

Good Practice #5 – PAGOPA Central Integrated National and Regional Payment Platform

Location of the organisation in charge:	<i>Country</i>	<i>Italy</i>
	<i>Region</i>	<i>Liguria</i>
	<i>City</i>	<i>Genoa</i>
Main institution in charge:	<i>Municipality of Genoa</i>	

Good practice general information		
Geographical scope of the practice:	<i>Local</i>	
Location of the practice	<i>Country</i>	<i>Italy</i>
	<i>Region</i>	<i>Liguria</i>
	<i>City</i>	<i>Genoa</i>

Practice image:	
Title of practice:	<i>[64/100 characters]</i> PAGOPA Central Integrated National and Regional Payment Platform

Good practice detailed information	
Short summary of the practice:	<i>[158/160 characters]</i> PagoPA was designed to allow citizens and businesses to make all payments to public authorities (taxes, bills, etc.) in a fully electronic, easy and safe way.
Detailed information on the practice:	<i>[1488/1000-1500 characters]</i> This project is the result of a collaborative approach among the stakeholders (central and local governments) with an important contribution by payment service providers. A payment hub, known as “nodo dei pagamenti”, was created and is operated by a national agency, “Agenzia per Italia Digitale”. In order to enable electronic payments, all public authorities were required to adapt their IT procedures for full integration. The Municipality of Genoa had previously developed its own payment platform called MIP which has permitted a non-invasive integration with the national hub. Genoa has therefore capitalized on its own programming experience in a “smart” perspective of biunivocal advantages for public authorities, citizens and businesses. The municipality was able to connect directly to the payment hub with no need to involve technological partners (banks, the National Post or other networks), thus rationalizing financial and human resources. MIP obtains information on payment amounts from the management software and generates flows containing payment notices which are sent to the central payment hub. The hub returns the outcome of payments to the MIP payment platform which records and transmits them to management procedures. MIP also receives information on sums received by the bank that acts as treasury and matches them with the credits. MIP updates the accounting software with information for the regularization of the proceeds received in the financial statements.

<p>Resources needed:</p>	<p><i>[203/200-300 characters]</i> The project was financed by Structural Funds: the National Operational Programme “Città Metropolitana 2014-2020” and was carried out by staff of the municipality and local suppliers. Resources: 500,000 €</p>
<p>Timescale (start/end date):</p>	<p>2015-ongoing</p>
<p>Evidence of success (results achieved):</p>	<p><i>[439/300-500 characters]</i> By the end of February 2021, the municipality has transferred all payments received through the PagoPA system. During 2020, the system was additionally developed to include municipality-owned companies, so these in-house organizations also transfer some of their payments through it. This allows the municipality to gather a big amount of data related to public services offered by them and use this to develop better services to citizens.</p>
<p>Challenges encountered:</p>	<p><i>[300 characters] Please specify any challenges encountered/lessons learned during the implementation of the practice.</i></p>
<p>Potential for learning or transfer:</p>	<p><i>[606/500-1000 characters]</i> The Central Integrated Platform allows municipalities to provide new services to citizens – an online service that allows them to: - Pay by entering only a code - Pay online on the basis of predefined rates or print payment notifications - Download the payment receipts It also gives new services to employees: - A new web-service that allows new payment notifications containing the IUV to be released at the counter - A service that allows reprinting payment notifications - A function that allows the verification of payments made by citizens - Squaring and accounting functions also for payments by node</p>
<p>Further information:</p>	<p><i>Link to where further information on the good practice can be found</i> https://smart.comune.genova.it/node/8203</p>
<p>Keywords:</p>	<p><i>Select from existing keywords</i> (something similar to <i>public e-administration, online platform, big data</i>)</p>