



BRITACOM Tax Administration and Taxpayer Service Product Portfolio Launch Meeting

March 19, 2026



Contents

01

Work Progress

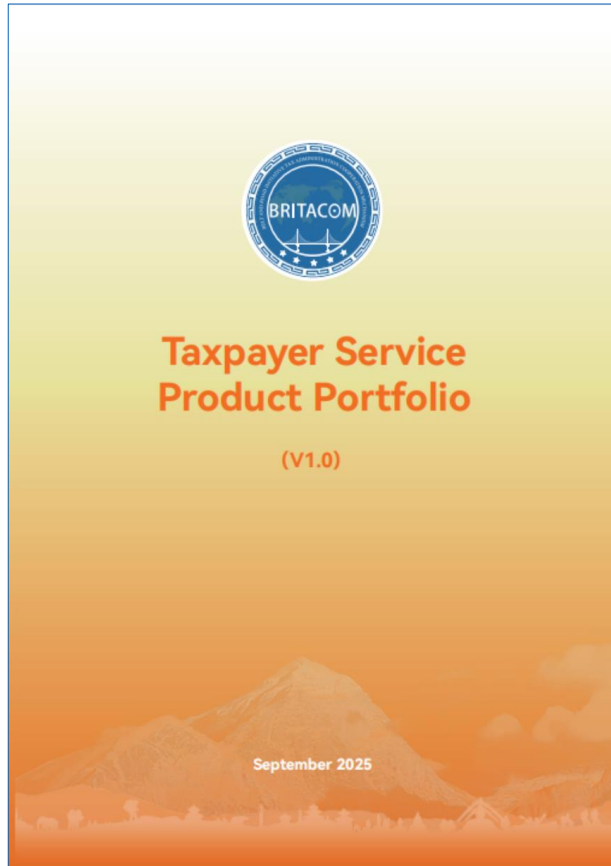
02

Main Contents of TSPP Version 2.0



01

Work Progress



1 framework document

14 taxpayer service products

4 micro-reports

Version 1.0 of TSPP



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



40+

Valuable suggestions
for revisions



27

Practical cases for
from jurisdictions



22

The first batch of
outstanding cases included



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



The 6th BRITACOF

Launch version 1.0 and the first four products



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



After the 6th BRITACOF

Designing and drafting
the version 2.0 of TSPP

Four main changes in version 2.0

1

Adopting innovative ideas

2

Launch the second questionnaire

*Ethiopia, Mongolia, the Maldives, the UAE, Kazakhstan, Gabon, Nepal,
Saudi Arabia, Uruguay, Hungary, Myanmar, Cambodia, and Macau (China)*

3

Enrich taxpayer service products

4

Readjust work schedule



02

Main Contents of TSPP Version 2.0



Tax Service Product Portfolio
Version 2.0 of the BRITACOM

Design concept of version 2.0

- **Co-construction and Sharing**

All parties jointly participate in the product portfolio, pooling wisdom and resources for mutual benefit

- **Inclusiveness and Learning**

Respect for national differences while compiling best practices to facilitate mutual learning

- **Mutual Improvement**

All parties identify valuable references, insights, and lessons to genuinely enhance the quality and efficiency of taxpayer service and improve tax compliance





TSP Version 2.0



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Taxpayer Service Philosophy
and Safeguard

Basic Taxpayer Services

Personalized Taxpayer Services

Taxpayer Service Supervision
and Feedback Collection

Future Prospects

Taxpayer Service Philosophy and Safeguard

Case Study

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

Scheduled for launch in 2026



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Basic Taxpayer Services

Build Compliance Together

Tax-Related Consultation

Case Study

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

Launched

Standards

Std.1 Hotline Operation Standard

To Be Determined

Publicity and guidance

Case Study

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

Launched



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Basic Taxpayer Services

Enhancing Accessibility of Services

Overall Taxpayer Service

Case Study

No.4 Integration and Interconnection: Creating a New Model for Convenient Taxpayer Services Online and Offline
Launched

Launched

Standards

Std.2 Online Customer Service Operation Standard

To Be Determined

Std.3 Taxpayer Service Venue Service Standard

To Be Determined

Interdepartmental Collaboration

Case Study

No.5 Interdepartmental Collaboration, Enjoy New Experience of High Efficiency in Tax Filing
Launched

Launched

Tools

Tool 1 Tax Credit Evaluation Tool

Scheduled for launch in 2026



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Basic Taxpayer Services

Safeguard Rights and Interests

Institutional Construction

Case Study

No.6 Institutional Guarantees for Taxpayers' Rights and Interests

Scheduled for launch in 2026

Dispute Resolution

Case Study

No.7 Strategies and Practices for Resolving Tax Disputes in Advance

Scheduled for launch in 2026



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Personalized Taxpayer Services

Services for Large Enterprises

Case Study

**No.8 Making the "Elephant"
Dance: Taxpayer Service
Strategies for Large Enterprises**

To Be Determined

Tools

**Tool 2 Large Enterprises Group
Compliance Assessment Tool**

To Be Determined

Services for SMEs

Case Study

**No.9 Accompanying
Entrepreneurs: Nurturing Growth
with Premium Services**

Scheduled for launch in 2026

Services for Cross-Border Enterprises

Case Study

**No.10 Precision Guidance for Cross-
Border Enterprise Compliance**

Scheduled for launch in 2026

Services for Individuals

Case Study

**No.11 Personal Tax Assistant for
Individuals**

To Be Determined

Services of Tax-Related Intermediaries

Case Study

**No.12 Guide Tax-Related
Intermediaries to Practice in
Compliance**

Scheduled for launch in 2026

Tools

**Tool 3 Tax-Related Intermediaries
Institution Credit Evaluation Tool**

To Be Determined



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Taxpayer Service Supervision and Feedback Collection

Supervision of Taxpayer Services

Case Study

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

To Be Determined

Feedback Collection and Response

Case Study

No.14 Keep Listening, Keep Improving

To Be Determined



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Future Prospects

Report

rpt. 1 Brand Building for Taxpayer Services

To Be Determined

**rpt. 2 Implementing Artificial Intelligence
in Taxpayer Services**

To Be Determined

rpt. 3 Targeted Taxpayer Services

To Be Determined

**rpt. 4 Sustainable and Efficient Taxpayer
Services**

To Be Determined



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Thanks