



THE MANAGEMENT OF PAYMENT INSTRUMENTS

Submitted by Serviciul Public de Impozite

Contact details of lead applicant

Organisation Serviciul Public de Impozite,
Taxe si Alte Venituri ale
Bugetului Local Constanta

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Level of government organisations involved

Local

Type of sector

Public administration, modernisation, institutional affairs, reform; Taxation, customs, finances

Key words of project

Tax administration, quality management, European standards, ISO, TÜV

Case description

From 2001 to 2009, public administration in Constanta developed payment facilities unique to Romania. The Public Service of Local Taxes, Fees and Other Revenue in Constanta solved existing problems by implementing the European model of payment of local taxes, with the help of the 'Role Nominal Single Card'. The main local taxes are building tax, land tax, transport tax and habitat tax. The taxes are paid twice a year. The citizens of Constanta are informed annually about the taxes they have to pay through payment notices, which are delivered to them by post. These payment notices are delivered to their home address for all the goods they own in the city of Constanta and contain amounts due, the payment term and the locations at which they can pay. The City of Constanta was the first city in Romania to issue such payment notices, in 2002.

The 'Role Nominal Single Card' is an instrument for the rapid identification of fiscal and property roles and the amount of local taxes to be paid by the card holder. This will be submitted to the tax agencies of Constanta Municipality and info-kiosks to be placed in different parts of the city. The card has a magnetic chip and contains the identification code of the taxpayer, assigned automatically by the software when details of movable or immovable property are entered into the database SPITVBL.

The Public Service of Local Taxes, Fees and Other Revenue is the first public institution in the country that has obtained certification for international quality. The distinction was received from TÜV CERT, a certification body in Germany, with activities around the world. The Public Service of Local Taxes, Fees and Other Revenues is proud to apply the ISO 9001 international standard for systems quality management. The service obtained certification after it was found to comply with the management principles applied in the EU public administration and has developed a system of verifying activities by internal audit.