Inter-American Center of Tax Administrations - CIAT

48th CIAT GENERAL ASSEMBLY

**"THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES
IN THE TAX ADMINISTRATION"**

TECHNICAL PROFILE

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2014 General Assembly

Theme: "The Use of Information and Communication Technologies in the Tax Administration"

Technical Profile

Throughout history, tax collection has not been considered the most noblest of professions. Many stories have been told of how citizens have been taxed throughout the centuries. In early human history, tax collectors use the most rudimentary methods; some of these methods were so crude that they gave the profession a bad name. Over the centuries, however, civilization has come to realize that taxes, though never quite welcome, must be collected with a maximum of taxpayer cooperation and a minimum of irritation or inconvenience. And many national revolutions can attest to that.

In executing their tasks, tax collectors, as well as the taxpaying public, have utilized tools to assist them in determining the correct amount of tax owed to the state. Adding or calculating machines have been invented, each with progressive degree of sophistication. Some were as simple as the abacus; while others throughout the last century were of great complexity.

Enter the age of automation and a new way of doing business. It offered tax administrations an opportunity to improve their operations in all areas and provide better services to the taxpaying public.

The opportunities for both tax administrations and taxpayers in the use of automation continue to evolve in exponential fashion.

For the tax administrations it has moved from simply digitizing tax return information for databases to sophisticated taxpayer service automated systems. Likewise, for taxpayers the advances have been numerous – recordkeeping, returns filing online, access to their tax information, obtaining information on particular issues, visiting their virtual tax office.
And it certainly is all for the better.

The program for the CIAT 2014 General Assembly will address these issues within several contexts. The advances in information technology and communication will be addressed from several points of views.

The following is an outline of the main topics and sub-topics to be discussed concerning Information and Communication Technology (ICT):

Topic 1. Use of electronic documents in Tax Administrations

- It includes topics such as experiences in electronic invoicing in Latin America, other electronic documents generated by taxpayers, accounting and electronic books, pre-completed returns and use of electronic documents.
- It includes a discussion of the changes in legislation required to successfully implement these IT solutions and a discussion on the role of private sector as a user and/or supplier. That discussion could also deal in the required changes in legislation and culture that would be needed to move towards electronic documents generated by tax administrations signed with officials´ certificates.

Subtopic 1.1: Electronic documents. Solutions for Small and Medium Enterprises

Subtopic 1.2: Other innovations in the use of 1:30 electronic system

Topic 2. ICTs in providing services to taxpayers

- This section would analyze topics such as the adjustment of ICTs and Tax Administration strategy including: multi-channel platform and self-services; the comparison of effective customer services channels and current best practices; technology-based tools currently used to improve taxpayer's registry; and the option of electronic messaging between taxpayers and the tax administration. The opportunities of a national PKI platform in terms of authentication. The executions of processes, including objections and appeals, over an electronic platform where taxpayers can interact, or at least query the status, on-line. In addition, immediate, direct and personalized information services to taxpayers, including updated account balances, the availability of third-party collected records, and access to statistics and public performance indicators and how those help improve transparency and overall service quality. Finally, mechanisms to keep access to the taxpayer's available information safe, in or outside of the tax administration,

- It includes a discussion of the changes in legislation required to successfully implement these IT solutions and a discussion on the role of private sector as a user and/or supplier.

Subtopic 2.1: Innovative implementations for simplifying processes

Subtopic 2.2: Taxpayer assistance channels and 1:30 platforms

Subtopic 2.3: Other innovative solutions for filing returns

Topic 3. ICT and tax control

- This section would analyze the successful experiences in using tools for the fight against tax evasion and customs fraud, experiences in the management of large volumes of data for identifying signs and risk valuations including cross-matching large volumes of electronic documents; electronic access to accounting books; the participation of citizens as control agents; the use of the Internet as a mean for verifying operations, documents and compliance and to submit complaints; as well as social networks used as valid sources to identify cross-border relationships and operations specifically used to avoid taxes . It would also include innovative proposals for tax intelligence, mobile applications for tax auditors, and taxpayer's monitoring: prevent rather than detect and sanction.
- It includes a discussion of the changes in legislation required to successfully implement these IT solutions and a discussion on the role of private sector as a user and/or supplier.
- It also covers Business Intelligence tools successfully implemented in tax administrations.

Subtopic 3.1: Data mining and other applications in financial and tax crime investigations

Subtopic 3.2 Electronic applications for controlling 1:30 individual and property files

The technical program of the General Assembly will close with a roundtable discussion of participants from information systems technology companies who will address issues regarding future developments in the area of ICT.