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Regional Workshop on Adaptable IT Solutions for Digital Tax Administration

November 30-December 3, 2024

IMF METAC hosted a workshop on tax administration digitalization from November 30 to December 3, 2024, in Cairo, Egypt. Participants from Iraq, Libya, and Yemen discussed the challenges of modernizing tax systems in fragile and conflict-affected states (FCS). The diverse group of participants was highly engaged throughout the sessions.

Participants evaluated their current tax systems, main taxes, and state of digitalization. The IMF team explored options for digitalization, including the acquisition of a commercial Integrated Tax Administration IT System (ITAS) or in-house, custom IT development. The workshop highlighted the significance of digitalization in enhancing revenue, promoting transparency, and reducing corruption. It provided insights into the IMF's Kontaktu platform,¹ facilitated discussions on taxpayer obligations (registration, filing, and payment), and examined Kontaktu's capabilities in data collection, analysis, and dashboard creation. These features will support the implementation of compliance risk management (CRM) strategies, enabling FCS tax administrations to optimize resource allocation for complex operations. Participants also discussed the potential for developing a roadmap for the Kontaktu platform's deployment in countries that are interested in pursuing this path. If Kontaktu is determined not to be suitable, the IMF remains committed to supporting member countries in identifying and implementing viable digitalization solutions.



¹ Kontaktu is an IMF-developed IT platform approved for use by tax administrations in FCS.