The 6th BRITACOF

Shared Progress in Taxpayer Service for a Better Business Environment

9-11 September 2025 | Kathmandu, Nepal

Building a New Ecosystem for Taxpayer Service to Enhance Tax Compliance

—Remarks at the Sharing Session on the Taxpayer Service Portfolio During the 6th Belt and Road Initiative Tax Administration Cooperation Forum (BRITACOF)

By Wang Qingcheng
Taxpayer Service Department, State Taxation Administration, China

Contents

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Considerations on the Construction of Taxpayer Service Portfolio

- Enhancing tax compliance through optimizing tax services has become a consensus.
- There is no multilateral or systematic literature for reference yet.

- Propose to compile and share best practices in a handbook
- The Secretariat concluded this work to be necessary and meaningful

- Collect and categorize outstanding cases
- Further refine to form the BRITACOM Taxpayer Service Portfolio

2

Taxpayer Service Portfolio Construction

Phase One
(Jan. – Feb. 2025)

Phase Two
(Mar. – Jun. 2025)

Phase Three
(Jul. – Aug. 2025)

● **Form a working group**

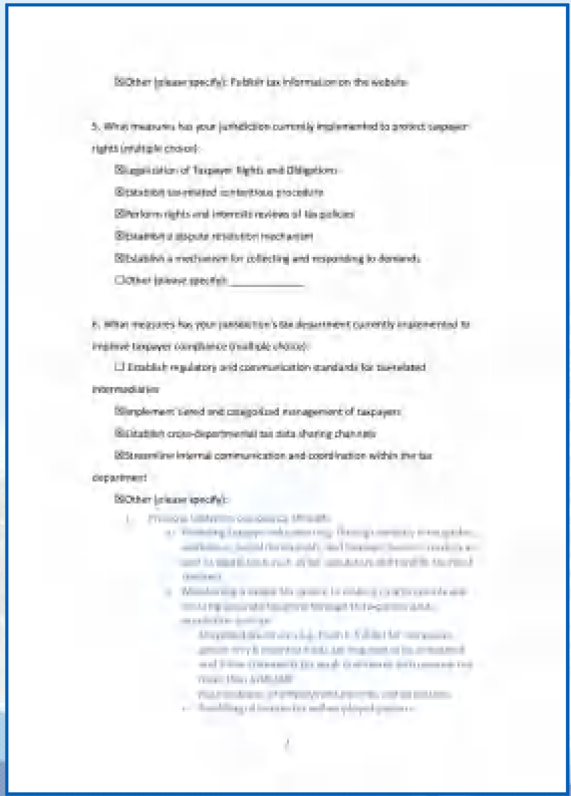
● **Set up Framework for the Product Portfolio**

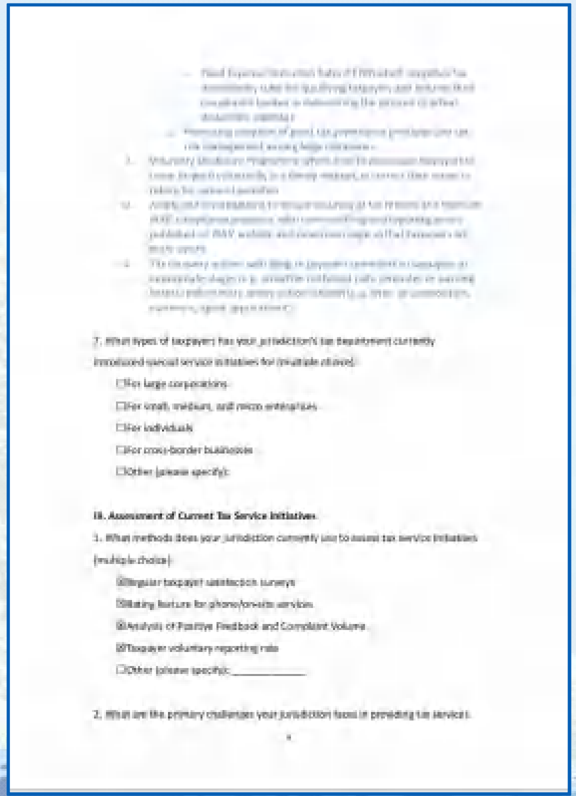
Phase One
(Jan. – Feb. 2025)

