



Introduction to the *BRITACOM Product Portfolio of Taxpayer Service*

APRIL 24 - 25, 2025 | 2025年4月24 - 25日

BEIJING, PEOPLE'S REPUBLIC OF CHINA

中国·北京





CONTENTS

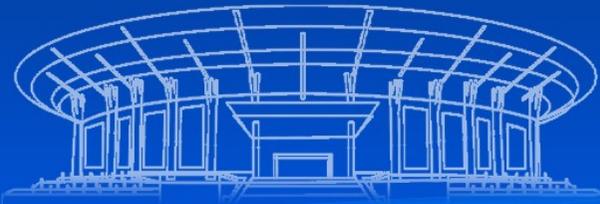
01 Background & Objectives

02 Progress

03 Main Contents



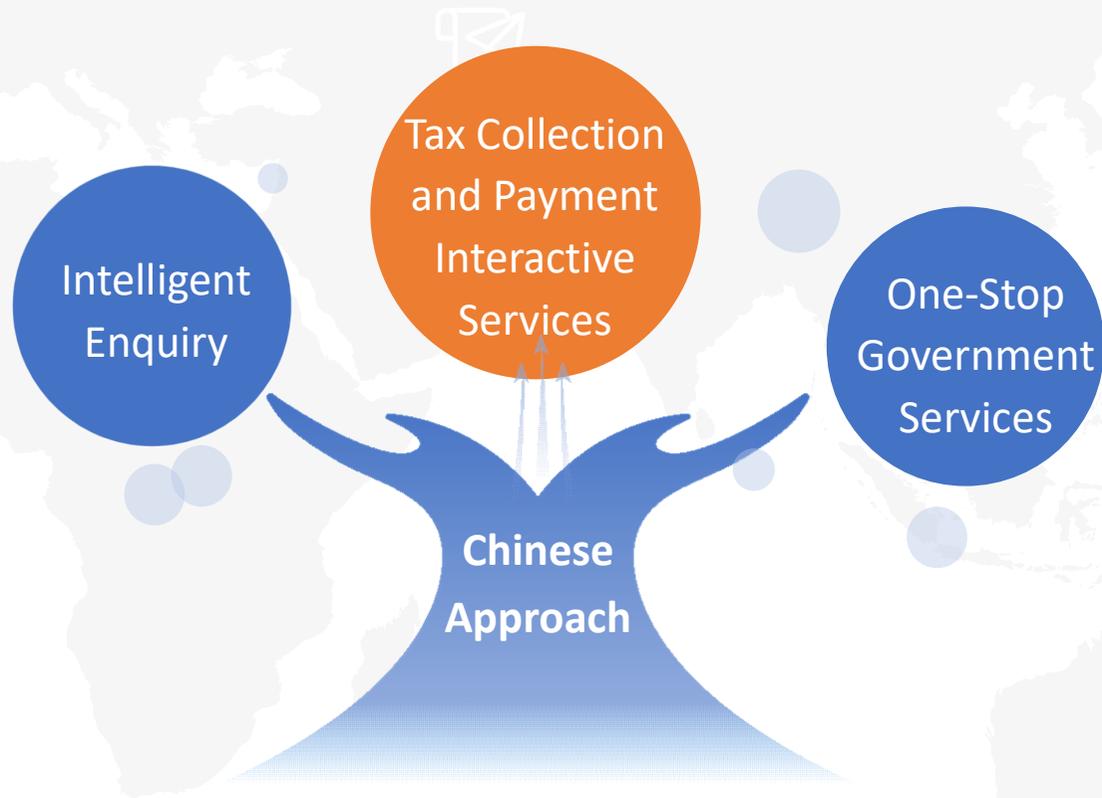
Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio



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

Deep global economic and trade integration

Optimizing taxpayer service has become an international consensus.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

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

A standardized international taxpayer service product portfolio with multilateral adaptability has yet to be established.

Based on the responses received

Hoping that the BRITACOM would facilitate the sharing of practical experiences in taxpayer service.

