



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)

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

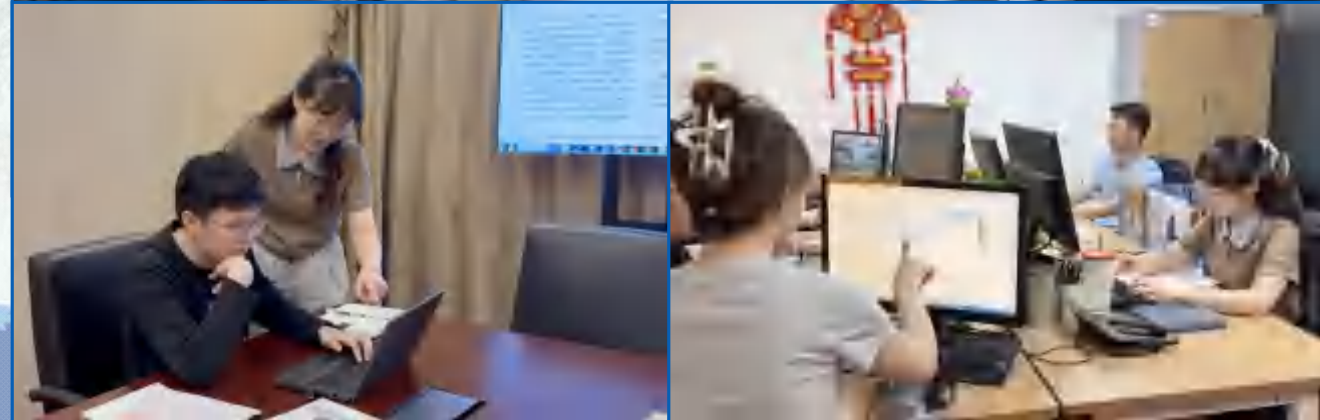
●Form a working group

●Set up Framework for the Product Portfolio

Phase One
(Jan. – Feb. 2025)



Phase Two
(Mar. – Jun. 2025)



Phase Three
(Jul. – Aug. 2025)

Phase One (Jan. – Feb. 2025)

Distributed a questionnaire and received positive responses

Phase Two (Mar. – Jun. 2025)

Phase Three (Jul. – Aug. 2025)

[illegible]

☐ Third: taxpayer/business has filed Form 990 with appropriate tax authority, but not qualifying taxpayer data returned (not attached together or otherwise) (the presence of other documents required)
☐ Fourth: completion of gross, net, government, gross wages and net wages categories and working wage categories.
 3. What methods does your jurisdiction currently use to assess tax service initiatives (multiple choice):
☐ Surveys, literature, engagement efforts, direct assessment, interviews, all some (if you're not sure, list a group, website, or source that refers to relevant tax service initiatives)
☐ Available information, for example, including all tax forms and taxpayer data, taxpayer responses, data comparison and reporting, access published or BAY website and data from state and federal tax authority systems
☐ Tax authority system with filing or taxpayer consent or cooperation or taxpayer design (e.g., assistance and formal paths, seminars or working groups, public policy advisory committees), or other assessment, monitoring, report application(s)

7. What types of taxpayer has your jurisdiction's tax department currently introduced special service initiatives for (multiple choice):
☐ For large corporations
☐ For small, medium, and micro enterprises
☐ For individuals
☐ For cross-border business
☐ Other (please specify): _____

18. Assessment of Current Tax Service Initiatives
 3. What methods does your jurisdiction currently use to assess tax service initiatives (multiple choice):
☐ Regular taxpayer satisfaction surveys
☐ Rating feature for phone/website services
☐ Analysis of Practice Feedback and Complaint Volume
☐ Taxpayer voluntary reporting rate
☐ Other (please specify): _____

2. What are the primary challenges your jurisdiction faces in providing tax service?

☐ Official Tax Website
☐ Social Media
☐ Phone call
☐ Email
☐ Face-to-Face Communication
☐ Other:

4. Other (please specify): After World the gateway to the electronic services of the Hong Kong Revenue Department (IRD) on the Government of the Hong Kong Special Administrative Region of the People's Republic of China (Hongkong SAR)

5. What measures has your jurisdiction's tax department implemented to streamline tax and tax payment service channels? (Multiple Choice)

