



Revenue Department News

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Subject : The New Era of the Revenue Department – transparent, ethical, citizen-centric and socially responsible

The Revenue Department in the new era aims at working as a transparent organization, forming partnerships with taxpayers (Citizen-centric Government). Revenue Department Officers must be smart, good, and happy according to the organizational value called “HAS” (Honesty, Accountability, and Service Mind).

Mrs. Sommai Siriudomset, Principal Adviser on Strategic Tax Administration (Energy Industry) as Spokesperson of the Revenue Department, revealed that “The Revenue Department focuses on creating transparent work culture conforming to “HAS” which stands for Honesty, Accountability, and Service Mind, respectively. Also, we change and elevate our services from “Big Giant” to “Big Smile”, wholeheartedly. In this new era, in order to provide services to all taxpayers and stakeholders, we value opinions, suggestions, or complaints from various channels. To name a few, firstly, QR Code for taxpayers’ satisfaction surveys is available at Revenue Offices nationwide. Secondly, Sentiment Analysis is used to evaluate taxpayers’ needs on social media. Thirdly, the RD’s website provides a channel for tax avoidance reports to enhance tax fairness. Additionally, we develop ethic-driven human resources through “HAS” by up-skilling and re-skilling our officers. Given intensive and systematic work approach, the level of taxpayers’ satisfaction has significantly improved. As a result, the Revenue Department has received the 2020 Public Sector Management Quality Award for outstanding level in Corporate Leadership and Social Responsibility.”

Spokesperson of the Revenue Department added that “At present, the Revenue Department has raised the service level by developing User Experience (UX) and User Interface (UI) of taxpayers and stakeholders so as to design service systems corresponding to their needs, rebranding the RD organization, setting up service standards in officers and service locations, building up innovative culture and environment, and deploying new management tools, for example, Design Thinking and Agile Methodology, as well as collaborating with external agencies to make tax matters easier for everyone.”

For more information, please contact the Revenue Department offices nationwide or RD Intelligence Center at 1161.
