



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



Task Force on Promoting Tax Administration Digitalization

□ **Mrs. Raushan Izbassarova**

**Representative of State Revenue Committee of Ministry of Finance of Kazakhstan,
First Secretary of the Embassy of Kazakhstan in Beijing**





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



Basic Situation of the Task Force and the Work Undertaken

1

Task Force Achievements: Study Report on Promoting Tax
Administration Digitalization

2

Overview of the Report

3

Analysis of the Information System Construction by Task Force
Members

Difficulties and Areas for Improvement

Successful Experiences and Practices of Jurisdictions

Suggestions for Future Development

CONTENT



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



1

Basic Situation of the Task Force and the Work Undertaken





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



1. Background of Establishment

In September 2021, the second Second Belt and Road Initiative Tax Administration Cooperation Forum formulated and unanimously adopted the *Nur-Sultan Action Plan (2022-2024)*. The task force on promoting tax administration digitalization was established.



Nur-Sultan Action Plan (2022-2024) The Second Belt and Road Initiative Tax Administration Cooperation Forum

7-9 September 2021



2. Member List of the Task Force

Promoting Tax Administration Digitalization Task Force for Nur-Sultan Action Plan (2022-2024)

Chair	Participants		
	Members	Observers	Members of Advisory Board
Kazakhstan	Kazakhstan Rwanda Algeria Cambodia Angola Nepal Georgia The United Arab Emirates Bangladesh Uruguay P.R.China	Hungary Armenia Iran CIAT (Inter-American Centre of Tax Administrations)	Prof. Jinyan Li Prof. Dr. Jeffrey Owens Christopher Sanger David Linke



The 5th BRITACOF

Deepening Tax Administration Cooperation for High-Quality Belt and Road Development
Hong Kong, China 24-26/9/2024



3. Previous Work Carried Out and Results Achieved

➤ Promoting the Effective Implementation of Digital Transformation Strategic Planning in Various jurisdictions

➤ Enhancing the Levels in Key Areas such as "Contactless" Tax Handling, Taxation Big Data Infrastructure, and Data Security Protection

➤ Propose suggestions for digital transformation development in light of the current state of informational construction in various jurisdictions

Trend towards e-administration continues
Online interactions are prevailing...

- Taxpayer use of digital contact channels is increasing significantly every year, while in-person visits to tax offices continue to decline (see table below)
- In 2021, 64% of tax administrations used virtual assistants to respond to taxpayer enquiries and support self-service; a 29 percentage-point increase since 2018

Table S.1. Evolution of service demand by channel
Previous year change in %

Channel type	No. of jurisdictions providing data	2019	2020	2021
Online via taxpayer account	31	+16.0	+33.1	+37.4
Telephone call	52	-4.4	+6.1	+9.9
In-person	35	-6.5	-55.3	-84.6
Messaging	19	+0.3	-9.0	+11.3
E-mail		+11.7	+38.3	+9.5
Digital assistance		+93.3	+44.5	+72.2

© OECD / Tax Administration 2023



税收征管数字化高级别国际研讨会 HIGH-LEVEL SYMPOSIUM ON THE DIGITALISATION AND DIGITAL TRANSFORMATION OF TAX ADMINISTRATION

保罗·马什
OECD税收征管论坛秘书处顾问

Paul Marsh
Advisor of FTA Secretariats,
Organization for Economic Co-operation and Development

BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT
Tax Administration Digitalization 5 December 2023



