

Smart Tax Digital Navigation and Development Plan

I. Project Objectives

In accordance with the “Smart Government Digital Advancement Plan” by the Ministry of Digital Affairs, which aims to refine services through strategies such as “Personalized Precision/Proactive Services,” “Trusted and Ubiquitous Government Operations,” and “Public-Private Collaboration for Digital Inclusion,” this project outlines five sub-projects:

- TaxGPT Pilot and Implementation Program
- Green Transformation and Intelligent Cloud Invoice Services
- Next-Generation Smart Navigation for Local Taxes
- Cloud-Based Intelligent Transformation of the Tax Portal
- Smart Administrative Assistant for Taxation

By leveraging emerging information and communication technologies (ICT), including generative AI and intelligent automation, the project aims to enhance digital innovation, strengthen cybersecurity, improve tax administration efficiency, and elevate public service quality, thereby advancing the goal of streamlined and citizen-centric government services.

II. Implementation Content

A. TaxGPT Pilot and Implementation Program

- i. Establish a pilot environment for generative AI and agentic AI applications.
- ii. Develop and implement pilot use cases.
- iii. Design implementation workflows and formulate governance standards.
- iv. Cultivate AI talent and strengthen institutional capabilities in AI-driven tax administration.

B. Green Transformation and Intelligent Cloud Invoice Services

- i. Introduce intelligent operations and maintenance (O&M) mechanisms to enhance system resilience and operational efficiency.
- ii. Integrate generative AI technologies to improve the usability, responsiveness, and accuracy of intelligent customer service.

C. Next-Generation Smart Navigation for Local Taxes

- i. Deploy generative AI-enabled applications to support taxpayer services.
- ii. Enhance personalized and proactive service delivery through intelligent digital

channels.

D. Cloud-Based Intelligent Transformation of the Tax Portal

- i. Modernize the tax portal through hybrid cloud deployment.
- ii. Develop on-demand intelligent web services for frequently accessed tax services.
- iii. Implement AI-powered customer service and website operation support.
- iv. Promote digital inclusion and equitable access to online services.

E. Smart Administrative Assistant for Taxation

- i. Utilize emerging ICT technologies to develop intelligent administrative applications.
- ii. Implement smart office assistants to improve operational efficiency while supporting energy conservation and carbon reduction goals.

III. Expected Benefits

A. TaxGPT Pilot and Implementation Program

- i. Establish a foundation for innovative applications of tax data and evaluate future scalability.
- ii. Reduce processing time and administrative workload, thereby improving operational efficiency.
- iii. Enhance taxpayer compliance and lower administrative costs.

B. Green Transformation and Intelligent Cloud Invoice Services

- i. Identify potential system issues proactively and implement timely solutions to strengthen digital resilience.
- ii. Provide intelligent consultation services that improve the taxpayer experience.

C. Next-Generation Smart Navigation for Local Taxes

- i. Utilize AI to efficiently address taxpayer inquiries and rapidly generate high-quality content, reducing workloads for frontline personnel and shortening service processing times.
- ii. Deliver proactive and personalized services through the Local Tax LINE Official Account, including tax management assistance and timely notifications that help taxpayers meet obligations while reducing enforcement-related administrative efforts.

D. Cloud-Based Intelligent Transformation of the Tax Portal

- i. Establish a cloud-based service platform that enhances operational resilience and ensures stable service delivery.

- ii. Improve service accessibility through intelligent, user-centric web applications.
- iii. Increase service efficiency through AI-assisted website operation and support functions.

E. Smart Administrative Assistant for Taxation

- i. Improve the quality and efficiency of document drafting through AI-assisted content generation, reducing review workloads.
- ii. Implement intelligent case classification and assignment to accelerate document processing and citizen service applications while optimizing human resource utilization.
- iii. Enable cross-agency resource sharing and collaboration to maximize efficiency and reduce operational costs.