



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)



Harnessing Digital Transformation to Advance Tax Administration and Service Delivery

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Organization: West African Tax Administration Forum (WATAF)

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Part 01

Introduction & Context

Global Context:

- The digital era is transforming the foundations of tax systems globally.
- BRITACOM's collaborative platform empowers jurisdictions to respond through shared knowledge, innovation, and solidarity.

Purpose of this Presentation:

- To provide expert insight into the structure and purpose of the **BRITACOM Product Portfolios**.
- To offer **strategic suggestions** for refining the framework and maximizing value at the **6th BRITACOF**.
- To identify how stakeholders—including regional forums like WATAF—can contribute meaningfully to its development and rollout.



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Part 02

Overview of the BRITACOM Product Portfolios

1. Tax Administration Portfolio:

- **Covers 7 critical domains:**
 - o Registration & ID Verification**
 - o Tax Filing & Payment**
 - o Risk Management**
 - o Dispute Resolution**
 - o Internal Control**
 - o International Cooperation**
- **Focus: Integration of big data, AI, automation, and policy coordination.**



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2. Taxpayer Service Portfolio:

- **Covers 5 thematic areas:**
 - o **Service Philosophy and Safeguards**
 - o **Basic Services**
 - o **Personalized Services**
 - o **Service Supervision**
 - o **Future Prospects**
- **Focus: Enhancing trust, efficiency, and user experience.**



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Part 03

Key Strengths of the Tax Administration Portfolio

- **Digital Identity & Registration:**
Supports unified taxpayer IDs, with biometric integration for trust and data protection.
- **Multi-modal Tax Filing & Payment:**
Offers electronic, app-based, and intelligent tax filing—enhancing accessibility and accuracy.
- **AI-Driven Risk Management:**
Risk segmentation by taxpayer type and tax category enables targeted audits and compliance.
- **Dispute Resolution Tools:**
Includes Advance Pricing Agreements (APAs) and Mutual Agreement Procedures (MAPs) to address international disputes.
- **Global Collaboration:**
Encourages exchange of information, joint audits, and anti-evasion partnerships—essential for tackling base erosion and profit shifting (BEPS).



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Part 04

Key Strengths of the Taxpayer Service Portfolio

Proactive & Human-Centric Philosophy:

Elevates service delivery from passive to proactive—“taxpayers at the core.”

Differentiated Service Models:

Offers tailored support for:

- Large enterprises (“Making the Elephant Dance”)

- SMEs (“Accompanying Entrepreneurs”)

- Individuals (“Personal Tax Assistant”)

- Cross-border entities

Hybrid Online-Offline Solutions:

Builds flexible systems that align with country infrastructure—e.g., web platforms + service centers.

Safeguarding Rights:

Anchored in transparency, institutional guarantees, and rights-based approaches.

Service Feedback Loops:

Encourages continuous improvement through real-time taxpayer feedback and digital monitoring.



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Part 05

Suggestions for Strengthening the Portfolios

1. Modular Design with Local Adaptability:

- Break products into scalable modules—allowing jurisdictions to adapt based on capacity, infrastructure, and legal systems.

2. Include Real Use Cases:

- Showcase pilot projects, national reforms, or innovations from BRI jurisdictions (e.g., e-invoicing in Rwanda or VAT bots in China).

3. Tiered Maturity Model:

- Provide a clear path from basic compliance to intelligent tax ecosystems—using indicators for progress measurement.

4. Engage Regional Platforms (e.g., WATAF):

Facilitate peer review, co-creation of products, and promote South-South cooperation within and beyond Africa.



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Part 06

Opportunities for Stakeholder Engagement

1. Knowledge Exchange Forums:

- Leverage forums like BRITACOF and regional communities to foster collective learning and co-design.

2. Capacity Building Initiatives:

- Link product deployment with technical assistance—especially for under-resourced administrations.

3. Pilot Implementation:

- Volunteer WATAF member states for pilot rollout of modules like AI risk engines or taxpayer e-helpdesks.

4. Continuous Feedback & Data Sharing:

- Create a dynamic feedback system to update product design based on user experiences and system performance.



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Part 07

Looking Forward

The BRITACOM portfolios are not static tools, but evolving blueprints for:

- Reducing administrative burdens
- Strengthening taxpayer trust
- Enhancing cross-border cooperation
- Creating resilient, responsive, and digital-ready tax administrations

Closing Thought:

“To shape the future of tax governance, we must build systems that are not just intelligent—but inclusive, interoperable, and globally harmonized.”



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THANKS