



SUCCESS STORY

Mazar-e-Sharif *Nahya* 1 and 2 Boost Financial Performance with IFMS

The Integrated Financial Management System (IFMS) Computerizes Business Licensing and Property Registration Processes in Two *Nahyas* of Mazar-e-Sharif Municipality.



On October 16, 2018, SHAHAR's Mazar-e-Sharif Senior IT/IFMS Advisor delivered a training on Business Licensing and Property Registration modules in *Nahya* 1 of Mazar-e-Sharif City.

Asadullah Arshad, *Safayi* Manager of *Nahya* 1 shares: *"Having only basic computer knowledge, I was hesitant to use IFMS modules. However, after receiving a comprehensive hands-on training delivered by SHAHAR advisors, I found the IFMS to be one of the most user-friendly financial systems. The computerized system helped me significantly speed up the business licensing process."*

Telling Our Story

U.S. Agency for International Development
Washington, DC 20523-1000
<http://stories.usaid.gov>

A lack of a proper system to track and monitor revenue collection, including the issuance of business licenses and *Safayi*¹⁾ notebooks, was one of the major challenges at Mazar-e-Sharif Municipality's *Nahya*²⁾ 1 and 2. Up until recently these important functions have been carried out manually, which was highly inefficient and time-consuming for both municipal officials and citizens. Oftentimes, manual record keeping has proved to be inaccurate, inasmuch as the collected revenue did not match the actual business licenses registered in the registration book, due to corruption or bribes. Capitalizing on the successful implementation of the Integrated Financial Management System (IFMS) in Mazar-e-Sharif Municipality's HQ, the Mayor, in an attempt to tackle the abovementioned issues, decided to computerize municipal service delivery system at the *Nahya* level as well.

In December 2017, USAID's Strong Hubs for Afghan Hope and Resilience (SHAHAR) program set up an Integrated Financial Management System (IFMS) in *Nahya* 1 and 2 of Mazar-e-Sharif Municipality. The *Nahyas* were provided access to the IFMS server, previously installed in Municipality's HQ, particularly to the two modules - Business Licensing and Property Registration. As part of this activity, SHAHAR's IFMS team fully equipped both *Nahyas* with desktop computers and printers, established a Local Area Network (LAN), and provided 2Mb internet connection. The IFMS team also delivered multiple trainings to the *Nahyas*' staff on the IFMS Business Licensing and Property Registration modules.

Introduction of the IFMS modules helped *Nahyas* 1 and 2 resolve many of the issues that they have been facing with manual systems. *Nahyas* are now able to issue printed versions of business licenses and *Safayi* notebooks, generate computerized financial reports through the IFMS Business Licensing and Property Registration modules, as well as deliver the services in a timely manner. In addition, citizens are now paying their fees and taxes via municipal banking, which ensures transparency and accountability in the municipal service delivery. This resulted in increased citizens' trust in the municipal administration. Shir Mohammad Shekib, Business Licensing Manager of *Nahya* 1 stated: *"The implementation of IFMS is a major contributor to the improved financial performance of Nahya 1 of Mazar-e-Sharif Municipality."*

¹⁾ Service Charge and Property Tax
²⁾ Municipal District