



OFFICE OF
**THE COMMISSIONER
FOR REVENUE**

Revenue Mobilisation Post-
Covid

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Service Delivery

The Commissioner for Revenue-

- Caters to a tax-base of 70,000 +;
- Client-facing services greet hundreds of customers daily in person, many of whom just turn up, unannounced;
- Client assistance is complex, - often requires lengthy explanations.



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**Abrupt Covid-19 related
shuttering**

New ways to deliver taxation-related services while remaining accessible to taxpayers:

- Taxpayers could still call, send emails or schedule a video call;
- Most of the tax-base adapted, but may have proved difficult for those who are illiterate, less tech savvy, or have no access to the internet;
- CfR staff adapted quickly and service levels remained stable;
- Smooth transition to online channels alleviated clients' and staff coping difficulties.



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Helping the economy survive Covid-19

An Economic Recovery Plan, aimed at reducing business costs, stimulating domestic consumption, and supporting businesses;

- Deferral of payments of Provisional Tax, Taxes on Income, Social Security contributions, FATCA/CRS and Maternity Fund;
- VAT rates on surgical masks reduced to 5%;
- Those paying self-employed Social Security contributions and VAT also offered deferred payment due dates;
- Property Transfer transferees benefit from a reduced rate of 5% Stamp Duty;
- Government assisted with Rent, water & electricity rebates.



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Helping the economy
survive Covid-19 (cont.,)

Employment-related measures introduced by the Maltese government assisted employers and employees alike to prevent redundancy:

- EU-approved State Compensation Scheme in March/April 2020;
- Wage Supplement of €800 per employee in hardest hit industries;
- New agreements with individual taxpayers, companies and employers for easier monthly repayments of tax arrears;
- Commissioner for Revenue succeeded in collecting approximately the same amount of revenue as pre-pandemic years;



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Objectives achieved and future challenges

The Commissioner for Revenue is duty-bound to shift taxation systems online. Both merger and Covid-19 measures ensured:

- Restructured/modernised offices; upgraded tech systems;
- Workforce training in order to offer a service of excellence;
- Services increased accessibility, client-focused efficiency;
- Corporate online tax filing uptake at 90%;
- Marketing campaigns successful with large undertakings and SMEs. Individual taxpayer numbers will increase with mandatory online filing.



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Advantages of a merger

The merging of three distinct authorities (Inland Revenue, VAT and Customs), into becoming the Commissioner for Revenue, resulted in:

- An integration process that strengthens revenue streams and consolidating existing fiscal structure;
- Simplifying procedures, minimising costs and flexible resource use;
- Regularly consulting stakeholders and developing a skilled workforce;
- Improved information accuracy and analysis for better overall risk management
- Focused approach to compliance throughout the taxation system; intuitive deterrence through new arrangements, that encourage voluntary compliance while allowing greater targeting of the non-compliant.



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Transition from Paper to the Internet

Taxation processes were streamlined, simplified and online systems upgraded:

- On-site cash offices replaced by various, nationwide outlets;
- Taxpayers not required to visit head office but re-directed to outlets of choice to pay due taxes;
- Paying taxes online, avoids long queues, risk of contagion, and unnecessary travelling;
- Most employers may submit their annual, itemised declaration online;
- Frequently used forms are designed to be mandatorily filed online, making them convenient, clean and sustainable.



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A Resilient Workforce

Many services offered by CfR were already offered online pre-pandemic –

- Online forms downloaded/sent by post or filled in electronically (FSS for Employers; PE and VAT, Corporate Income Tax Returns);
- Curated media campaigns consistently direct clients to the CfR website;
- Subsequent back-office processing continued with minimal risk of exposure;
- Workforce committed to maintaining same service levels.



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Closer to the Community

Regional hubs, around Malta, provide tax assistance to taxpayers who cannot travel to main offices:

- Taxpayer Services & Malta Business Bureau (Register of undertakings);
- Business First (setting-up advice for undertakings, SMEs and entrepreneurs);
- Gozo Branch;
- 3-tier phone service system and video call appointments.
- Agreement with Malta-Post branches to accept Income Tax Returns and payments;



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The End

Thank you for your attention