



THE EXPERTS VIRTUAL ROUNDTABLE

“一带一路”税收征管和纳税服务产品体系 专家圆桌研讨活动

26 JUNE 2025 | 15:00-17:00 BEIJING TIME, UTC+8
2025年6月26日 15:00-17:00 (北京时间)



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Introduction to the BRITACOM Product Portfolio of Taxpayer Service “一带一路” 纳税服务产品体系介绍

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Part 01

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

Improving tax compliance through optimized taxpayer services has become an international consensus.



Each member economy has made significant progress in the field of taxpayer services.



A standardized multilateral taxpayer service system has yet to be established at the international level.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

Work Together to Advance the Development of the
BRITACOM Product Portfolio of Taxpayer Service



Collecting and Compiling Typical
Cases of Taxpayer Service Practices
from Various Jurisdictions

Grouping Similar Cases to form
Taxpayer Service Products

Establishing the Complete BRITACOM
Product Portfolio of Taxpayer Service



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Part 02

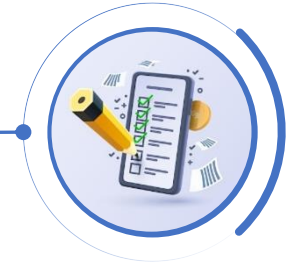
Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service

Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service

Working Group

Establishing
a Preliminary Structure

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Future Outlook
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Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



**19 Countries and Regions' Responses
have been Received**



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



Better Connection for a Better Future
Ninth Event | Nepal-China
Tax Administration Theme Day

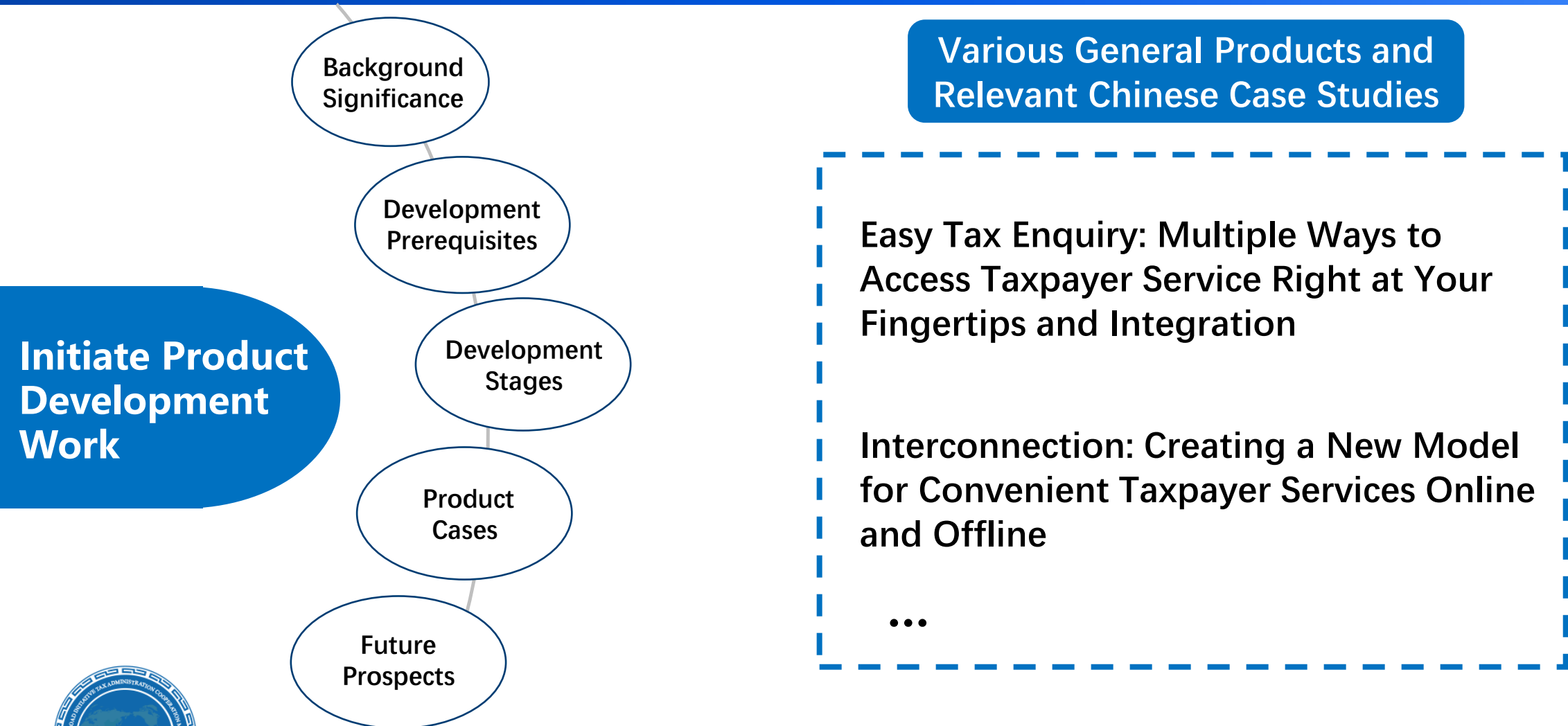


We have taken the opportunity of the Nepal-themed day held in May by the BRITACOM to showcase China's achievements in digital and intelligent taxpayer service development.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Part 03

