



ZATCA Strategy 2023 - 2027

Summary of the strategy



To be a global role model in protecting the Kingdom, managing Zakat, Taxes and Customs, promoting trade effectively, and providing seamless customer experience

Enable the economic sustainability and prosperity of our society effectively and efficiently through national security, trade facilitation and the strengthening of the Zakat, tax and customs systems



Excellence

We are passionate about demonstrating the highest standards of quality and excellence, and to continuously develop ourselves and strive to innovate ideas to execute our work

Collaboration

We cooperate and work collaboratively with one another to achieve ZATCA's objectives, and communicate and share information clearly and transparently with internal and external stakeholders

Professionalism

We demonstrate professional conduct and uphold the highest standards of ethics in our dealings, while maintaining fairness, integrity and credibility when interacting with our internal and external customers

Accountability

We are committed and responsible for delivering our tasks and meeting our objectives in a timely manner, while adhering to required standards and remaining focused on targeted results

Customer Centricity

We operate with a customer-first attitude and build, develop and maintain lasting relationships with our internal and external customers

VISION

To be a global role model in protecting the Kingdom, managing Zakat, Taxes and Customs, promoting trade effectively, and providing seamless customer experience

Mission

Enable the economic sustainability and prosperity of our society effectively and efficiently through national security, trade facilitation and the strengthening of the Zakat, tax and customs systems

Strategic Objectives

Enforce national security

Build an effective and efficient organization

Build an effective & efficient organization

Enhance and simplify customer experience

Support economic growth and facilitate trade

Strategic Enablers



Integration and cooperation with partners



People development



Operational excellence and spending efficiency



Data and analytics



Digitization and innovation



Zakat, tax, and duties simplicity, certainty and transparency



Infrastructure and facilities development



ZATCA Strategic Objectives

Maximize compliance / Build an effective and efficient org.
Enhance and Simplify Customer Experience
Build an effective and efficient organization / Enhance Cust. Experience
Build an effective and efficient organization
Maximize compliance / Support economic growth
Support economic growth & facilitate trade
Support economic growth & facilitate trade/ Enforce National Security
Support economic growth & facilitate trade
Maximize compliance / Support economic growth & facilitate trade
Build an effective organization
Build an Efficient and Effective Organization/ Enforce National Security
Support Economic Growth & Facilitate Trade/ Enforce National Security
Enhance and Simplify Customer Experience/ Build an Efficient and Effective Organization
Build an Efficient and Effective Organization/ Enforce National Security

ZATCA role in enabling 2030 Vision

Increase net revenue by enhancing customer compliance and developing effective financial planning
Provide transparency, simplicity and certainty in Zakat, Tax and Customs duties and treat the customer in a fair and consistent manner
Maintain effective management striving towards efficiency and continuous improvement
Activate the role of social responsibility in ZATCA to highlight its effort and build a positive image internally and externally
Enhance efficiency to achieve financial sustainability, raise awareness among customers/ reduce the burden of commitment ensuring ease of doing business and a positive experience
Strengthen the Customs system to integrate and contribute to the international Tax and Customs agenda
Improve national transportation and logistics services to attract foreign investment by increasing the efficiency of Customs operations and the accuracy of the risk detection
Facilitate the ease of export procedures and ensure integration with other countries in terms of data, certifications (e.g., AEOs) and tracking to enable easier export from KSA
Ensure the diversification of fiscal revenues for economic sustainability
Create a dynamic environment that ensures Zakat, Tax and Customs knowledge to address main capability gaps
Ensure the continuity of sustainable development, protect the environment, enhance environmental security and balance economic and environmental development
Provide modern devices and tools that enable increased oversight & security control to prevent the entry of drugs & contraband protecting the community & improving quality of life
Create a dynamic environment that enhances Zakat, Tax and Customs literacy
Improving the quality of services provided to pilgrims by providing exceptional services at all stages of the pilgrims' journey

ZATCA 2028

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DIGITIZATION & INNOVATION

Future-proof platform development driving enhancements and innovation within ZATCA to promote a seamless customer experience

DATA & ANALYTICS

Unified data governance and architecture delivering single source of truth combined with advanced data analytics to become a data-driven organization

OPERATIONAL EXCELLENCE & EXPENDITURE EFFICIENCY

Technology-enabled operations, with strong internal control systems, promoting internal excellence and providing enhanced customer services

