

# STORIES



## IRAS ROLL-OUT IN MAKINDYE SSABAGABO

Suffice to note that IRAS was introduced during the first covid-19 lockdown and after the easing down when local business activity had not fully recovered. The circumstances notwithstanding, a number of achievements have been realized regarding effectiveness and efficiency in revenue administration.

### MASS REGISTRATION OF BUSINESSES AND ELIGIBLE TAXPAYERS

A comprehensive and more reliable Municipal Revenue register of all taxpayers has been developed and thus facilitated improved management decisions / oversight over revenue collections.

This register contains details customer/business names, nature of businesses, phone contacts, physical addresses/ GPS position, revenue sources / taxes applicable, etc..



### REAL-TIME REPORTING FOR DECISION MAKING

System reports are easily extracted in a matter of minutes, data is analyzed and reports made to the attention of management.

The detailed data (updated revenue registers) facilitates better understanding such as statistics for the taxpayers' profiles.

**Values for taxpayer or revenue categories can be disaggregated** by Cell, Ward, Division and the Municipality and to assess compliance and performance.

### REVENUE MONITORING AND ENFORCEMENT

With the comprehensive taxpayer register in place, staff have found it easier to ascertain how much each tax payer owes the Municipal Council,

Municipal staff can get in touch with taxpayers either through making phone calls, taxpayers alerts via SMS or physically locating them easily.



### ENFORCEMENT FUNCTIONALITY

With the manual system, the Municipal Council used to experience frauds, under assessments, etc.

The IRAS app has a module to easily identify fraudulent documents by using the bar-code reader to perform the necessary verification.

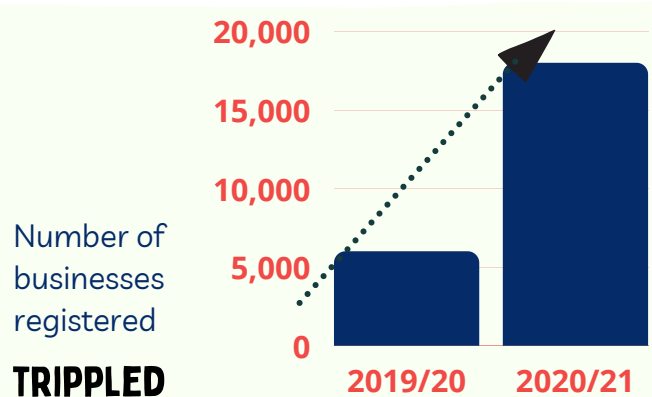
With the public becoming aware of the new system, they insisted on being registered and assessed through the system which has greater controls compared with the manually written assessments and payments.

### LOCAL REVENUE PERFORMANCE

Convenience and cost efficiencies were realized through 90% reduction of paper. Digital transactions and operations can be made from anywhere reducing travel cost for taxpayers and municipal staff.

The automated system also results in a more efficient ratio of staff for a wider number of taxpayers than the manual processes and a mitigation to social distancing preventive measures.

The comprehensive taxpayer registration exercise, led to widening the tax base.



### TRIPPLED

even when the registration exercise has not been fully completed due to covid-19 government restrictions on operation of some businesses.

Despite Covid-19, in FY2020/21, UGX. 2.5bn was collected over **7 months**

In comparison, in FY2019/20, UGX. 2.5bn was collected over 12 months

We expect total revenue to triple as the covid-19 pandemic is put under control.

### THIS STORY WAS TOLD BY



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Bravo to KCCA, PIFUD, MoLG and LGFC for the tireless efforts to have MSMC enrolled to the Integrated Revenue Administration System.



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