



The 6th BRITACOF

Shared Progress in Taxpayer Service for a Better Business Environment

9-11 September 2025 | Kathmandu, Nepal





INLAND REVENUE
AUTHORITY
OF SINGAPORE

Seamless by Design, Effortless for Everyone: IRAS' Journey towards Service Excellence

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Singapore: A Brief Introduction



Land Area

735.6

sq km



Total Population

6.0 mil

as at end Jun 2024



Mobile Population
Penetration Rate

165%



Source: Singapore Department of Statistics Singapore

Singapore is a culturally diverse city with English as the administrative language, comprising four main communities: Chinese, Malay, Indian, and Eurasian, creating a multicultural melting pot.



IRAS at a Glance



OUR VISION

The leading revenue authority in the world.

A partner of the community in nation-building and inclusive growth.

A dynamic team of competent and committed people.



OUR TAXPAYING COMMUNITY *FY2023/24*

**Individual
Income Tax (IIT)**

2,789,440

Individuals assessed

**Goods & Services
Tax (GST)**

109,669

GST-registered businesses

**Corporate
Income Tax (CT)**

277,634

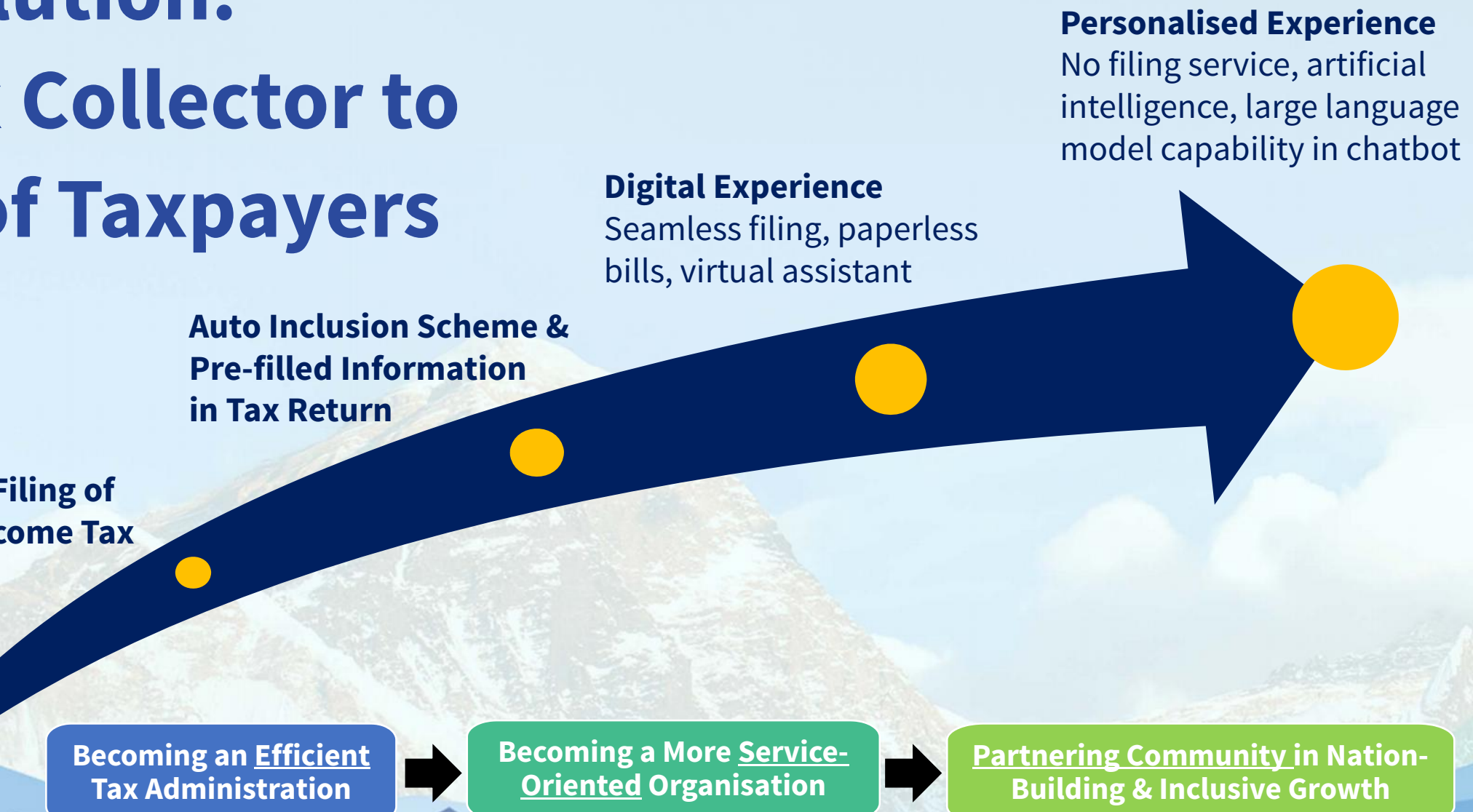
Companies assessed

Property Tax (PT)

1,642,284

Property assessments

Evolution: Collector to of Taxpayers



IRAS Service Commitment



y means to **encouraging voluntary compliance**, for effective tax administration. er expectations, combined with technological advancement, drive the shift in IRAS' **gm**, which is based on **deeper collaboration and innovative, empathetic and services**.

Our Service Vision is to be 'An IRAS that is digital, trusted and empathetic'.

To achieve this, we create seamless, personalised and trusted taxpayer experiences that integrate tax obligations naturally into taxpayers' lives.

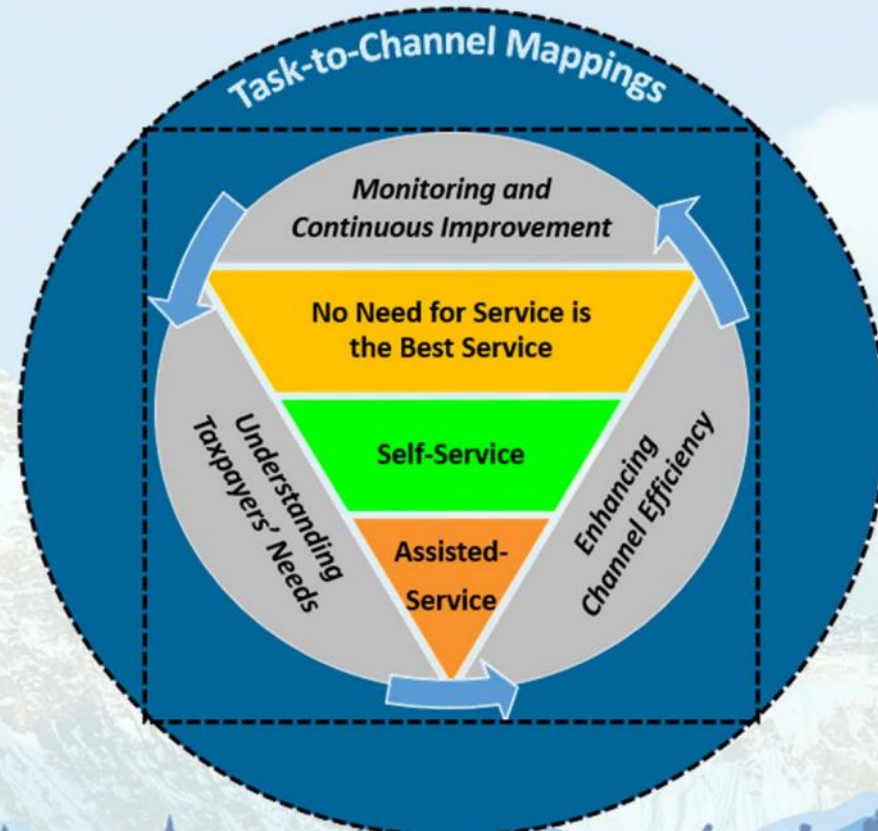
Our Digital-First Approach



achieve high voluntary compliance by
providing **effective digital self-help services** and
processes as much as possible.

As required, we shifted from 'transacting'
to **educating taxpayers to self-help**.

