

Local Tax Smart Online Service Project

I. Project purpose

This project is to improve the overall tax declaration service, to expand the implementation of online tax payment services such as deed tax, land value increment tax, stamp tax, amusement tax, house tax, land value tax and vehicle license tax, and to create individual accounts which collects all the regular local tax bills, in order to provide people with thoughtful smart personal tax service.

Built on the existing foundation, the project seeks to create cross-ministry, cross-agency, central and local cooperation, to continuously improve the one-stop service for real estate transfer that has been a long-term collaboration between the Ministry of Finance and the Ministry of the Interior, and reduce people's travel and waiting time between various agencies. In the meantime, the project will meet the people's demands for cross-agency integration services, improve the online tax payment process, and reduce processing time and labor costs, thereby simplifying the operation process, achieving the vision of reducing paper and carbon, and constructing intimate digital services to shape a good image of the government.

II. Implementation content

A. Mobilized Internet Declaration of Local Tax

To respond to the popularity of mobile devices, Internet Declaration of Local Tax and the Service of Online Enquiries and Payment of Tax will be added to mobile devices. Through the authentication mechanism of TW FidO provided by the MOI (Ministry of the Interior, R.O.C (Taiwan)), the identity authentication can be more flexible.

B. Expanding the integration of individual personal tax bills accounts

Expanding the scope of individual personal tax bills accounts, by integrating the same category of tax from multiple tax bills into individual accounts in order to provide the convenience of payment at one time.

C. Providing a user-friendly website of the Local Tax Declaration

Designing a website from the user's perspectives, through the place of options, the style of shapes and the process of planning, displaying simplified user interfaces.

D. 24-hour Artificial Intelligence smart customer service

Combining the robot and manual customer services, in order to provide a 24-hour online service platform, which includes the Local Tax Declaration website

and Frequently Asked Questions, etc.

- E. Enhanced service of Online Enquiries and Payment about Tax
Planning online enquiries and payment services, in addition to the original top 3 Local Taxes collected periodically, many taxed items are added.
- F. The information of tax connected by cross-agency
In order to build one-stop service of Internet Declaration, resources combined from public and private partnership will enhance the Real Estate Transfer Process which has been collaborated with the MOI (Ministry of the Interior, R.O.C (Taiwan)) for many years.

III. Expected benefits

- A. By using the Mobilized Internet Declaration of Local Tax services, people will not be restricted by location and time, and will benefit from the convenience of real-time enquiries or payment of taxes, which saves people's time to pay taxes.
- B. Consolidate the regular collection of local tax bills for the same tax items for individuals to save the cost of the collection agency including printing fees, information processing fees, mailing fees, and envelopes.
- C. The 24-hour artificial intelligent robot customer service fills in the service time out of manual customer service hours, and supports manual customer service during working hours, by filtering most common problems, solving simple or repetitive problems, and improving the efficiency of government services to the public.
- D. Taxpayers can also complete online tax check and payment without needing to prepare tax forms when paying local tax levied items.
- E. Continuing the one-stop service for real estate transfer that the Ministry of Finance and the Ministry of Interior have cooperated for several years, we will be continuously improving the one-stop service, aiming at the completeness of electronic process, shortening the time for data transferring of inter-organization of land administration, and allowing people to reduce the time and frequency of repeatedly filling in forms and traveling to and from government agencies during the real estate transfer process.