



Revenue Department News

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Subject : The Revenue Department strengthens its working paradigm by applying Agile methodology to provide the best service for the taxpayers

The Revenue Department organized the Nationwide Executive's Meeting of fiscal year 2020 during 4th – 5th November 2019 with an aim to launch the policy on “Agile Organization” which will raise work performance, expedite digital transformation, create innovations based on Taxpayer – Centric Solutions, strengthen harmony, and apply agile methodology in working paradigm.

Dr. Ekniti Nitithanprapas, Director-General of the Revenue Department revealed that in fiscal year 2020, The Revenue Department will use Agile methodology to move on the D²RIVE strategy, consisting of (1) Digital Transformation (2) Data Analytics (3) Revenue Collection (4) Innovation (5) Values and (6) Efficiency, in order to reach a target on revenue collection, design tax policies in accordance with target groups, provide services that serve taxpayers' needs based on Taxpayer-centric solutions, adaptive to change capability, output oriented approach and teamwork skills.

In addition, **Dr. Ekniti Nitithanprapas, Director-General of the Revenue Department** revealed that pilot Agile management project for D²RIVE strategy 2020 could be as follows:

D - Digital Transformation – to transform work process and become an innovative organization such as (1) an Enterprise Architecture's strategy plan for preparing RD system to move with technological and business changes; (2) a plan to develop pre-filing system to facilitate taxpayers on Personal Income Tax filing.

D - Data Analytics – to increase the efficiency of big data analysis such as a data integration to facilitate taxpayers and increase work efficiency of the Revenue Department.

R - Revenue Collection – to efficiently collect tax with accuracy and fairness, namely (1) a plan on supervision and survey for new taxpayers in order to create an equity among those who already stay in line of tax system; (2) a plan on law reform and tax appeals. The plans are to increase efficiency of revenue collection and appeal process.

I - Innovation – to create an innovation by RD Sandbox in order to facilitate the application of innovative products from Design thinking and Hackathon in real situation.

V - Values – to become a virtue organization and develop the Revenue Department's identity “**HAS**” where **H** stands for Honesty - staffs work under the laws and regulations with transparency; **A** stands for Accountability - staffs have responsibilities and devote their efforts to work; and **S** stands for Service Mind - staffs carry out services with their best effort.

E - Efficiency – to increase efficiency of work and people, namely (1) RD school for RD staffs; (2) RD Branding for RD identity which creates an appreciation and impression from taxpayers; (3) public relations strategy on making tax easier for everyone; (4) a smart office strategy to support working paradigm of RD.

Dr. Ekniti Nitithanprapas, Director-General of the Revenue Department summarized that the Nationwide Executive’s Meeting was aimed to prepare RD staffs to understand and be able to apply Agile methodology to manage resources efficiently and effectively. Besides, the Revenue Department invited renowned guest speakers, namely Mr. Arthid Nanthawithaya Director, Chairman of the Executive Committee, Chief Executive Officer and Member of the Risk Oversight Committee Siam Commercial Bank Plc. (SCB) to share his experience in driving SCB through Digital Transformation and changing working paradigm and organizational culture to become Agile Organization and Mr. Visnu Sricharoen, FSVP Agile Change Division, Agile Enable Business Unit, SCB to share the knowledge of Agile methodology application in work processes and organizational culture for Regional Revenue Offices and Area Revenue Offices in order to achieve the target on revenue collection, design tax policies in accordance with target groups, and provide services that serve taxpayers’ needs.

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