

# 1.2.7 Property Tax Collection Information Support System (PTCISS)

PTCISS is a value-added module integrated into the Integrated Municipal Information System (IMIS), designed to help municipalities monitor and manage property tax collection citywide through powerful map-based visualization tools. It enables city authorities to import property tax data maintained by the municipal property tax collection department into IMIS using a user-friendly data import tool supporting CSV formats. Once the data is integrated, property tax collection information is displayed in graphical formats on the IMIS dashboard and visualized on maps using tools provided by UMDSS. This facilitates quick and intuitive analysis of tax collection status across various parts of the city.

Mapping property tax data provides actionable insights by identifying high-default areas (regions with a significant number of defaulters) and efficient collection zones (areas with fewer defaulters or higher compliance rates). These insights enable the property tax department to focus on areas requiring attention, thereby improving efficiency and compliance. The information generated by PTCISS empowers city authorities to engage in strategic planning and evidence-based decision-making, allowing them to: (a) develop better tax collection strategies, (b) formulate effective policies to increase compliance, and (c) plan for equitable tax management across different city regions.

PTCISS also includes Data Export Tools, enabling municipal authorities to export building data along with their tax payment status. Additionally, it highlights mismatched tax records between the building data maintained in IMIS and the input tax data provided by the property tax department. This functionality helps identify and resolve discrepancies, ensuring data accuracy and transparency.

Currently, PTCISS relies on periodic manual updates using CSV-based imports to maintain data accuracy. However, the system is designed to be future-ready, with the capability to support real-time data integration through an API if the city's property tax collection system provides connectivity access. This upgrade would enable automated and efficient data synchronization as municipal technology evolves.

By leveraging the features and insights provided by PTCISS, municipalities can streamline property tax management, improve transparency, and enhance revenue collection efficiency. These improvements contribute significantly to better urban governance and equitable service delivery.

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