ZAKAT, TAX, & DUTIES SIMPLICITY, CERTAINTY AND TRANSPARENCY

Renewed Zakat, Tax and Customs policies and procedures providing simplicity, certainty and transparency to customers

EMPLOYEE CAPABILITY DEVELOPMENT

Enhanced work environment, continuous learning processes and revised employee value proposition to attract and prepare the workforce for the future

INTEGRATE & COOPERATE WITH PARTNERS

Elevated role in the national and international landscape, enabling the Kingdom and enhancing the international cooperation

INFRASTRUCTURE & FACILITIES DEVELOPMENT

Developed Smart Land Port and advanced facility management capabilities


INTEGRATE & COOPERATE WITH PARTNERS

1.1. National Ecosystem Capacity Integration

1.2. Economic Enablement of KSA


EMPLOYEE CAPABILITY DEVELOPMENT

2.1. Establish an Engaging and Healthy Work Environment

2.2. Build ZATCA Capabilities and Promote Continuous Learning

2.3. Workforce for the Future


OPERATIONAL EXCELLENCE & EXPENDITURE EFFICIENCY

3.1. Internal Audit, Risk & Governance institutionalization

3.2. Cybersecurity augmentation

3.3. Security Centre of Excellence

3.4. Enhanced Customer Reach-out

3.5. Revenue Realization and Compliance

3.6. Logistics Services Enhancement

3.7. Risk-Based Culture Elevation Across the Organization

3.8 Enforcement Specialization


DATA & ANALYTICS

4.1. Data Enablement

4.2. Stakeholder Behavioral Analytics


DIGITIZATION & INNOVATION

5.1. Internal Knowledge Exchange Framework & Systems

5.2. Core Business Solutions

5.3. HC Digital Enablement

5.4. Single Window Management Excellence

5.6. Advanced Goods Identification

5.7. Shared Services Infrastructure Upgrade


ZAKAT, TAX, & DUTIES SIMPLICITY, CERTAINTY AND TRANSPARENCY

6.1. Restrictions and Exemptions Management

6.2. Policies and Procedures for AEO program

6.3. CX Transformation: Capability Build-up & Institutionalization of Voice of the Customer



INFRASTRUCTURE & FACILITIES DEVELOPMENT

7.1. Build World-Leading Smart Land Ports

7.2. Standardization of Land Ports infrastructure

7.3. Advanced Facilities Management

7.4. Land Port Infrastructure Upgrade

 A. Policies & Procedures Transformation

 B. Advanced Digital Services

 C. Integrated Shipment Intelligence

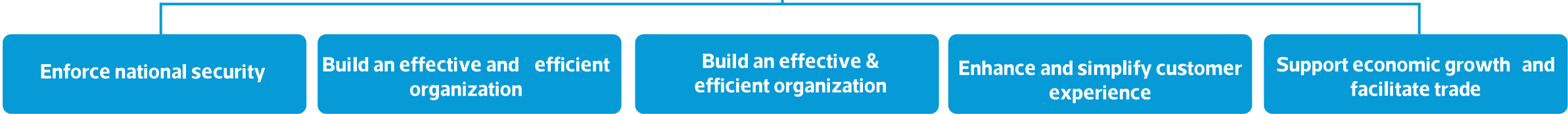
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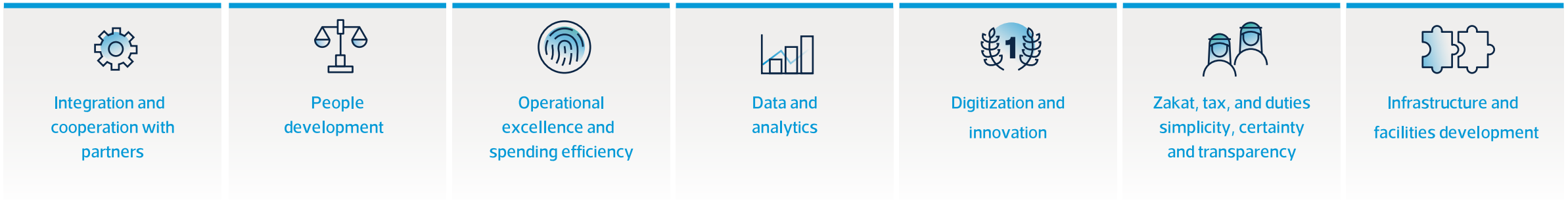
Mission

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Strategic Objectives



Strategic Enablers





Thank you