



# Revenue Department News

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**Subject** : The Revenue Department has been an Open Governance, guaranteed by Public Sector Excellence Awards: Outstanding of the year 2020

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The Revenue Department aims to work closely and systematically with taxpayers and citizens, especially focus on the development on public administration to be an open bureaucracy by encouraging taxpayers, entrepreneurs and stakeholders to participate by sharing information (Informs) and listening to opinions (Consult).

**Mrs. Sommai Siriudomset, Principal Advisor on Strategic Tax Administration (Energy Industry) as spokesperson of the Revenue Department,** revealed that "The Revenue Department is the only government agency that duly won the Public Sector Excellence Awards (PSEA) : Outstanding of the year 2020 from Office of the Public Sector Development Commission. This award is to be given to the government agencies with the commitment to the success of the public administration. The Revenue Department also won other four awards consisting of PSEA for Participatory Governance category: Outstanding level from D<sup>2</sup>RIVE strategy which uses digital technology in tax procedures and focus on a Taxpayers-Centric. Moreover, the Revenue Department also promotes itself to be a "Moral organization" by adhering to moral identity that respect and respond to customers, applying a Taxpayer Journey to provide services that meet the needs of taxpayers and monitoring a Citizen Feedback especially suggestions or complaints at a Citizen Touch Point. The feedback mentioned above has been used for improving services, supporting tax revenue collection goal, issuing tax policies to the target groups and providing satisfactory services. Recently, the Revenue Department also creates many new services based on taxpayers' needs, such as Tax From Home, e-Tax Invoice & e-Receipt, e-Withholding Tax, etc."

**The Revenue Department spokesperson** added that "The Participatory Governance does not only promote taxpayer satisfaction, but also support the participation of clients and stakeholders that will drive the Revenue Department towards the Digital RD by appointing experts from both public and private sectors to be consultants in various fields. Another achievement for the organization to receive this award is to collaborate with the private sector on the Open API services that add more options to the citizens for paying taxes through the private sector"

If you have any questions, please contact the Revenue Department Offices nationwide or RD Intelligence Center, Tel. 1161.

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