


Tax Pills

Ready the Revenue Agency new operational guidelines for 2021 activities. At the center a further reshaping of services in a smart and digital key

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 Over the past year, tax administrations moved many of their processes online following the trend dictated by digital resilience with the aim to counter the epidemic crisis. Even Italy's Revenue Agency has massively adopted this strategy in order to substitute in-person communication with a virtual or digital means during the crisis and, at the same time, shift a significant percentage of communications from paper to digital. This development will be further reinforced, according to the new guidelines, till to encompass a vast range of services and activities, implementing a permanent and long-term strategic vision, no longer transitory. Particularly, as mentioned by **Circular n. 4/2021**, there will be three main operational guidelines in driving the Agency work in the coming future: implementation of the services to citizens, consultancy for taxpayers and prevention of illegal phenomena such as those attributable to tax frauds. All these working chapters will be linked on a compliance enrichment, so as to constantly dialogue with taxpayers and, if needed, send them preemptive communications just in case of errors or anomalies.

Enhancement of existing services and development of new services such as applications and virtual channels - The Agency will give priority to the provision of tax refunds and grants to citizens and businesses, in order to guarantee the liquidity necessary to counter the effects generated by pandemic emergency and, at the same time, will enhance assistance to taxpayers by ensuring a wide availability of appointments, both by telephone and in person. A special push will interest smart and on remote services which allow citizens, via e-mail or Pec, to obtain tax refunds, fiscal certificates, the assignment of the tax code, the inheritance declaration form or the registration of private acts.

The new web service "Document delivery" - With regard to digital services, in 2021, the web service "*Document delivery*" will be fully operational. Particularly, authorized users will deliver documents and applications electronically, either following a specific request from the Revenue Agency or on their own initiative, in this case for personal needs. This service will be disallowed where regulations or provisions of the Director of the Agency provide for a specific and alternative method of presentation, transmission or communication of the documents requested.

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