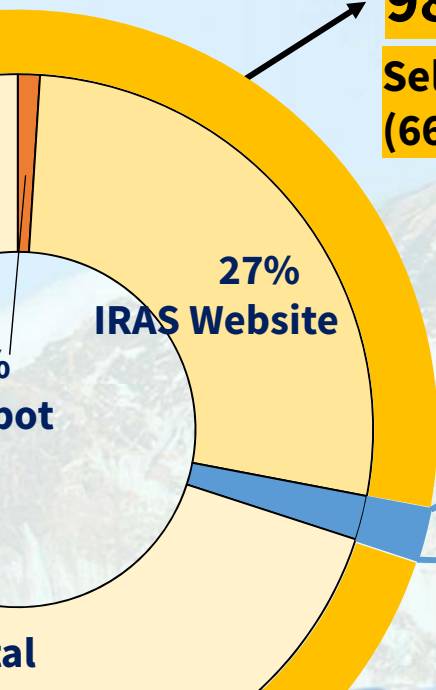
For those that require assistance, we provide service
in a prompt and timely manner, **educating and**
directing taxpayers to the most efficient channels
for resolution.



Users' Preference Towards Digital Services

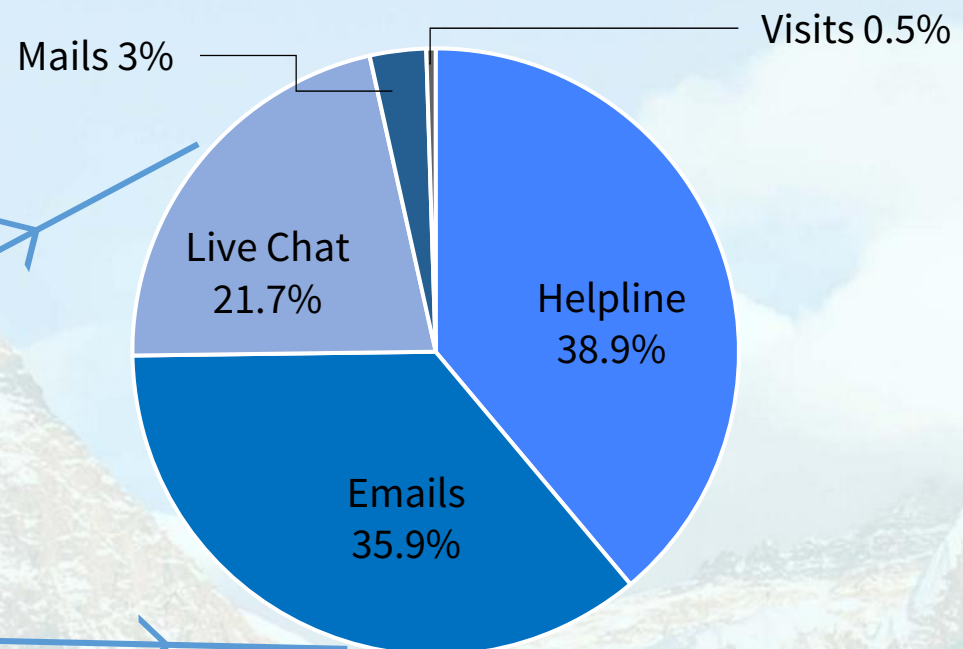
n Contacts

98%
Self-Help Services
(66.8 mil)



2%
Assisted Services
(1.38 mil)

Distribution of Assisted Contacts

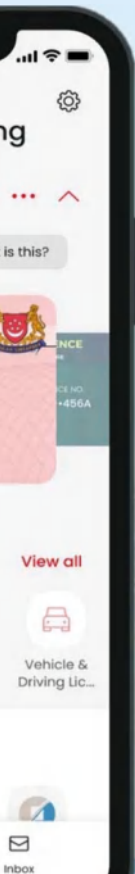




**, Personalised and Trusted Taxpayer Experiences:
Delivers digital and empathetic services to support
taxpayers in managing their tax matters.**



Singapore's Trusted Digital Identity



Singpass (i.e., Singapore Personal Access) serves as Singapore's national digital identity, enabling residents to securely access over 2,700 services across 800 government agencies and businesses using biometric authentication.

