

HELLENIC REPUBLIC

Independent Authority for Public Revenue

Athens, October 30, 2023

PRESS RELEASE

IAPR: New digital platform “Citizen complaints”

Another new digital platform is available to taxpayers from today.

This is the “Citizen Complaints” platform, which is available on the digital portal myAADE (myaade.gov.gr) by going to: Applications > Popular Applications > Citizen Complaints, and now enables interested parties to automatically submit their complaints and information, named or anonymously, by selecting one or more of the following subject categories:

1. Corruption – integrity violations
2. Tax violations
3. Customs violations

Complaints and information submitted through the platform are automatically channelled, depending on their subject matter, to the competent audit services for further investigation, as well as to the Directorate of Internal Affairs, when the cases concern matters of its competence.

This platform is an important tool in the effort to deal with tax evasion, tax avoidance, smuggling and corruption phenomena, facilitating the active participation of citizens.

In addition, the expected administrative benefits from the new platform are summarised as follows:

- Resources are saved by automating the process of thematic classification of information.
- Transparency is enhanced during the management of information, through its systematic recording and monitoring.
- The information to the IAPR is optimised, on the types and trends of delinquent behaviours.
- The information is used in conjunction with the risk analysis criteria to carry out targeted operational actions.

The platform was presented this morning, at the General Directorate of Electronic Government of IAPR by the Governor of IAPR, George Pitsilis, in the presence of Minister of National Economy and Finance, Kostis Hatzidakis, Deputy Minister,

Haris Theocharis, and Secretary General of Tax Policy and Public Property, Maria Psylla.

The Minister of National Economy and Finance, Kostis Hatzidakis, stated: “Today, the IAPR takes two steps forward. A digital modernisation step and a step towards dealing with illegality, tax evasion. In relation to digital modernisation, it is important that this electronic platform, the digital platform for complaints regarding tax evasion, is now moving forward. And it is not the only digital modernisation initiative of IAPR. There are many others. Just last week, the relevant platform for digitally downloading the tax awareness certificate was presented. Tax evasion is also a big battle both for IAPR and of course for the Government. The fight against tax evasion is one of the most basic initiatives, not only of the Ministry but also of the Government in this four-year period. We even have a relevant bill tomorrow in the Council of Ministers. With many and different initiatives, because we want to tackle the issue from all fronts. One of the initiatives is related to what we are presenting today. And it is the citizens’ reward when they formally report cases of tax evasion. It is called ‘e-appodixi.’ But of course, there are other initiatives. The generalisation of mydata, the obligation for everyone. Of course, in the context of the fight against tax evasion, the Government is also discussing a new system of taxation of freelancers, a fair one, so that in the end there will be no - as is the case today - employers who pay less taxes than their employees. Especially when the employee is paid the minimum wage. It is a matter of social justice, which concerns the whole of society of course, but also all those many self-employed professionals who pay their taxes normally.”

The Deputy Minister of National Economy and Finance, Haris Theocharis, stated: “I believe that with the ‘Citizen Complaints’ platform, IAPR is taking a particularly important and necessary step. In all advanced nations, public audit authorities rely on and make use of information provided by citizens. This information - or even complaints - about flawed and vile practices, are valuable, because they indicate to the competent agencies exactly where they should intervene in order to neutralise cases of tax evasion, smuggling, corruption or other related illegalities. By its nature and design, the ‘Citizen Complaints’ platform encourages the citizens’ healthy and honest cooperation with the state agencies, with the direct aim of strengthening legitimacy and justice, above all in the field of the most common tax violations.”

The Governor of the Independent Authority for Public Revenue, Giorgos Pitsilis, stated: “With our new digital platform, ‘Citizen Complaints,’ we further expand the cooperation of citizens with the Tax and Customs Administration to achieve optimal results in the fight against tax evasion and smuggling and in strengthening the transparency in IAPR’s operation. This initiative is another step towards facilitating the daily life of citizens, strengthening healthy competition in the market and serving the public interest and society as a whole.”