

Kenya Revenue Authority — Shuru WhatsApp AI Chatbot for Tax Filing

AI in the Public Sector · Good practice · Kenya

Quality score: 53/100

Evidence strength: Moderate

Summary

Kenya Revenue Authority launched Shuru in April 2026, an AI chatbot on WhatsApp enabling 22 million PIN-registered taxpayers to file returns with pre-filled income data, pay tax, and access compliance services via Kenya's 40 million WhatsApp users.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-25

[Kenya Revenue Authority \(KRA\)](#) — accessed 2026-06-25

[Business Daily Africa — KRA targets 22M taxpayers with Shuru](#) — accessed 2026-06-25

[Technext24 — Kenya launches WhatsApp chatbot for tax filing](#) — accessed 2026-06-25

[Tuko.co.ke — KRA Introduces WhatsApp Tax Filing Service](#) — accessed 2026-06-25

[Dawan Africa — KRA Rolls Out Shuru Chatbot](#) — accessed 2026-06-25

[Nation.Africa — KRA targets 22M new taxpayers](#) — accessed 2026-06-25

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