



NATIONAL TAX AND CUSTOMS ADMINISTRATION

The benefits and changes the Belt and Road Initiative has brought to Hungary

The Hungarian National Tax and Customs Administration (NTCA) has a lot to thank for BRITACOM especially in the field of capacity building.

The professional network of BRITACOM greatly contributes to the exchange of experiences and best practices related to current global trends in taxation as well as to organizational developments. These can be incorporated into national practice and strategic planning. As an example, the NTCA has implemented a new strategic management system in the recent past. This system is a very complex organizational management tool, that defines clearly the necessary middle term organizational development goals and their milestones, specifies the necessary tasks, measures, costs and their scheduling and responsibilities, provides the continuous follow up of the tasks and ensures their accountability, means reference base for the consistent implementation of the organizational development steps, and provides a predictable vision for our colleagues and for the customers too.

This system is based on our Strategy. It defines comprehensively the vision, the main strategic directions and goals of the NTCA for middle term. In the ongoing planning period institutional our organisation put digital transformation into the focal point of strategy. Digital transformation of taxation offers enormous benefits for both taxpayers and the tax administration. NTCA is one of the most ambitious public administrative organisation in Hungary in terms of this process, which takes shape in the implementation of our strategic vision and ongoing IT projects. To transform the strategic goals into scheduled tasks a strategic implementation plan was made. This plan defines for our colleagues how we can implement and reach the strategic goals to our everyday work. To reach the strategic aims annual working plans define the concrete organisational tasks, their resources needs, the deadlines, the expected results, and the responsible departments, units. We were honoured to present our results in strategic planning, the fight against tax evasion and digital transformation as well as our visions for the future at the high-level BRITACOF conference in September 2022.

In order to reach the goals mentioned above, the Institute for Training, Health and Culture of the NTCA develops and provides competency based trainings related to job-based promotion system and to professional tasks, like basic professional trainings, further professional trainings, trainings for specialists, vocational foreign language trainings, refreshment courses, soft skills trainings, IT trainings, leadership development programs and teaching methodology courses.

The training programs are published in the Annual Training Catalogue, which is refreshed every year. The annual training plan and also the training budget is prepared based on the training needs analysis. In 2022 about 210 different training programs were available. The training institute applies different training forms. Besides the classical classroom trainings, e-learning, blended-learning, training videos, webinars and T-groups are also applied. The training courses provided by BRITACEG fit and complement the NTCA's own training system. During nine online training courses held by BRITACEG in 2022, our colleagues were able to expand their knowledge of tax dispute resolution, digitalization, VAT reform, taxpayer service, risk management and large business management. More than 180 NTCA employees completed the trainings in 2022. These courses contributed to the enhancement of not only their relevant expertise but their proficiency in English professional terminology as well.

Since we see the enormous value of the BRITACEG training system, we also decided to contribute to it by sharing our experience and offering lectures during several online courses and recorded video materials. And we of course see the merits of the BRITACOM itself as well, that is why our colleagues regularly participate (often as speakers) in BRITACOM and BRITACOF events.

Balázs Kertész
Deputy Head of Department
National Tax and Customs Administration
Central Management
Planning and Analysis Department