

Republic of Serbia
Ministry of Finance and Economy
TAX ADMINISTRATION



Република Србија
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ПОРЕСКА УПРАВА

ПОРЕСКА УПРАВА СРБИЈЕ НА ЕВРОПСКОМ ПУТУ

TAX ADMINISTRATION OF
TC

A close-up portrait of a middle-aged man with short, light brown hair, wearing a dark suit jacket, a light blue striped shirt, and a dark blue and white striped tie. He is looking slightly to the left of the camera with a faint smile. The background is blurred, showing hints of a colorful pattern.

SERBIA
DWARDS **EUROPE**

G. Ivan Simič, Direktor
Mr. Ivan Simič, Director



Prvog februara 2013. godine na dužnost vršioca direktora Poreske uprave Srbije postavljen je Ivan Simič. Deset dana po preuzimanju posla direktora Poreske uprave, održao je konferenciju za medije na kojoj je jasno rekao da je njegov zadatak da promeni odnos zaposlenih prema poreskim obveznicima, da olakša komunikaciju obaveznika sa zaposlenima i da pokuša da ostvari profesionalni cilj tako, što bi Poreska uprava postala najbolji organ u državnoj upravi.

Polazeći od toga da su ove promene neophodne ali i moguće, gospodin Simič se opredelio da ih sprovede pre svega usavršavanjem, boljom organizacijom rada, boljom opremom i uslovima za rad zaposlen-

On the February 1, 2013, Mr. Ivan Simič was appointed the Acting Director of the Tax Administration of Serbia. Ten days later, he organized a press conference and stated that this job was to change the relations between employers and tax payers, facilitate the communication between them and try to accomplish his professional goal by making the Tax Administration the best body of the state administration.

Bearing in mind that all these changes are necessary and possible, Mr. Simič decided to implement them by perfecting the job organization, bringing better equipment and making better working conditions and more



ih, efikasnijim i ljubaznijim odnosom prema klijentima Poreske uprave. Plan za razvoj i poboljšanje poslovanja sadrži sledećih jedanaest tačaka:

- Neposredna i lakša komunikacija između Poreske uprave i poreskih obveznika
- Rasterećenje zaposlenih u Poreskoj upravi od nepotrebnih poslova
- Od 1. aprila 2013. unakrsna provera imovine, a od 1. jula 2014. elektronsko podnošenje prijave.
- Omogućiti predaju svih poreskih prijava u svim filijalama i ekspoziturama poreske uprave.
- Brže izdavanje mišljenja Poreske uprave
- Više edukacije zaposlenih u Poreskoj upravi
- Saradnja s privredom, stranim ulagačima, računovođama, revizorima i poreskim savetnicima

efficient and kind relationship with the clients of the Tax Administration. Development and Business Improvement Plan has the following eleven points:

- *Immediate and easier communication between the Tax Administration and tax payers*
- *Relieving Tax Administration employees from unnecessary tasks*
- *Property cross-check starting from April 1, 2013, and electronic submission of tax returns starting from July 1, 2014*
- *Enable the submission of all tax administrations in all branches and sub-branches of the Tax Administration*
- *Faster issuance of opinions of Tax Administration*
- *More education activities for employees*
- *Cooperation with industry, foreign investors, accountants, reviewers and tax advisors*
- *Enable the employees and tax payers direct communication with the director of the Tax Administration*
- *Visit and short conversation with each employee at the Tax Administration*
- *The logo and the flag of the Tax Administration*
- *Creation of a positive climate among employees*

In addition, within the implementation of the Tax Administration Corporate Strategy (2011–2015), the body will continue the implementation of the IT strategy which includes the following three fields:

- *Raising the capacities of the Data Processing Centre: server infrastructure upgrade, expansion and modernization of communication network, reconstruction of energy installations and uninterrupted power supply, replacement of the air conditioning system.*
- *Modernization and change of old computer equipment in all organization units (work stations, printers, scanners) and renovation of cable infrastructure (energy and network).*
- *Further development of performance and functions of the e-Porezi portal (e-Tax portal), publication of queries on the portal, development of application support for the new tax and deductions collection system, electronic delivery of annual income tax form, central electronic clerk's office.*

