



Georgia Revenue Service Tax services

The BRITACOM Council Meeting, Beijing, April 24-25, 2025

Customs and Tax Overview



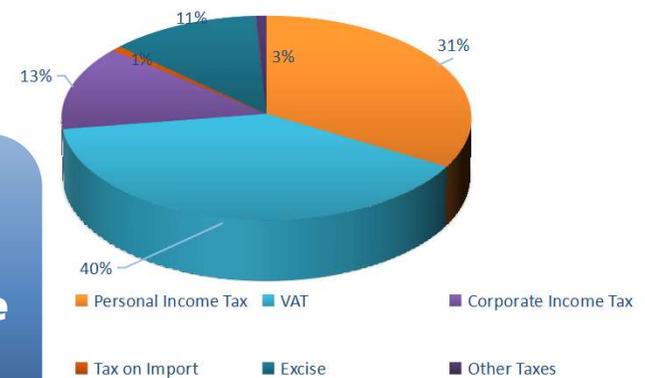
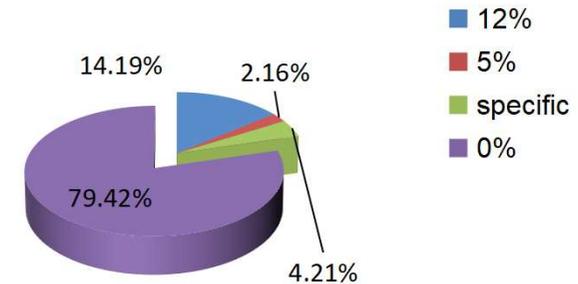
Personal Income Tax	20%
Corporate Income Tax	15%/0%
VAT	18%
Property Tax	1%
Import Tax	0%/5%/12%
Excise Tax	Different



58 DTA

Net Tax Revenue/GDP
25,3%
(2024)

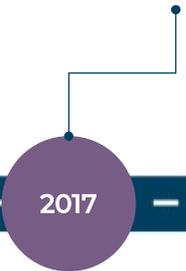
Net Tax Revenue/Total Government Revenue
89.1%



Progress in implementing strategies

Key reforms

- GRS Structural Reform



The Department of Reforms and Planning has been established. The Departments of Methodology and Analytics have been established.



- The automatic VAT refund system has been implemented
- A Large Taxpayers' Division was established within the Audit Department



- TADAT-2020;

- LTO was launched
- A strategy and action plan for large taxpayers has been developed.
- A debt management department has been established.



