The Kenya Medical Supplies Authority (KEMSA):
28. The Kenya Pharmacy and Poisons Board
29. The Kenya Medical Research Institute (KEMRI)
30. The Kenya National Blood Transfusion Service (KNBTS)
31. The National Aids Control Council (NACC)
32. The Kenya Institute of Mass Communication (KIMC)
33. NTSA citizen self portal
34. The Council of Governors
35. Communication Authority of Kenya
36. Ministry of Information, Communications, and The Digital economy
37. ICT Authority
38. Kenya Bureau of Standards
39. Kenya Medical and Practitioners council
40. Insurance Regulatory Authority
41. Office of the Data Protection Commissioner
42. The National Gender and equality commission
43. Independent Electoral and Boundaries Commission
44. Access to Government Procurement Opportunities
45. Nairobi City County

Government of Kenya Service Apps

1. **M-Akiba:** A mobile app for government bonds investment.
2. **Nairobi City County Mobile App**: A mobile application that allows citizens to access services provided by the Nairobi City County government, such as reporting of service delivery issues, payment of bills, and access to public information.
3. **KRA M-Service**: An app for filing and paying taxes online, as well as checking tax information and accessing other KRA services.
4. **NHIF Mobile App:** An app that enables members to access their insurance information, make contributions, and check the status of their claims.

5. **Kenya Power and Lighting Company (KPLC) App:** An app that enables customers to access their power consumption information, view their bills, and make payments.
6. **MyGOK:** A mobile application that provides citizens with information on various government services and programs, including health, education, and housing.
7. **Bado Mapema:** A mobile app for booking and paying for government services such as passport applications and driving license renewals.
8. **M-Pesa PayBill**: A mobile app for payment of government services such as utility bills and taxes.
9. **CitizenConnect:** An app for citizen feedback and reporting on government service delivery.
10. **NTSA app**- With this App you can now be able to perform all the enquiries regarding the validity of various compliance's status in the transport sector.