



Shared Progress In Taxpayer Service For A Better Business Environment

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ZATCA's Services for Taxpayers

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About ZATCA

Zakat, Tax and Customs Authority (ZATCA) is the unified government body in Saudi Arabia responsible for zakat, tax, and customs operations. ZATCA is considered one of the leading authorities in digital transformation across the region, aligning with Saudi Vision 2030.



ZATCA in Numbers

66

Agreement to avoid double taxation

93.8%

Compliance rate for filing Tax & Zakat declarations in 2024

+1.9M

Submitted Zakat & Tax declarations in 2024

+1.59M

Number of calls received in the contact center in 2024

89%

Customer Satisfaction with digital channels

2:21

Average customer service duration in 2024

Awards

1st Place



In the Digital Transformation Measurement Index on 2023

2nd Place



In the Digital Experience Maturity Index on 2025

3rd Place



In the Digital Experience Maturity Index on 2024





About ZATCA

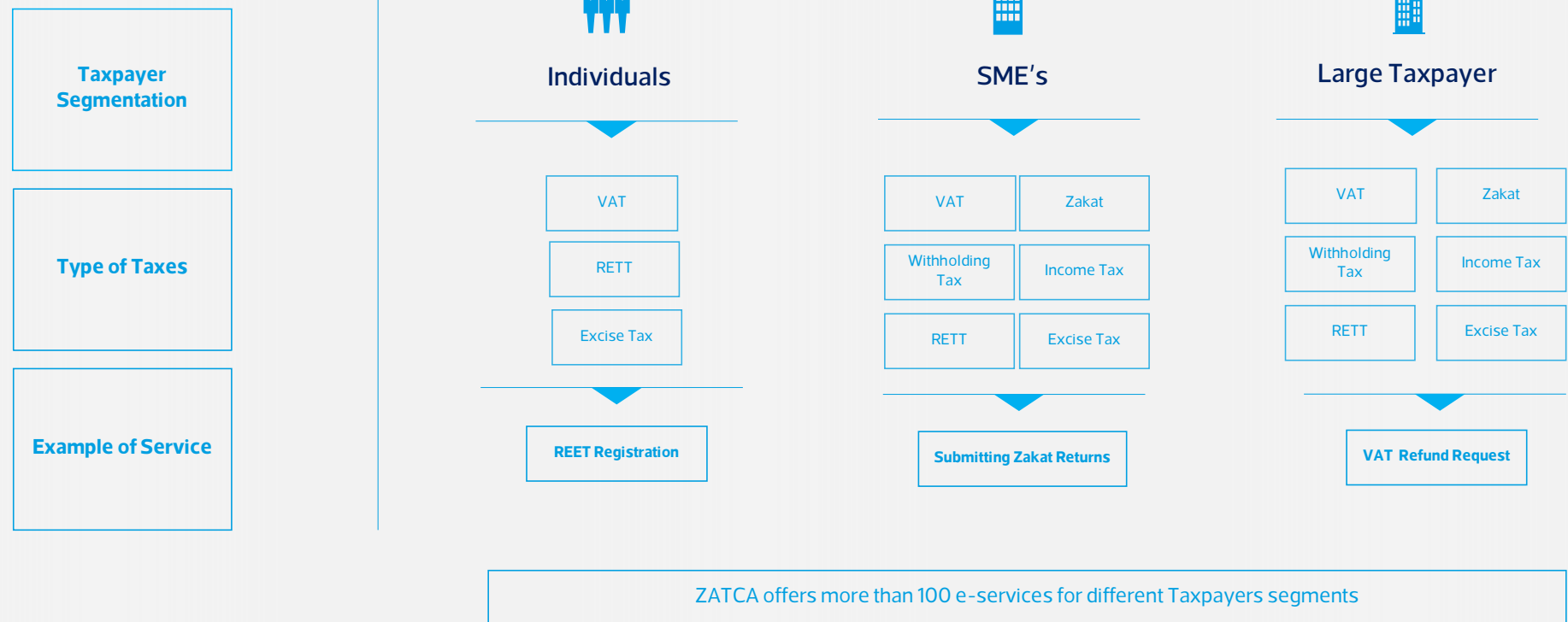
Taxpayers Segmentation

Taxpayers Services

ZATCA support channels for taxpayers



Through innovative and automated solutions, ZATCA designs tailored service journeys for all taxpayer segments





About ZATCA

Taxpayers Segmentation

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Driven by its commitment to innovation, ZATCA has developed a variety of initiatives that enhance compliance, simplify procedures, and serve the needs of all taxpayer segments. key initiatives include:



E-Invoicing (Fatoora)



Ziad (RPA)



AI Enabled processes



Miscellaneous Initiatives



Ziad (RPA)

Ziad is virtual digital employee relies on automation for processes and optical character recognition technology to improve efficiency in executing daily tasks accurately, such as data entry and modification, document classification, research, issuing certificates, and preparing reports

Services Available via the Digital Employee "Ziad"



Zakat certificate

Tax and Zakat declaration

Integration with Relevant Government Entities (SFDA)

Impact

+1M

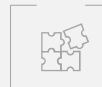
Over 1 million conversation were handled by digital employee Ziad in 2024.

+70

Automation of +70 operational services by the digital employee Ziad



Improving the overall experience for beneficiaries.



Enhancing the accuracy of tax data with high reliability.



Accelerating digital transformation through automation and artificial intelligence.

E-Invoicing (Fatoora)

Electronic invoicing is a procedure that aims to convert the issuing of paper invoices and notes into an electronic process that allows the exchange and processing of invoices, credit notes & debit notes in a structure electronic format between buyer and seller through an integrated electronic solution.



Efficiency Less paperwork, faster processes



Compliance Easy tax reporting & real-time validation



Transparency Clear and traceable transactions



Digital Transformation Aligned with Vision 2030



Anti-Fraud Prevents tax evasion



Better Experience Easy for both businesses & customers



Fatoora in numbers



+10B

Invoices shared through Fatoora platform

+3B

Reducing commercial concealment losses annually

+200K

E-invoicing systems connected to Fatoora

%60-%80

Reducing invoicing costs

AI/ML implementation

ZATCA leverages Artificial Intelligence (AI) to enhance taxpayer services by analyzing interactions, identifying pain points, and automating processes for higher efficiency and accuracy.



EXAMPLES OF ZATCA INITIATIVES

ZATCA implements various initiatives to enhance taxpayer experience, ensure compliance, and strengthen customer engagement

01

**Proactive
Services**

Services that are
automatically triggered

installments if customers are unable to
pay the amounts due in full to support
compliance

**Installment
services**

02

03

Workshops

400+ workshops in 2024

Relationship Managers for Large
Customers ensuring high
customer satisfaction and
engagement

**Relationship
Managers**

04



About ZATCA

Taxpayers Segmentation

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ZATCA provides multiple support channels to assist taxpayers, ensuring access to information, guidance, and direct communication through digital and physical touchpoints



FAQ



Customer Services
Center



AI powered Guideline ,manuals
and workshops



Official Website and
Mobile App



RMs



Thank you