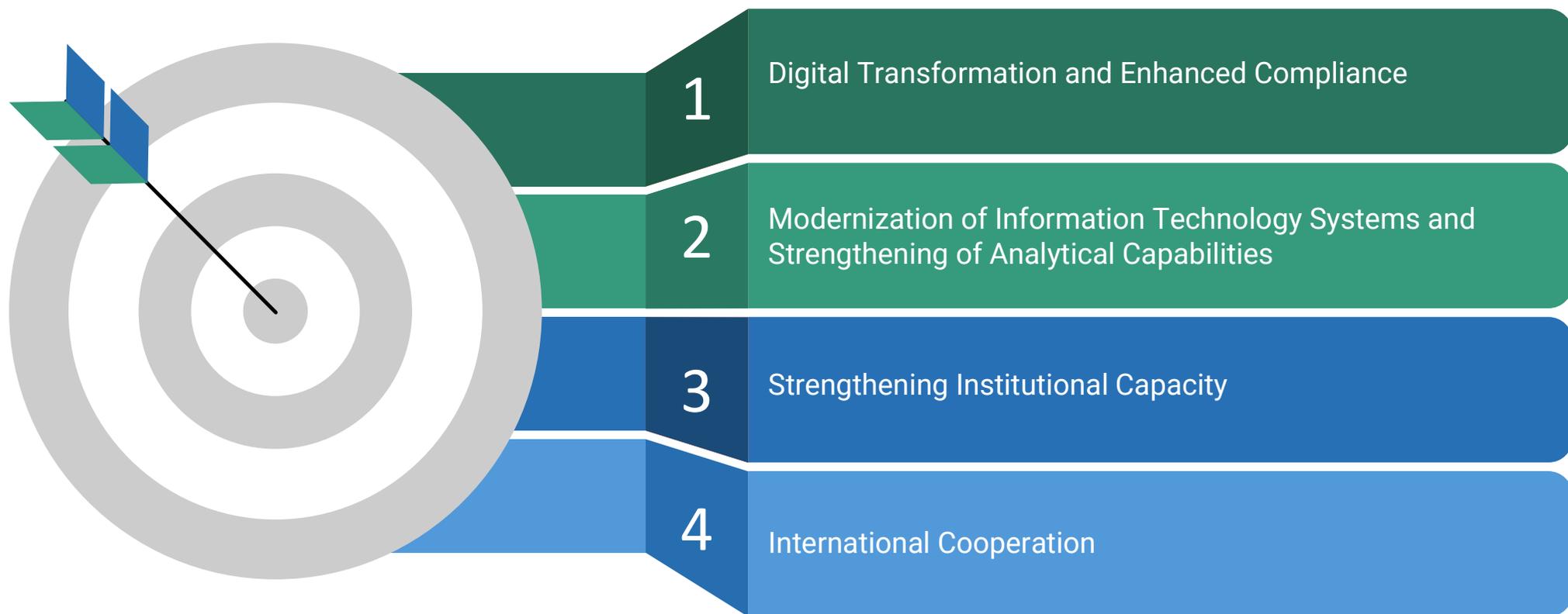
- The InfoHub portal (infohub.rs.ge) has been launched.
- Modernization of the Exchange of Information (EOI) mechanism is underway.
- Inventory assessment and re-planning of customs and tax services have been initiated.



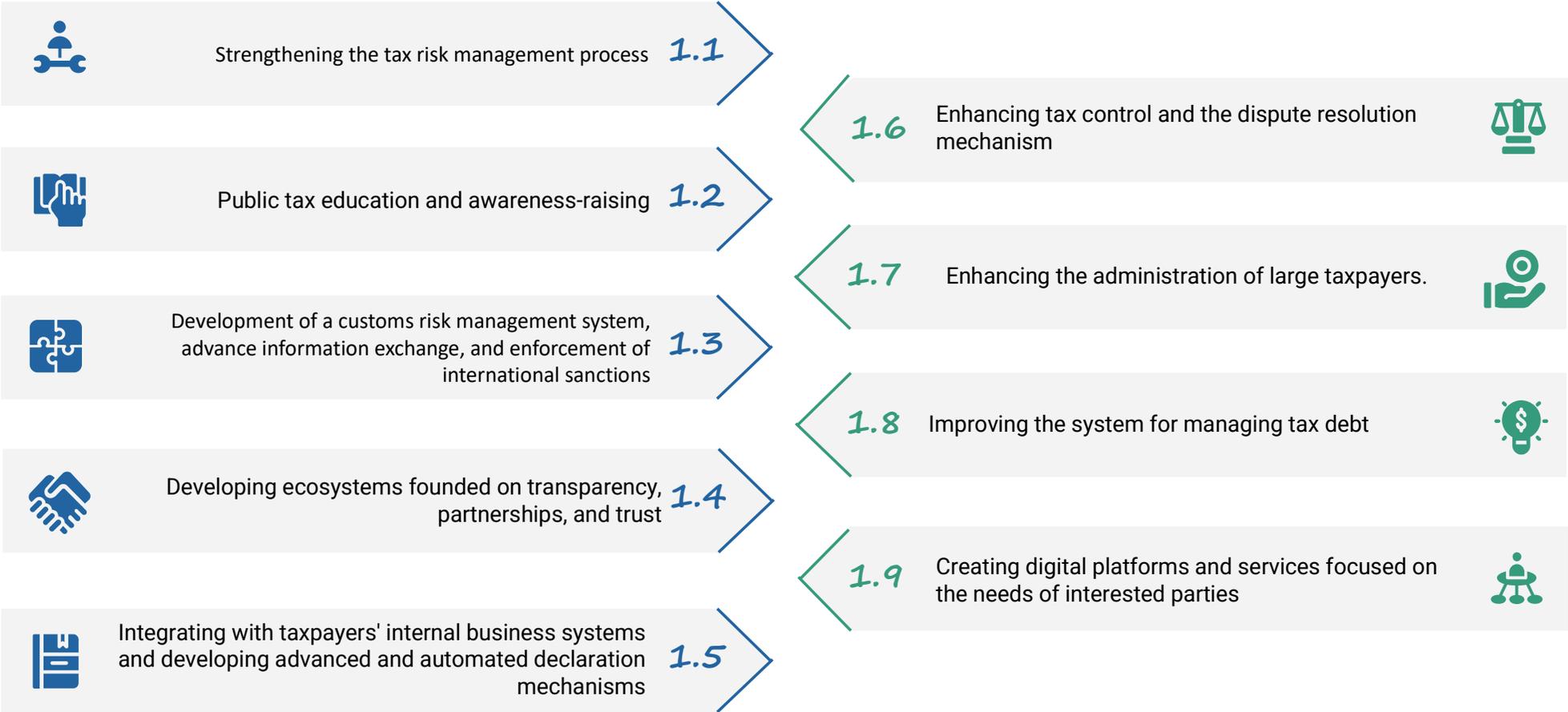
- The NCTS has been successfully implemented
- CRS technical support has begun



