

NEWSLETTER - DECEMBER 2023



Dear Member,

As we approach the end of 2023, a year marked by significant milestones and cherished memories for IOTA, we readily wait for the start of an even more exciting year ahead. The centrepiece of our forthcoming innovations is the **IOTA Web Portal**, a platform with remarkable features designed to enhance the experience for our members.

Before we shift our focus to the future, let's reflect on the notable activities that happened in November. We successfully hosted many exclusive events — an in-person **IOTA Workshop on Contact Centre of the Future: Digital Transformation Best Practices** from 7-9 November and a distinctive **IOTA Forum on Human Resource Management**, with a focus on Learning and Development, held from 14-16 November in collaboration with the Hungarian Tax and Customs Administration. The **IOTA Webinar on Addressing the Future Developments of International Cooperation in Tax Matters** on 22nd November gained widespread acclaim, attracting over 130 tax officials from our member tax administrations. Concluding the month, we executed the **Regional Consultation on International Tax Developments for Europe** in partnership with the OECD from 28-30 November.

We sincerely appreciate your dedication and hard work throughout the entirety of this year. Your presence and valuable contributions have been instrumental in the continued success of IOTA. The IOTA Secretariat extends warm wishes for a peaceful holiday season and a thriving new year, filled with numerous striking moments within the IOTA community.

Scroll down for more news and details!

We wish you happy

Holidays

and a Successful New Year!



IOTA NEWS



IOTA Executive Secretary at the 'SRS 30. Transformation and Sustainability' International Conference

On 1st November 2023, Latvia, one of the founding members of IOTA, celebrated the 30th anniversary of the foundation of their State Revenue Service (SRS). On the

occasion of this anniversary, SRS organised a large-scale international conference in Riga, Latvia, focusing on the theme of "SRS 30. Transformation and Sustainability". At this conference, **IOTA was represented by its Executive Secretary, Alix Perrignon de Troyes** who joined online this remarkable experience. As one of the opening speakers, Alix Perrignon de Troyes expressed her appreciation and gratitude to the State Revenue Service for their strong engagement and fruitful collaboration with IOTA and stressed the importance of digital transformation and sustainability in taxation along with their potential benefits and challenges for tax administrations.

[Read more](#)



IOTA **Workshop** on Contact Centre of the Future: Digital Transformation Best Practices

7-9 November 2023 | Budapest, Hungary

IOTA Workshop “Contact Centre of the Future: Digital Transformation Best Practices”

IOTA had the pleasure of hosting the second fully face-to-face technical activity of its 2023 Work Programme, the IOTA Workshop “Contact Centre of the Future: Digital Transformation Best Practices”. The event took place from 7-9 November in Budapest, Hungary and brought together 58 tax officials from 29 IOTA member administrations. It was an absolute pleasure seeing some familiar and lots of new faces in the conference room, especially as the last in-person meeting relating to this activity happened in 2019 - just before the outbreak of the COVID-19 pandemic.

[Find out more](#)



Interview

The friendly environment made it easy to start and join conversations between plenaries so we have corralled some attendees from participating member countries such as *Austria, Lithuania, Poland, Romania, Slovenia, and Switzerland*, and got them to share some thoughts about the event.

[Read more](#)



IOTA **Forum** on Human Resources Management

14-16 November 2023 | Budapest, Hungary

IOTA Forum on Human Resources Management 'Innovations and Trends in Learning and Development (L&D) in a Modern Tax Administration'

Under the framework of the IOTA 2023 Work Programme Activities, another great technical event was held from 14-16 November 2023 in Budapest, Hungary. After five years of operation in a row, the *Meeting of IOTA Forum Human Resources Management "Innovations and Trends in Learning and Development (L&D) in a Modern Tax Administration"* brought together over 50 tax officials from 26 IOTA member administrations gathering in person at the venue and had more than 70 participants in the online space. For the first time, the HRM Forum was hosted in collaboration with the current IOTA presidency, the National Tax and Customs Administration of Hungary (NTCA).

[Find out more](#)



Hungarian Presidency Visits IOTA Secretariat

IOTA is pleased to announce that representatives of the Hungarian IOTA Presidency paid an official visit to the IOTA Secretariat in Budapest, Hungary on November 16th, 2023. During the visit, Mr. Ferenc Vágújhelyi, President of IOTA, and his

delegation had a productive meeting with the management of the IOTA Secretariat. The Executive Secretary of IOTA, Mrs. Alix Perrignon de Troyes, provided an overview of IOTA, which serves as a unique international platform in its field of operation, and informed the delegates about the IOTA Technical Assistance Service, as well as IOTA's cooperation with other international organisations, such as the OECD, CIAT, NTO, and IMF.

[Find out more](#)



IOTA Webinar on Addressing the Future Development of International Cooperation in Tax Matters

On 22 November 2023, IOTA successfully held its latest Webinar, "Addressing the Future Development of International

Cooperation in Tax Matters". This digital event had over 170 registered participants from 31 IOTA countries and featured speakers from four member tax administrations: Greece, Hungary, Poland, and the United Kingdom.

[Find out more](#)



Regional Consultation on International Tax Developments for Europe

28-30 November 2023 | Budapest, Hungary

Regional Consultation on International Tax Developments for Europe – Statement of Outcomes

The Intra-European Organisation of Tax Administrations (IOTA) together with the National Tax and Customs Administration of Hungary, co-hosted a two-and-a-half-day regional consultation on international tax developments at the Mercure Korona Budapest Hotel in Budapest, Hungary, on 28-30 November 2023, in association with the **Organisation for Economic Co-operation and Development (OECD)**. The meeting was attended by 28 tax policymakers from relevant ministries and tax administration officials from 19 jurisdictions.

[Find out more](#)

VIDEOS



14-16 November 2023

FORUM on Human Resources Management

[Watch NOW](#)



22 November 2023

WEBINAR on Addressing the Future Development of International Cooperation in Tax Matters

[Watch NOW](#)

MEMBER NEWS

Language simplification in the Spanish Tax Agency's communications



As committed in the **Strategic Plan 2020-2023**, the **Spanish Tax Agency** has made **progress in the simplification of the language used in the communications** with taxpayers with the aim to eliminate barriers to understanding and minimize the indirect administrative burden to citizens, thus facilitating voluntary compliance. To this end, the Tax Agency has modified up to

eight communication and notification templates used in its most common procedures. These revisions, which will be implemented gradually in the coming months, will reach more than 3.7 million documents per year.

[Find out more](#)



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