

Process automation in tax administration

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What is the ultimate goal of taxpayer service?

- From an economic perspective, deadweight is the phenomenon used to describe taxes
- Inefficient and cumbersome administration is even worse
- The purpose of the taxpayer service is to avoid seeing the customer, i.e. the taxpayer in the office or, if they're there, to "push" them out ASAP
- Save them time and money to do their business,

Example #1 – personal income tax reporting

- No or minimal manual input incentives for e-filing We offer 5-day refunds for non-problematic e-filing, which stands at 96%
- Pre-filled returns receivers of the money banks, pension funds, universities, charities – have the data

They are mostly legal persons, their data is electronic

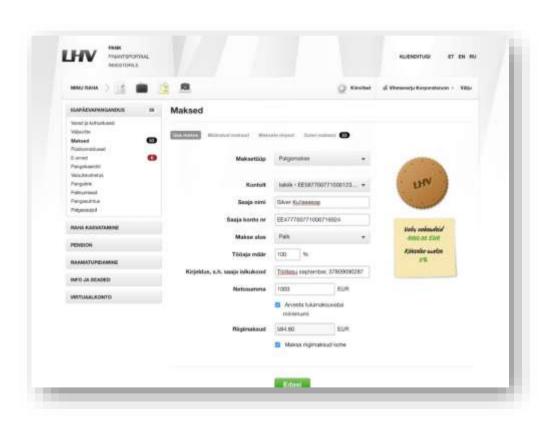
 Automated risk analysis and electronic mismatch notices

Let the taxpayers themselves correct the errors

Example #2 – expediting VAT refunds

- VAT returns come in electronically at nearly 100%
- Sellers and buyers report sale and purchase invoices separately by counterpart in case of 1000+ EUR turnover
- This dataset is cross-referenced and a significant number of other automated risk criteria are applied
- Results: refunds take a couple of days, the VAT gap from 14% to 5% (#4 in EU) in less than 2 years

Example #3 – why the taxman at all?



- Banks can take over the tax function if the system allows
- With only salary and dividends, no need for a tax return
- Paying the salary results in taxes calculated, debited, and reported automatically

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Example #4 – taxman needs data, not the return

- A tax return is just a special format for data that the taxpayer has
- Cooperation with business software producers – data is consistent with the format
- Just plug the cord and neither tax returns nor statistics reporting needed at all





Thank you!

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