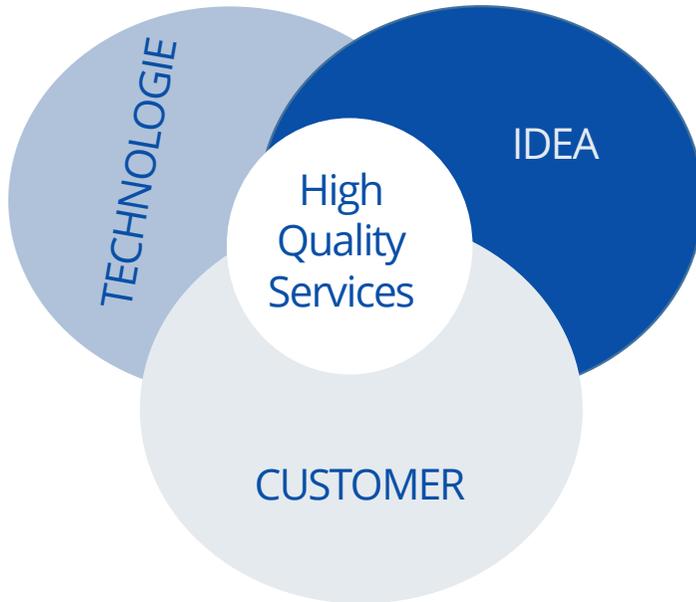
Goals of the 2025-2030 Strategic Plan



1. Digital transformation and compliance improvement



VIEW



Transparent, inclusive, and responsive service delivery

MAIN PRINCIPLES

- Digital by default
- Connected Government
- Simplicity and Efficiency
- Proactive Service Delivery
- Build Digital Trust
- Continuous Service development

service delivery channels





FACE to FACE



network of 14 service centers,
16 representative offices, 9
customs clearance zones, and
20 customs checkpoints.



- | | |
|--|--|
|  CUSTOMS CLEARANCE ZONE |  MARITIME CUSTOMS CROSSING POINT |
|  LAND CUSTOMS CROSSING POINT |  AIR CUSTOMS CROSSING POINT |
|  REGIONAL REPRESENTATION |  SERVICE CENTERS |
|  CUSTOMS CROSSING POINT IN THE OCCUPIED TERRITORIES | |

General services

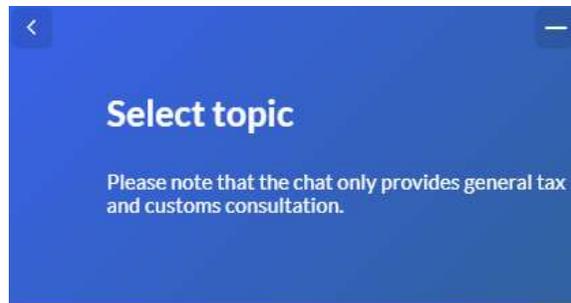


centralized division that handles calls/emails/chat sessions from current and potential taxpayers.