- Omogućiti zaposlenima u Poreskoj upravi i poreskim obveznicima direktnu komunikaciju s direktorom Poreske uprave
- Poseta i kratak radni razgovor sa svakim zaposlenim u Poreskoj upravi
- Znak i zastava Poreske uprave
- Stvaranje pozitivne klime među zaposlenima

Pored toga, u okviru sprovođenja korporativne strategije Poreske uprave (2011–2015) nastaviće da sprovodi i njenu IT strategiju kojom su obuhvaćene sledeće tri oblasti:

- Podizanje kapaciteta Centra za obradu podataka: nadogradnja serverske infrastrukture, proširenje i modernizacija komunikacionih veza, rekonstrukcija energetske instalacije i besprekidnog napajanja, zamena klimatizacije.
- Modernizacija i zamena dotrajale računarske opreme u svim organizacionim jedinicama (radne stanice, štampači, skeneri) i renoviranje kablovske infrastrukture (energetske i mrežne).
- Dalji razvoj performansi i funkcionalnosti portala e-Porezi, publikovanje upita stanja na portalu, izrada aplikativne podrške za novi sistem naplate poreza i doprinosa po odbitku, elektronska dostava Informativne pri-

Mr. Simič explained to many media representatives that two years after the reorganization and modernization of the Tax Administration, he will leave the leading position to a new director who will continue forward.

Extract from the business biography

Mr. Ivan Simič has been working in the tax and accounting field since 1998- He is the founder and majority owner of the tax consultancy enterprise Simič&partnerji d.o.o. headquartered in Ljubljana, and in 1993, he was a co-founder of local Tax Advisors Association and its President for seven years.

The Tax and Education Institute, founded by the enterprise Simič&partnerji, deals with the training of tax payers and issues a two-month review Denar, which focuses on the tax field. The enterprise also founded the Ivan Simič Tax Academy, which provides training for tax advisors and prepares them for the tax advisor exam within the Institute. The Institute issues licenses for tax advisors and with 63 tax advisors, it represents the largest association of licensed tax advisors in Slovenia.

From January 1, 2006 to July 17, 2008, he was the Managing Director of Tax



jave, elektronska dostava prijave za godišnji porez na dohodak građana, centralna elektronska pisarnica Poreske uprave.

Gospodin Simič je objasnio mnogobrojnim predstavnicima medija da će posle

Administration of the Republic of Slovenia (DURS). At the time, the relation between the employees and tax payers changed – tax payers were treated with full respect and consideration, and some other changes and

Konferencija
za štampu
PRESS
conference



dve godine, po završetku reorganizacije i modernizacije Poreske uprave Srbije, njeno vođenje prepusti novom direktoru (ili direktorki), koji će nastaviti rad.

Izvod iz poslovne biografije

Ivan Simič sa porezima i računovodstvom bavi od 1988. godine. Osnivač je i većinski vlasnik preduzeća za poresko savetovanje Simič & partnerji

novelties were implemented – in only one year, the percentage of electronically submitted individual tax returns rose from 5% to 85%, and tax payers, while those who submitted their information to the Tax Administration (around 1,100,000 people), do not file annual income tax returns, but receive informational tax calculation, after which, if it is correct, it becomes formal decision. In addition, in



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d.o.o. iz Ljubljane, a 1993. je bio suosnivač tamošnjeg Udruženja poreskih savetnika i sedam godina njegov predsednik.

U Poresko-obrazovnom institutu, čiji je osnivač preduzeće Simič & partnerji, bave

order to enable better communication with tax payers, the Tax Administration developed a virtual tax assistant (called Vida), that has been answering the questions from tax payers for years. In this way, both the employees and

se obučavanjem poreskih obveznika i izdaju mesečnu reviju Denar, posvećenu porezima. Osnivač je Poreske akademije Ivana Simiča, koja u okviru Instituta obrazuje poreske savetnike i sprema ih za ispit za poreskog savetnika. Institut izdaje licence za poreske savetnike i trenutno je sa 63 poreska savetnika najbrojnije udruženje aktivnih poreskih savetnika sa licencom u Sloveniji.