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



2

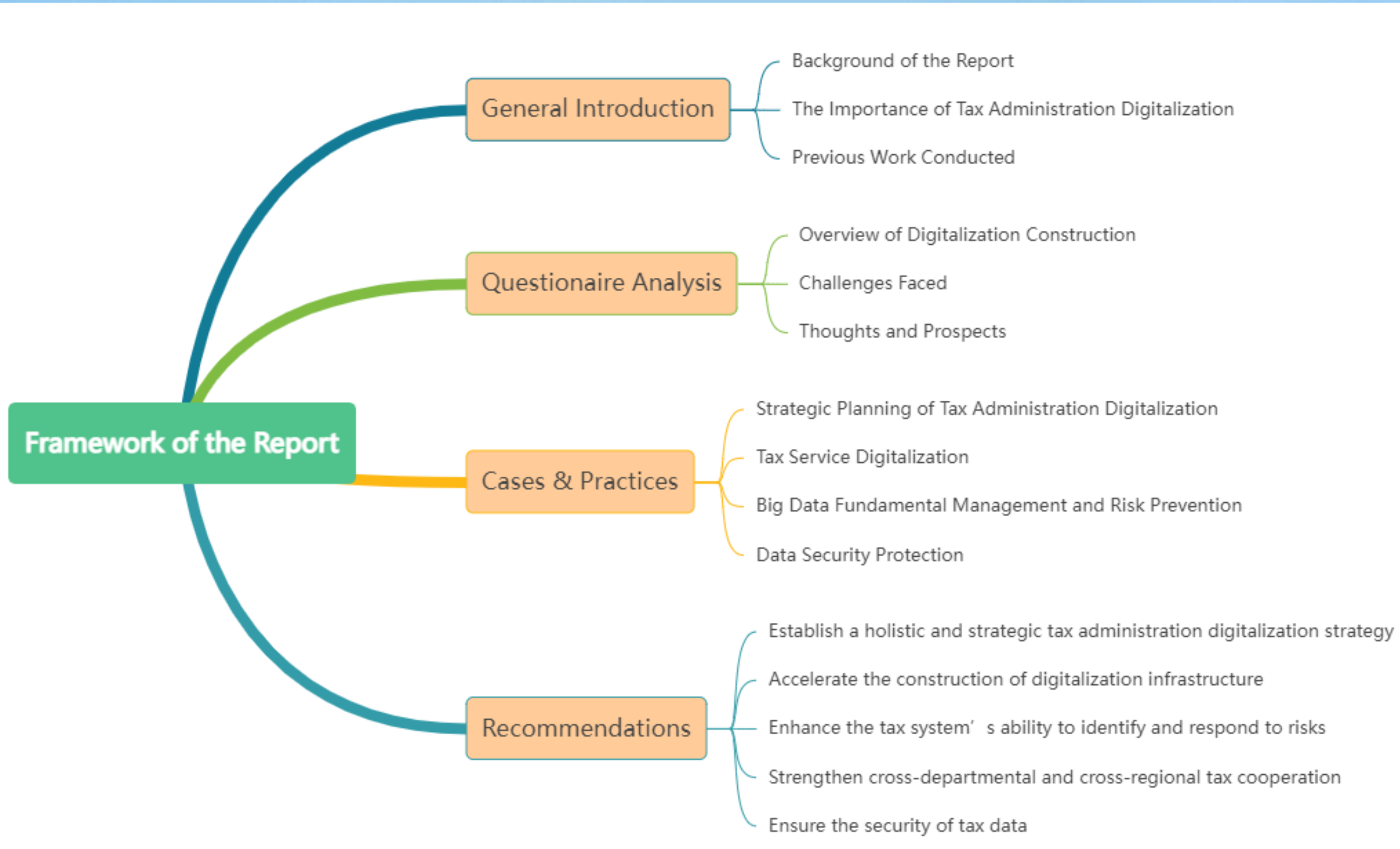
Task Force Achievements: Study Report on Promoting Tax Administration Digitalization





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development
Hong Kong, China 24-26 / 9 / 2024





