



Tax Committee under the Government
of the Republic of Tajikistan

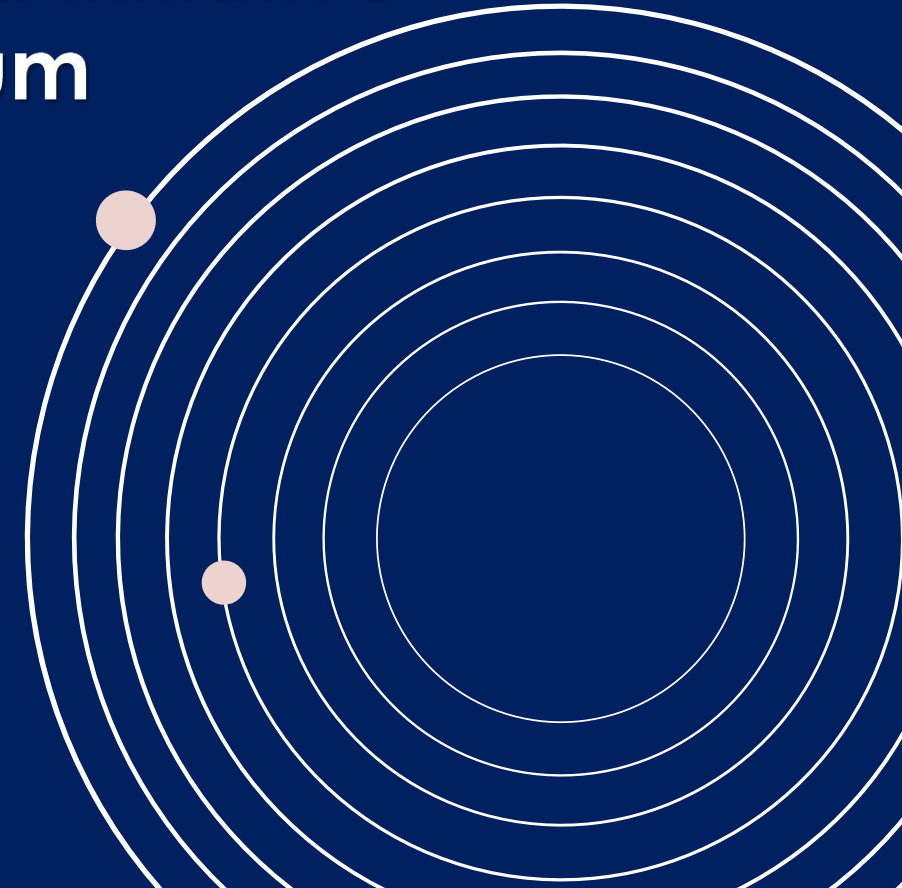


BUILDING A GROWTH-FRIENDLY
TAX ENVIRONMENT

The 2nd Conference of Belt and Road Initiative Tax Administration Cooperation Forum

Digitalization of Tax Administration

7-9 September 2021





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of the Republic of Tajikistan



BUILDING A GROWTH-FRIENDLY
TAX ENVIRONMENT

Features of servicing taxpayers in the Republic of Tajikistan

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Title: First deputy Chairman

Organization: Tax Committee under the Government of the
Republic of Tajikistan



CONTENT

01 / Legal framework for serving taxpayers

02 / Taxpayers service

03 / Electronic services for taxpayers



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Part 01

Legal framework for serving taxpayers



Main legal acts



Tax Code of the Republic of Tajikistan



Uniform standard of service for taxpayers



Law of the Republic of Tajikistan
"On Electronic Document"



Law of the Republic of Tajikistan
"On electronic digital signature"



Legal acts on service of taxpayers

Tax Code of the Republic of Tajikistan

Taxpayer's office.

Taxpayer's office is a page of information stored at the website andoz.tj. The procedure for its conduct is determined by the Tax Committee.

The taxpayer's office is used by taxpayer to receive information in electronic form from tax authorities and file tax returns.

Uniform standard servicing the taxpayers

Adopted for the purpose of continuous improvement of interactions between tax authorities and taxpayers.

Contains a list of services provided to taxpayers, the duration of their implementation by tax authorities, forms of provision and regulations that serve as the basis for the provision of services.

