

The Ministry of Finance of Poland

Polish Ministry of Finance leverages the Adobe® Digital Enterprise Platform and Adobe AIR® to accelerate and enhance citizen self service for income tax declarations



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The Ministry of Finance of Poland

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Challenges

- Reduce errors resulting from incorrectly completed tax forms
- Build a safe solution that the citizens can trust

Solution

- Citizen self service
- Electronic tax form completion and processing
- Rich Internet application

The Polish Ministry of Finance is using the Adobe Digital Enterprise Platform and Adobe AIR to streamline the completion and submission of tax forms from citizens.

Results

- Reduced costs by accelerating input of tax declaration data into ministry's systems
- Minimized errors on submitted forms
- Delivered a simple and secure solution for citizens
- Improved citizen communication with the MoF
- Enhanced MoF's image as a technology innovator

Systems at a glance

- Adobe Digital Enterprise Platform. Key capabilities include:
 - Forms
 - Reader Extensions
- Adobe AIR

Government efficiency through new e-service

In 2007, the Ministry of Finance of Poland (MoF) started an e-service project to create a system for direct electronic communication between tax payers and the tax administration. The MoF was looking for a solution to effectively manage the tax return form submissions—providing taxpayers with an efficient, time-saving and easy-to-use tool that would reduce the volume of incorrectly filled tax forms—and therefore accelerate tax form submission and processing.

In the first phase of the project during 2007, MoF developed more than 100 PDF forms—including personal, corporate, and value-added tax forms—that citizens could complete using the free Adobe Reader®. The forms supported advanced data validation and could be saved to citizens' computers. The completed tax return forms were signed and transmitted to the Ministry of Finance as an XML document signed with XML Advanced Digital Signatures using a custom-developed plug-in.

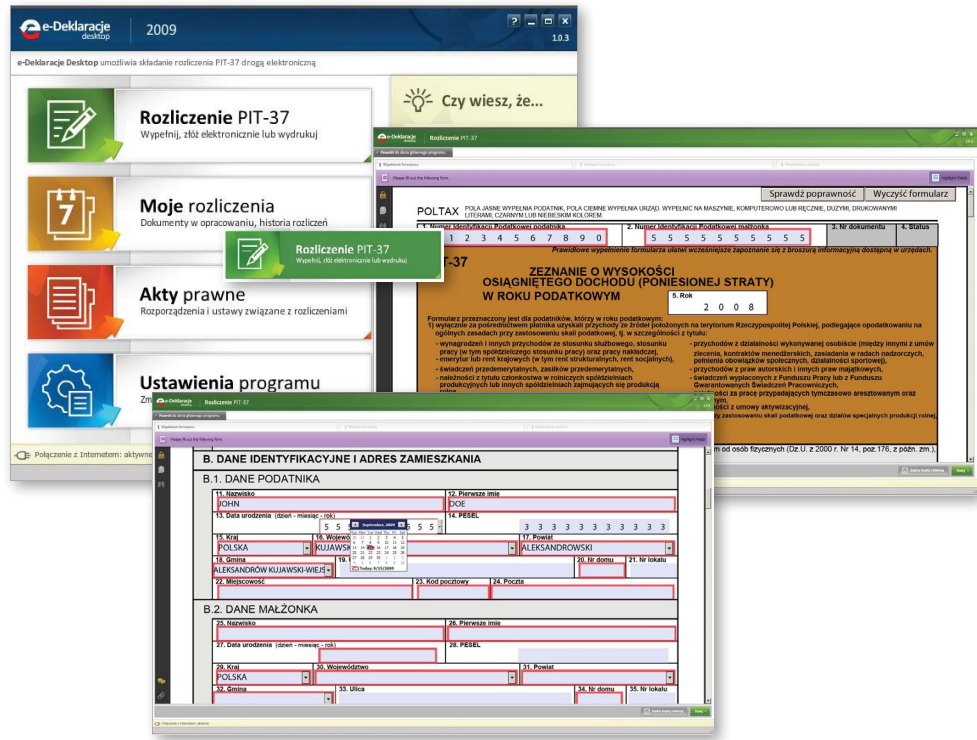
A major milestone: tax forms on the desktop

In April of 2009, the Ministry of Finance of Poland achieved a major milestone in developing its e-deklaracje project, by enabling citizens to use an Adobe AIR application to download and complete tax forms on their desktop computers. As a result, Polish citizens were given a revolutionary and innovative, yet simple, tool to settle their personal taxes in a simplified manner.

With the self-service application, citizens are able to efficiently complete their tax return forms. The intelligent forms and dynamic application automatically calculate taxes due and highlight any errors made on the tax form. After the completed tax information has been sent, it is accessible online by the taxpayer in the e-deklaracje desktop application system, where it can be reviewed again at any time. It is also possible for citizens to save partially completed forms and return several hours or even days later to complete them.

"Advanced technologies are integral to our success, which lies in the interoperability and usability of our solution. Our application has been built in line with common trends in RIA solutions," says Witold Jarzynka, the vice director of the IT Department at MoF. "We want to match the e-service and an effective online presence with the MoF's modern image. Innovative solutions like the Adobe Digital Enterprise Platform and Adobe AIR are helping us reach those goals."

With its e-deklaracje application, created and delivered using Forms and Reader Extensions capabilities in the Adobe Digital Enterprise Platform and Adobe AIR, Poland's citizens can download and complete tax forms in PDF on their desktop computers. The intelligent forms and dynamic application automatically calculate taxes due and highlight any errors made. The agency has not only experienced a reduction in expenses, but has also seen a decrease in errors on submitted tax returns.



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Witold Jarzynka
Vice director, IT department,
Ministry of Finance of Poland

Outstanding results

Within two days after the enhanced system was announced in 2009, the number of submitted electronic tax return forms had already exceeded electronic submissions for 2008; in total, 89,000 people submitted tax forms through the Internet. The MoF has experienced a cost reduction as a result of improved tax return filing. In addition, there has been a reduction in errors on submitted tax forms.

Citizens and the media have applauded the application not only as an efficient, time-saving, easy-to-use tool, but also for its intuitive, rich user experience. The MoF improved its image as the most open and citizen-oriented public institution.

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