

NEWSLETTER

SEPTEMBER 2020

Dear Member,

The tranquil and hot days of summer are behind us and IOTA starts the Autumn full steam ahead. After learning a lot about how to prepare for and host digital events successfully, we now face the upcoming months confidently with a full range of different activities based on our revised Work Programme. Also, check out some exciting news from IOTA and member Tax Administrations. Keep on scrolling!

IOTA News



IOTA joins the NTO Council for a second term

IOTA joins the NTO Council for a second term and continues to act as a strong and reliable partner strengthening the positioning of the NTO both within Europe as well as worldwide. The heads and focal points of all nine NTO member organisations met virtually for 2nd NTO General Assembly on 18 August 2020 and agreed on the priority actions for 2020/2021 aiming to ensure information and knowledge sharing regarding tax & crime, Covid-19 impact on tax administration activities, digitalisation of tax administrations and ethics. Marcio Verdi, the Head of NTO Council (2020/2021), remarked the exceptionality of this General Assembly taking place during the COVID-19 pandemic and appreciated the commitment of the NTO members in strengthening the NTO as a Global Tax Dialogue Platform.

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The International Survey on Revenue Administrations (ISORA 2020) will be launched in the second week of September

ISORA collects comparable data on tax administration from more than 150 Tax Administrations around the world, using questions and definitions agreed by four international organizations: CIAT, the IMF, IOTA and the OECD. The Asian Development Bank (ADB) will support many of the participants and for the first time, ISORA 2020 uses the annual questionnaire. As there was no survey in 2019, the 2020 round covers both 2018 and 2019 fiscal years. The ISORA coordinators and correspondents at the tax administrations will complete and submit the survey in the coming months, and the results will be published in November 2021.

Activities

Tax Debt Management Forum 29th September - 1st October 2020, Digital

Sustainable tax debt management at the times of global crisis (Covid-19). **Topics:**

- ✓ Getting tax debt recovery back on track (Exit strategies)
- ✓ New methods/approaches to ensure taxpayers comply with fresh overdue debts
- ✓ Segmentation of tax debtors for adequate treatment during and after the COVID-19 crisis
- ✓ Selection of tax debtors for particular enforcement measures
- ✓ Insolvency measures taken and development of insolvency procedures during the COVID-19 crisis



Use of Data from Automatic Exchange of Information Forum 20th - 22nd October 2020, Digital

The Forum will explore how members can progress from automatic receipt of data to automatic use of CRS data – from strategic focus to the latest innovative solutions. **Topics:**

- ✓ Implementation of the AEOI Standard – strategic focus from early adopters to recently committed jurisdictions
- ✓ Use of CRS data in tax compliance
- ✓ Machine learning and other latest digital technology in the use of CRS data

Delivery of e-services to Taxpayers Affected by Covid-19 28th October 2020, Webinar

Discover the best practice examples of redesign and delivery of e-services to different segments of taxpayer community that have been affected by the COVID-19 outbreak



You can read more about our upcoming activities in a separate newsletter which will be in your mailbox within a few weeks. Or visit our website for up-to-date information.

[IOTA Website](#)

Member News



STS Azerbaijan's staff member was selected to Global Forum's AEOI Assessment Panel

For the first time, a nominee from the State Tax Service of Azerbaijan, **Safarali Javadov** was selected as a member of the **Global Forum's Automatic Exchange of Information (AEOI) Assessment Panel**. The Assessment Panel is expected to support the jurisdiction-specific AEOI review work by conducting a detailed analysis in relation to all jurisdictions and to prepare draft reports for the approval of the AEOI Peer Review Group.

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Revenue Service of Georgia updates its call-centre infrastructure

Revenue Service of Georgia, as a part of its strategic goal, has been working actively to elaborate its distance service sub-strategy and take corresponding actions to extend its distance services. One of the examples of abovementioned is the **updating of the call-centre infrastructure within GRS in response to increased demand from the taxpayers**. As a result, GRS has recently moved its call-centre to a newly modernized building.

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The Spanish Tax Agency launches new virtual assistance services in the field of tax collection

After having launched assistance services for VAT (virtual assistant, locator, calculators, among others), the **Spanish Tax Agency** has taken a further step to assist taxpayers in the tax collection field and has **launched two calculators**: a calculator for payment deadlines and a calculator of interests and deferrals.

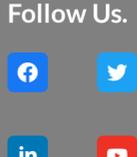


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Intra-European Organisation of Tax Administrations
Wesselényi utca 16, Budapest
1077 Hungary

secretariat@iota-tax.org