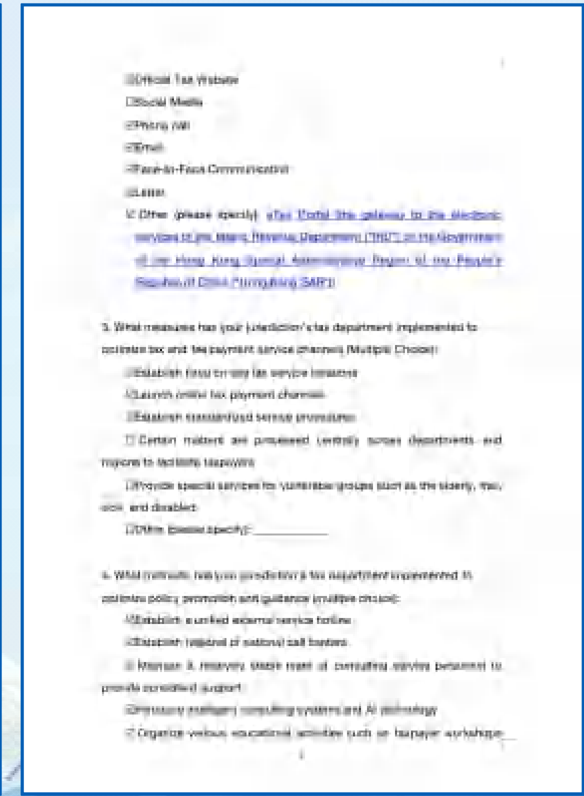
Phase Two
(Mar. – Jun. 2025)

Phase Three
(Jul. – Aug. 2025)

Distributed a questionnaire and received positive responses







Phase One
(Jan. –Feb. 2025)

**Phase Two
(Mar. – Jun. 2025)**

Phase Three
(Jul. – Aug. 2025)

Discussions on optimizing the framework during the council meeting in Beijing and the theme day event in Nepal.

At the "Experts Roundtable Meeting", the Service Portfolio and selected products were presented for discussion.

Phase One
(Jan. –Feb. 2025)

Phase Two
(Mar. – Jun. 2025)