Od 1. januara 2006. do 17. jula 2008, bio je generalni direktor Poreske uprave Republike Slovenije (DURS). U to vreme se promenio odnos zaposlenih u Poreskoj upravi prema poreskim obveznicima – obveznici su tretirani s punim poštovanjem i uvažavanjem, a uvedene su i neke bitne promene i noviteti – procenat elektronski predatih pojedinačnih prijava za samo godinu dana povećao se sa 5% na 85%, a poreski obveznici za koje Poreska uprava ima podatke (njih oko 1,1 milion), ne ispunjavaju više godišnje prijave na dohodak građana, već dobijaju informativni izračun poreza na dohodak građana, koji ako je sve u redu, postaje rešenje. Pored toga, za bolju komunikaciju s poreskim obveznicima nabavljena je virtuelna poreska asistentkinja (zvana Vida), koja već godinama odgovara na pitanja poreskih obveznika. Time su rasterećeni i zaposleni u Poreskoj upravi i poreski obveznici, kojima su informacije sada dostupne 24 sata dnevno.

Isto tako, ukinuto je slanje poreskih rešenja preporučenom poštom s povratnicom (osim rešenja u terenskoj kontroli) i sada se ona šalju običnom poštom, čime je samo na poštadini uštedeno oko dva miliona evra. Ukinuto je i unošenje PDV prijava tako što se prvo prešlo na skeniranje, a potom na njihovu elektronsku predaju.

Zatim, ukinuta je upravna taksa u svim poreskim postupcima odnosno u komunikaciji poreskih obveznika s Poreskom upravom, jer je Poreska uprava servis poreskih obveznika, koji već plaćaju porez. Svi zaposleni u kontroli dobili su elektronski pristup bazi važećih zakona, a uvedeni su i „Poreski dani“ kao oblik obučavanja i upoznavanja poreskih radnika.

U periodu od 13. juna 2007. do 1. jula 2008. Simič je bio predsednik Intraevropske organizacije poreskih administracija (IPTA), a slovenačka Poreska uprava predsedavajuća

the tax payers were relieved, while information is available 24 hours a day.

Also, sending tax decisions by certified mail with return receipts (except in cases of field control) was suspended and now they are sent with regular mail, resulting in postal services savings around two million euros. Also suspended was the input of VAT returns by using scanning and their electronic submission.

Then, administrative fee in all tax procedures including all communication with tax payers was suspended, because the Tax Administration is the tax payers' service, and they already pay the tax. All employees in the control department received electronic access to the law base, and "Tax Days" were introduced as a form of education and networking for tax workers.

In the period from June 13, 2007 to July 1, 2008, Simič was the President of Intra European Organization of Tax Administrations (IPTA), and the Slovenian Tax Administration led the organization. A few days later, on July 8, 2008, when the Tax Administration of Slovenia was elected the best body of Slovenian state administration, he resigned and left the position of the general director of the Tax Administration.

Introduction to a more private image

InfoReview wished to present you Ivan Simič not only as a new, important and responsible person in the economy sector of Serbia, but also to emphasize his unique personality. Namely, this is the first case and a very useful example that a foreigner has been employed in a governmental institution – much more frequent is the opposite migration of employees from the south towards the north of Ex-Yugoslavia. A simple one hour conversation done at Simič's office in the Tax Administration building was started with the following question:

Scheduling a conference out of the working hours on Sunday afternoon, together with your statement that you will visit each employee at the Tax Administration throughout Serbia, they indicate a working character which does not know of the resting days when something has to be done. Do you expect to transfer this energy to the rest of your colleagues?



u toj organizaciji. Par dana kasnije, 4. jula 2008., kad je Poreska uprava Slovenije bila najbolji organ u slovenačkoj državnoj upravi, podneo je ostavku i napustio funkciju generalnog direktora Poreske uprave.

