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1. LIKELY DIFFICULTIES YOU COULD FACE DURING YOUR WORK ON FEILD
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4. **DIFFICULTIES YOU COULD FACE DURING YOUR WORK ON FIELD**

**LANGUAGE**: This is one of the major problems we would be facing. Ondo state has 18 local governments that has different dialects and intonations, it very hard for a tax officer in Akure to understand a man from Igbekebor.

We will also meet a lot of Igbo men and women, the Hausa’s in Sabo who only speak their language with their colleagues and customer’s. The solution in educating existing taxpayers and bringing new taxpayer to net is to pick someone from us who understand their languages or dialects very well.

**COMPLAINS**: We are to face complains from the taxpayer and the ones coming to tax net. Most of these complain are about the government.

They criticize them about their bad roads, water, and security etc. solution to the difficulties is to enlighten them on how useful tax is to the government and its people, we will explain that government cannot cover all grounds at once, that we will take note of their complains, angers and for them to pay their tax.

**ILLETERATE TAXPAYERS**: Meeting illiterate taxpayers is another problem we will face, most market women cannot read and write they don’t have basic education, they find it hard to understand more about tax, many thinks it’s an extortion, while many thinks you are ripping them off. We are to educate them why we pay tax, when to pay tax, how to pay tax.

**IGNORANCE**: Many taxpayers have basic knowledge about tax, they also know how important and compulsory it is in a state, but they are not happy to pay.

We are to enlighten them that tax is backed by law which it’s a compulsory levy imposed on individual’s income.

1. **HOW WE CAN IMPROVE IGR DURING THIS PANDEMIC**

Generating revenue in this pandemic is very difficult, many lost their jobs, many has pay cut, while other company did not make profits. We can improve the IGR by;

1. Granting relief to existing taxpayers
2. Making the taxpayers to pay their tax on installments
3. Waving penalties and interest so that tax payers will pay
4. We can reduce tax levies in this pandemic.
5. Granting professional advice to the taxpayers and the ones coming to tax net
6. Government improving the social responsibilities will also improve and encourage the taxpayers to pay.
7. **HOW CAN WE IDENTIFY OUR TAX PAYERS FROM I.C.T?**

The introduction of I.C.T has done a lot for the collection of taxes, identifying taxpayers, as we now have an electronic DATABASE where we keep our data which help in financial monitoring and service delivery.

However, we can identify our taxpayers in ICT through Tax identification number TIN which is a 9-digit number issued by the tax authority Ondo state Internal Revenue Service after registrations have been made online and redirected from the Joint Tax board portal (JTB)

We have two different TIN; we have the one for individual and also for companies. With TIN we can identify any taxpayers with the tax authority database which carry all their information’s and tax to pay, when to pay.

We can also identify tax payer with the use of satellites (Google maps or Google earth) this will show all the streets in Ondo state, and will also locate houses assessed for land use charged, it will also show who already paid, with an indication of different colors .