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



3

Overview of the Study Report on Promoting Tax Administration Digitalization





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



3.1

Analysis of the Information System Construction by Task Force Members





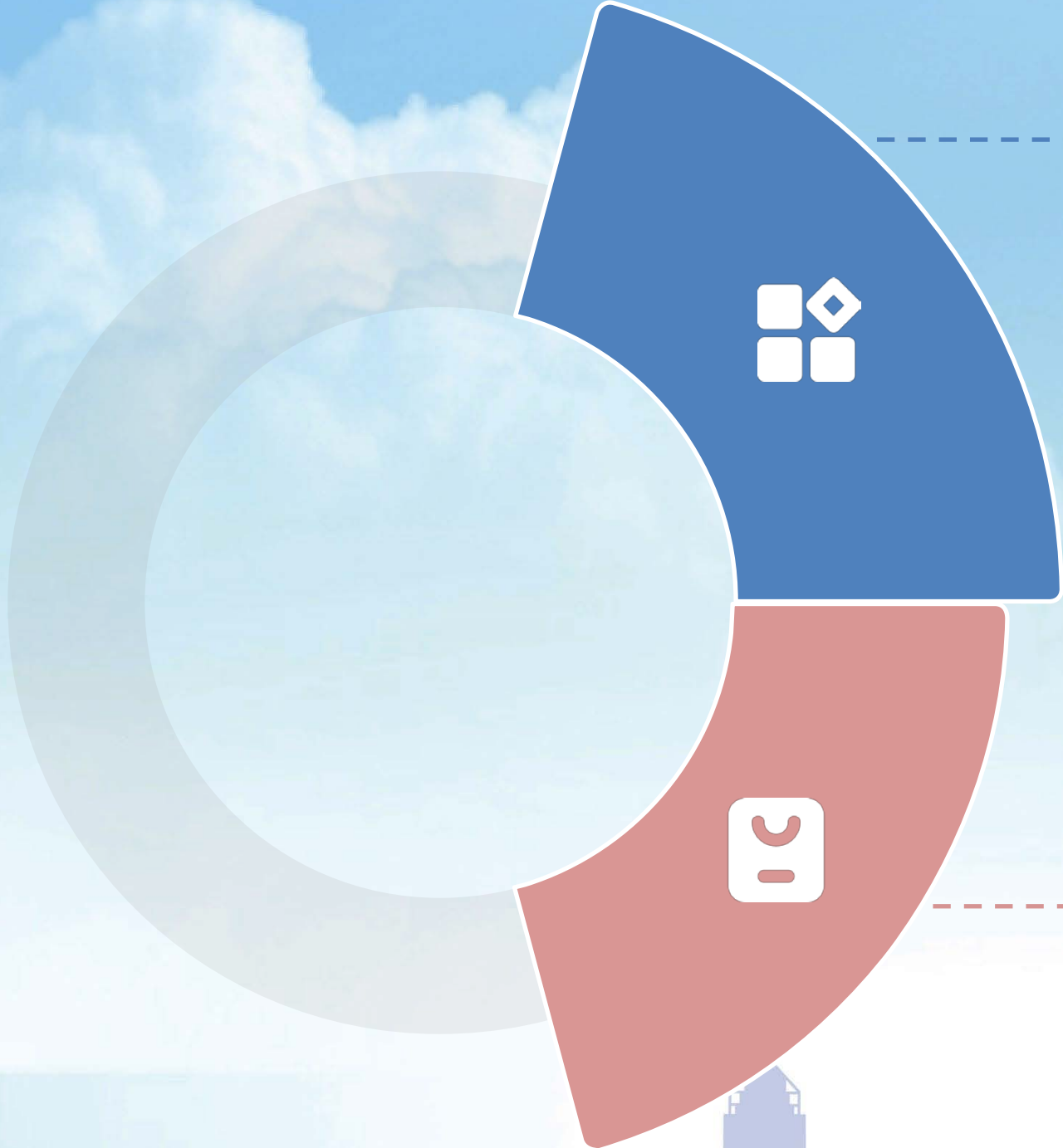
The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024