Uvod u privatniju sliku

Mi u InfoReviji poželili smo da vam predstavimo Ivana Simiča ne samo kao novu, važnu i odgovornu ličnost na ekonomskoj sceni Srbije od koje svi očekujemo puno, već i da ukažemo na jedinstvenost njegove ličnosti. Ovo je naime prvi slučaj i izuzetno koristan primer da se u nekoj vladinoj instituciji Srbije upošljava strani državljanin – mnogo je češća obrnuta migracija zaposlenih sa juga prema severu nekadasnje Jugoslavije. Jednosatni razgovor upriličen u Simičevom kabinetu u zgradi Poreske uprave započeli smo sledećim pitanjem:

Zakazivanje konferencije u neradno vreme, u nedeljno podne, kao i vaša izjava da ćete posetiti svakog zaposlenog u svim

I hope I will! The same situation was in Slovenia as well. The very first day I came to work in the morning at 6 o'clock, although the working hours start at 9. I would come earlier during the following two years, and I would work up until 7 even 8 in the evening. A few months later, my closes associates started coming to work earlier and staying with me after the working hours. It was the same pace I used to practice in my private company – I used to work 12 – 14 hours a day. Saturdays and Sundays were especially suitable, and the best time was the holidays, particularly if it was raining,, because I could finish what had piled up in the days before. A similar situation was with the conference you mention. It is peaceful on Sunday, so one can prepare well. That is how I am used to working. After all, I rarely made any pauses during work and went away even for a week, apart from perhaps last year or two, but I almost cannot remember that happening earlier.

delovima Poreske uprave Srbije, ukazuju na radni karakter koji ne poznaje dane odmora kada je potrebno nešto završiti. Očekujete li da ćete ovu energiju uspeti da prenesete i na ostale kolege?

Nadam se da hoću! Isti slučaj je bio i u Sloveniji. Već prvog dana došao sam na posao ujutro u šest sati, iako Uprava počinje da radi tek u devet. I naredne dve i po godine redovno sam dolazio ranije, a radio sam obično do sedem pa i do osam uveče. Posle nekoliko meseci i moji najbliži saradnici su počeli da dolaze ranije i ostaju sa mnom. To je bio isti tempo rada koji sam praktikovao i u svojoj privatnoj firmi – radio sam po 12–14 sati dnevno. Subote i nedelje su mi posebno odgovarale, a najbolji su bili praznici, naročito ukoliko bi još padala i kiša, jer sam tada mogao da završim sve ono što se nakupilo prethodnih dana. Slično je bilo i u pogledu konferencije za medije koju ste pomenuli. U nedelju je mirno, pa čovek može lepo da se spremi. Tako sam navikao da radim. Uostalom, retko mi se dešavalo da sam pravio pauze u poslu i nekuda odlazio čak i na nedelju dana, izuzev možda poslednjih godinu–dve, ali ranije gotovo da se i ne sećam.

Koje principe i metode koristite u radu?

To me mnogi pitaju, a ja im odgovaram da sve to zapravo imam u sebi i da mi ne treba nikakva posebna škola, jer sam poslednjih 25 godina samo u porezima. Ja sam postao direktor Poreske uprave Slovenije tako što sam bio njen najveći kritičar. Tadašnji ministar mi je rekao „pa preuzmi je kad si toliko pametan“! Ja jednostavno živim s tim i nije mi teško da podnesem i krivičnu prijavu protiv terenskog poreskog inspektora ukoliko vidim da je doneo protivzakonito rešenje. „Ako si ga doneo videćemo se na sudu!“ Poreski obveznici ne smeju da se maltretiraju. Svako može da greši i mi moramo da odvojimo grešku od slučaja kad neko namerno neće da plati porez.

Navedite nam nekoliko svojih crta, porodičnih i ljudskih elemenata koji bi pokazali da pred sobom pored uspešne poslovne osobe imamo i normalnog porodičnog čoveka sa nekim možda specifičnim ljudskim manama ili vrlina-

What principles and methods do you use in your work?

A lot of people have asked me that, and I always reply that I have all of that in me and that I do not need a special school, because in the last 25 years, I have only been in the tax field. I became the manager of the Tax Administration of Slovenia by being its greatest critic. The former Minister said “take it when you are so smart!” I simply live with that and it is not hard to file a criminal

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complaint against a field tax auditor if I see them issue an illegal decision. “If you gave issued it, we shall see you on court!” Tax payers must not be ill-treated. Anyone can make a mistake and we have to separate the mistake from the case when someone does not want to pay the tax..