It is a key enabler of our national digital economy – more than 4.2 million people rely on Singpass for **secure, convenient and efficient digital transactions**.

Taxpayers can seamlessly access IRAS' digital services through the myTax Portal to view and manage their tax transactions with IRAS.

Simplifying Rules and Obligations

ing for individuals –
sed from pre-filling
me and tax reliefs
providing finalised tax
xpayers, eliminating
returns and making
ent.



or **72%**) taxpayers now benefit from this streamlined approach (i.e., pre-filled tax returns or 2025).

ing direct tax bills provided positive feedback. **92%** of respondents to our poll appreciated the

Simplifying Rules and Obligations

Corporate and GST Tax Returns

ely with software developers to
ons that enable **automatic tax**
omission of corporate and GST



Simplified Filing for Self-Employed

- Information was obtained from third party intermediaries to **pre-fill the tax returns** of self-employed taxpayers.
- Qualifying self-employed taxpayers can also **claim business expenses as a fixed percentage of income earned**.

A screenshot of a tax return form. It shows 'Revenue (Total Sales/Income)' as S\$ 101000.00. Under 'Less Expenses:', there are two radio button options: '60% Deemed Expenses (Include service fees)' which is selected, and 'Actual Allowable Business Expenses'. The 'Adjusted Profit/Loss (Revenue - Expenses)' is calculated as S\$ 40400.00. A red box highlights the expense selection area.

Revenue (Total Sales/Income) (Total Passenger Fares and Rent collected from Relief Drivers)	S\$	101000	.00
Less Expenses:			
		☒ 60% Deemed Expenses (Include service fees)	
		☐ Actual Allowable Business Expenses ⓘ	
Adjusted Profit/Loss (Revenue - Expenses)	S\$	40400	.00

Outcomes

ST tax returns were submitted via

33% of self-employed taxpayers benefitted from pre-filled tax

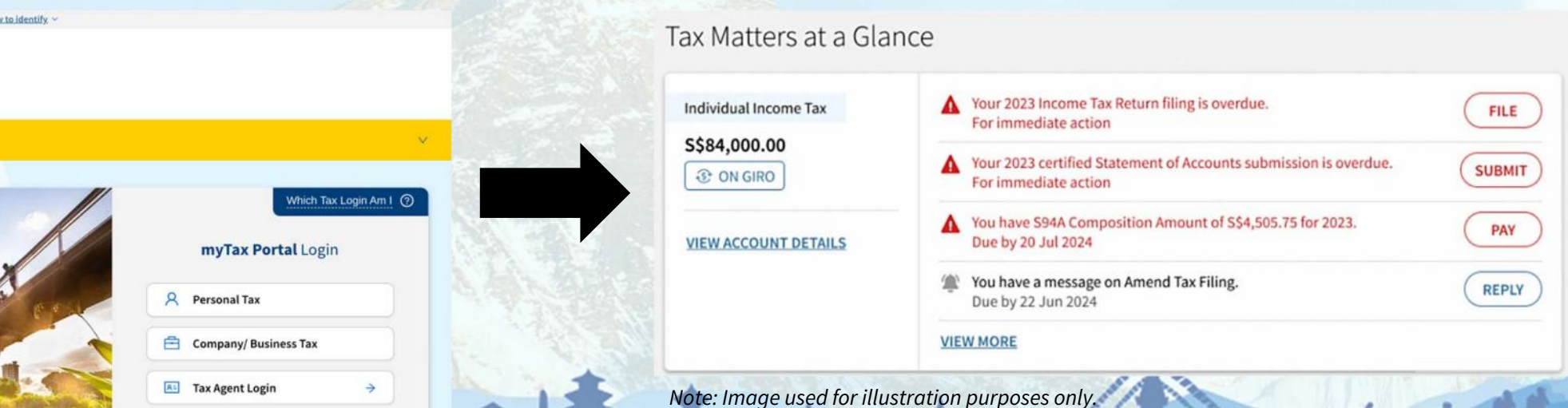
Delivering Secure and Personalised Digital Experience

Digital Services

Personalised portal for taxpayers to view and perform actions. It includes digital services such as e-file and Apply for Payment Plan.

