



EU - TWINNING PROJECT

IMPROVING OF THE PUBLIC REVENUE OFFICE TAXPAYERS SERVICES

Skopje, 04/02/2015

Project: Twinning project "Improving of the Public Revenue Office (PRO) taxpayers services"

Funded by: European Union, IPA 2010 / TAIB I

Value: 800,000 EUR

Duration: 24 months

Objective: Improving the administrative and institutional capacities of PRO in providing services to taxpayers and improving the voluntary compliance and paying taxes.

The role of the modern tax administration is not only to collect taxes, fees and contributions, but to continuously invest in reducing the administrative burden of the taxpayers by improving the tax services and simplifying the procedures.

The realization of this project and the use of the best practices and experiences of the Twinning partner – the Spanish Tax Administration (Agencia Tributaria) will enable strengthening of the quality of the tax services by establishing effective information - communication methods and tools and strengthening of the cooperation between the taxpayers and the Public Revenue Office.

Improving the existing and introducing new services, establishing different service-oriented approach in providing services and contact to the users through the PRO Contact Center and Tax Counters, among other things, should provide a unique approach to the application of tax regulations and equal quality of services throughout the entire country.

This project should provide evaluation of the capacity and the efficiency of the PRO Contact Center and Tax Counters, suggestions for their improvement, developing a new strategy for services to taxpayers, new guidelines and procedures for providing services, guidance and plans for communication with taxpayers, as well as seminars for gaining new skills for communication, in order the Public Revenue Office to be an example in providing quality service and effective communication with the service users.

The mutual cooperation between the tax experts from the Agencia Tributaria and the Public Revenue Office can only be a guarantee for the success of this project.



PUBLIC REVENUE OFFICE

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- » The PRO Contact Center is located in Skopje and is organized on a national level, including services of direct access and contact with customers, as well as a national telephone line - Call Center.
- » In the past years, PRO has made a major step in the development of e-Tax services. It is mandatory for all legal entities to submit their tax returns electronically to PRO.
- » PRO has taken big steps in the use of electronic means and modern technology. However, additional investments are required to allow further improvement of the quality of services and to reduce the administrative burden.
- » The taxpayers consider that PRO provides quality tax services.

- » The modern and fully functional Contact Center of the Spanish Tax Administration “Agencia Tributaria” is recognized as one of the best in the European Union and has extremely high index of satisfaction among taxpayers.
- » The Spanish Contact Center is located in Madrid (with a small office in Barcelona) and meets the needs of the whole country.
- » All taxpayers (citizens and companies) of Spain mandatory submit their tax returns electronically.
- » Regarding the use of electronic means and modern technology, “Agencia Tributaria” is the best institution in Spain.
- » The satisfaction index from the Spanish Tax Administration services is really high.



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Agencia Tributaria