Tell us a couple of your characteristics, family and human elements which would show that in front of us, apart from a successful business person, stands a normal family man with perhaps some specific human faults and virtues. Tell us how do you like the life and food in Serbia, and how do you spend free time, if you actually have any. We know that you led Slovenian national team at the World Cup in South Africa, so we are interested to hear if you

ma. Recite nam kako vam se sviđaju život i hrana u Srbiji i kako ovde provodite slobodno vreme ukoliko ga uopšte imate. Znamo da ste vodili slovenačku reprezentaciju na svetsko fudbalsko prvenstvo u Južnoj Africi pa nas zanima jeste li se možda povezali i sa nekim ovdašnjim sportistima i sportskim poslenicima.

Hrani ne pridajem naročiti značaj ni u Sloveniji, ni ovde. Reklo bi se da živim od jogurta in sendviča, jer sam prije godinu

made connections with some local athletes and sports professionals.

I do not attach much importance to food, neither in Slovenia nor here. One could say that I live on sandwiches and yoghurt, because a year ago I managed to lose 15 kilograms of body weight, and I want to keep it that way. I come to work in the morning a bit after 7:30 and I stay until 6, then I go to my apartment. Around 8 or 9 I go to the gym and I stay there up until 11. Every day I run 10 kilometres. Then I rest, and the following day I do the same. Every weekend I go home and I return on Sunday evening.

I do not want to go out or meet anybody in the taverns, on the one hand because people can interpret that wrongly, and on the other hand because I have never visited those places. Even when I was a young student, my colleagues made me check over the check because I never drank.

As for football, I know all the managing people here, Karadžić, Laković and Ćurković, and even Dejan Stanković, but I do not meet them. When I was an advisor at the Tax Administration, I was at the match Serbia – Ireland, and I will definitely attend matches when the national team play.

As for myself, I can say that I have always been a lone wolf.

My life is monotonous – job, gym, gob, gym... Some say to me “It’s easy for you”, and then do not know that my first office was in my apartment, the second one in a basement without windows, when every two years I used to move and only since 1998 I have been on the current location in Ljubljana, on 300 square metres. All those years, I have worked a lot and managed to create a name and a certain property.

People in Serbia are glad when they hear about your Serbian origin. Could you tell us something about your family, your parents, their migration to Slovenia and some parts from your childhood?

My parents are from the village Biosko near Užice. They moved to Slovenia late



dana smršao za više od 15 kilograma pa to želim da održim. Dolazim na posao ujutro malo posle pola osam i ostajem do šest, zatim odem u stan, a oko osam, devet odlazim u fitness i tamo ostajem do jedanaest. Svaki dan pretrčim deset kilometara. Potom se odmaram i sledećeg dana opet isto. Svakog vikenda odem kući i vratim se u nedelju uveče.

Ne želim da izlazim, ni da se s bilo kim srećem po kafanama, sa jedne strane zato što bi to ljudi mogli pogrešno da protumače, a sa druge strane zato što ni ranije nikada nisam išao po kafanama. Još u mladosti i dok sam bio student, kolege su me zaduživale da proveravam račun, jer nikad nisam pio.

Što se fudbala tiče znam ovdašnje vodeće ljude, Karadžića, Lakovića i

Čurkovića, pa i Dejana Stankovića, ali ne družim se ni sa kim. Dok sam još bio savetnik u Poreskoj upravi bio sam na utakmici koju je Srbija igrala s Irskom, a sigurno ću ići i na buduće kad igra reprezentacija.

Za sebe mogu da kažem da sam uvek bio vuk samotnjak. Živeo sam na svoj način. Moj život je inače monoton - posao, fitnes, posao, fitnes... Neki danas znaju da mi kažu „lako je tebi“, a ne znaju da mi je prva kancelarija bila u stanu, druga u podrumu bez prozora, a zatim sam se svake druge godine selio i tek od 1998. sam na sadašnjoj lokaciji u Ljubljani gde imamo oko 300 kvadrata. Sve te godine sam puno radio i uspeo da stvorim neko ime i određenu imovinu.