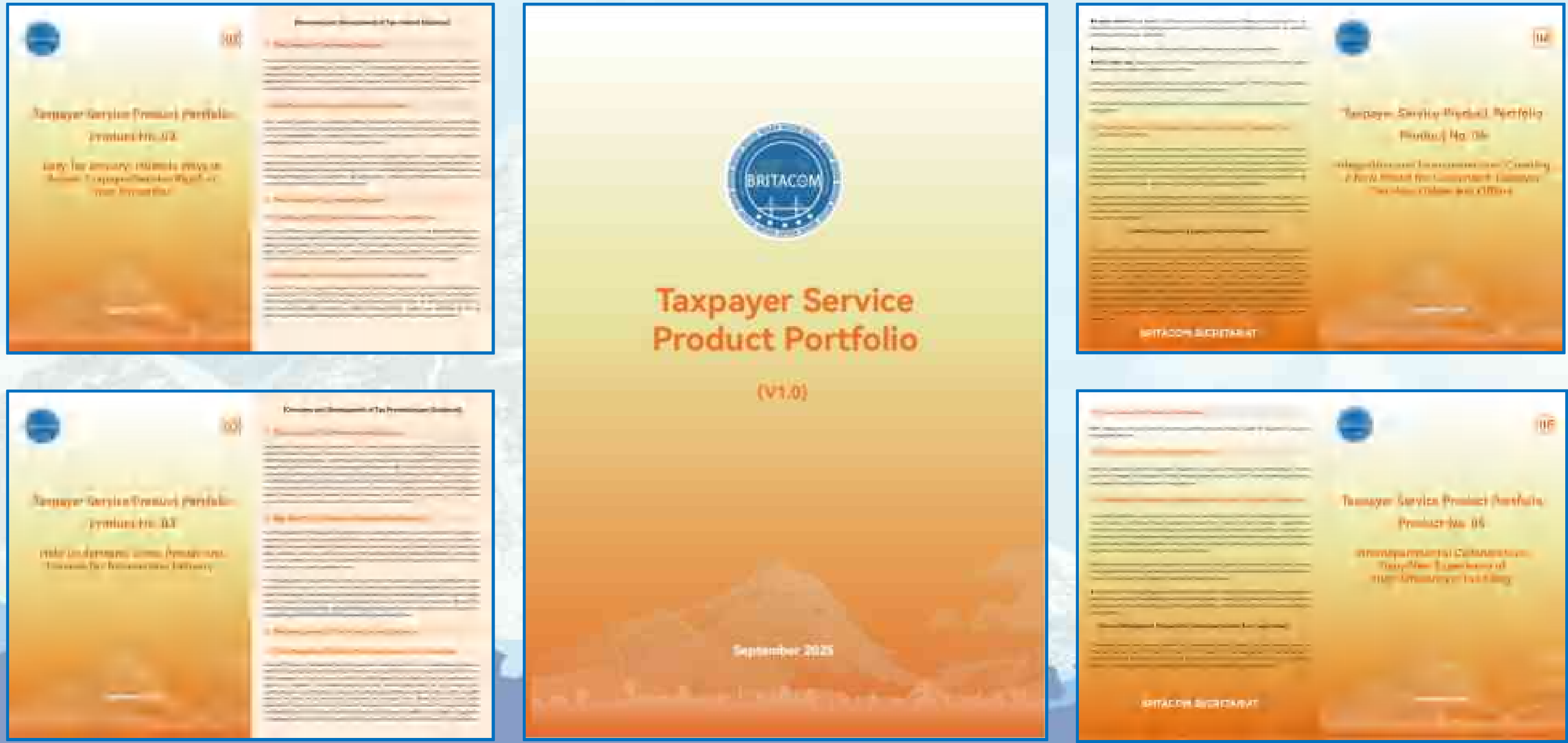
Phase Three
(Jul. – Aug. 2025)

Phase One
(Jan. – Feb. 2025)

Phase Two
(Mar. – Jun. 2025)

Phase Three
(Jul. – Aug. 2025)

The BRITACOM Taxpayer Service Portfolio 1.0 and the first batch of four taxpayer service products have been completed.



The BRITACOM Taxpayer Service Portfolio Feedback

- Receive over 40 revision suggestions, all of which have been incorporated and adopted
- This batch of taxpayer service products features 22 outstanding cases contributed by 13 countries and regions
- Received 49 highly relevant cases from 27 countries and regions
- Other cases will be progressively refined, incorporated, and published in following products

