



2026 Strategic Plan for Tax Administration & Taxpayer Service

Insights from TAPP and TSPP Framework

19 MARCH 2026



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**Identity & Security:
Unified Verification (TAPP)**

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Delivery & Rights (TSPP)**

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04

**Future Outlook:
Digital Transformation & Credit Evaluation**



Part 01

Secure Identity & Unified Verification

Secure Identity & Unified Verification

9-Digit PAN System: The primary unique identifier for all taxpayers

Integrated Tax System (ITS): Centralized portal for registration and secure access

Cross-Departmental Verification: Real-time data OCR and DoI

Security Measures: Implementation of unique credentials for officials and the transition toward **Digital Signatures**



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Part 02

Taxpayer Service & Rights Protection

Taxpayer Service & Rights Protection

01

Decentralized Service

02

The "Taxpayer Charter"

03

E-Governance



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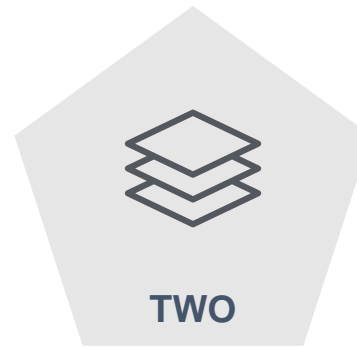
Part 03

Debt Management & Collection Safeguards

Debt Management & Collection Safeguards



Recovery Instruments: Field visit, call making, legal liens on property, and the freezing of bank accounts



Third-Party Recovery: Collaboration with financial and monetary authorities



Irrecoverable Debts: Systematic "write-off" schemes under the Annual Financial Act



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Compliance Framework & Future Strategy

Credit Evaluation Tools: *

Taxpayer Scoring:

Rewarding high-scoring taxpayers during National Tax Day.

Risk-Based Audits:

Prioritizing resources for high-risk profiles rather than routine checks.

2024–2029 Strategy:

Mobilizing domestic revenue through digital transformation and increased voluntary compliance



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THANKS