Nama u Srbiji je posebno drago vaše srpsko poreklo. Možete li nam nešto reći o svojoj porodici, svojim roditeljima, njihovom dolasku u Sloveniju i nekim detaljima iz vašeg detinjstva?

Moji roditelji su iz sela Bioska kod Užica. U Sloveniju su došli krajem pedesetih godina. Ja sam rođen u Sloveniji i sve vreme sam tamo živeo, izuzev četiri godine kad sam bio u vojnoj gimnaziji u Mostaru. Kao klinac sam svake godine dolazio u Srbiju kod babe i dede, ali se to vremenom proredilo. Supruga mi je Slovenka, imamo dva sina od 24 i 20 godina. Stariji radi u mojoj firmi, a mlađi je na studijama.

U Srbiji smo skloni da kupimo opremu pa da se onda na njoj samostalno učimo ili da vučemo za rukav kolege koji već nešto znaju. Analiza kompanije Ernst and Jang ukazuje da se ulaganja u informatičku obuku vraćaju stopom od 2400% a Univerzitet Bocconi tvrdi da prosečan nedovoljno informatički obučeni službenik gubi preko 25 minuta dnevno na često izmišljene probleme svog računara ili računara svojih kolega, što su zbirno stotine hiljada radnih sati ili milioni evra na godišnjem nivou. U Srbiji se dešavalo da investicije u opremu završe na skladištima kupaca ili se u radu nedovoljno eksploatišu. Kako gledate na sve to?

Mi ćemo svoju opremu sigurno odmah otpakovati i staviti u rad. Najpre bih vam skrenuo pažnju na jedan detalj koji sam uočio po dolasku - samo neki zaposleni u Poreskoj upravi su imali adresu e-pošte.

1950s. I was born in Slovenia and I lived there all the time, apart from four years when I attended military gymnasium in Mostar. As a kid, I used to come to Serbia every year to visit my grandparents, but it became less frequent. My wife is Slovenian, and we have two sons aged 24 and 20. The older son works in my company, and the younger one studies at the university.

In Serbia, we tend to buy equipment and then learn by trial and error, or ask colleagues for help. The analysis made by the company Ernst and Jang indicates that investments into IT training return with the rate of 2400% and the University Bocconi claims that an average employee with insufficient IT training loses over 25 minutes a day on mostly fictitious problems on their or their colleagues' computers, which adds up to hundreds of working hours or millions of euros annually. It has happened that in Serbia investments into equipment end in the buyers' warehouses or are insufficiently exploited. What are your views on this?

We will definitely unpack our equipment and start using it immediately. First, I would like to draw your attention to a detail I noticed when I came here – only some employees at the Tax Administration had their email address. That was why I asked to change that and now every employee has it. That means that a tax payer can contact any employee via an email instead of using the phone which is frequently busy. And the other way around. It is all for the purpose of work, to help tax payers and tax collection. However, when I visited branches later I noticed that some of them did not know that they had an email address or did not know how to use email. That is why we will certainly devote attention to the training to ensure the application of the equipment. Employees have to realise that a computer makes the job

Najpre bih vam skrenuo detalj koji sam uočio po zaposleni u Poreskoj upravi e-pošte. Zato sam zatražio, sada je ima svaki zaposleni obveznik može svakom zaposleni obrati e-poštom umesto da se pozove i zauzet. I obratno.

First, I would like to draw your attention to a detail I noticed when I came here – only some employees at the Tax Administration had their email address. That was why I asked to change that and now every employee has it. That means that a tax payer can contact any employee via an email instead of using the phone which is frequently busy. And the other way around.