Law of the Republic of Tajikistan "On Electronic Document"

The law provides the legal basis for the use of electronic documents, defines the basic requirements for electronic documents, as well as the rights, obligations and responsibilities of participants in legal relations arising in the field of circulation of electronic documents.

Law of the Republic of Tajikistan "On electronic digital signature"

The law regulates public relations in the field of creation and use of electronic digital signatures in the process of formation and use of documents in electronic form displays by using automated information and telecommunication systems and software means.





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Part 02

Taxpayers service



Taxpayers service



Terminals as a service center for taxpayers



In 2014, the Tax Committee launched terminals for taxpayers. Thus, the Tax Committee created infrastructure facilities in order to popularize electronic services and expand access to them for taxpayers.



Terminals are premises equipped with computers with access to tax electronic services. Any entity can visit the terminal for the purpose of filing tax returns or gain access to other services.



Contact Center "151"



Since 2017, the Tax Committee has introduced advanced methods of communication with taxpayers: a modern contact center has been formed.



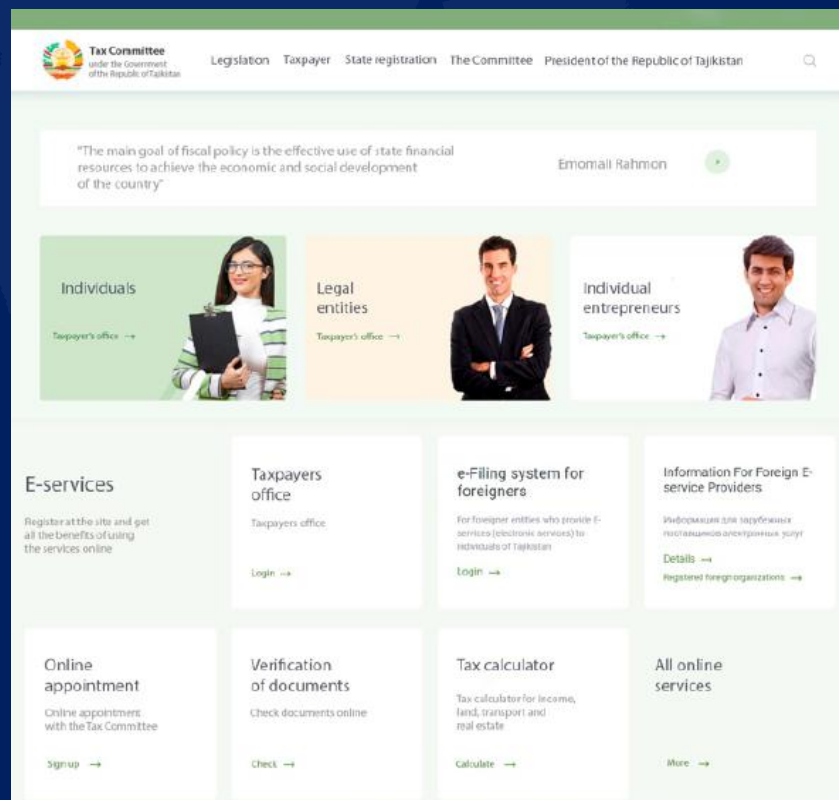
The contact center is a form of interaction between the Tax Committee and taxpayers, which provides an opportunity to receive answers (consultation) to questions of interest, to come up with a proposal and initiative, to openly express opinion on relevant activity problems of the tax authorities.