Tax Matters at a Glance

Tax matters that require taxpayer attention and action would appear on this page in myTax Portal, with links directing them to the relevant digital services.



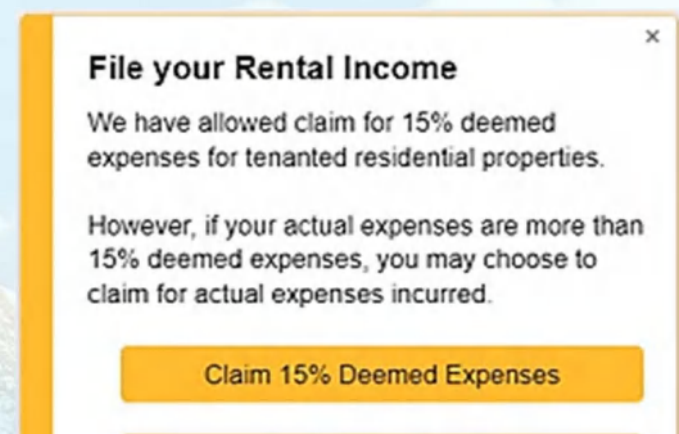
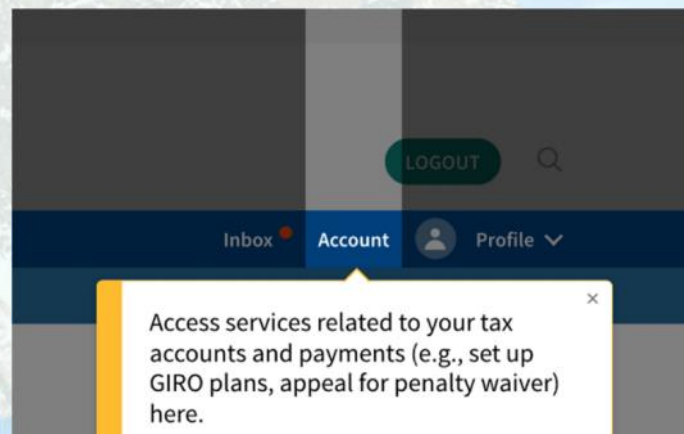
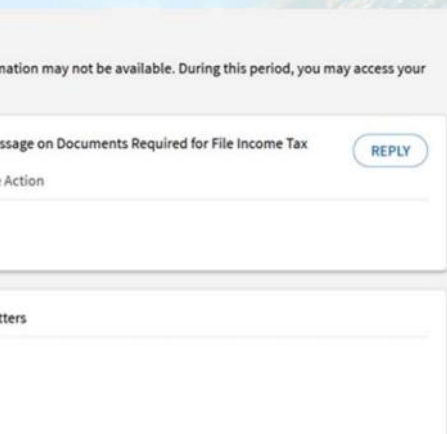
Note: Image used for illustration purposes only.

Providing Personalised Guidance for Easy Fulfilment of Tax Obligations



Onscreen application guidance for the “overwhelmed user”

WalkMe navigation tool provides a personalised experience by guiding taxpayers step-by-step through digital services on myTax Portal with prompts on handling tax matters, which enhances their digital experiences.