Zato sam zatražio da se to promeni i sada je ima svaki zaposleni. To znači da poreski obveznik može svakom zaposlenom da se obrati e-poštom umesto telefonom koji je često zauzet. I obratno. Sve to je u funkciji

pažnju na jedan dolasku - samo neki ravnici su imali adresu. Zatražio da se to promeni i promeni. To znači da poreski zaposlenom da se obrati telefonom koji je često

draw your attention to a I came here – only some Administration had their address why I asked to change employee has it. That means contact any employee via using the phone which is and the other way around.

za unošenje. Kad su mi ga pokazali odmah sam rekao da se trećina može skinuti, ali

posla, pomoći poreskim obveznicima i naplati poreza. Međutim, dok sam posle toga obilazio filijale utvrdio sam da neki još uvek ne znaju da imaju elektronsku adresu ili ne znaju da koriste e-poštu. Zato ćemo sigurno poraditi na obuci kako bi se oprema koristila. Zaposleni treba da shvate da kompjuter olakšava posao. Nažalost, neki stariji ljudi nikada se neće promeniti. Znam koliko teškoća sam imao sa PDV obrascem koji ima petnaest stavki

easier. Unfortunately, some older people will never change. I know what difficulties I had with the VAT form which includes 15 points. When they showed it to me, I immediately said that on third could be excluded, but during the first three months, when I was an advisor, nobody wanted to implement my suggestion. Now, when I have become the manager, I approved those changes and they have been implemented. The time required for filling in the form is now reduced by one third.

It is necessary to provide more tax payers with the digital certificate or to authorise their accountants. That is the project we have been working together with the Association of Accountants and Revisers of Serbia and their advisor Snežana Mitrović. We wish to persuade tax payers to submit their VAT calculations electronically. As I have already mentioned, the calculations from submitted paper forms are input by Tax Administration employees, which we will certainly change. In December 2012, they input data from 50,118 paper VAT returns, and in January 2013, the number rose to 112,510.

No individual tax return was submitted electronically in 2012. As a great help and

prva tri meseca, dok sam još bio savetnik, niko nije hteo da sprovede moj predlog. Tek sad kad sam postao direktor potpisao sam te promene i one su uvedene. Sad je vreme unošenja podataka skraćeno za trećinu.

Potrebno je da što više poreskih obveznika dobije digitalni sertifikat ili da se ov-

relief, this year we have offered our tax payers to submit individual tax returns without the use of digital certificates. Up until now, we have received around 17,000 of them, of which only 280 had a digital certificate. We will suggest to the Ministry of Interior to start issuing digital certificates together with identity cards.

Ja sam za to da se svi ljudi odmah obuče da rade na kompjuterima, da ih se ne boje i da ih koriste najbolje što mogu. Oni koji to neće moći da prate mogli bi recimo da se bave prostim skeniranjem i arhiviranjem, jer nameravamo da skeniramo svu papirnu dokumentaciju i prevedemo je u elektronski oblik.

I vote for having all the people trained to work using computers, not to be afraid from them and to use them in the best way they can. Those who will not be able to keep the pace could, for example, do simple scanning and archiving, because we intend to scan all the paper documents and save it in the electronic form.

lasti računovođe. To je projekat koji radimo zajedno sa Savezom računovođa i revizora Srbije in njihovom savetnicom Snežanom Mitrović. Želimo da ubedimo poreske obveznike da PDV obračune predaju u elektronskom obliku. Kao što sam već spomenuo, sada te obračune iz dostavljenih papirnih obrazaca unose zaposleni u Poreskoj upravi što ćemo svakako promeniti. U decembru 2012. uneli su podatke iz 50.118 papirnih PDV prijava, a u januaru 2013. iz čak 112.510.

Pojedinačnu poresku prijavu u 2012. godini niko nije predao u elektronskom obliku. Ove godine smo poreskim obveznicima, kao pomoć i olakšanje za njih, iznimno omogućili elektronsko predavanje pojedinačnih poreskih prijava bez digitalnog sertifikata. Do sada smo ih primili oko 17.000, a sa sertifikatom svega 280. Predložićemo zato da MUP ubuduće pri izdavanju lične karte ljudima odmah daje i digitalni sertifikat.