☐ Establish first-time tax service hotline
☐ Launch online tax payment channels
☐ Establish standardized service procedures
☐ Certain matters are processed centrally across departments and regions to facilitate taxpayers
☐ Provide special services for vulnerable groups such as the elderly, new, sick, and disabled
☐ Other (please specify): _____

6. What methods has your jurisdiction's tax department implemented to streamline policy promotion and guidance? (Multiple choice):

☐ Establish a unified external service hotline
☐ Establish a system of external call centers
☐ Maintain a regularly update report of consulting services personnel to provide extended support
☐ Create user-friendly computing systems and AI technology
☐ Organize various educational activities such as taxpayer workshops



**Phase One
(Jan. –Feb. 2025)**

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

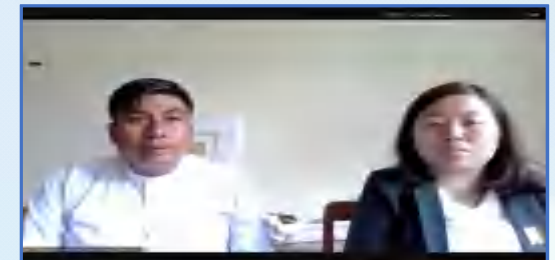
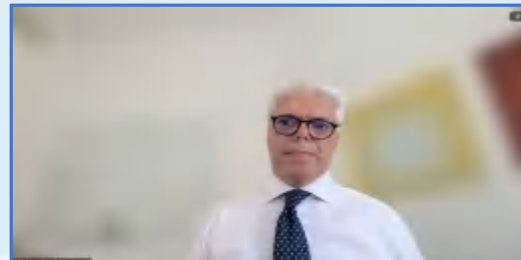


