



# Innovative Tax Administration A Strategic Workshop

27-29 March 2023 | Tokyo, Japan



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Michael is a Senior Assistant Director of the Taxpayer Experience Division (TXD) with Inland Revenue Authority of Singapore (IRAS). He oversees the delivery of frontline services to individual taxpayers and drives the quality assurance and knowledge management across multiple service platforms.

He was also part of the IRAS team which has transformed from a traditional service centre to an innovative service center, winning them the 2021 Public Sector Transformation – Service Delivery Excellence Award.

Prior to his current role, he also has experience in other functions such as corporate tax and enforcement.