Znamo da je Poreska uprava tokom 2011. u kratkom roku obučila trećinu svojih službenika da koriste računar po evropskim standardima poznatim kao European Computer Driving Licence - ECDL i za to dobila „Diskobolos“, internacionano ali i najveće informatičko priznanje naše

We know that during 2011 the Tax Administration trained one third of their staff to use the computer according to European standards known as the European Computer Driving Licence –ECDL, and it was awarded with “Diskobolos”, and international and the greatest IT

Kad sam došao u slovenačku Poresku upravu Brzo smo ih osmislili i čim je objavljena uredba o sledećeg dana. Pošto nisam hteo da čekam ni jednog privatnika i on mi je napravio za dan, a poneo sa sobom kad sam napustio mesto direktora sve filijale, ali moram reći da je u početku p dokumentima stoji i znak Poreske uprave – a nik

The L
When I came to Slovenian Tax Administration, I with them quickly and as soon as the regulation put up the flag the very next day. Since I did not v ordered the first sample and I got it in a day, and with me when I let the position of the manager, be have it now, but I must say that in the beginning the there is the logo of the Tax Administration – and no

zemlje – (dodeljuje ga JISA - Jedinstveni Informatički savez Srbije u saradnji sa Evropskim savetom za informatiku i Evropskom privrednom komorom), ali je 2012. usled izbornih promena ova obuka iznenada prekinuta. Planirate li da nastavite ovu osnovnu informatičku obuku svoga kadra ili ćete to prepustiti prodavcima posle izvršenih isporuka?

Ja sam za to da se svi ljudi odmah obuče da rade na kompjuterima, da ih se ne boje i da ih koriste najbolje što mogu. Oni koji to neće moći da prate mogli bi recimo da se bave prostim skeniranjem i arhiviranjem, jer nameravamo da skeniramo svu papirnu dokumentaciju i prevedemo je u elektronski oblik. Mimo ovoga mogu vam reći da sam u Sloveniji uveo tzv. Poreske dane, godišnje dvodnevno okupljanje nekoliko stotina zaposlenih s ciljem da se upoznaju i razmene informacije. Bilo bi dobro da se i ovde organizuje nešto slično. To nije gubljenje novaca kako neki možda misle. Mislim da ćemo uskoro nešto slično napraviti i ovde, recimo Dan otvorenih vrata za zaposlene ali i za poreske obveznike. Tako će se sigurno neke teškoće brže rešiti. Moj princip je da mi u poslu treba da rešavamo probleme, a ne da o njima pričamo ili ih čak stvaramo.

recognition in our country - (it is awarded by JISA - Union of ICT Societies of Serbia in cooperation with the European Council for Information Technologies and European Chamber of commerce), but in 2012 due to elections, this training was suddenly stopped. Do you plan to continue this basic IT training of your staff or you will leave that to the sellers after the delivery of the equipment has been done?

I vote for having all the people trained to work using computers, not to be afraid from them and to use them in the best way they can. Those who will not be able to keep the pace could, for example, do simple scanning and archiving, because we intend to scan all the paper documents and save it in the electronic form. In addition, I can say that in Slovenia I introduced so called Tax Days, an annual two-day meeting of several hundreds of employees with the aim of networking and exchanging information. It is not a waste of money as some people think. I think that we will soon do something similar here, for example an Open Day for employees but also for the tax payers. In that way, some difficulties would be overcome more quickly. My principle is that we should solve problems in our work, not to talk about them or even create them.

Znak i zastava Poreske uprave

vu rekao sam da ona mora da ima svoj znak i zastavu. o znaku i zastavi tražio sam da zastavu postavimo već na raspisivanje tendera naručio sam prvi primerak kod ja sam je platio. Odmah smo je okačili, ali sam je zato tora, jer taj primerak je bio moj. Naravno, sad je imaju postojalo veliko protivljenje. Pored toga, danas na svim ko se ne buni. Zastavu i znak Poreske uprave želim da uvedem i ovde.

Logo and the Flag of the Tax Administration

sad that it had to have a logo and a flag. We came up on on the logo and the flag became official, I asked to want to wait for the announcement of the tender call, I I paid for it. We put it up immediately, but I did take it because that one was mine. Of course, all the branches ere was great resistance. In addition, in all documents obody complains. I wish to implement the flag and the logo of the Tax administration here as well.

