

Addis Tax Initiative (ATI) General Conference

Tax Modernization through digitalization

June 2023



**ZAMBIA
REVENUE
AUTHORITY** | *My Tax
Your Tax
Our Destiny*



Introduction



Journey to Digitalisation



Before Digitalisation



DRM Change Initiatives



Value of Digitalisation



Actions to improve DRM Support

Digitalisation of Tax Administration



Digitisation of Tax Administration

Journey to Digitalisation



Tax administration modernization plays a critical role in improving domestic revenue mobilisation and increasing the tax capacity of the country. Modernization includes expanded digital options for efficient and effective administration of taxes whilst providing sustainable digital solutions and systems for efficient service delivery to promote domestic revenue mobilisation.



ZRA continues to promote its e-services, which include online registrations, online filing of tax returns, online payments and online access to tax information. Taxpayers are largely able to conduct business with ZRA digitally without the need for manual processes.



ZRA has implemented a wide range of e-services by using digital solutions and other modernisation programs. The cooperating partners supported the ZRA in the implementation of digital solutions and modernisation of tax administration in Zambia, where need arose ZRA was further supported with engaging of experts/consultants for technical assistance in the implementation of the digital solutions.



Key Co-operating Partners

The Zambia Revenue Authority (ZRA) has collaborated with various cooperating partners on Project Initiatives that aim to support the Government of the Republic of Zambia (GRZ) in improving Domestic Revenue Mobilization (DRM).

USAID

United States Agency for International Development

COMESA

Common Market for Eastern and Southern Africa

GIZ

Deutsche Gesellschaft für Internationale Zusammenarbeit

WCO

World Customs Organisation

UNCTAD

United Nations Conference on Trade and Development

IMF

International Monetary Fund

JICA

Japan International Cooperation Agency

WBG

World Bank Group

AfDB

African Development Bank

ATAF

African Tax Administration Forum

Cooperating Partners



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My Tax, Your Tax, Our Destiny

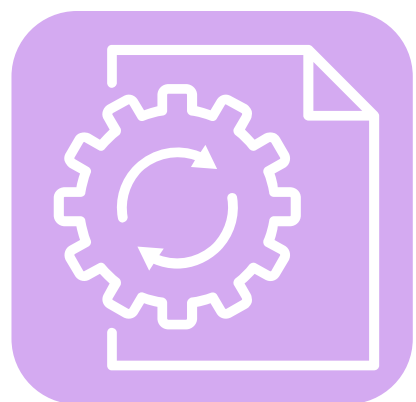
Before Digitisation of Tax processes



Long queues at ZRA offices for taxpayers services



Taxpayer registrations, filing of tax returns and payments was done at ZRA physical offices



Ineffective and inefficient manual business processes



Zambia Revenue Authority Advice Centre

Supported DRM Initiatives

01 **TaxOnApp**
Rolled out the Application on the iOS and Android platforms for interactive taxpayer services
→ GIZ

02 **Taxation of Large Enterprises**
Increase capacity building in taxation of large enterprises by use of analytical tools
→ GIZ

03 **TaxOnPhone**
Platform for TPIN registration, return filing and payment of taxes using the mobile phone without use of internet (USSD)
→ GIZ

04 **Bulk Intelligence Data Analytics**
Implemented the BIDA software system focussing on internal data sources as part of phase I of the project. System enables bulk data analytics
→ GIZ

Supported DRM Initiatives (Cont.)

05

Audit Process Optimisation

Optimising the audit processes aligned to global best practice

→ USAID

06

Debt Management

Optimising the debt management processes and procedures in the ZRA

→ USAID

07

ASYCUDAWorld

System for automated Customs administration and efficient trade facilitation .

→ UNCTAD

08

Electronic Queue Management System

Queue management system at Service Centres for efficient service delivery to clients

→ GIZ



Supported DRM Initiatives (Cont.)

09 **TaxOnline**
Implemented the TaxOnline system for electronic services (e- registration, e filing and e-payment), information sharing, and workflow integration
→ ICF-WBG

10 **Electronic Rules of Origin**
Supported implementation of Electronic rules of origin
→ COMESA

11 **Various Capacity Building**
Capacity building and training in various areas including taxation of digital economy, VAT administration and others
→ ATAF & IMF

12 **Coordinated Border Management**
Harmonising border processes to reduce the number of agencies that are physically present at borders. Automation, capacity building, data management
→ WCO & WBG



Value of Digitalisation



02

Reduced cost of compliance for taxpayers

04

Online registration, filling and payment of taxes

01

Increased Efficiency in Revenue Collections

03

Easy access to online taxpayer information

05

Simplified Business processes and improved customer experience



Actions to improve DRM Support

In spite of the significant strides made in the digitalisation of tax administration, there is still more to be done to fully digitise the administration of tax in Zambia

01 Action 01

Defined Governance Framework
for Donor support



02 Action 02

Leadership support in the
coordination of cooperating partners



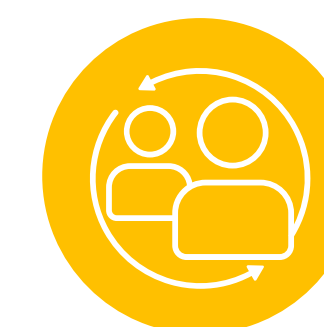
03 Action 03

Alignment of the DRM Initiatives to the
Strategic objectives of the Authority



04 Action 04

Donor collaboration and
continued technical assistance



Thank you

CONTACT

Commissioner General's Office

Revenue House

Zambia Revenue Authority