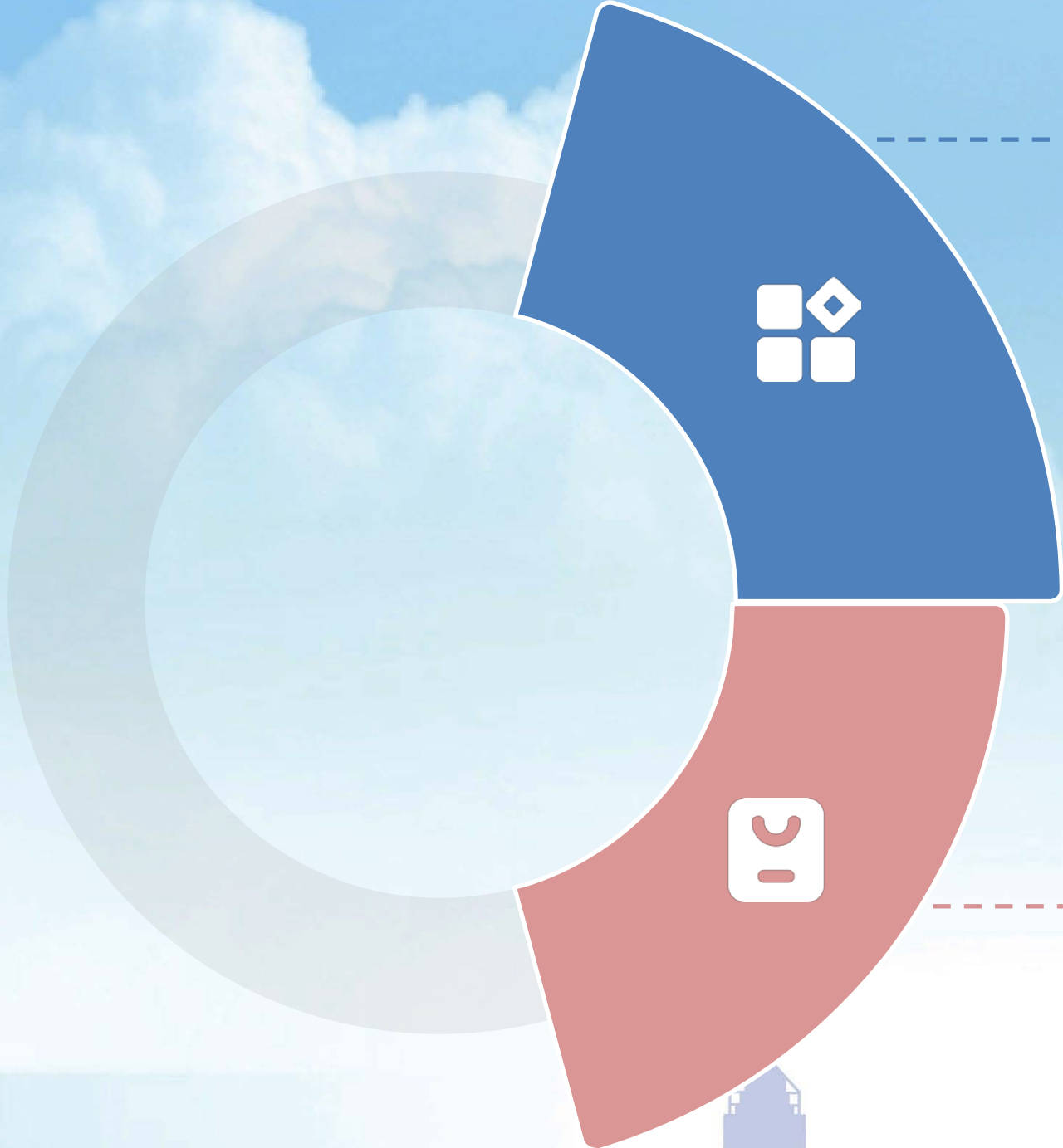


01



92% of the surveyed jurisdictions attach great importance to the construction of tax administration digitalization, and 76% of the surveyed jurisdictions believe that the construction idea should be based on business needs.

