



Tax Committee under the Government  
of the Republic of Tajikistan

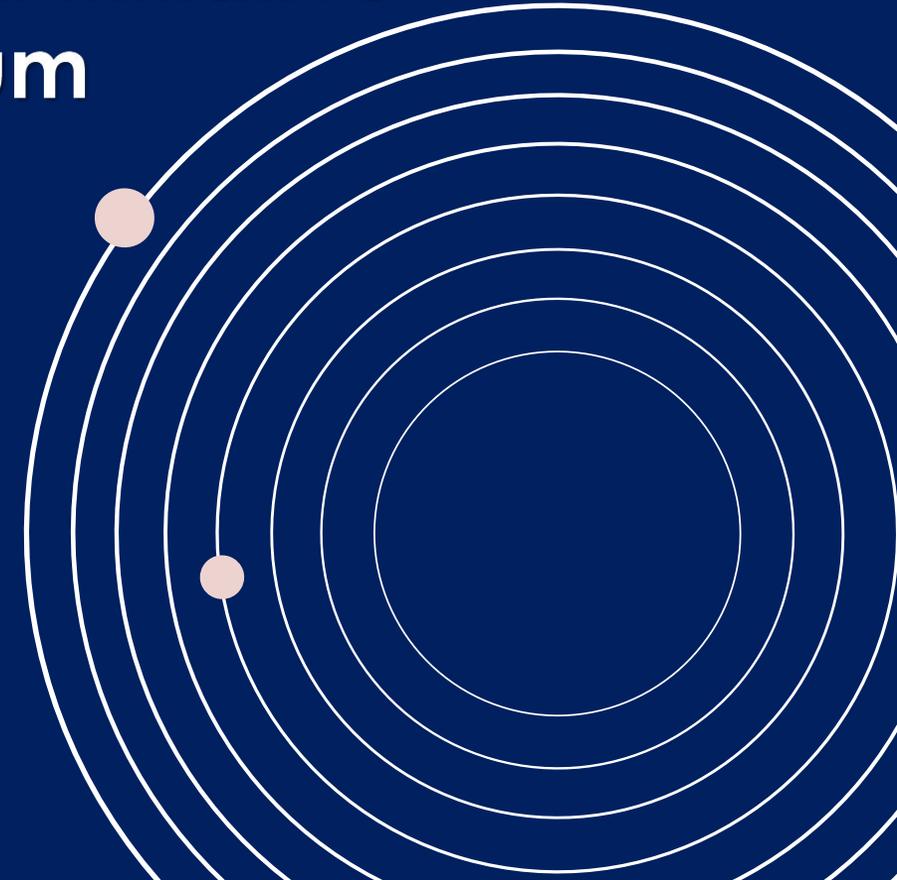


BUILDING A GROWTH-FRIENDLY  
TAX ENVIRONMENT

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

## Digitalization of Tax Administration

7-9 September 2021





# Features of servicing taxpayers in the Republic of Tajikistan

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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**



# 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](http://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.



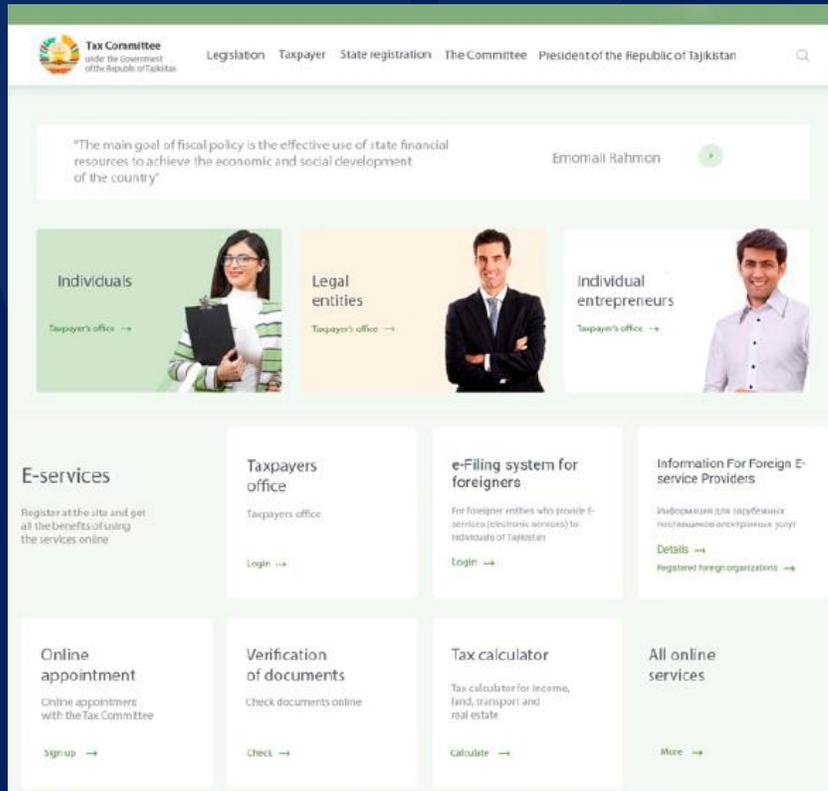
### Contact Center "151"



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.



