

Information on Activities of Information and Inquiry Department of Ministry of Revenue and Duties of Ukraine

In order to form partnership relations between taxpayers and the State Tax Administration employees, and encourage the voluntary payment of taxes by taxpayers by means of providing the latter with quality information and reference services, in 2007 under the Intergovernmental Loan Agreement # 4698 -UA made between Ukraine and the International Bank for Reconstruction and Development on 4 September 2003 the Information and Inquiry Department of the State Tax Service as an independent unit of the STS of Ukraine with the rights of a legal entity was organized within the framework of the project “Modernization of the State Tax Service 1”.

The activities of the IDD MINDOHODIV Contact Centre enable twenty-four-hour, free of charge and equal access for the businesses and citizens to obtaining information and reference services online (from 08:00 to 20:00 by phone on weekdays, and on weekends, holidays and overnight through an interactive answering machine or by fax or email).

Since 2008 – the beginning of the information and reference services provision – the Contact Centre has provided about 5.5 million responses to the question of taxpayers, including those received by phone – nearly 4.4 million and over 143,000 – by fax and email. On the average today 7,000 customers daily apply to the Contact Centre.

To avoid multiple interpretations of legislation and upon request of businesses and citizens the automated databases of standardized responses are provided to the tax payers with the use of the Knowledge Base. As of 01.03.2014 the Knowledge Base included about 14,000 unified questions and answers; it is constantly updated and maintained to date.

Since **October 2008** the Department has constantly informed about the current changes in the tax and customs legislation and the legislation on the single fee for the compulsory state social insurance via emails of the businesses and individuals who have registered and expressed a desire to receive such information. Only in January - February 2014, 59,400 letters with such information were sent.

Starting from July 2011 the IDD of MINDOHODIV organizes and coordinates the work of the structural units with the requests from the state institution "Government Contact Centre" and provides for their timely consideration and respond.

Only in January - February 2014 provided an efficient organization of the work on processing 316 applications of the businesses and individuals that were received from the government agency “Government Contact Centre” was provided for.

Since October 2011 the employees of the Department have begun to provide written consultations with the use of the Knowledge Base. Since the introduction of this service provided to over 2,600 written consultation were given.

The next stage in the development of the services provided to tax payers was the introduction from 25 January 2012 of the anti-corruption project "Pulse of the Tax Service". Since March 2013 the updated service "Pulse" accepts the applications of customers also concerning the problems they face during the customs control and customs clearance of the goods that cross the customs border of Ukraine.

The information provided by respondents is accepted and worked through around the clock (including holidays and weekends).

Over 2014 studied were 1,459 applications received from businesses and individuals by the service "Pulse".

For the purpose of managing the situation which has developed in the field of the electronic document circulation in Ukraine, in particular in the sphere of state electronic reporting, and in order to activate the processes of creating an open electronic society, under the Minutes of the Meeting of the Cabinet of Ministers of Ukraine № 31 it was decided to open on the basis of the Information and Inquiry Department of STS of Ukraine the Accredited Key Certification Centre (hereinafter - ACKC IID) enabling the issuance of the strengthened Public Key Certificates free of charge.

During a period of its operation (from 30 May 2012) ACKC IID has provided the businesses with the free digital signature (hereinafter - EDS) services for electronic reporting to regulatory authorities.

Due to a wide network of representation offices (104 official registration points) and high capacity of the program and technical complex, after the dissolution of the State Customs Service ACKC, ACKC IID provided customs officials and customs brokers with EDS services free of charge.

Given the rapid development of ACKC IID and the number of state institutions, which have begun active development of their own electronic document circulation systems due to the EDS services free of charge and skilled care, the Cabinet of Ministers of Ukraine was recommended to use ACKC IID as the Basic Centre of Keys Certification for electronic reporting to public authorities and the electronic document circulation pursuant to Item 7, Minutes # 91 of the Meeting of the Cabinet of Ministers of Ukraine, results of the Interagency Meeting involving experts of SBS, DERZHSTAT, PFU and the Fund of Temporary Disability Social Insurance.

Today the free EDS services are actively used by the Ministry of Justice, users of the Unified State Registers of Ukraine, officials of the judicial authorities, other state bodies, local authorities, enterprises, institutions, state-owned organizations and business entities. As at 03.04.2014 ACKC IID serves 1,130,000 customers who were issued 2,050,000 strengthened Public Key Certificates.

Since the beginning of 2014 a new Public Information and Inquiry Resource (PIR) started its operation; it is accessible from the official website of MINDOHODIV, which includes the Knowledge Base in its "FAQ" section for convenience of businesses and individuals. From the beginning of 2014 the workers

of the structural subunits and local bodies of MINDOHODIV have visited the said resource 11,000 times, while the businesses and citizens – more than 454,000 times.

But in the situation that has developed around the Ministry of Revenue and Duties of Ukraine and in case of reorganization of the latter by way of organizing the State Tax Service and State Customs Service of Ukraine the stable operation of the Contact Centre, ACKC IID and their further development will be at risk.

IID MINDOHODIV possesses a modern information system of the call centre, which includes eight subsystems, information system of Keys Certification Centre and intangible assets in the form of software. Maintenance, upgrading and keeping in an up-to-date condition of the existing software need constant support of the developers who are the employees of the Department.

Taking into account all stated above, during the liquidation of MINDOHODIV it is advisable to give the Information and Inquiry Department with its authority to provide services the status of the basic one and subordinate it as a legal entity with a special status to the Ministry of Finance of Ukraine.

Such status will ensure the stable operation of the Contact Centre in providing advisory services on taxation, state customs business or payment of single contribution, while ACKC IID and electronic document management systems using free EDS services will allow of timely modernization and development of the software technical complex of ACKC IID, and new electronic services will be provided on its base for the business, state bodies and individual citizens including the construction of cross certification centres for the international electronic document circulation.