



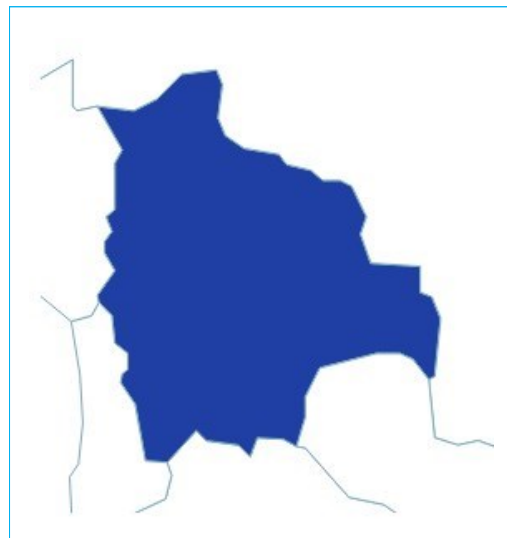
## Working for

### Public finance

- Collaboration with the National Tax Service (SIN) to create an Accounting and Tax Support Centre (NAF) to support low-income legal persons and individuals and to create a space for fiscal education games in its facilities.
- Collaboration with the National Tax service to strengthen the call centres, introduce queue management and prior appointment management systems

### Regional development

- Support for implementation of the '*Rumbo al diálogo para el pacto fiscal*' technical proposal drawn up by the State Autonomies Service (in coordination with the Ministry of Autonomies and the Ministry of Economy and Public Finance).



### Justice

- Bolivia is part of a group of nine countries that are working to create a regional model for access to justice for vulnerable groups.

### Regional

- On a regional level, Bolivia participates in the Latin American Regional Development Network, driven by Brazil and supported by EUROsociAL, ECLAC and the OECD

## Working with...

### Main participating institutions

- Ministry of Autonomies
- State Autonomies Service
- Ministry of Planning for Development
- Ministry of Economy and Public Finance
- National Tax Service
- Ministry of the Interior
- Ministry of Health and Sport



[www.eurosocial-ii.eu](http://www.eurosocial-ii.eu)



## In depth

### Supporting the accessibility of tax legislation: The INFORMA programme

EUROSociAL supported the Bolivian National Tax Service (SIN) within the framework of the voluntary compliance with tax obligations line of action.

Among other initiatives, INFORMA stands out. This

is a tool designed for both the taxpayers (external users) and civil servants (internal users) in the area of tax regulations. EUROsociAL promoted the collaboration of the Spanish Tax Agency to introduce a 'frequently asked questions' system that helps to standardise the criteria supplied to civil servants and taxpayers, to generate trust between them, and to improve the flow of information between central services and territorial services.