02



27%, 27%, 26%, and 20% of the surveyed jurisdictions believe that the key to applying information technology effectively lies in the critical application of information technology, the maturity of information technology, the information technology capabilities of personnel, and the usability of the tax administration system, respectively.



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



01

Various jurisdictions widely apply new technologies such as big data, artificial intelligence, cloud computing, blockchain, metaverse, natural human interaction, and digital identity to various scenarios.

02

Although the tax administration digitalization of the surveyed jurisdictions has developed, the development is unbalanced, and most of them are at an intermediate level.



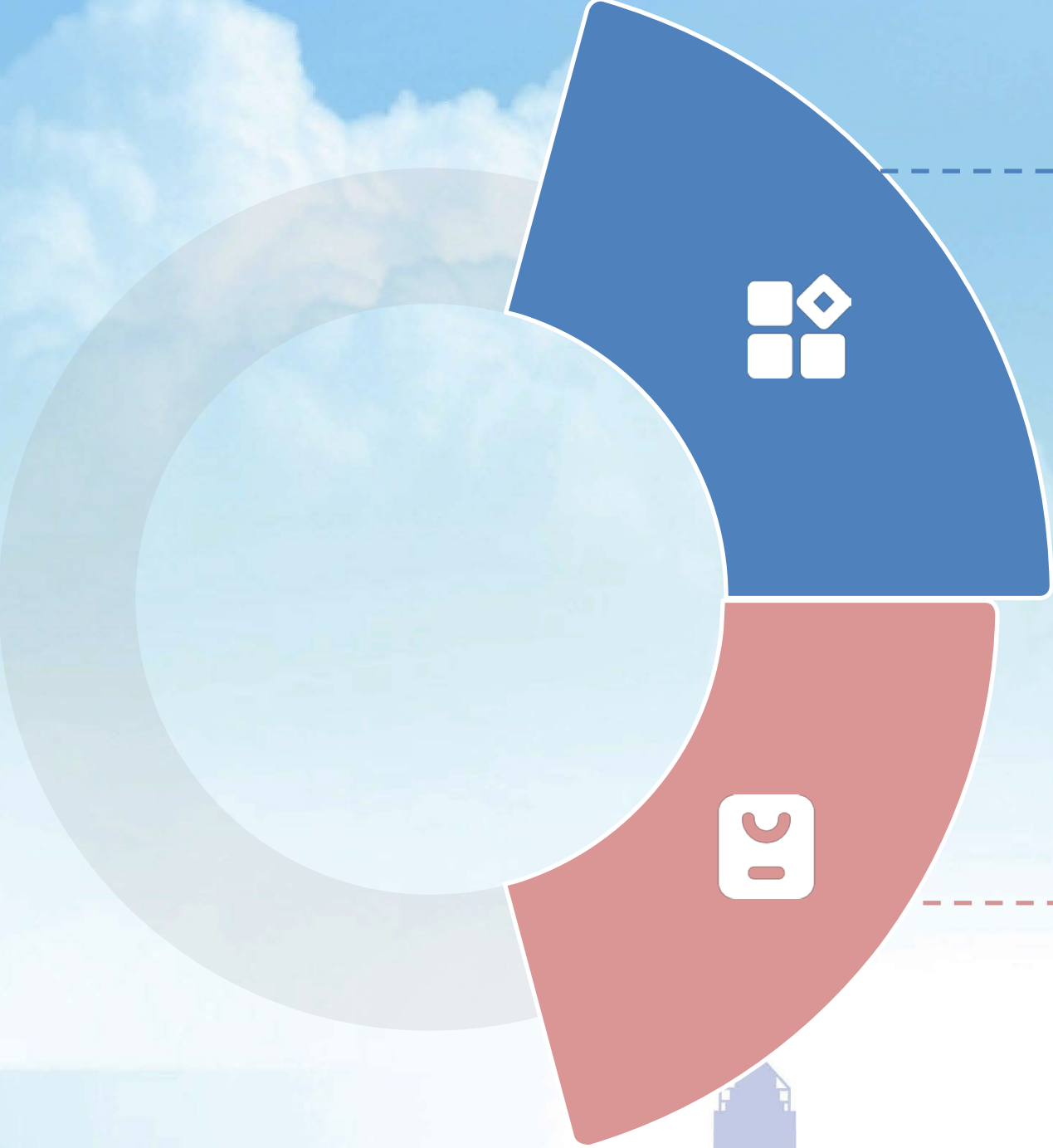
The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024