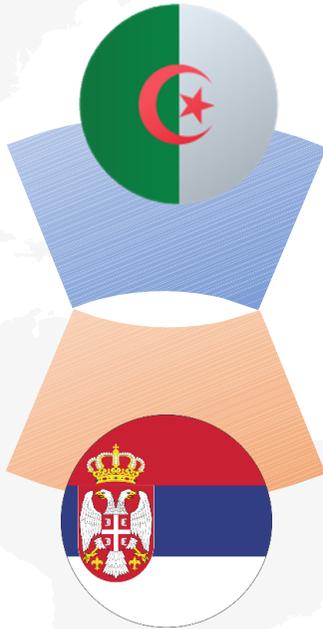


BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

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

Single-Window Services Mechanism

Algeria



Serbia



Cross-Departmental Information
System for Data Exchange

Valuable experience from the
survey research



The structured programme for
the publication of *Taxpayer
Guides* and *Public Clarifications*

United Arab Emirates



Malaysia

Business Entrepreneur Support
and Training (BEST) Programme



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*



Compiling typical cases of taxpayer service practices from various jurisdictions



Grouping similar cases to create taxpayer service products



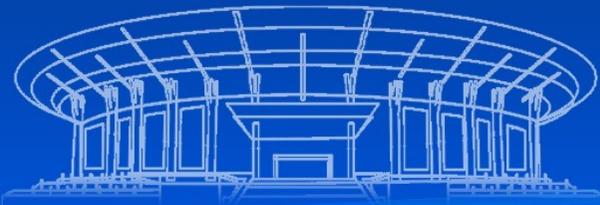
Establishing a comprehensive *BRITACOM Product Portfolio of Taxpayer Service*



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



***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

Survey research



Content team

5

Chapters

18

Countries and
regions' responses
have been received

14

Taxpayer service
products

4

Future outlook
reports



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



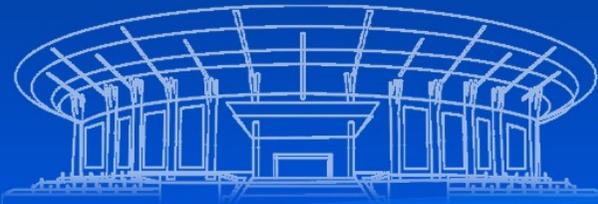
**Heartfelt thanks to tax colleagues
of various jurisdictions!**



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



***Multifaceted Empowerment: The Main Contents of
the Taxpayer Service Product Portfolio***



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



*The Main Contents
of the Taxpayer
Service Product
Portfolio*

**Taxpayer Service Philosophy
and Safeguards**

Basic Taxpayer Services

Personalized Taxpayer Services

**Taxpayer Service Supervision and
Feedback Collection**

Future Prospects

To promote tax compliance
through taxpayer services



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

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

Basic Taxpayer Services

Products

Build Compliance Together

1 Tax-Related Enquiries

2 Publicity and Guidance

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

No.3 Help Understand Taxes: Precise and Diverse Tax Information Delivery

Enhancing Accessibility of Services

3 Overall Taxpayer Service

4 Interdepartmental Collaboration

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

Safeguarding Rights and Interests

5 Institutional Guarantee

6 Dispute Resolution

No.6 Institutional Guarantees for Taxpayer's Rights and Interests

No.7 Highly Efficient Strategies and Practices for Resolving Tax Disputes



BUILDING A

ENT

Multifaceted Empowerment: The Main Contents 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

IT

Multifaceted Empowerment: The Main Contents 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 Contents 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 service



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Advocate



**Actively share
case studies**

Share successful
cases or
exemplary
practices.



**Actively offer
suggestions and
recommendations**

Welcome all parties to
provide constructive
suggestions.



**Maintain close
communication**

Exchange ideas
and share
outcomes.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Thanks!

APRIL 24-25, 2025 | 2025年4月24-25日
BEIJING, PEOPLE'S REPUBLIC OF CHINA

中国·北京

