

STORIES



IRAS ROLL-OUT IN NANSANA

Digitalization is a driver to achieve Uganda 2040 Vision.
Automation of local government processes
and inter-agency connectivity unlocks better delivery of services,
and open engagement with citizens.

2015

NANSANA BECOMES A MUNICIPAL COUNCIL



CHALLENGES

“ THE BIGGEST CHALLENGE THEN WAS INADEQUATE FUNDS TO FULFILL ITS DEVELOPMENTAL ACTIVITIES TO A HIGHLY EXPECTANT COMMUNITY A DEVELOPMENT NEEDS.”

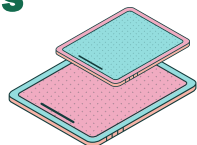
2018

NANSANA STARTS TO PILOT IRAS

- Unreliable data in Know Your Customer for budgeting and planning
- Low taxpayer compliance
- Manual system of revenue collection

2020

PIFUD SUPPORTS UP-SCALING



ACTIONS TAKEN

Staff trained and coordination committees established
IT equipment deployed
Enumerators hired for registration campaign



SIGNIFICANT BENEFITS FOR MUNICIPAL STAFF AND CITIZENS ALIKE

- Reliable database utilized for decision making ✓
- Interface with other systems like eTAX _ by URA
- User friendly and convenient system with diverse payment methods for higher compliance (cash, cheques, payway, mobile payments, online payments, agent banking, ezeemoney, e-transfers and visa cards)
- Time and money saved in operations to register, process and monitor compliance ✓
- Illegal collections from the field are minimized due to direct interaction and the **Revenue Enforcement module** is used to track fake certificates or payment receipts. Fraud is identified during inspections.

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IRAS DASHBOARD DISPLAYS REAL TIME REVENUE COLLECTION. IT HAS GREATLY IMPROVED ON THE QUALITY OF REPORTS AND TRANSPARENCY. GAPS ARE EASILY AND QUICKLY IDENTIFIED AND DEALT WITH IMMEDIATELY.

TAXPAYERS HAVE USER ACCOUNTS WHERE THEY CAN LOG IN TO VIEW THEIR DETAILS, PAYMENT AND LEDGER STATUS, AND PROVIDE FEEDBACK TO THE MUNICIPALITY.

IT HAS IMPROVED THE TRANSPARENCY AND ENGAGEMENT BETWEEN THE CLIENTS AND THE MUNICIPALITY.

WE TOOK ACTION AND DESPITE THE CHALLENGES OF LOCKDOWN AND LOW ECONOMIC ACTIVITY, NUMBERS ARE UP!

62%

INCREASE IN TAXPAYER REGISTRATION



54%

INCREASE IN REVENUE COLLECTION



COMPARED TO FY 2019/2020

THIS STORY WAS TOLD BY



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WITH AN UPDATED TAXPAYER REGISTER, THE MUNICIPALITY IS ABLE TO BUDGET APPROPRIATELY.

WE THEREFORE LOOK FORWARD TO THE END OF THE PANDEMIC SUCH THAT BUSINESS CAN GO BACK TO NORMAL SO THAT WE CAN PERFORM TO 100% OF OUR EXPECTATION. I ALSO URGE LOCAL GOVERNMENTS THAT HAVE NOT ENROLLED ONTO IRAS TO GIVE IT A THOUGHT AND EMBRACE AUTOMATION FOR BETTER SERVICE DELIVERY.



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