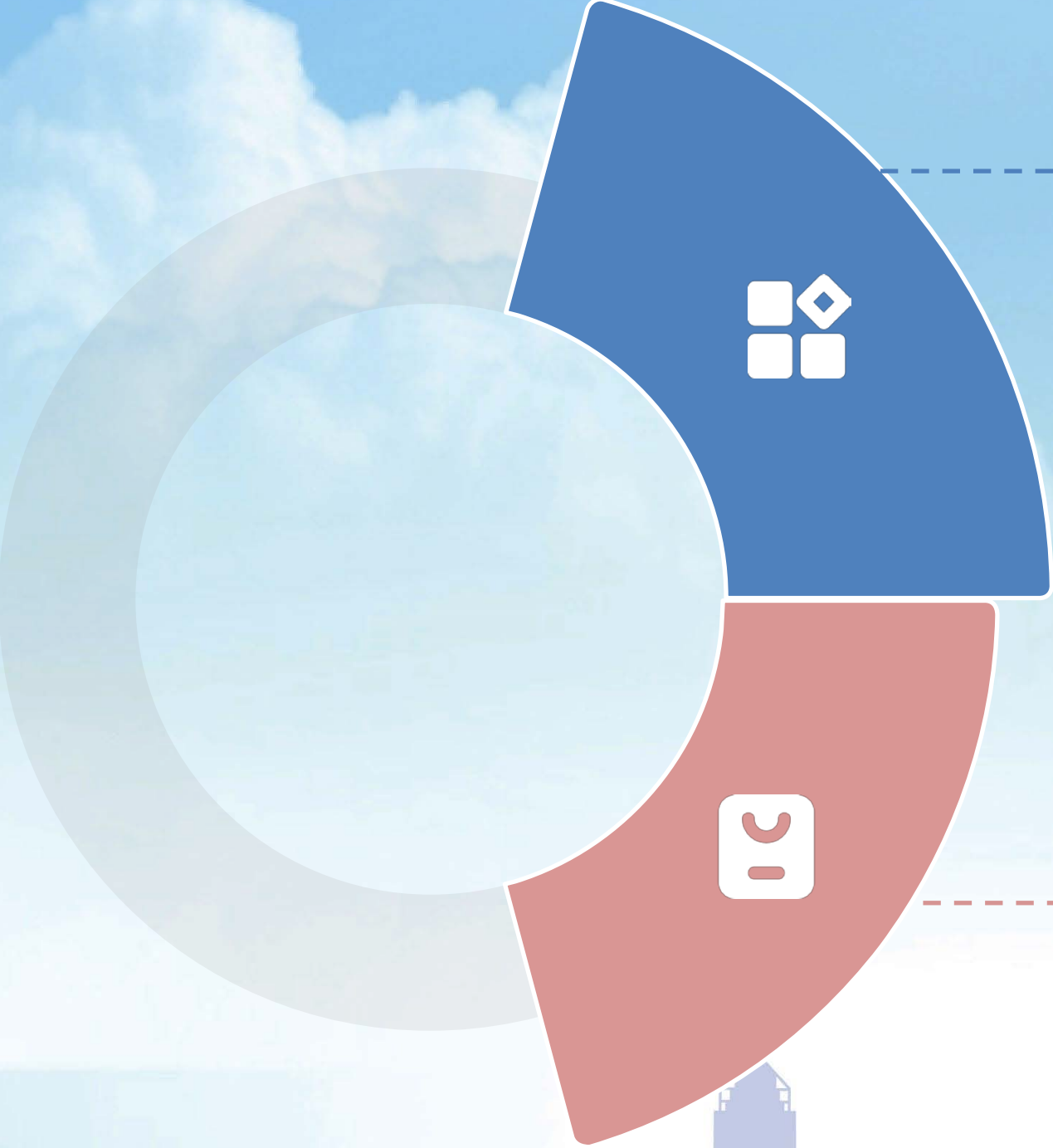


01



Surveyed jurisdictions adopt diversified information acquisition strategies based on the characteristics of their own tax systems and the level of informatization, in order to achieve efficient collection and processing of tax information. Common strategies include inter-departmental information sharing, voluntary taxpayer reporting, international tax information exchange mechanisms, and obtaining information from tax-related professional service institutions.