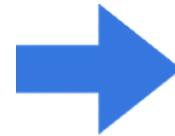
- 45 000 incoming calls
- 8 000 chat sessions
- 1200 email



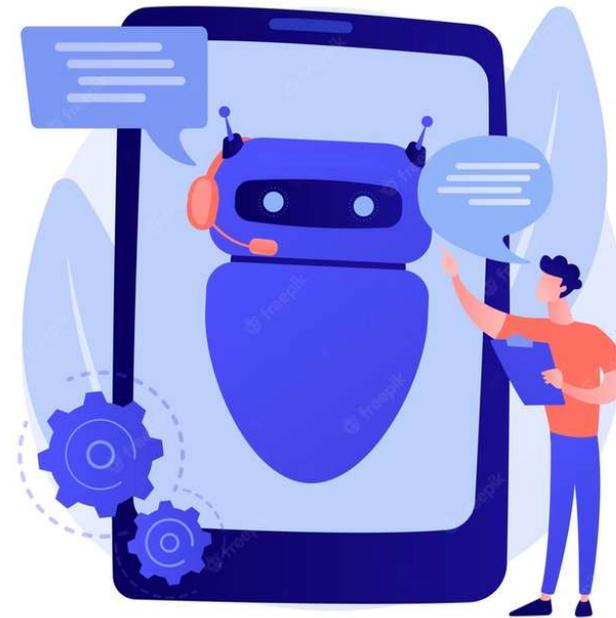
RS Chat



- Customs
- Tax



RS Bot



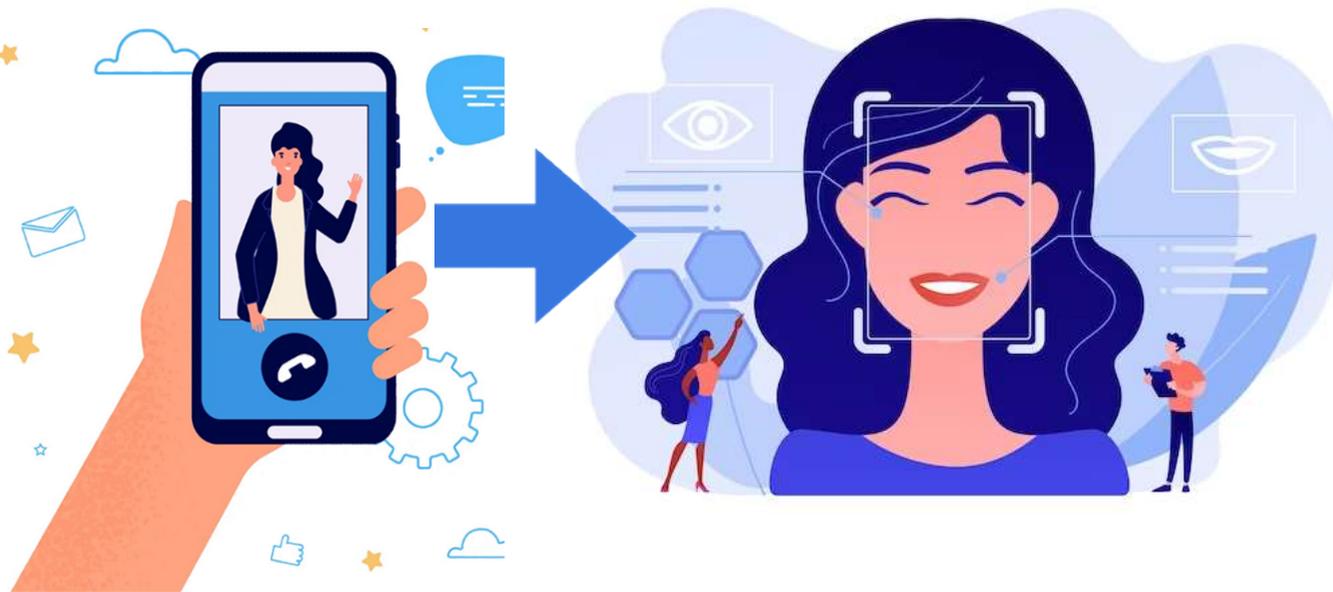
Artificial Intelligence

handles common and frequently asked questions, providing immediate responses.