# 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

## TAXPAYER'S OFFICES

Individuals  
Taxpayer's office →



**304.3K**  
users

Legal entities  
Taxpayer's office →



**29.9K**  
users

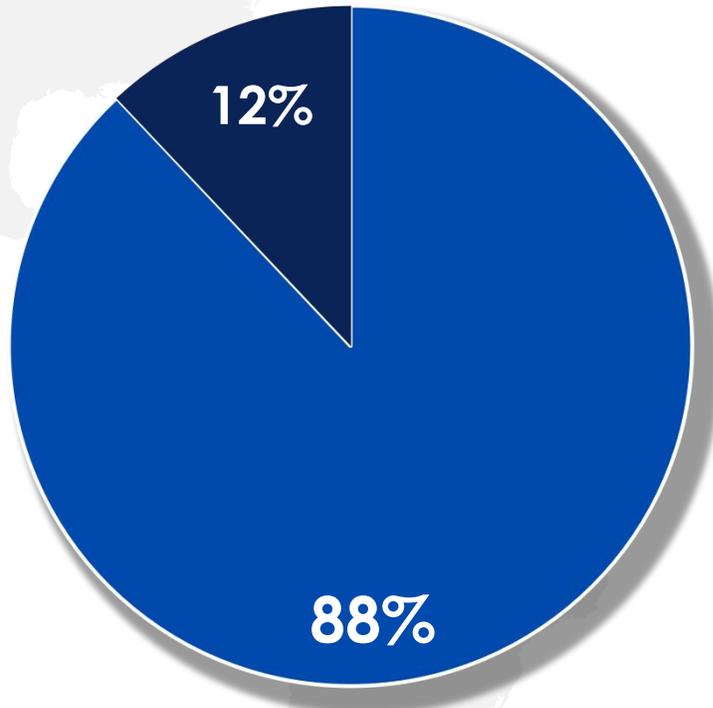
Individual entrepreneurs  
Taxpayer's office →



**161.2K**  
users



### 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

Quantity of electronic  
reference on absence  
of debt





# 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



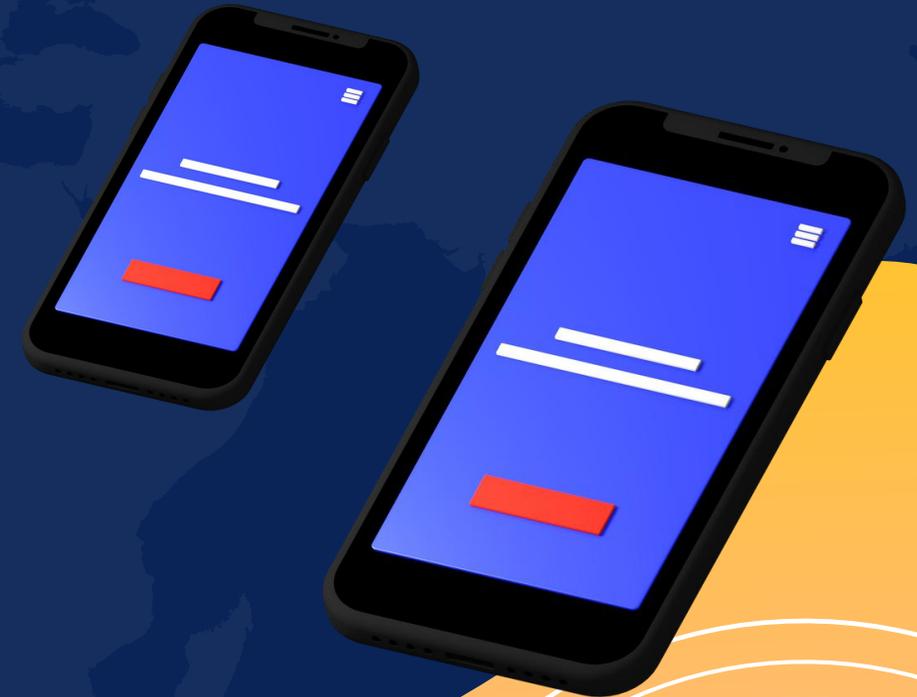
Online registration for admitting  
citizens to the Tax Committee



Electronic appeal of citizens



Opinion about the site





# Declarations and reporting



All forms are available in electronic  
format



Automatic field calculation



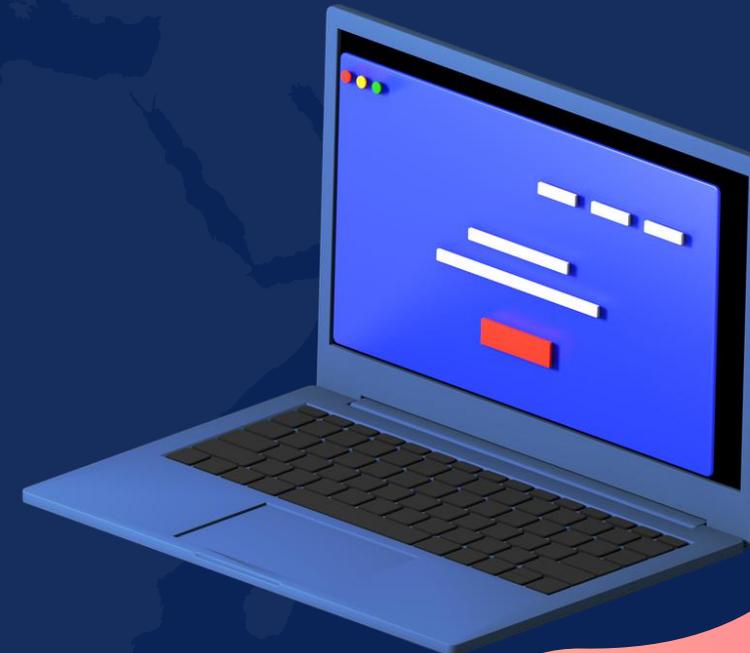
Logical and mathematical control



Electronic data archive



Real-time notification





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**THANKS FOR ATTENTION**

