

# URA signs contract with Armenian firm to boost e-tax compliance

By John Ricks Kayizzi

The Uganda Revenue Authority (URA) has signed a contract with an Armenian firm, IUnetworks, in a move aimed at modernising, streamlining and securing the entire tax cycle through a transparent, digital and 24/7 tax administration system.

The adoption of digital systems such as the Electronic Fiscal Receipting and Invoicing Solution (EFRIS) has already boosted tax collection, with total revenues reaching sh31.63 trillion in the 2024/25 financial year.

In a statement, URA commissioner-general John Musinguzi said IUnetworks will develop a new e-tax platform featuring self-service tools, notifications and dashboards. The system is intended to reduce human

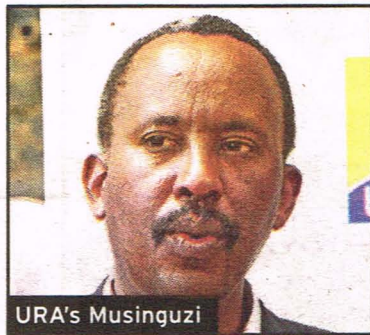
interaction and enable taxpayers to independently manage their tax obligations.

He described the partnership as a historic milestone achieved after months of negotiations.

“Once completed, the new system that will be intuitive, automated and highly accessible, will – amongst many things – make it easy for taxpayers to navigate the URA interface and cut the processing time; making it quicker, faster and more compatible with most mobile digital tools,” Musinguzi said.

He said URA is modernising online platforms to boost revenue collection, enhance tax compliance and reduce operational costs.

“This new platform will replace the aged e-tax system which has been



in service since the early 2000s,” Musinguzi said, adding that the initiative is aligned with URA’s five-year corporate strategy for financial year 2025/26 to 2029/30, which seeks to increase Uganda’s tax-to-GDP ratio from 14% to at least 20%.

Alongside the new e-tax platform, URA has, since 2019, implemented several digital tax measures, including digital tax stamps.

“These measures have supported us to realise targeted revenues, improve compliance levels and also support individual compliance initiatives,” Musinguzi said.

Armen Papyan, the commercial director of IUnetworks, said the company is fully committed to URA’s mission.

“Our commitment is absolute,” Papyan said, adding: “We are honoured to have this contract. We shall honour every part of it, and we want to meet and exceed the expectations.”

Efforts to build a modern e-tax platform have also been reinforced

by policy recommendations from the International Monetary Fund (IMF).

## IMF'S GUIDANCE

In its fifth review of Uganda’s economic programme, the IMF urged the Government to prioritise tax system digitisation and the development of a new e-tax platform. In a letter of intent accompanying the review, finance minister Matia Kasaija committed to stepping up the implementation of the new e-tax system during the 2024/25 financial year.

During the that financial year outturn, net revenue collection reached sh31.63 trillion against a target of sh31.37 trillion, representing 100.84% performance and exceeding the target by sh262.4b.