3 Content of the Taxpayer Service Portfolio

The BRITACOM Taxpayer Service Portfolio Design Concepts

Co-construction and Sharing

Pool Wisdom,

Unite Strength,

Share Together

Inclusiveness and Learning

Respect Differences,

Compile Cases,

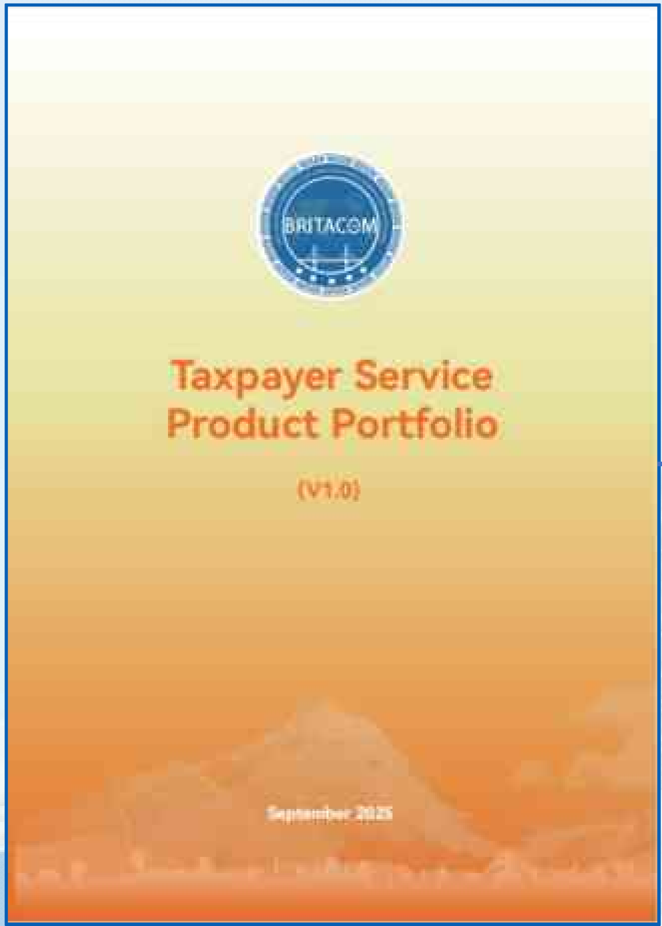
Exchang Experiences

Mutual Improvement

Enhance the quality and

efficiency of taxpayer services,

Promote tax compliance



- Rationale and Guarantee for Taxpayer Service
- Basic Taxpayer Services
- Personalized Taxpayer Services
- Taxpayer Service Supervision and Suggestion Collection
- Vision for the future

Rationale and Guarantee for Taxpayer Service

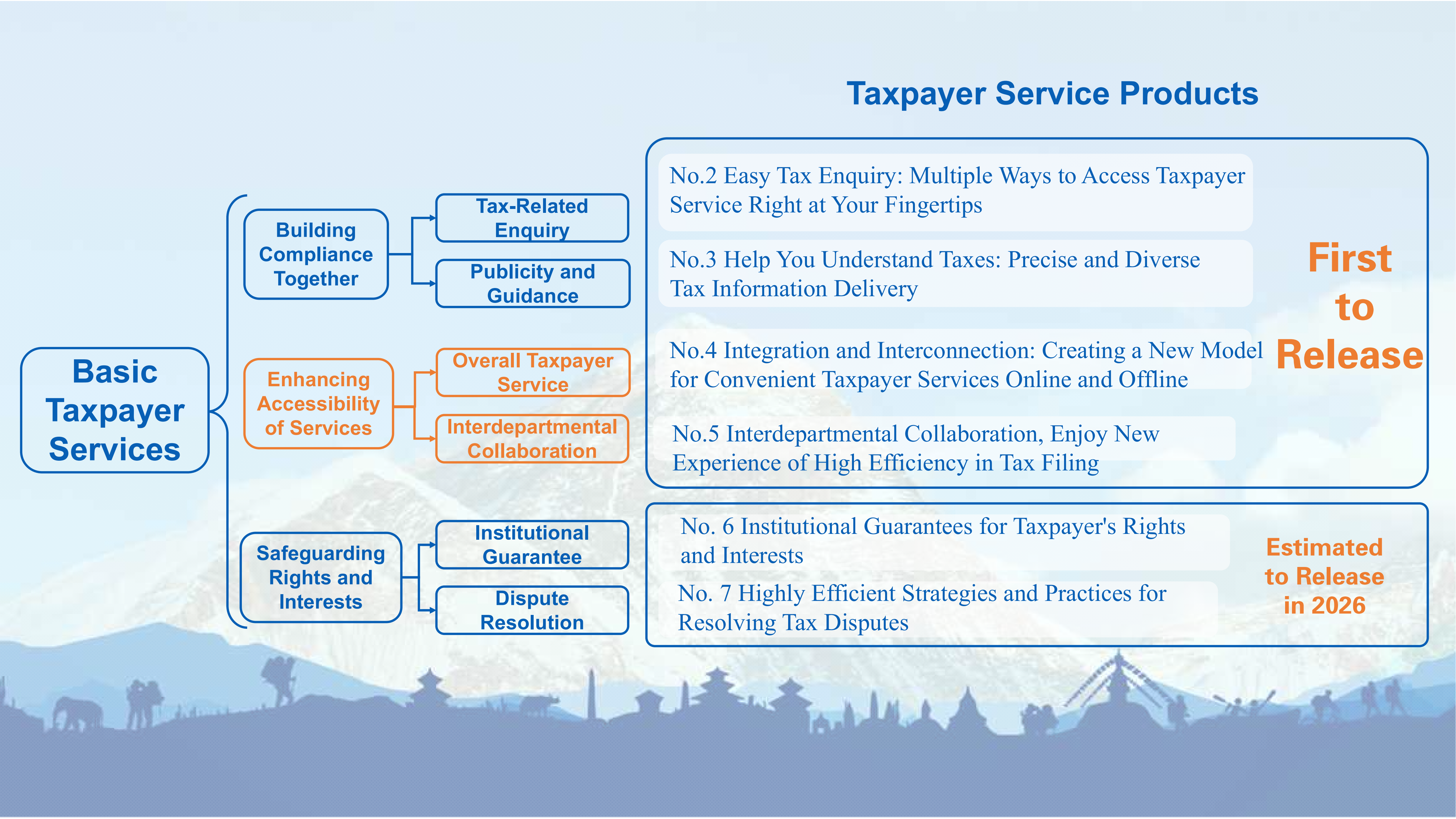
- Rationale
- Guarantee from Legal Aspects
- Guarantee from Institutional Aspects
- Guarantee from other Aspects