Remote services

Video activation

face recognition



5000

This feature enables taxpayers to receive support virtually, without the need to visit contact centers in person. Through video calls, taxpayers can complete the necessary formalities for activating their electronic portal, saving valuable time and making the process more convenient.

Remote Services

Services without authorization

WWW.RS.GE 

 39 services

Calculators

Registers

Search

Other



TAXPAYER REGISTER



SAMPLES OF
CERTIFICATE OF
RESIDENCE



CASH REGISTER



REGISTER OF
TAXPAYERS BENEFITING
FROM TAX INCENTIVES



REGISTER OF HIGH
MOUNTAIN
SETTLEMENT
ENTERPRISES



REGISTER OF SPECIAL
TRADE ENTERPRISES



REGISTER OF PERSONS
RECEIVING
COMPENSATION



REGISTER OF
CHARITABLE
ORGANISATIONS



REGISTER OF
INTELLECTUAL
PROPERTY OBJECTS



REGISTER OF OWNERS
OF GAMBLING
BUSINESS PERMITS



CLASSIFICATORY OF
PLACES FOR STORAGE
OF GOODS



REGISTER OF TOBACCO
PRODUCERS

Statistical
Data
Revenue
Exports-Imports



Customs check
Points
Live
broadcast



Pageviews
3,089,724

Unique Pageviews
2,145,108

Sessions by device



