

# 1. Executive summary

**The challenge:** Develop a set of recommendations to create a collaborative revenue recovery management and administration solution that addresses the needs of the Federal Capital Territory Administration (FCTA) and Internal Revenue Service (IRS).

## Context

- The Nigerian economy is in recession and faces budgetary deficits
- Revenue collection is hampered by ineffective agency policies, laws and regulations
- Inefficient processes further impact revenue collection

## Findings

- Long turnaround times, bureaucracy and customer issues are the result of ineffective systems and tools
- The poor utilization of employee capabilities is due to the absence of any performance-based measures
- There is a lack of collaboration as well as inaccurate expectations within each agency and across the entire agency network

## Summary of recommendations



Promote accountability, transparency and collaboration by establishing a Program Management Office and an Office of Enterprise Information Technology



Standardize IT services by enforcing an enterprise strategy



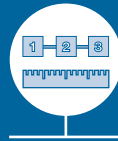
Transform and simplify service workflows



Establish strategic initiatives and consolidate operations



Reform policies and regulations



Implement a trusted ledger system

## Expected outcomes

Improved teamwork and performance and increased staff motivation

Improved efficiency, security and cost and better focus on mission-critical functions

More registered businesses, increased billing efficiency and improved payment options

Lower costs, an increased revenue base and the introduction of new funding sources

Improved revenue recovery and enforcement

Increased transparency and integrity of public ledgers and improved capabilities to manage unregistered lands

## Vision

By transforming the way FCTA agencies work together and improving processes and regulations, Abuja has the potential to significantly boost its revenue collection. The creation of a Program Management Office and an Office of Enterprise Information Technology will better serve the needs of Abuja's citizens and help it take a step closer to achieving Smarter City status.