Taxpayer Service Products

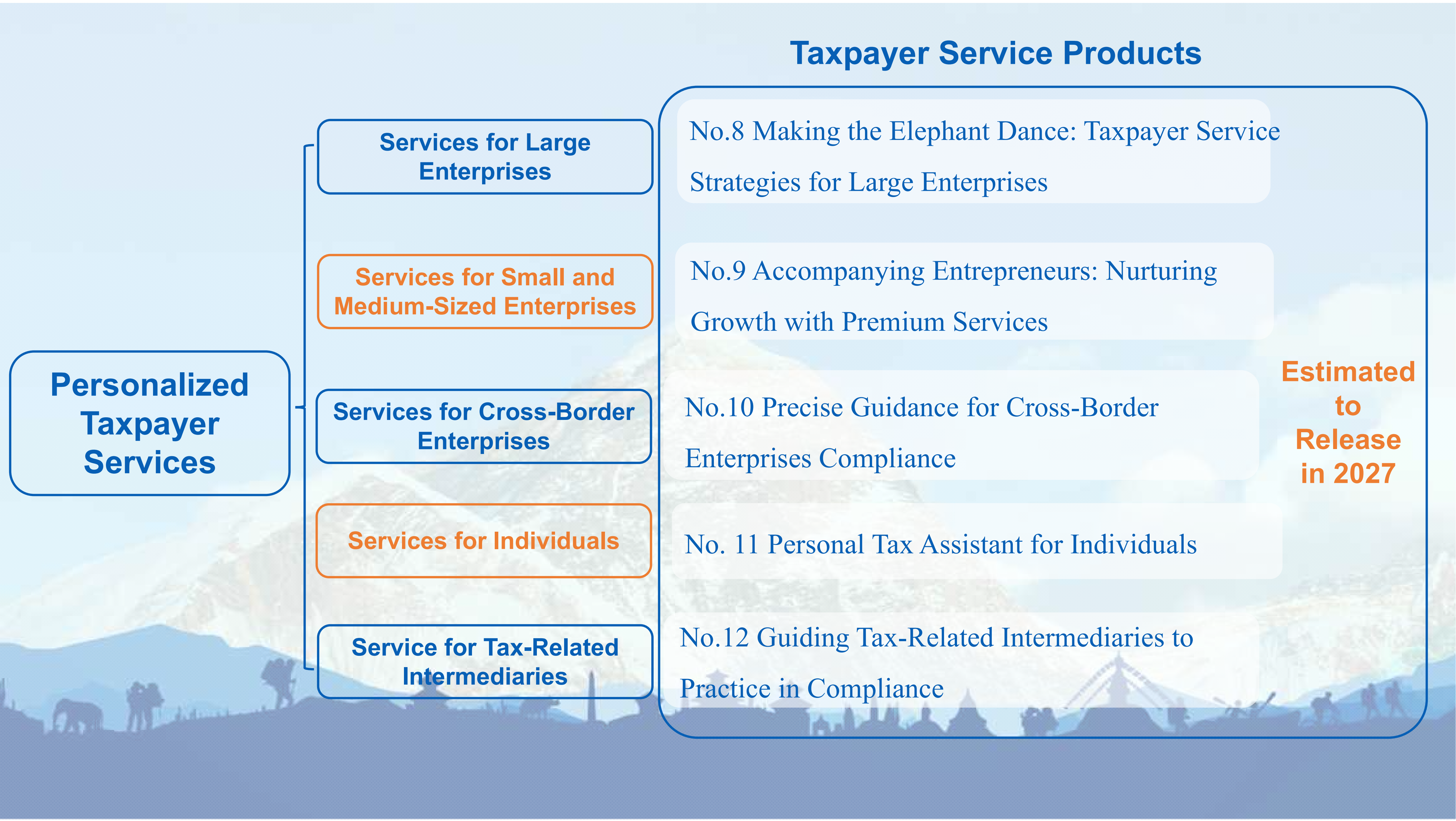
No. 1 The Cornerstone of Building a Harmonious Tax Environment

