

Integrity. Fairness. Service.



GRA



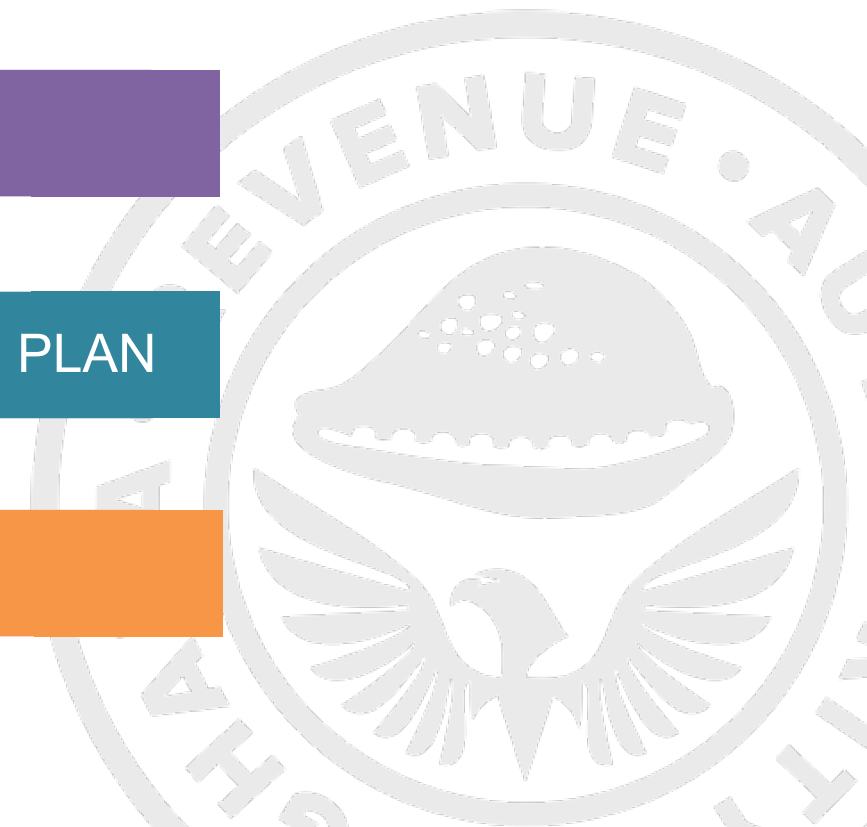
Implementation of GRA Cashless Project





Areas

-  RATIONALE
-  BENEFITS
-  CG'S DIRECTIVE
-  IMPLEMENTATION PLAN
-  ISSUES/RISKS



RATIONALE TO GO CASHLESS



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- *To digitize the economy and modernize payments to Government through a centralized system.*
- *To fulfil government's goal of creating a cash-lite economy.*
- *Ease of doing business*
- *To improve efficiency in tax collection and*
- *To reduce the risks involved in handling cash as part of GRA's core duties*

THE CASHLESS COMMITTEE

As Part Of The Transformation Agenda, GRA Offices Are Going **Cashless**. This means that taxpayers will be required to file returns and make payments digitally.

For A Smooth Transition, A **Committee** Has Been Constituted To Ensure A Successful Implementation

BENEFITS

- *Risk of cash handling passed over to the banks*
- *Overhead cost of maintaining & managing cashiering duties drastically reduced.*
- *Challenges of bounced cheques eliminated thereby providing accurate revenue reporting*
- *Application down-times during peak periods minimized*
- *Block revenue leakages*

COMMISSIONER GENERAL'S VISION



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In continuing GRA's journey to digitization, work processes may change and the initiatives listed would have to be realised by the end of the year.

Deadlines

- **May 1** - Domestic taxpayers should pay taxes through ghana.gov or designated banks.
- **June 1** - All cheques would have to be paid to the banks (22 Banks have been onboarded to the Ghana.Gov platform)
- **July 1** - No cash would be accepted in our offices, all tellers will be re-deployed

IMPLEMENTATION PLAN

NO	SCOPE INCLUDES
1.	Engaging all offices in a sensitization programme targeted at providing the necessary transitional provisions and communication to ensure smooth implementation.
2.	Training Key Staff on the integration between GHANA.GOV and GITMIS
3.	Training Key Staff on online-filing and payment
4.	Publicizing the Directive on media platforms

ISSUES/RISKS



OPERATIONAL

- How have we prepared the offices to deal with the directive?
- The impact of the directive on the business processes at the offices
- How are the cashiers being redeployed?
- Is it practical to ask a taxpayer present at the office with cash/cheque to go and make their payments at the bank? (Scenario 1)
- Where there are no banks in the districts (Scenario 2)
 - Rural banks have not been onboarded to Ghana.Gov
 - Workaround: Maintain business as usual for offices that fall within this category
- Field Collections: Rural and Urban taxation operates differently.

ISSUES/RISKS CONT'

IT SYSTEMS

The initial project had TRIPS as the core DTRD system. Now that GITMIS has replaced TRIPS, users have to be trained on the integration between Ghana.Gov and GITMIS

- Issues with migrating data from TRIPS to GITMIS
- GITMIS ONLINE PORTAL – Yet to be tested for deployment
- GHANA.GOV – requires an update on its Banking interface (Banks should be able to view Tax Liability of Taxpayers)
- ITAPS – It has not been integrated with GITMIS



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ISSUES/RISKS CONT'

SUPPORT SYSTEM

The support system is fragmented - issues reported are not logged and tracked from a central location

Taxpayers & Offices calling the Vendor directly (AXON)

Escalation Management: Record issues and assign them appropriately in Manage Engine.

(Service Desk – 0800 373 374)

ROLE OF HEADS

Area Managers & TSC Heads & Unit Heads

- To be the mouthpiece for the Commissioner General to champion this directive
- Communicate with the committee for feedback on the project implementation
- Sensitize Taxpayers on the new directive


Questions / Comments / Suggestions



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 **END**

