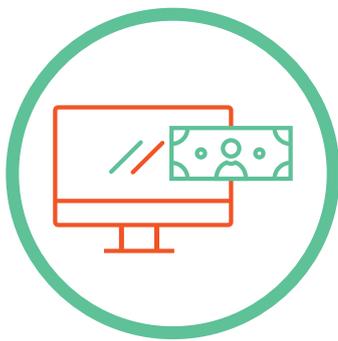


# Kumasi



## Online taxes

**Our project /** To create an online taxation platform, compatible with all departments and encompassing a range of calculation methods, document publishing and summary reports that will enable online payment.

## Our proposed solutions

**“We think that in order for a municipality to successfully carry out its mandate, it must have a solid financial basis. We realise that we have many income mobilisation sources within our municipality, but our data about these properties and the taxes that we should be receiving are incomplete.”**

**Yvonne Naboo,**  
a member of the local  
ASToN group in Kumasi

1. The **creation of an automated system** with different modules: property rates, building permits, transport permits and tax discs, advertising permits, business permits, market shop rentals and the administration of fines.
2. A **back office which can be accessed by government workers**, which will make it possible to manage fees, users, collectors and receipt books.
3. The automation process means that **bills will be generated by the systems**, thus reducing or eliminating tax leakage.
4. Extending the platform will enable **citizens to make direct payment by bank transfer**.
5. The **recruitment of commissioned tax collectors** has started. Regularisation of properties is underway. Bad payers are now detected and sanctioned.



## Kumasi in figures

Population:  
**3 million inhabitants**

Area: **254 km<sup>2</sup>**

Municipal revenues  
(2019):  
**3,718,703 euros**

Monetary transactions:  
**90 % in cash**

Tax collectors: **68 %  
of private collectors**

## Kumasi and the improvements to the collection of tax revenues

The municipality of Kumasi is encountering difficulties in raising local taxes. This is a constraint because the council needs to increase its tax revenues to secure its funds and meet its more general challenge of administrative and financial decentralisation.

### The challenges to overcome

- Tax collection is notoriously inadequate, with procedures being over-complex, too slow and poorly monitored. Around 90% of the collection process is carried out manually, which results in multiple leakages.
- The collection and updating of information is unreliable. The fact that administrative data is inexact leads to poor communication and tensions with taxpayers.
- The work of private collectors is not uniform; this means that the fight against bad payers is inconsistent.

### Our goals

-  Improve knowledge, understanding and management of the region by keeping an updated digital database on property and businesses.
-  Automate administrative processes for collecting taxes by carrying out trend analyses and projections.
-  Save administrative officers time, thereby enabling them to redeploy their work to achieve faster issuance of driving and business licences.

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