02



In terms of the use of tax data, surveyed jurisdictions have demonstrated a diverse range of application models, including query statistics, functional module development and application, personalized customization processing, risk credit assessment, etc. These applications strongly support the decision-making and operations of tax authorities.



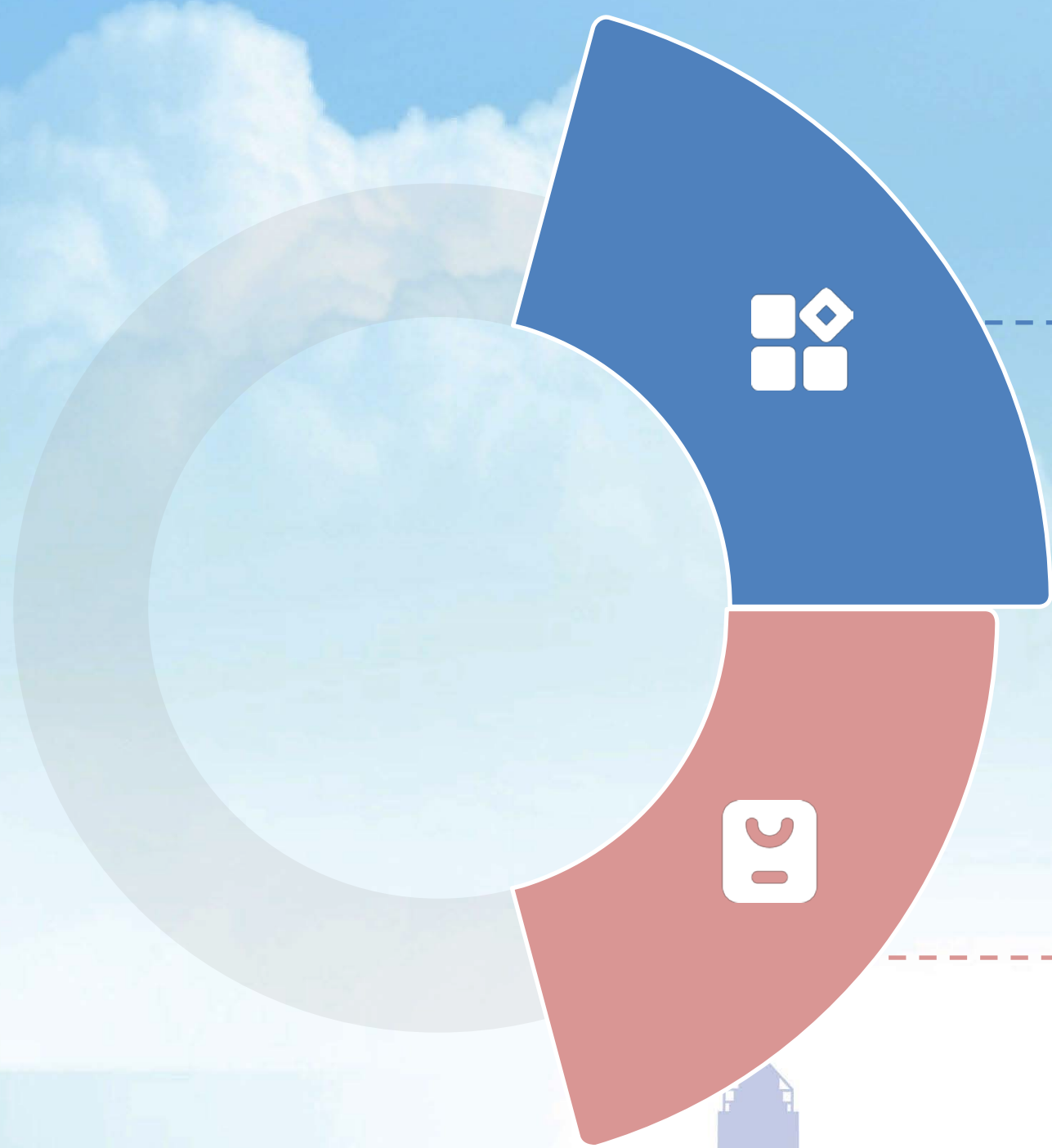
The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



