

HELLENIC REPUBLIC

Independent Authority for Public Revenue

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PRESS RELEASE

IAPR: What is coming in 2024 in audits, digital service tools and operating model

The Action Plan of the Independent Authority for Public Revenue for 2024 was presented today by the Governor of IAPR, Giorgos Pitsilis.

The actions focus on the provision of optimal services to citizens and businesses, the promotion of innovation and digitisation and the operational upgrading of the Organisation. The actions are developed in three main axes:

Tax Compliance

The strategic direction is the continuous facilitation of taxpayers' compliance and at the same time the constant prevention of evasion of their obligations. As Mr Pitsilis stated: "We want to make it easy to be consistent and hard to avoid."

The following were presented:

- The new digital audit tools, such as the POS-cash register interface, digital shipping slip, pilot digital customer register, mandatory myData, digital audit of licence plates and AUDITlive2.0
- The interoperability of data acquisition and utilisation with developing projects, such as the interface with the Land Registry, real-time recording of changes in Shareholders, Capital, Managers with the General Commercial Registry & Register of Beneficial Owners, receiving documents from foreign payment institutions
- The pre-filling of important data for income tax returns
- The priorities of Customs and Chemical Laboratory with the implementation of a new regulatory framework for supervision and audit of the fuel supply chain, completion of the fuel input-output project, centralisation of the customs documents audit and upgrading of Chemical Services' operational capacity

IAPR'S new model of organisation and operation

IAPR's new operating model was presented, which is already being implemented, in order to respond to the operational fields' increased requirements.

In particular, new generation services were analysed, including:

- Central headquarters housing most of IAPR's staff services
- Special regional centres for audit, certification and collection, real estate taxation and citizen service
- Local services, as an evolution of the Public Tax Offices, in Attica and Thessaloniki
- Special audit forces

Serving Citizens and Businesses with new digital tools

- Mobile apps: Mobile application for tax services (tax payment, personalised updates and alerts, wallet with important tax documents) and possibility to issue invoice and shipping slip from mobile phones
- Taxpayers Service Centre (KEF) & A.I. chatbot: Enhanced IAPR Call Centre and artificial intelligence Chatbot to provide information and navigate through IAPR's digital services
- Digital end-to-end business activity interruption
- Detailed digital certificates of the Registry with QRs
- TIN for minors (phase 2, minors from 1 to 12 years old)
- Interface with GCR for new changes of other legal entities
- End-to-end digital transformations of headquarters and company Activity Code(s)
- Succession of heirs in the administration of deceased persons
- Application access authorisations
- Reduction of Unified Property Tax (ENFIA) for insured properties
- Digitisation of other capital tax returns
- Auto-completion of Form E9 for donations and parental benefits of real estate
- Registry of Property Ownership and Management
- Simplifications in the personal income tax certificate
- New IAPR website

Customs digital services

- **Single Window (Pre-Customs procedures)**
- **Automation of the export finalisation process**
- **Automatic finalisation of import declarations - Automatic dispatch of the Release of Customs Goods**
- **Automatic issuing of electronic payment identity related to customs debts**
- **Digitisation of entry-exit tickets and transfer of domestic goods in Free Zones**

The Governor of IAPR, Giorgos Pitsilis, stated: “Our Action Plan for 2024 renews our commitment to continuous improvement and our dedication to creating a positive impact on the daily lives of citizens and businesses. We are confident that our actions will actively contribute to further reducing tax evasion and securing public revenues. We continue to change and evolve for the benefit of society as a whole.”

