

## **The Digitalization of Tax Administrations in Asia and the Pacific**

Virtual Event

**26 October 2022, 14:00-17:00 Bangkok time**

**CONCEPT NOTE** (as of 22 October 2022)

### **Description**

A common definition of digitalization is the use of digital technologies to change a business model and provide new revenue and value-producing opportunities. Tax administrations in advanced countries started to digitalize tax systems as far back as the 1990s with the introduction of electronic filing (e-filing) of tax returns. This modality disseminated around the world, including in Asia and the Pacific, in the 2000s and 2010s. Recent developments include the automation of tax reporting and compliance processes in the tax administrations' back end, which can benefit from innovative solutions involving artificial intelligence, machine learning, and customer assistance processes.

Despite the benefits offered by digitalization for tax administrations, developing countries have varying capacities and readiness to take full advantage of it. Because of the digital divide, capacities in information and communication technology (ICT) vary across countries, and some developing countries in the region face challenges in the identification, implementation, and usage of ICT for tax administration purposes. Nonetheless, as more solutions become available on the market and their prices decrease, tax authorities have a better chance to enhance procedures, prevent and detect criminal behavior, improve revenue collection, and raise the efficacy of their operations.

The workshop will firstly provide an overview of the current state of tax administrations' digitalization in Asia and the Pacific. Secondly it will showcase good practices and technological options that could be useful for tax administrations in developing countries, ranging from options to facilitate tax collection, such as e-filing and electronic payments, to advanced tools to enhance tax compliance and the use of IT solutions such as cloud computing, big data analytics, blockchain, artificial intelligence, and machine learning.

A new ESCAP report entitled "The Digitalization of Tax Administrations in Asia and the Pacific" will be presented at the workshop.

### **Objective**

This workshop aims at sharing knowledge and experiences among tax administration officials on the current state of tax administrations' digitalization in Asia and the Pacific to identify challenges and solutions. Area of focus include the following:

- Strengthening of policy making to regulate artificial intelligence and newer technologies applied to tax administration
- Options to facilitate tax collection, such as e-filing and e-payments
- Digital tools to enhance capacities in tax compliance
- Advanced IT methods applied to tax administration such as cloud computing, big data analytics, artificial intelligence, and machine learning

The workshop will also examine good practices in the adoption of e-taxation tools in the region and discuss specific actions governments can take to improve tax compliance using e-taxation tools.

## Tentative programme

Time	Sessions
14:00 ~ 14:05	<p><b>Opening remarks</b> Mr. Hamza Ali Malik, Director - Macroeconomic Policy and Financing for Development Division (MPFD)</p>
14:05 ~ 15:30	<p><b><i>The state of digitalization of tax administrations in Asia and the Pacific</i></b> Moderator: Mr. Alfonso Pellegrino, ESCAP</p> <p><b>Overview</b> Mr. Frank Chan, ESCAP and ESSEC Business School</p> <p><b>Digitisation of the Tax Administration: Broader Considerations</b> Ms. Rachel Saw, Head, Asia-Pacific at IBFD</p> <p><b>Digital preparation journey of revenue administration in Australia and New Zealand</b> Ms. Jennie Granger, Professor of Practice, School of Accounting, Auditing and Taxation, University of New South Wales Business School</p> <p><b>The role of government reform in improving tax compliance using digital tools</b> Mr. Tapan Sarker, Professor and Head of Finance, School of Business, University of Southern Queensland</p> <p><b>Developing cooperative compliance models for developing economies</b> Mr. Denny Vissaro, Manager, DDTC Fiscal Research and Advisory</p> <p><b>Q&amp;A</b></p>
15:30 ~ 16:55	<p><b><i>Selected good practices and digital tools in tax administration</i></b> Moderator: Mr. Frank Chan, ESCAP and ESSEC Business School</p> <p><b>Blockchain and its implications for tax administration in China</b> Ms. Yan Xu, Scientia Associate Professor of Tax Law, University of New South Wales Business School</p> <p><b>Digitalization of tax administration experience sharing by Singapore</b> Mr. Rex Chua, Director, Service Experience Centre, IRAS</p> <p><b>Digitalization of tax administration experience sharing by Republic of Korea</b> Ms. Yerin Doh, Deputy director, International Cooperation Division, National Tax Service of Republic of Korea</p> <p><b>Digitalization of tax administration experience sharing by Malaysia</b> Ms. Suriyanti Esa, Senior Tax Executive, Tax Operations Department, Inland Revenue Board of Malaysia.</p> <p><b>Technology trends in a digital tax ecosystem</b> Mr. Saket Narayan, Head of Finance and Regulation at Amazon Web Services</p> <p><b>Q&amp;A</b></p>
16:55 ~ 17:00	<p><b>Closing Remarks</b> Mr. Alberto Isgut, Economic Affairs Officer, Financing for Development Section, ESCAP</p>