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio



**Taxpayer Service
Product Portfolio**

**The Contents
of the Taxpayer
Service Product
Portfolio**

**To Promote Tax Compliance Through
Taxpayer Services**

**Taxpayer Service Philosophy
and Safeguards**

Basic Taxpayer Services

Personalized Taxpayer Services

**Taxpayer Service Supervision and
Feedback Collection**

Future Prospects



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Taxpayer Service Philosophy and Safeguards

Service Philosophy

Legal Safeguard

Organizational Safeguard

Other Safeguards

Product

No.1 The Cornerstone of Building a Harmonious Tax Environment: Taxpayer Service Philosophy and Safeguards



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Basic Taxpayer Services

Building
Compliance
Together

1

Tax-Related Enquiries

2

Publicity and Guidance

Enhancing
Accessibility of
Services

3

Overall Taxpayer Service

4

**Interdepartmental
Collaboration**

Safeguarding
Rights and
Interests

5

Institutional Guarantee

6

Dispute Resolution

Products

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

No.3 Help 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



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Personalized Taxpayer Services

- 1 Services for Large Enterprises**
- 2 Services for Small and Medium-Sized Enterprises**
- 3 Services for Cross-Border Enterprises**
- 4 Services for Individuals**
- 5 Services of Tax-Related Intermediaries**

Products

- No.8** Making the Elephant Dance: Taxpayer Service Strategies for Large Enterprises
- No.9** Accompanying Entrepreneurs: Nurturing Growth with Premium Services
- No.10** Precision Guidance for Cross-Border Enterprise Compliance
- No.11** Personal Tax Assistant for Individuals
- No.12** Guide Tax-Related Intermediaries to Practice in Compliance



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Taxpayer Service Supervision and Feedback Collection

1 Supervision of Taxpayer Services

2 Feedback Collection and Response

Products

No.13 Enhance Supervision to Ensure the Professionalism and Impartiality of Taxpayer Services

No.14 Keep Listening, Keep Improving

Well-Monitored
and Responsive to
Public Needs



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Future Prospects

Brief Reports

- 1 Brand Building for Taxpayer Services
- 2 Implementing Artificial Intelligence in Taxpayer Services
- 3 Targeted Taxpayer Services
- 4 Sustainable and Efficient Taxpayer Services



Focusing on Key Issues and Hot Topics in Taxpayer Services



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Content of the Taxpayer Service Product Portfolio

Easy Tax Enquiry:
Multiple Ways to
Access Taxpayer
Service Right at Your
Fingertips

Product
Introduction

Overview and Development History of
Tax-Related Enquiry Service

Phased Guidance for Tax-Related
Enquiry Services

Representative Cases of Tax-Related
Enquiries

Future Outlook for Tax-Related Enquiries

Product Case
Studies

Tax Authorities of China Establishing the
12366 Hotline

Peru's Tax Authorities Offering Multiple
Enquiry Channels Including Online
Tax-Related Enquiries, Sofia AI Chatbot,
Facebook Live Chat, and Dedicated
Enquiry Departments



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Part 04

***Moving Forward Together: Contributing Tax
Expertise to the Development of the Belt and
Road Initiative***

Moving Forward Together: Contributing Tax Expertise to the Development of the Belt and Road Initiative

Phase One

Release the Product Portfolio

In 2025, we will complete the release of Product Portfolio version **1.0**.

Phase Two

Improve the Product Portfolio

In 2026, we will launch Product Portfolio version **2.0**.

Phase Three

Optimize and Upgrade the Product Portfolio

In 2027, we will release the official version of the Product Portfolio of Taxpayer Service.

In 2029, we will publish more practical cases and special micro-reports

Plan
to
Develop
the
Taxpayer
Service
Product
Portfolio



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Moving Forward Together: Contributing Tax Expertise to the Development of the Belt and Road Initiative

We hope that

1

Based on the practical experience of taxpayer services in various jurisdictions, we hope that you can put forward your opinions and suggestions on the framework design, product content and case screening of the Product Portfolio.

2

We hope you can actively share successful cases or typical practices in taxpayer service innovation.

3

We hope that everyone will carry out in-depth exchanges and collisions around service model innovation, intelligent technology application and personalized service supply.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



THANKS