



Revenue Department News

News No. : 27/2013
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Subject : The Revenue Department received two Excellence Awards 2012 by OPDC
In both categories of the Thailand Public Service Award and Public Sector
Management Quality Award (PMQA)

The Revenue Department received Excellence Awards in two categories of the Thailand Public Service Award and Public Sector Management Quality Award (PMQA) by the Office of the Public Sector Development Commission (OPDC).

On the 9th January 2013, Dr. Satit Rungkasiri, Director-General of the Revenue Department, received awards from Mr. Phongthep Thepkanjana, Deputy Prime Minister and Minister of Education at the **Thailand Public Service Award and Public Sector Management Quality Award (PMQA)** ceremony 2012 held by OPDC at the Wayupak Conference Centre, the Government Complex Commemorating His Majesty the King's 80th Birthday Anniversary, 5th December, B.E. 2550 (2007), Jangwattana, Bangkok.

This year, the Revenue Department received Excellence Awards 2012 in two categories as follows:

1. Thailand Public Service Awards in the category of the Innovation in Public Service from the Enhancement of the Value Added Tax (VAT) Refund System for Tourists through Cloud Computing (Cloud-VRT) Project. The Revenue Department has created a 24-hour online database in which information from the Revenue Department, Customs Department and taxpayers are shared through a 'Smart Card' used as a data storage device. Any respective division can get access to information immediately, and this can speed up the VAT refund process for tourists.

2. Public Sector Management Quality Award (PMQA) in the category of the Customer and Stakeholder Focus. The Revenue Department has offered a variety of traditional and contemporary services and communication channels, for example, electronic tax-filing options, tax payments with credit cards for e-Tax Invoice preparers, VAT refunds for tourists by Smart Card, the Service Excellence Tax Office Project and various seminars on tax knowledge. Contact services are accessible through RD Call Center 1161 and over the Internet through Web Chat, Web Collaboration or Contact Us. In addition to these direct means, social network sites, including Facebook, Twitter and RD Channel play vital roles nowadays.

Dr. Satit Rungkasiri, Director-General of the Revenue Department, stated that “Awards received are results of continual innovations in public service with the citizen and taxpayer focus. The achievement of the two Excellence Awards has proved competency of RD officers in the development of service and communication channels with ultimate goals of convenience, fast and economical services for everyone in the society.”

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