

Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

IT platform for citizens and suppliers for the management of taxes and invoices

Almansa City Council

**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

GOOD PRACTICE: CREATION OF A COMPUTER PLATFORM FOR ALLOWING CITIZENS AND SUPPLIERS TO START AND FOLLOW UP TAXES AND INVOICES MANAGEMENT

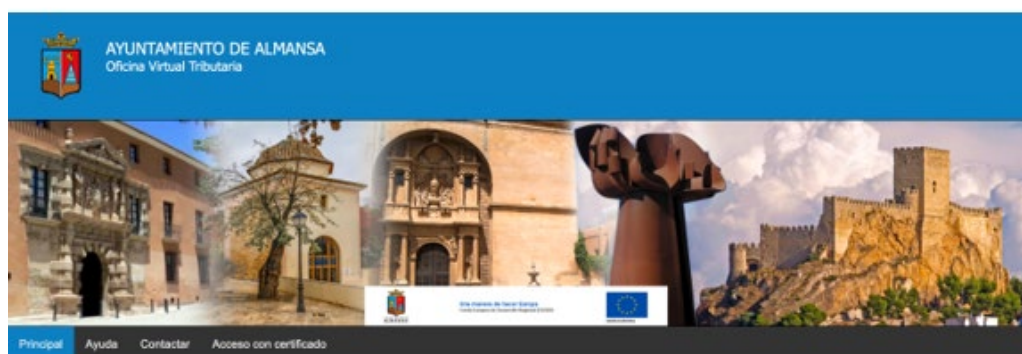
ALMANSA TOWN HALL (ALBACETE)

Action promoted by Almansa City Council has been a telematic services modernization and improvement and the promotion of new Smart City services.

Almansa City Council has launched a new Virtual Tax Office, thanks to which, citizens can safely carry out tax procedures without having to go in person to the town hall or a to public registry.

From September 2021, you can pay City Council managed fees as well as access other management and consultation procedures. Through digital certificate access, you can pay municipal fees and taxes that are not managed by Gestalba, such as opening licenses fees, documents issuance, wedding services, vehicle entry, among others.

With this action, City Council aims to advance and improve citizens' access to local administration services electronically, making use of new technologies to improve the efficiency with which public services are provided and facilitate interaction between citizens and administration; a measure that is linked to a new accounting and collection program implementation, within the Edusi Almansa Impulsa Project, co-financed by FEDER Funds at Sustainable Growth Operational Program Framework 2014-2020.

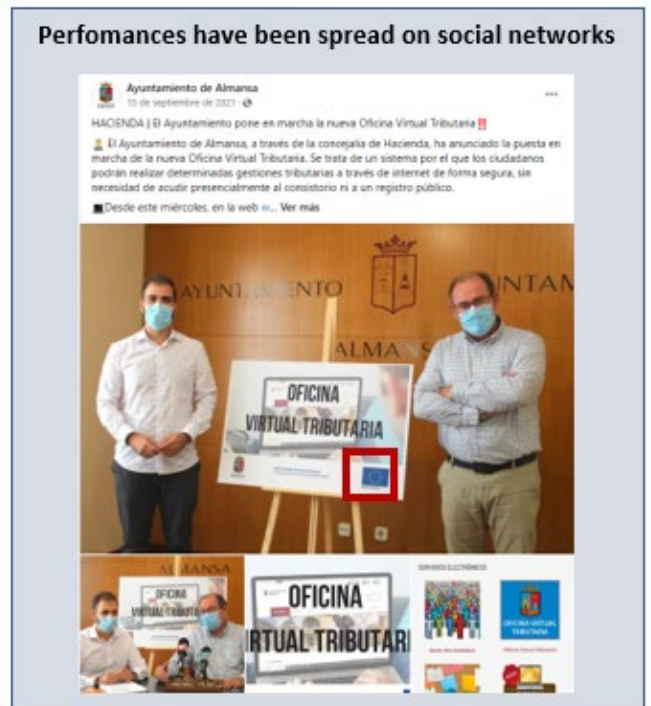
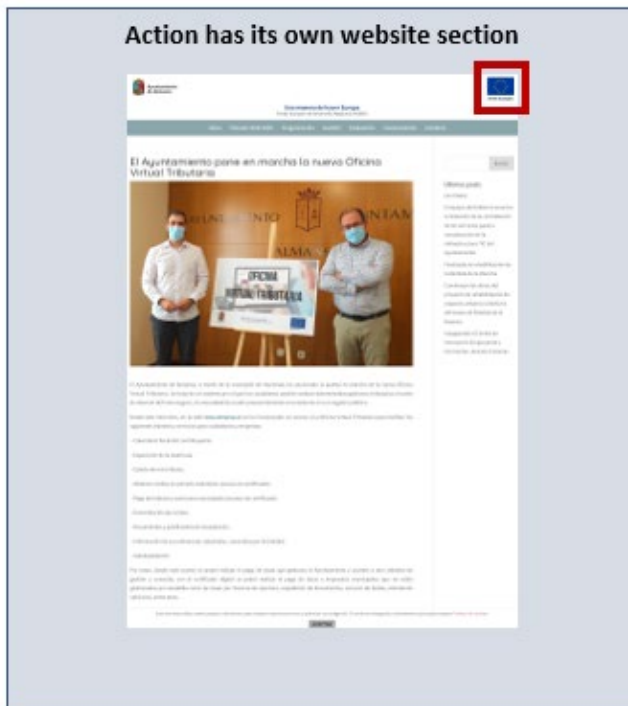


Total action cost has been 94,138 euros, of which 80% has been co-financed by the European Union thanks to the European Regional Development Fund (ERDF): 75,310 euros.