**Phase Two
(Mar. – Jun. 2025)**

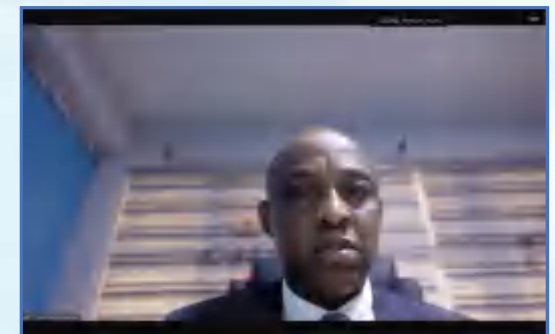
**Phase Three
(Jul. – Aug. 2025)**

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

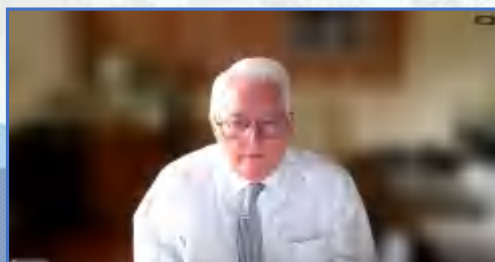
**Phase One
(Jan. –Feb. 2025)**



**Phase Two
(Mar. – Jun. 2025)**

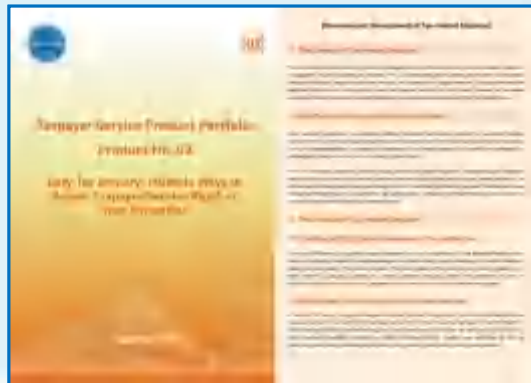


**Phase Three
(Jul. – Aug. 2025)**

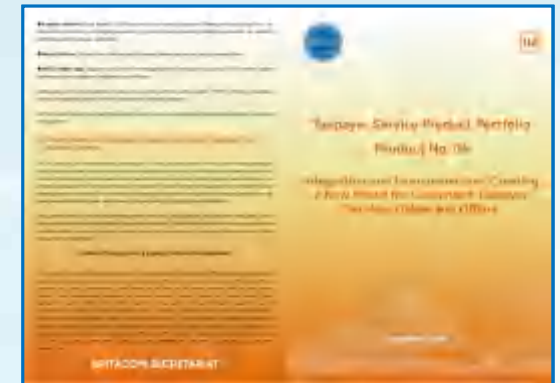
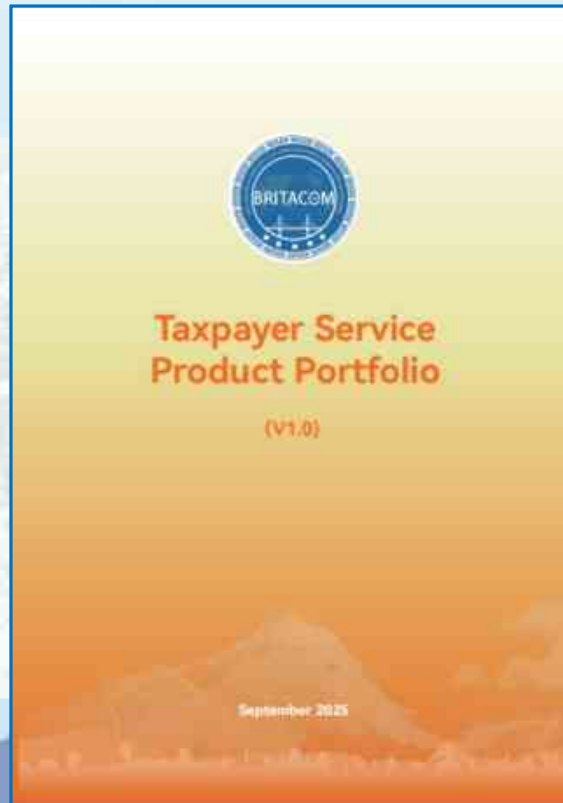


The BRITACOM Taxpayer Service Portfolio 1.0 and the first batch of four taxpayer service products have been completed.

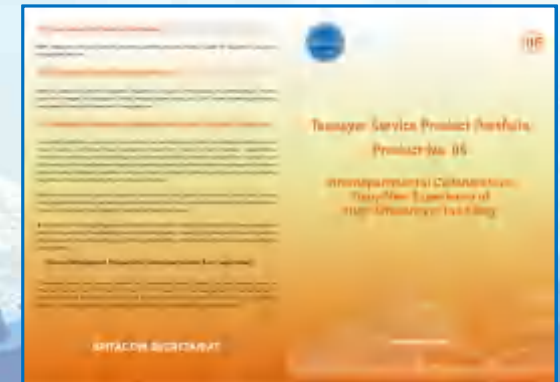
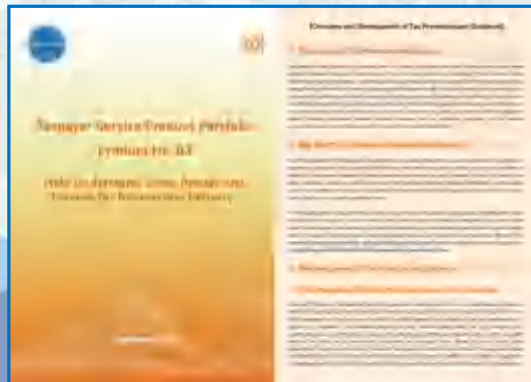
Phase One
(Jan. – Feb. 2025)



Phase Two
(Mar. – Jun. 2025)



Phase Three
(Jul. – Aug. 2025)