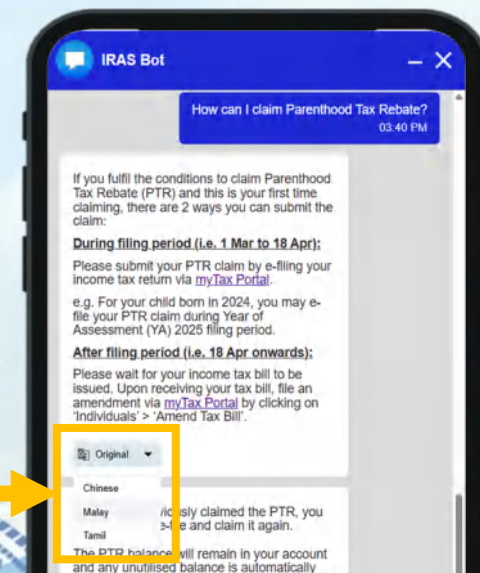
Delivering 24/7 AI-Powered Support



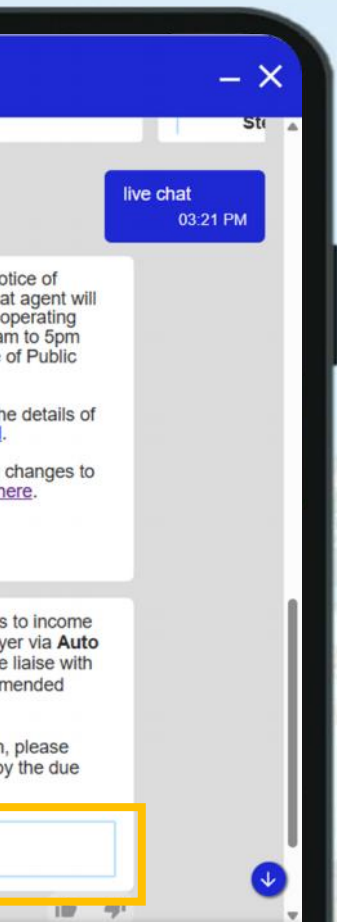
The IRAS chatbot responds to simple enquiries round-the-clock, thereby reducing response time. This capability was achieved by leveraging Large Language Model technology, with designers progressively training the chatbot to address knowledge gaps. A broad array of transactions can be performed via the IRAS chatbot during the filing period:

- Check filing/assessment statuses
- Check outstanding tax balances
- View, cancel or reinstate GIRO (i.e., electronic payment)
- Pay Taxes (via PayNow QR or AXS)
- Extend filing deadline
- Seek penalty waivers

Users can access the IRAS chatbot in four languages through its built-in translation functionality.



Seamless Escalation to Human Agents



Seamless Integration of IRAS Chatbot and Live Chat

- With just 2 clicks, user can seamlessly reach a live chat agent from the chatbot in the same platform.
- Live chat agents can view prior chatbot transcripts, which eliminates the need for taxpayers to reiterate their enquiries.

Directing Taxpayers to Optimal Channels for Faster Resolution

Now, our Interactive Voice Response (IVR) system directs them to the optimal channel based on their enquiry for

calls were diverted to Chatbot/ Infographics

Top 5 Enquiries Infographic

to our chatbot

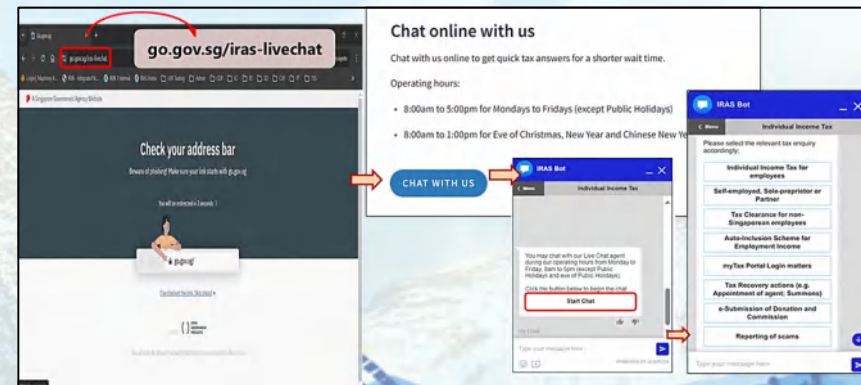
Infographics are curated based on common queries received.



