

FTA 2022 Innovations and New Ways of Working:

CLICK-CALL-COUNTER

The New Tax Services Platform

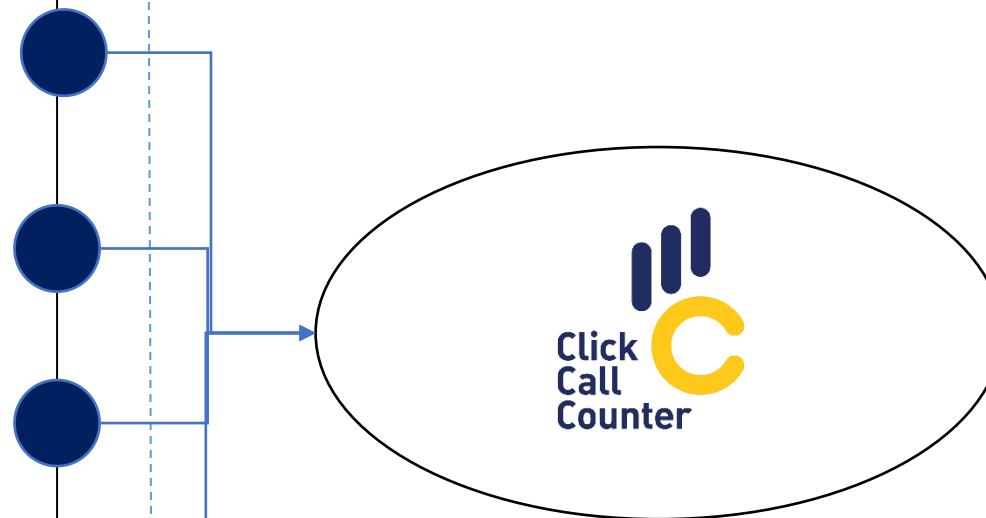
Emerging from The Covid Pandemic:
Changes & New Developments



3C Background

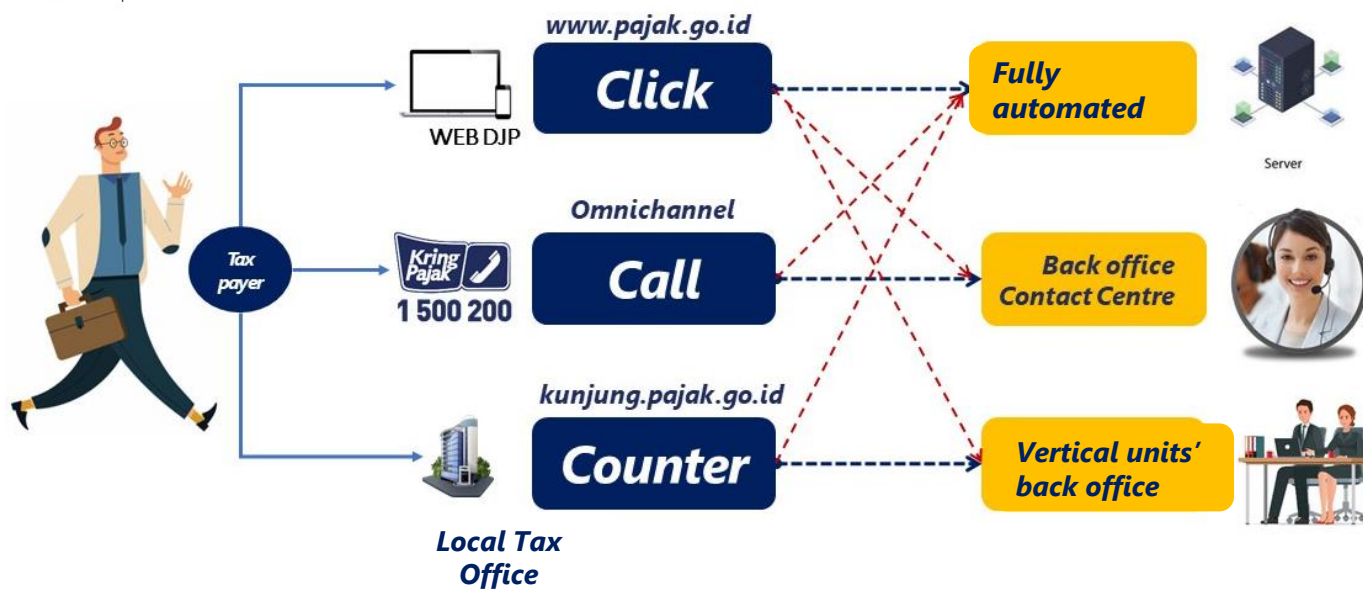
- **High Volume of Services Requested**
Until 2021, with 45 thousand employees, DGT has the task of serving 49.82 million taxpayers who need more than 200 various services
- **The Covid Pandemic**
During the pandemic, as many as 304 service offices throughout Indonesia have to take turns closing face-to-face services
- **Information Technology Advances**
Information technology is growing rapidly in facilitating various types of services
- **Taxpayer Behavior Changes**
More and more taxpayers are using internet technology, which is getting easier and more practical.

