



Ministry of Finance

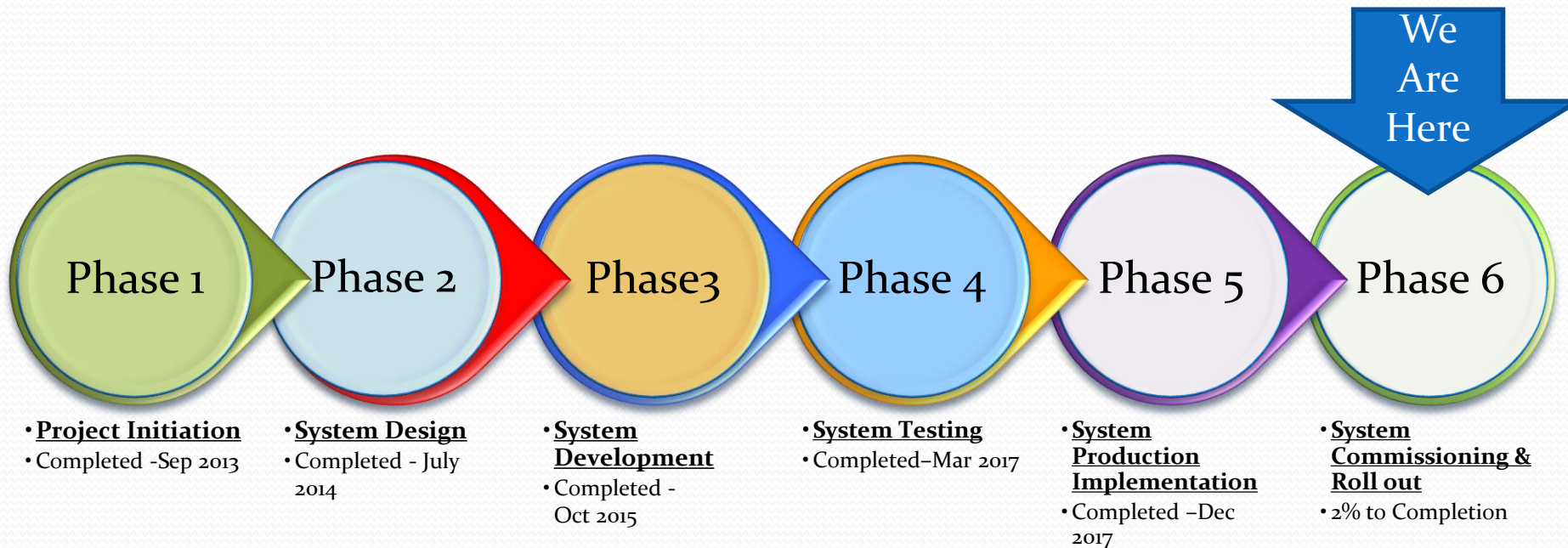
INTEGRATED TAX ADMINISTRATION (ITAS)

“Striving Towards Effective Tax Administration”

About ITAS

- ✓ ITAS stands for the “Integrated Tax Administration System. An on-line Tax system initiated by the Ministry of Finance to improve Taxpayer Service, operational efficiency, effectiveness in Tax Administration & Revenue maximization.
- ✓ It offers online self service, 24 hour accessibility.
- ✓ Offers multi-channel access to engage IRD such as Call Centre, Walk-in (Manual submission & Offline service tool) and Online service.

How Far We have Come



Achievements

- Rolled out the system on the 17 January 2019
- Fully operational in all IRD offices incl. Satellite offices
- Implemented Call Centre and fully functional
- Noticed an increased in taxpayer base of over **30 000**
- Over **109 000** taxpayers registered as e-filers.
- Provided training to many organisations incl. Government Offices & SOE

Benefits of Using e-Service

- ✓ 24/7 Accessibility at the comfort of your office or home
- ✓ Online Return Submission & Real time Assessment
- ✓ Instant email notification to taxpayers
- ✓ Access to your account generic information, transactions & Taxpayer Statement
- ✓ Self Service such as Taxpayer Information Update, Good Standing Certificate request, Tax Type Registration, Deregistration, Transfer Request, and Many more.

What are we Doing

- Fine-Tuning the System
- Providing Training to all Stakeholders
- Conducting Change Management Activities

Where We Want To Go

- Improve rate of user adaptation
- We want to see every taxpayer registered as an e-filer and start using the online service
- We want to see reduced queues at all IRD offices
- We want to go paperless

Challenges

- Resistance to accept ITAS (moving away from manual submission to online submission)
- Migrated Data from the Legacy System