18% of calls were diverted to Live Chat

Divert to Live Chat

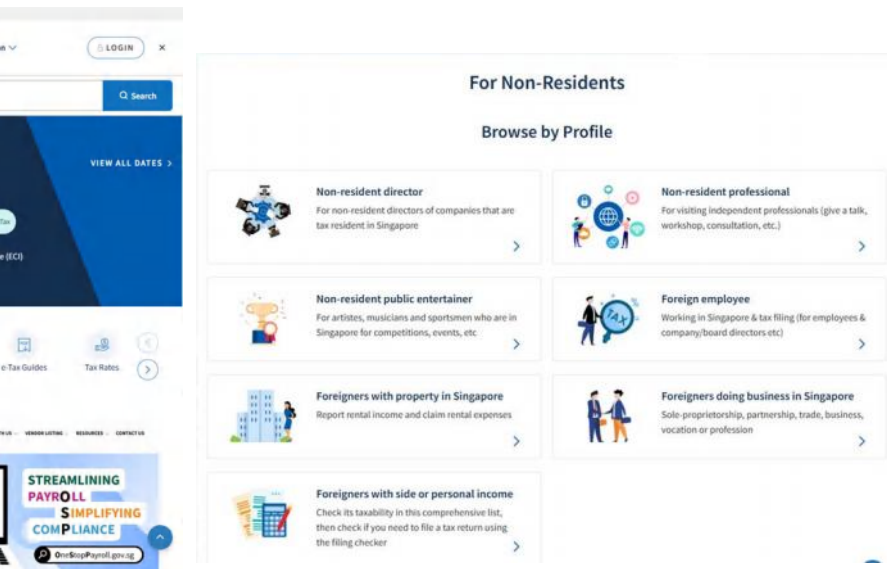
Taxpayers are directed to our Contact Us page via SMS to chat with Live Chat agents.



Providing a Suite of Digital Tools to Enhance Understanding



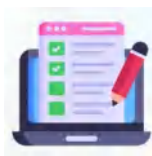
IRAS Website



Digital Tools available on IRAS Website



Tax calculators – to estimate income tax liability (individual/corporate), rental income, etc.



Filing/ Tax Relief checkers – to determine filing requirements and eligibility for tax reliefs.

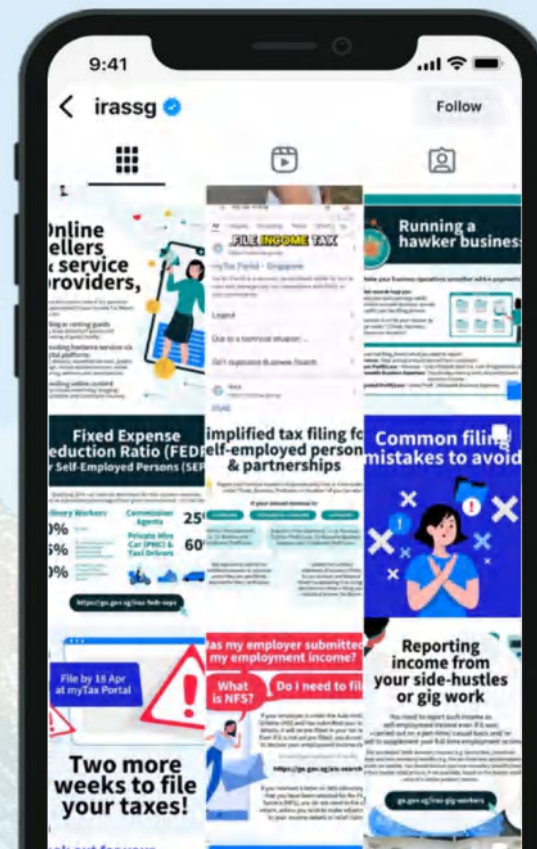


E-Tax Guides – detailed explanations of tax rules, processes

ve tax information, services, and resources to
nt is either structured by taxpayer profiles or

Using Broad-based Taxpayer Education (through social media)

al media platforms (e.g., Facebook, n, Instagram) to reach wide and taxpayers quickly with publicity and ation messages on tax seasons dual Income Tax, Corporate Tax, ax, GST) and compliance messages rime news and scam advisories.



ing Targeted Taxpayer Education and Support (through proactive outreach)

Conducted many webinars, workshops and engagement sessions to support diverse taxpayer segments with filing assistance and tax education.

Foreign workers with tax clearance dormitory.