New Tax Services Platform



A tax service platform based on an automated application supported by a call center as a channel and back office which reduces the number of taxpayer visits to tax offices.

3C Channels



Click refers to every taxation services activity conducted through machine (website, mobile app, and other services) without requiring tax officers' assistance.

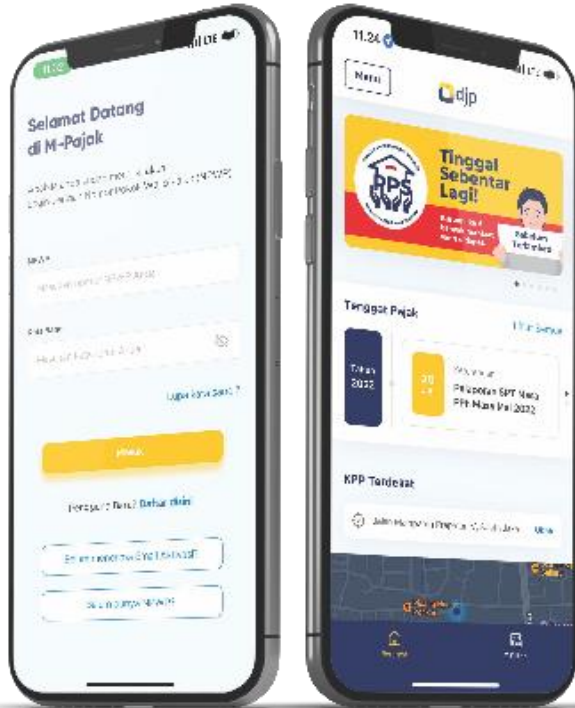


Call refers to every taxation services activity conducted through phone call to contact center or other facilities with contact center as back office.



Counter refers to every taxation services activity conducted manually through tax offices.

Click Call Counter Implementation



86
Automatic
Services

Nowadays DGT already have 86 automatic services available in single web site djponline.pajak.go.id.

1
Mobile App
in service

DGT Mobile apps M-Pajak was released in July 2021, providing e-billing service and various important information.

6
Tax Services
processed
on back office

KLIP, which manages DGT Contact Center, is projected to manage the centralized back office processing service requests from taxpayers across Indonesia.

3C – Click Call Counter Benefits



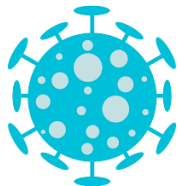
Saving

3C services help taxpayers save energy and costs.



More standardized tax services

Most services can be processed by system or by back end officers in the Contact Center without the need to meet tax officers in person.



Health Protocol Support

During COVID-19 pandemic, 3C services support health protocol implementation by reducing the number of taxpayers coming to tax offices.



Reduced Work Load

Tax officers' work load efficiency through reduction of manual documents administered in the tax offices.



Image Improvement

Improving DGT integrity and image by reducing taxpayers' need to meet tax officers in-person.



Bridging to the new CTAS

3C provides platform for taxpayers and tax officers to familiarize themselves with digitized business process prior to the new Core Tax System (CTAS) implementation.



97,27% Satisfied Taxpayers

According to DGT's Online and Contact Center Services Development Survey, 2021, 97,27% respondents (including people with disabilities) stated that they are overall satisfied with online services, including aspects such as: user interface, information delivery, ease of use, dan website capability. 83.36% respondents (including people with disabilities) also stated that they enjoy cost saving when using online services.



19.16% Growth in Tax Revenue

3C contributed to National Economy Recovery program through the implementation of COVID-19 incentives request and reporting online services. According to MoF publication (APBN KiTa, January 2022), Tax incentives benefit of Rp68,32 trillion have been realized (112,6% of targeted amount) for 2021. MoF booked Rp1.227,53 trillion of tax revenue for 2021 with the growth of 19,16% (yoy).



Terima kasih
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