City Council has contributed 20% of the total.

1. Role of FEDER in this action has been appropriately disseminated among beneficiaries, potential beneficiaries and general public.

Actions to communicate this operation have been:



Local press ad

Local press ad

The image shows a screenshot of a local newspaper article from 'La Tribuna de Albacete'. The main headline is 'Almansa mejora el abono de tributos con una oficina virtual'. Below the headline is a photograph of two men in an office setting. A red box highlights the 'ALMANSA' logo in the top right corner of the article. Below the article is a radio spot graphic with the headline '¿Y si fueras... una ciudad?' and 'ALMANSA creciendo de forma sostenible'. A red box highlights the 'ALMANSA' logo in the bottom left corner of the radio spot.

Micro-video for Social Networks



[LINK TO VIDEO](#)

Spots on local radio

A radio campaign was carried out between Mach 1 and March 31, 2022

A total of 100 insertions were made, spread along every day of the month at different time [slots](#)

2. Action incorporates innovative elements

Main innovative element generated by this computer platform creation for managing taxes and invoices lies in agility and speed with which citizens and companies can create their procedures, significantly reducing the bureaucracy that would be generated if an physical office existed.

Another innovative element is the positioning control is generated in the taxpayers, since they have greater control over the procedures, they carry out by having a private space from which to control and view all the procedures. In addition, this also generates and encourages independence for citizens and companies with the ability to carry out a municipal procedure or management from anywhere and at any time.

It also generates a trusty climate since better results are obtained during the procedures in addition to generating a space for each citizen and company.

3. Adequacy of the results obtained to the established objectives:

Almansa City Council has carried out this action with the aim of promoting and introducing ICT tools in the city council itself and thus improving the procedures and relationships between citizens and companies and the city council itself.

Results obtained with this action have made it possible to increase the provision of services offered to citizens and companies electronically.

4. Contribution to the resolution of a problem or weakness detected in the territorial scope of execution:

During the strategy design phase, the existence of Information Tecnhnologies deficiencies on social services functionality was identified as an important problem. Faced with this challenge, the need to improve Almansa's capacity to innovate with New Technologies and make more efficient local resources management emerged.

Action presented here contributes to making Almansa a modern and attractive city for both citizens and companies, and also contributes to improving efficiency for managing public resources. To achieve this, the City Council has initiated a series of improvements that allow for a technological transformation, as well as promoting process innovation

5. Target population high coverage:

After Covid-19 pandemic, these processes have been accelerated, allowing access to tax using informatics procedures, which has been a benefit for all citizens and companies. Now, not only can a large number of procedures be carried out without having to go to the town hall in person, but it can be done at any time. Clearly, this action benefits the entire population of Almansa, 24,224 people. This action also benefits all companies and self-employed people.

6. Consideration of equal opportunities and non discrimination horizontal criteria, as well as social responsability and environmental sustainability.

Creation of a computer platform for the management of taxes and invoices generates a series of benefits while contributing to a sort of transversal principles such as equal opportunities and non-discrimination or social responsibility, as well as benefits in terms of sustainability.

Among positive impacts generated, we can mention the City Council's materialized commitment to streamlining municipal procedures and management. In this sense, City Council has exercised its social responsibility by responding to the needs of Almansa society in accelerating procedures, generating significant savings, such as avoiding long waiting lines, being able to manage procedures at any time, etc.

Creating a platform with these characteristics also has a positive impact on equal opportunities as it promotes gender equality for accessing to public administration efforts. It favors the empowerment of women in management of procedures too, factors that can promote inclusive economic growth and generation of more fair and equitable companies and business fabric. In fact, this kind of platforms play a fundamental role in promoting greater female participation at local economy, favoring women's independence by granting them more flexibility.

From an environmental point of view, having a virtual space from which to carry out a wide range of tax procedures allows you to carry out the activities that would normally be done from a physical office. This brings a series of benefits such as saving paper or energy. With a virtual office you can eliminate a series of elements and costs that contribute to reducing carbon footprint.

7. Action has synergies with other public intervention policies and instruments

New virtual tool launching is not an independent action, but a coordinated performance within a Strategy for implementing Electronic Administration tools and progress towards making Almansa a Smart City.

Therefore, there are other actions carried out to achieve this goal. Everything arises from the Study of Technological Needs, or technological audit, which exposed Almansa's needs in this matter, and set the guidelines for achieving the objective.

Among the actions that are being carried out in the area of Electronic Administration and Smart City, we can highlight the renewal of equipment with more powerful and less polluting units, or the new services that are being launched, such as online sports reservations managements or the new municipal app.

