



**Jantima Sirisaengtaksin**

**Principal Advisor on Information and Communication Technology, Ministry of Finance, Thailand**

Mrs. Jantima has been involved in using ICT for Tax administration since 1993, as a Director of Data Processing Division. In 1997, she was appointed as Director of the Tax Computerization Project. In 2004 she was promoted to be a Principle Advisor on Information and Communication Technology, Revenue Department, Ministry of Finance, Thailand.

Mrs. Jantima is a key person who led the Revenue Department (RD) to improve ICT development for better services to the community. The RD is recognized as the leading government agency in moving towards e-government. It constantly expands electronic services for the needs of taxpayers and communities. Electronics services available on the Internet include electronic Revenue Code, on-line tax registration which connect to the database of other agencies, Interactive Call Center to answer taxpayers and citizen's questions, and international standard computer architecture that is safe for serving every level. The RD's use of ICT has been recognized with numerous awards in national and international competitions.

Since 2003 the Revenue Department of Thailand has introduced e-filing for taxpayers; first for VAT returns and also Individual Income Tax returns; now the RD has introduced e-filing for every tax systems. The Individual Income Tax return started with 64,000 returns and rapidly increased to 6.8 million returns in this tax year (73% of all tax returns). Now, taxpayers can file their tax return and pay tax on the Internet at one time.

Mrs. Jantima's vision is to move the Revenue Department to be a leading government agency in the adoption of eGovernment Services.