—— Rationale and Guarantee for Taxpayer Service

Estimated to Release in 2026



Taxpayer Service Products
Basic Taxpayer Services
Building Compliance Together
Tax-Related Enquiry
Publicity and Guidance
Enhancing Accessibility of Services
Overall Taxpayer Service
Interdepartmental Collaboration
Safeguarding Rights and Interests
Institutional Guarantee
Dispute Resolution
No.2 Easy Tax Enquiry: Multiple Ways to Access Taxpayer Service Right at Your Fingertips
No.3 Help You Understand Taxes: Precise and Diverse Tax Information Delivery
No.4 Integration and Interconnection: Creating a New Model for Convenient Taxpayer Services Online and Offline
No.5 Interdepartmental Collaboration, Enjoy New Experience of High Efficiency in Tax Filing
First to Release
No. 6 Institutional Guarantees for Taxpayer's Rights and Interests
No. 7 Highly Efficient Strategies and Practices for Resolving Tax Disputes
Estimated to Release in 2026


Taxpayer Service Products
Personalized Taxpayer Services
Services for Large Enterprises
Services for Small and Medium-Sized Enterprises
Services for Cross-Border Enterprises
Services for Individuals
Service for Tax-Related Intermediaries
No.8 Making the Elephant Dance: Taxpayer Service Strategies for Large Enterprises
No.9 Accompanying Entrepreneurs: Nurturing Growth with Premium Services
No.10 Precise Guidance for Cross-Border Enterprises Compliance
No. 11 Personal Tax Assistant for Individuals
No.12 Guiding Tax-Related Intermediaries to Practice in Compliance
Estimated to Release in 2027

Taxpayer Service Products

Taxpayer Service Supervision and Suggestion Collection

- **Supervision of Taxpayer Services**
  - No. 13 Enhance Supervision to Ensure the Professionalism and Impartiality of Taxpayer Services
- **Suggestion Collection and Response**
  - No.14 Keep Listening, Keep Improving

Estimated to Release in 2028

Brief Reports

Taxpayer Service Supervision and Suggestion Collection

- Brand Building for Taxpayer Services
- Implementing Artificial Intelligence in Taxpayer Services
- Targeted Taxpayer Services
- Sustainable and Efficient Taxpayer Services

Estimated to Release in 2029

4 The First Batch of Complementary Taxpayer Service Products

Basic Taxpayer Services

- **Building Compliance Together**
  - Tax-Related Enquiry
  - Publicity and Guidance
- **Enhancing Accessibility of Services**
  - Overall Taxpayer Service
  - Interdepartmental Collaboration

Taxpayer Service Products

No.2 Easy Tax Enquiry: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

No.3 Help You Understand Taxes: Precise and Diverse Tax Information Delivery

No.4 Integration and Interconnection: Creating a New Model for Convenient Taxpayer Services Online and Offline

No.5 Interdepartmental Collaboration, Enjoy New Experience of High Efficiency in Tax Filing

First to Release

Building Compliance Together

No.2 Easy Tax Enquiry: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

- Providing professional enquiry services to taxpayers through various channels, manual or intelligent.