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



Content of the Taxpayer Service Portfolio

The BRITACOM Taxpayer Service Portfolio Design Concepts

Co-construction and Sharing

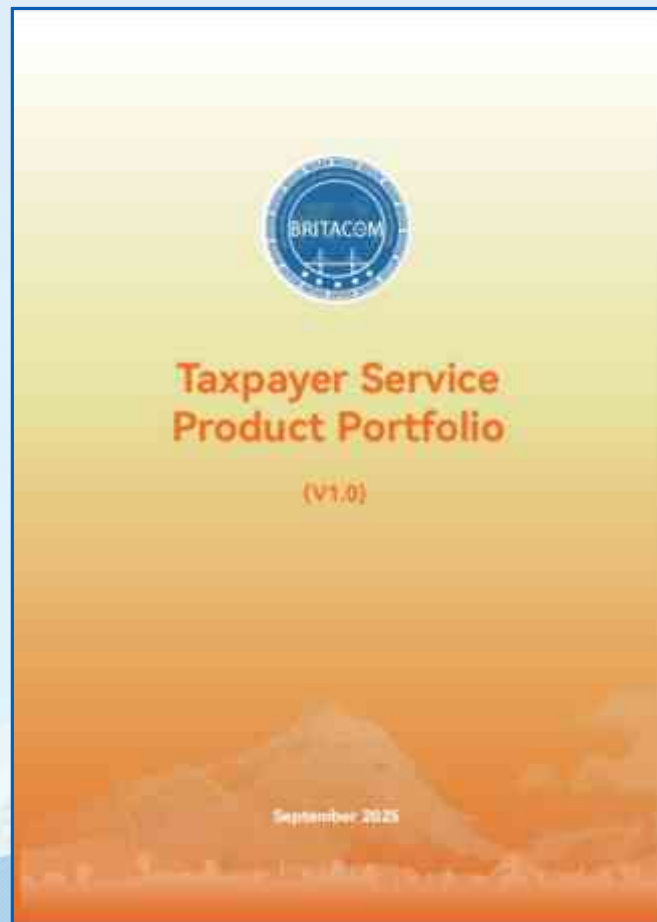
Pool Wisdom,
Unite Strength,
Share Together

Inclusiveness and Learning

Respect Differences,
Compile Cases,
Exchange 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**

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

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

No. 6 Institutional Guarantees for Taxpayer's Rights and Interests

No. 7 Highly Efficient Strategies and Practices for Resolving Tax Disputes

**First
to
Release**

**Estimated
to Release
in 2026**

Taxpayer Service Products

Personalized Taxpayer Services

Services for Large Enterprises

No.8 Making the Elephant Dance: Taxpayer Service Strategies for Large Enterprises

Services for Small and Medium-Sized Enterprises

No.9 Accompanying Entrepreneurs: Nurturing Growth with Premium Services

Services for Cross-Border Enterprises

No.10 Precise Guidance for Cross-Border Enterprises Compliance

Services for Individuals

No. 11 Personal Tax Assistant for Individuals

Service for Tax-Related Intermediaries

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

**Estimated
to Release
in 2028**

Suggestion Collection and Response

No.14 Keep Listening, Keep Improving

**Taxpayer Service Supervision
and Suggestion Collection**

Brief Reports

Brand Building for Taxpayer Services

Implementing Artificial Intelligence in
Taxpayer Services

Targeted Taxpayer Services

Sustainable and Efficient Taxpayer
Services

**Estimated
to Release
in 2029**



The First Batch of Complementary Taxpayer Service Products

Taxpayer Service Products



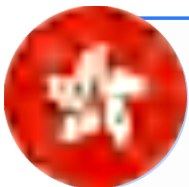
Building Compliance Together

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.



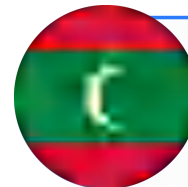
Hungary
**Standardized Professional
Technical Service Platform**



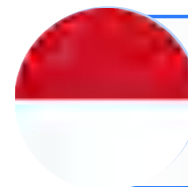
Hong Kong, China
Real-time interactive robot IRIS

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**

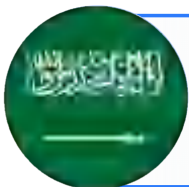
Enhancing Accessibility of Services

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**

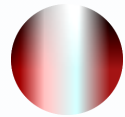
**Vision for the
Future**

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

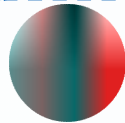
Rely on traditional hotline services to establish a basic enquiry service system.

The Exploration and Construction Stage

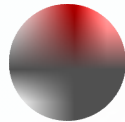
- ✓ Assemble Professional Teams
- ✓ Define the Scope of Enquiry Services
- ✓ Develop the Service Standards
- ✓



Peru introduces online enquiry services on platforms such as Facebook.



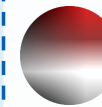
Mongolia develops the Ebarimt platform to provide online tax-related enquiry services.



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.

The Technology Introduction Stage

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



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.

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

01

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

04

4 recommendations for optimizing tax-related Consultancy services

02

Enhance the standardization and training

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

03

Focus on taxpayer feedback

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



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.



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Thanks

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Taxpayer Service Department, State Taxation Administration of the People's Republic of China