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Subject : The Revenue Department links with public and private organizations to enhance processes of its entire system, moving towards a quality organization and public sector management 4.0

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The Revenue Department enhances its quality, moving towards public sector management 4.0. It increases its capacity and technology by improving and standardizing its administrative systems, creating value and innovations to keep up with the changing world, supporting data to every public sector, linking with private organizations, and moving towards public sector management 4.0.

Mrs. Sommai Siriudomset, Principal Advisor on Strategic Tax Administration (Energy Industry), as the Spokesperson of the Revenue Department revealed that, "Since the Revenue Department set the direction towards Digital RD 2020, in accordance with the country strategy Thailand 4.0, it has been driven with the D^2RIVE strategies. Digital technology has been adapted for various work processes continuously from the beginning to the end. Collaboration between all sectors happens so that the outcome of each process corresponds to the requirements of the users and the stakeholders. There has been data integration between internal databases and external databases, from both public and private sectors. There have also been transfers of tasks to the third party, to increase the competitive capacity of the country. Followings are the examples:

• Development of the system for VAT refund for tourists via the 'Thailand VRT Application', which is the World's First VAT Refund for Tourists App powered by Blockchain

• Data sharing to facilitate other public organizations' services, through various channels, such as www.rd.go.th, web services, data warehouse, Linkage Center, etc.

• Data integration between internal databases and external databases, from both public and private sectors, 42 organizations in total, such as Office of the National Anti-Corruption Commission, Office of the Narcotics Control Board, Anti-Money Laundering Office, Office of Public Sector Anti-Corruption Commission, etc.

• Facilitate tax management by publishing Open API so that taxpayers can prepare and file tax through online software developed by startup companies, such as iTAX or noon.in.th, or e-Stamp Duty service provided by Digital Access Platform

• In progress of developing My Tax Account system, which will allow taxpayers to check his/her own deductions linked from the third party for his/her convenience, and reduce the need to keep paper documents. Examples of such deductions are as follows:

- Government Pension Fund (GPF)
- e–Donation
- Health insurance premiums
- Social insurance contribution

What we have done led us to win the Public Sector Management Quality Award 4.0, Excellence Level. The Revenue Department was also the only public organization that won the "Top Public Sector Excellence Awards" 2020, and won Public Sector Excellence Awards in other 4 areas."

The Spokesperson of the Revenue Department added that, "The Revenue Department is enhancing its 'PIT Digital Services' on its website, to become a Single-Point Gateway, so that users can easily find menus and tax-related news on the screen. Moreover, we have developed pre-filled personal income tax forms, for tax year 2019, on the e-Filing system, eliminating the need for additional documents. We have also developed 'Miss Ari' Chatbot to answer questions in conversation-like manner, which is available on our website 24 hours. This is considered a new kind of public service that uses AI to serve citizens and business sector."

For further enquiries, please contact the Revenue Department offices nationwide or RD Intelligence Center at Tel. 1161.

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