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TAXPAYER'S OFFICES



ELECTRONIC SERVICE FOR TAXPAYERS

andoz.tj

Official website of the
Tax Committee

63

Informational and
interactive services

647k

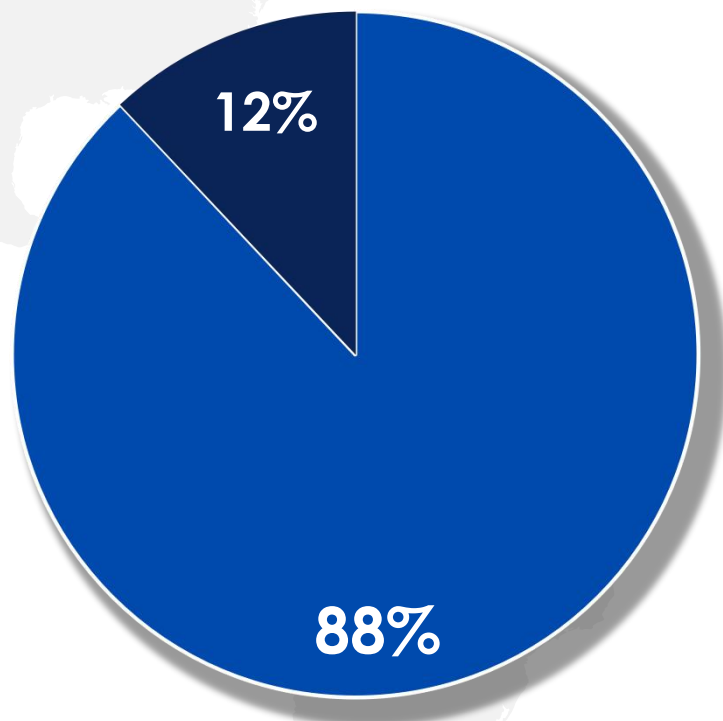
Site visits in 2020

2.0 mln

Applying the service
“Check yourself and
your counterpart” in
2020



Satisfaction of citizens with the quality of tax services



**Most of the respondents
were satisfied:**

- Professionalism
- Competence
- Help of tax officials in tax legislation clarification

Satisfaction of citizens with tax control



Tax authorities are most trusted by citizens



Satisfaction of citizens with the frequency of tax reporting



■ Positive feedback
■ Negative feedback

*A source: World Bank Survey



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Part 03

Electronic services for taxpayers



Electronic services for legal entities and entrepreneurs



Submission of declarations



Paying taxes through bank cards



Obtaining the information from the Unified State Register



Request for a certificate of being registered
with the inspection



Checking fiscal receipts



Provision of electronic VAT invoices

Quantity of applications for
an electronic reconciliation
report

24 227

2019

144 357

2020

Quantity of electronic
reference on absence
of debt

2 654

2019

5 512

2020



Electronic services

for individuals



Online consultant



Digital library



Tax Code for Android
Mobile Phones



Questions and suggestions



Tax calculator



Request for registration of
land and property



TIN Search



State online registration



Online registration for admitting
citizens to the Tax Committee



Electronic appeal of citizens



Opinion about the site





Declarations and reporting



All forms are available in electronic
format



Automatic field calculation



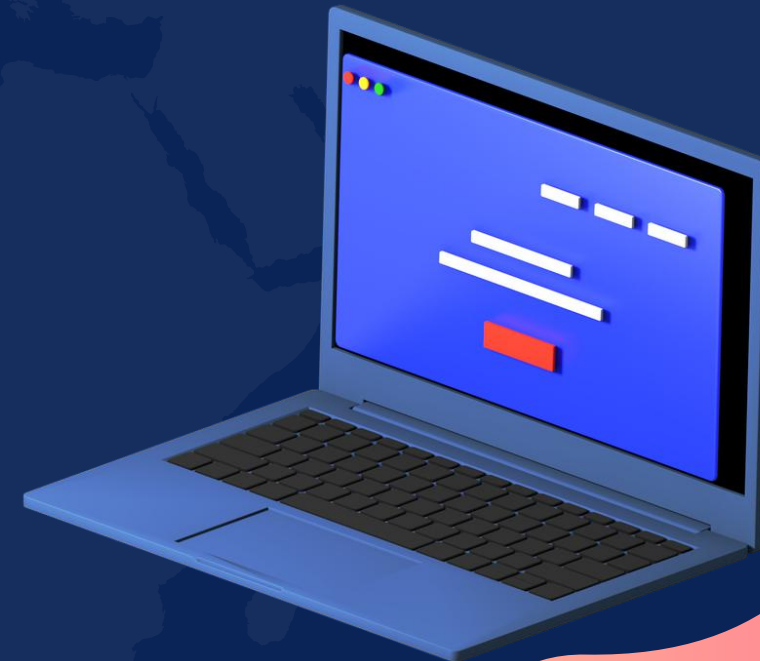
Logical and mathematical control



Electronic data archive



Real-time notification





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THANKS FOR ATTENTION

