



## EU-FUNDED RENOVATION OF PUBLIC REVENUE OFFICE'S CONTACT / CENTRE

**Project:** "Renovation and adaptation of the ground floor of Public Revenue Office, Regional Office Skopje to become the new PRO Contact Centre / Call Centre"

**Funded by:** European Union

**Value:** 186.394,89 €

**Duration:** April - October 2015

**Objective:** Strengthening of the partnership with the taxpayers through improving of the services and the support provided by the PRO Contact Centre / Call Centre

The Public Revenue Office has started the implementation of the Project "Renovation and adaptation of the ground floor of Public Revenue Office, Regional Office Skopje to become the new PRO Contact Centre / Call Centre", funded by the European Union.

The implementation of this project should provide conditions for introducing of the new working environment for the PRO Contact Centre / Call Centre i.e. modern and larger premises which will support the improvement of the services and the voluntary compliance of the taxpayers for timely fulfilling of their obligations, but above all strengthening of the partnership between the Public Revenue Office and the taxpayers.

The renovated and adapted premises, where the new Contact Centre will be located, should also provide conditions for introducing of new PRO approach in providing front-office services.

The back-office premises for consultations, the new types of services etc., should provide faster and easier approach to the tax information, as well as reducing of the time and the costs for communication between PRO and the taxpayers.

We remind the taxpayers which are administrated by the Regional Directorate Skopje, during the construction activities, to use the electronic PRO services as well as the tax offices determined by type of service, published on the PRO web site [www.ujp.gov.mk](http://www.ujp.gov.mk)

### Useful information:

(16.04.2015) Announcement "Due to the construction work - Temporary locations for access to PRO - Regional Office Skopje services" (link <http://www.ujp.gov.mk/mk/javnost/soopstenija/pogledni/518>)