01



68% of the surveyed jurisdictions chose to establish their own information technology departments to lead the implementation of tax administration digitalization, 24% of the jurisdictions mainly rely on the professional technology of external tax-related service agencies to achieve tax administration digitalization, and 32% of the surveyed jurisdictions have both.

02

80% of the surveyed jurisdictions have formulated relevant management systems to improve the efficiency and quality of project execution and ensure that the process of tax informatization complies with national policies and legal requirements.



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



3.2

Difficulties and Areas for Improvement

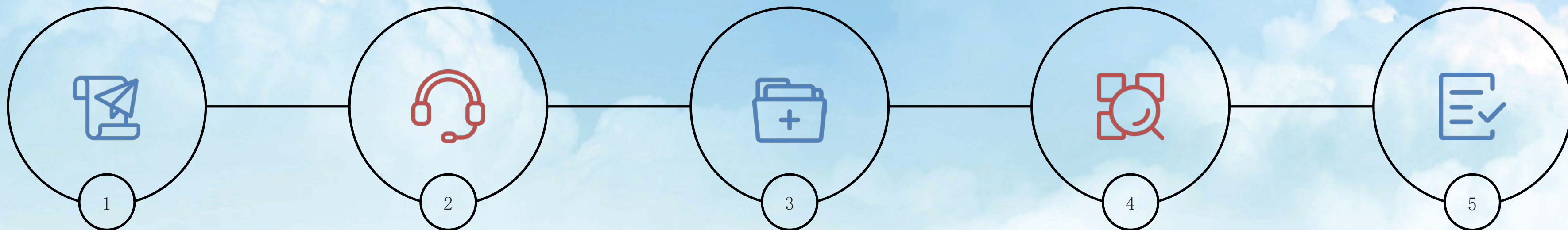




The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



System stability and performance issues

System Integration and Process Reengineering

Data Security and Quality

Shortage of Technical and Talent Resources

Legal Supervision and Public Acceptance





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



3.3

Successful Experiences and Practices of jurisdictions





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024



Tax strategic planning

- 1.China
- 2.Australia



Tax service informatization

- 1.Kazakhstan
- 2.China



Big data basic management and risk prevention and control

- 1.Georgia
- 2.Italy



Data security protection

- 1.Canada
- 2.Hungary



The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



3.4

Suggestions for Future Development





The 5th BRITACOF

Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26/9/2024



Establishing a holistic and strategic tax administration strategy

Accelerating the construction of information infrastructure

Enhancing the tax system's risk identification and response capabilities

Strengthening cross-departmental and cross-regional tax collaboration

Ensuring tax data security



The 5th Belt and Road Initiative Tax Administration Cooperation Forum



Deepening Tax Administration Cooperation for
High-Quality Belt and Road Development

Hong Kong, China 24-26 / 9 / 2024

Thank you

