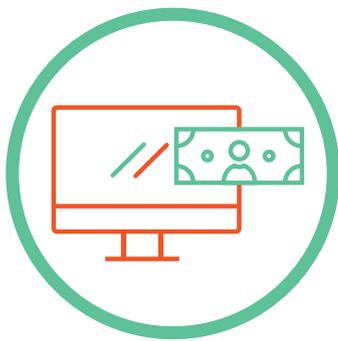


Bamako



Online taxes

Our project / To facilitate the obtaining of two-wheeler vehicle tax discs and the collection of the taxes associated with them.

“The rich pool of solutions from private companies has helped the municipal teams to learn new processes for carrying out urban development and governance, such as improving their cash collection systems.”

Hamadou Yalcouye B,
local ASToN coordinator
in Bamako

Our proposed solutions

1. Develop a **computerised internal management system.**
2. Develop **an interactive information system** involving the users.
3. Identify **digital solutions which are accessible** and high-performing.
4. **Make the IT systems secure.**
5. Involve stakeholders, in order to **mobilise skills and ensure consistency.**



Bamako in figures

Population:
3.1 million inhabitants

Two-wheeled vehicles
on the road (in 2020) :
576,352

Rate of population
growth: **5.4%**

Average monthly family
income:
107,000 F CFA

Number of people
paying the two-wheeled
vehicle tax: **340,491**

Bamako and the difficulty of collecting tax discs to enable two- wheeled vehicles to use the roads

The issuing of discs for two-wheel vehicles is poorly organised. The low level of revenue of the municipality's own resources reduces its financial ability to develop projects.

The challenges to overcome

- Two-wheeled vehicles require payment of tax discs. The issuing of these discs, which is done centrally at the city hall for the purposes of transparency and reliability, is a problem for city residents.
- The delay in issuance caused by overloaded municipal services must be shortened. This delay entails a risk of checks on users without a disc.
- It is also important to avoid crowds forming in queues at the city hall, especially during a pandemic.
- The "first come, first served" rule is undermined by "cozers", people who charge for facilitating access to the counters to the detriment of other users.

Our goals

-  Make the tax disc paperless using a digital document management system (DDMS) and a secure interface to link the users and the administration.
-  Improve the production process and the means of accessing the tax disc in order to reduce the waiting time between ordering and receiving it.
-  Enhance the user relations service by modernising it.
-  Increase the municipality's revenue by at least 15% per annum over the course of 3 consecutive years.

This content has come from the preliminary research carried out by the city as part of the ASToN project in 2021