Hungary
Standardized Professional Technical Service Platform

Hong Kong, China
Real-time interactive robot IRIS

No.3 Help You Understand Taxes: Precise and Diverse Tax Information Delivery

- Promoting and disseminating tax policies, reminders, and other information to taxpayers through diverse channels

Maldives
Tax Propaganda and Taxpayer Training Programs

Indonesia
Tax Inclusivity Awareness Campaign

Enhancing Accessibility of Services

No.4 Integration and Interconnection: Creating a New Model for Convenient Taxpayer Services Online and Offline

- Standardized off-line facilities and intelligent online platform

the UAE
Emaratax System

Saudi Arabia
Electronic Service Platform

No.5 Interdepartmental Collaboration, New Experience of High Efficiency in Tax Filing

- Interdepartmental, interregional, and international tax cooperation

Uruguay
Investment One-Stop Service Platform

Malaysia
Multi-Agency Collaboration to Expand Cooperative Networks

No.2 Easy Tax Consultancy: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

Overview of Tax Consultancy

Phased Guidance for Tax Consultancy Services

Vision for the Future

No.2 Easy Tax Consultancy: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

Peru introduces online enquiry services on platforms such as Facebook.

Mongolia developes the Ebarimt platform to provide online tax-related enquiry services.

The Gambia has established a diversified platform that integrates the national hotline (+2204223641), the tax authorities' official website (www.gra.gm), and social media platforms.

Singapore leverages large language model technology to develop intelligent customer service systems, enabling round-the-clock responsiveness and seamless integration with human-assisted services, significantly improving service efficiency.

Rely on traditional hotline services to establish a basic enquiry service system.

The Exploration and Construction Stage

- ✓ Assemble Professional Teams
- ✓ Define the Scope of Enquiry Services
- ✓ Develop the Service Standards
- ✓ ……

The Technology Introduction Stage

- ✓ Establish a unified national online enquiry platform
- ✓ Develop a standardized knowledge bases and training systems
- ✓ ……

The Digital Transformation Stage

- ✓ Drive the intelligent transformation of enquiry services
- ✓ Develop intelligent customer service systems
- ✓ Implement personalized service push mechanisms
- ✓ ……

No.2 Easy Tax Consultancy: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

Focus on phased advancement

Based on actual conditions, start with basic service construction and gradually introduce technology and intelligent tools

Enhance the standardization and training

Establish a unified knowledge base and service standards, provide regular training, and ensure the quality of services

Focus on taxpayer feedback

Gather feedback through various channels, promptly adjust service strategies, and improve taxpayer satisfaction

Embrace technological innovation actively

Actively explore the application of technologies such as artificial intelligence and big data to provide technical support for the transformation of services

Construction plan

This forum

- ◆ Launch the BRITACOM Taxpayer Service Portfolio **(Version 1.0)**
- ◆ The First Batch of Taxpayer Service Products

At the Next forum

- ◆ Launch the BRITACOM Taxpayer Service Portfolio **(Version 2.0)**
- ◆ Second batch of Taxpayer Service Products

By 2029

- ◆ Launch the complete version of the BRITACOM Taxpayer Service Portfolio
- ◆ Comprehensive taxpayer service products

Actively provide suggestions and recommendations

We sincerely invite all parties to provide valuable comments and suggestions.

Actively share cases

All parties are sincerely invited to share success stories or best practices.

Jointly build "the BRITACOM Taxpayer Service Portfolio" and contribute more tax expertise to the socio-economic development of the BRITACOM members.

BRITACOM

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Thanks

Wang Qingcheng
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