“Xiguan House”
— Exploration and Practice of Taxation Service

Long zhaohui
This service-learning program aims to service the community and the public through tax propaganda and tax consulting activities. This project gives an opportunity for students to improve their professional knowledge, to publicize and popularize the knowledge of taxation and to cultivate a strong consciousness of taxation service.
Project Trilogy

First Stage
- Into the Taxation Bureau

Second Stage
- Into the Communities
  - Xiguan House
  - Communities and Streets

Third Stage
- Into the Enterprises
Into The Taxation Bureau
To improve the volunteers` quality of taxation service and help the volunteers understand more about the taxation practice and requirement,

This winter (Jan-Feb 2013), with the help of teachers, seven students went to Local Taxation Bureau of Haizhu District, Guangzhou to have one-month exercitation.
- **Time**: 24th Jan, 2013 – 22nd Feb, 2013
- **Location**: Taxation Bureau of Haizhu, Guangzhou
- **Population**: 7 volunteers

<table>
<thead>
<tr>
<th>Volunteer</th>
<th>Location</th>
<th>Basic Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zhou qun, Jiang pin, Lu huiling</td>
<td>Lobby</td>
<td>Learn some basic knowledge of taxation practice; offer consulting service for taxpayers</td>
</tr>
<tr>
<td>Li you, Zhang manli</td>
<td>Plan and Collection Management Sector(Invoice Group)</td>
<td>Offer consulting service for taxpayers (materials and procedures of issuing invoice)</td>
</tr>
<tr>
<td>Wu xiaoyan, Li xiaoxia</td>
<td>First Tax Administration</td>
<td>Deal with the enterprise affairs</td>
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<tr>
<td>Ling yinyu</td>
<td>Plan and Collection Management Sector</td>
<td>Deal with the collection of tax &amp; fee</td>
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</tbody>
</table>
FQA of Taxpayers

1. The relevant sectors
2. The procedures of paying taxes
3. The prepared materials of paying taxes
4. How to apply on the website
5. How to pay taxes after replacing the business tax with value-added tax
Learn from Internship

(一) Tax Assistant VS Civil Servant

Tax Assistant
- Contract Labor; Service Dispatching
- Only one-fourth or one-fifth of civil servant`s salaries; No allowance

Civil Servant
- Administrative Establishment
- Paid by national finance
(二) Problems

1. Taxpayers are unacquainted with the requirement and miscellaneous procedure of tax collection.

2. Due to asymmetric information, taxpayers need to come and go several times, which will waste their time and cause discontent.

3. The taxation policies change so fast that information blocks confine further understanding of taxation policies.
一、About content and pattern

**Pertinence**
- Offer guidance and answers to the frequently asked questions of tax sectors, tax procedures and prepared materials

**Practicability**
- Focus on the change of taxation policies to help the taxpayers know more about the new policies immediately

**Accessibility**
- Use flow chart instead of elusive terminology
Instruction of Improvement

二、Voluntary Activities

1. Improve the professional knowledge of volunteers
2. Understand more about the taxation practice that is related to the FAQ
3. Know more about the relevant questions of Social Security
Into The Community
Xiguan House
Time: Sep, 2013 up to now

Location: residential district near northern gate of SYSU; Xiguan House

Activity Pattern: distribute tax brochures; offer taxation consulting

Population: 99 individuals
<table>
<thead>
<tr>
<th>Time</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>卢晓芬、郑少丹、赖圆悦、梁馨月、林敏妮、王艺璇、郑玫娜、林英玉、庄哲杭、汤孟哲、杜玕青、王媛、杨子、楼安平、李晓霞、杨汶霏、梁永铟、刘依珊、陈林熙、黄烁昌、唐静琰、刘潇潇、武迪德</td>
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<td>Wen</td>
<td>高妙媛、张曼莉、赵悦阳、梁淼、温世杰、郑志峰、刘姝成、张哲楠、霍烨敏、王森、许燕霜、黄碧琳、梁斯琳、鲁济华、李珂宣</td>
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<tr>
<td>Fri</td>
<td>陈昊琦、王玲静、邵晶晶、吴昊天、王靓、梁紫薇、李欣宇、王颖、邵晶晶、罗兆丰</td>
</tr>
</tbody>
</table>

**Morning** 9:30-12:00  **Afternoon** 2:30-5:00
<table>
<thead>
<tr>
<th>Time</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun</td>
<td>梁嘉欣、江萍、吕惠玲、王紫薇、张珍珍、金刁、梁紫薇、吴小燕、杨佳培、潘怡宁、钟志光、胡利平、刘心圆、陶冠兰、程茜、代靖雯、莫益间、肖学亚、赖玉冰、程晓榕、吴珊、郑楚彤、李静怡、周梦然、张慈航、程小翠、蔡菁菁、刘家余、何文星、梁馨匀、廖焕妍、麦冬菁、孙斐斐、黄嘉宜、赖再洪、许哲豪、任进、宋佳</td>
</tr>
</tbody>
</table>

**Morning 9:30-12:00**  **Afternoon 2:30-5:00**
Problems

Need to improve the service ability of volunteers

Lack effective feedback mechanism

Limited sphere of activities and few service residents.
More professional training of volunteers

Establish sharing and feedback mechanism

Find cooperation
Summer:
continue tax propaganda and tax consulting in Xiguan House

Into the enterprises and accounting firms to learn more.
We will keep on......
Thank you!