Last 30 days



Desktop

56.2%

↓ 0.3%



Mobile

43.6%

↑ 8.0%

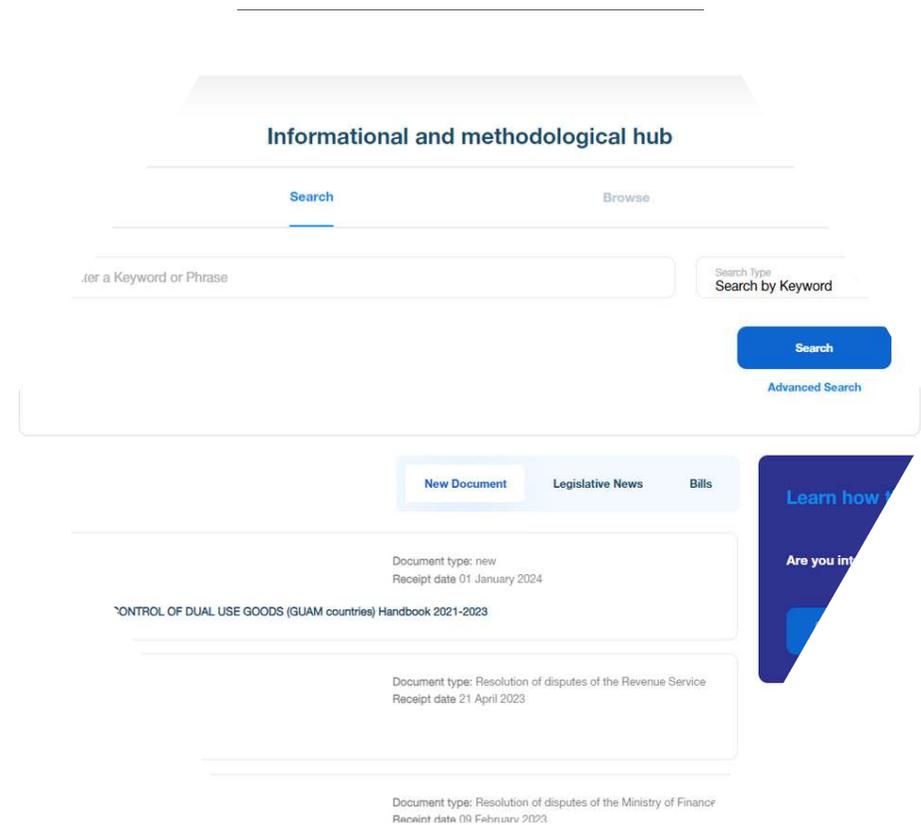


Tablet

0.2%

↑ 15.3%

Infohub.rs.ge



infohub is a web resource designed to centralize and update information related to tax and customs affairs administered by GRS. It includes **legislative acts, international agreements, normative acts, methodological instructions, and decisions from tax and customs dispute review bodies and courts.** Infohub serves as a unified electronic database, promoting a consistent tax practice. It allows users to easily find, process, and share relevant information and documentation.

TADAT

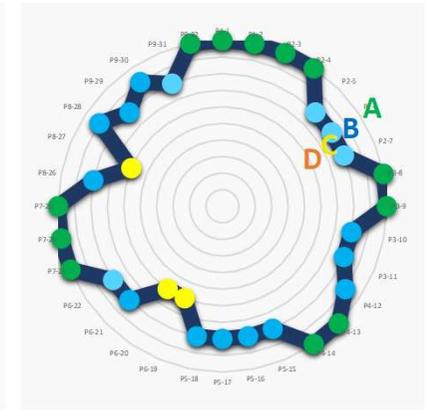
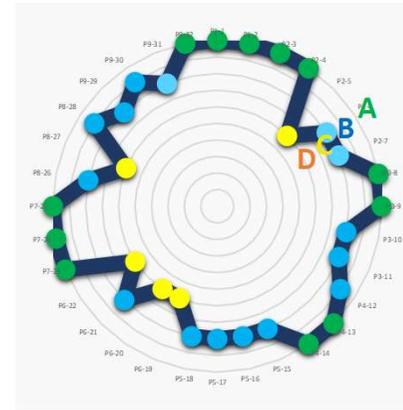
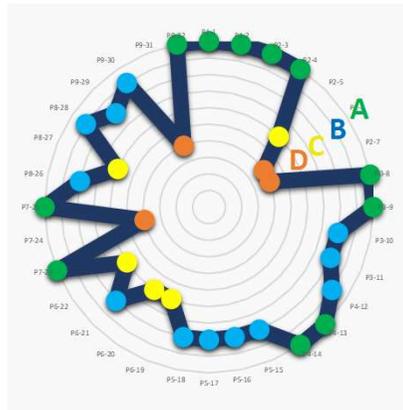
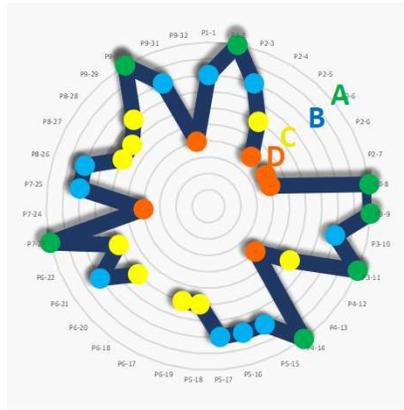
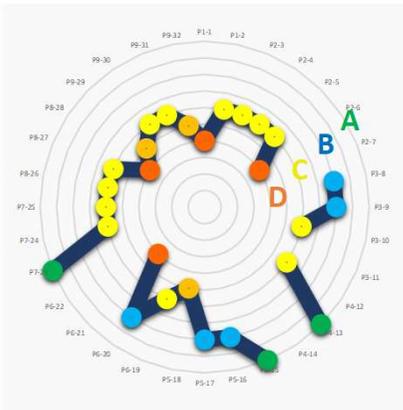
2016

2020

2024

2028

2030



მიზანბი

A ●
B ●
29%

A ●
B ●
53%

A ●
B ●
70%

A ●
B ●
80%

A ●
B ●
90%

მადლობა/Thank you/谢谢你！



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SPS Border Control Agency

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