Conducted partnership filing workshops for paper filers to go digital.



Conducted webinar on tax and retirement planning for more than 700 self-employed.



ing Service Accessibility and Inclusivity

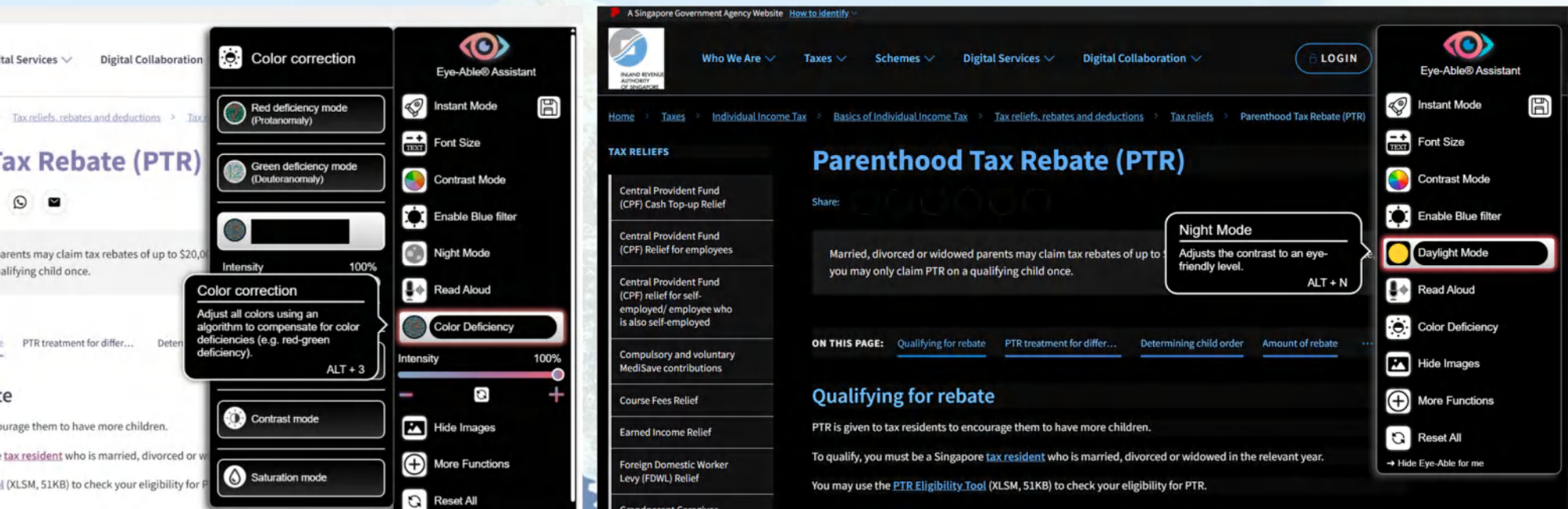


Less digitally savvy taxpayers can receive in-person assistance closer to their homes at ServiceSG Centres (SSGCs)

We have 9 SSGCs located in Singapore heartlands, and they handled 32,660 taxpayer requests (or 36% of total requests) from Apr 2024 to Mar 2025.

Enhancing Service Accessibility and Inclusivity

on suite on IRAS Website to improve accessibility and user-friendliness for Persons with Disabilities
ry needs, enabling them to resolve their tax issues independently.



Addressing taxpayer needs through simplified processes, seamless digital design, and targeted engagement delivers these benefits:



Assisted
contacts

in assisted
contacts

1.38 mil
FY2024

High Taxpayer Satisfaction

In the 2023 Taxpayer Survey results, IRAS obtained

Overall taxpayer
satisfaction of **98%**

High Filing & Payment Compliance Rates

In FY2023,

96% filed on time.

93% paid on time.



As IRAS moves forward, we will continue to leverage data-driven insights, customer-centric service design, and partnership with the community to deliver increasingly seamless and personalised taxpayer-centred experiences.

Through this journey, we remain committed to our service vision of being digital, trusted and empathetic – making tax compliance effortless whilst building stronger relationships with our taxpayers.

Thank you

