

AGENDA

Workshop Title: Building Effective Taxpayer Registers

Workshop Dates: December 11 -15, 2017

Venue: Hyatt Park Hotel, Zanzibar

Participants: Eritrea, Ethiopia, Kenya, Malawi, Rwanda, Tanzania, Uganda

Resource Persons: Berlin Msiska and Cheryl-Lea Field

Day 1: December 11		
8.15 – 8.45	Registration	
8.45 – 9.00	Opening of the workshop	Commissioner (Zanzibar)
9.00 – 9.30	Introductions	Berlin Msiska
9.30 – 11.00	<p>Session 1: Achieving A High Integrity Taxpayer Register <i>A Pathway to Improve Taxpayer Service and Compliance</i></p> <p><i>In this session, we will discuss the importance of the registration process and a high integrity register. Its importance as a foundation for Taxpayer Service and Compliance – it all starts here!</i></p> <p><i>How it is important for the register to be “fit for purpose” and what this means. Also, the importance of getting the register “right from the start”.</i></p>	Cheryl-Lea Field
11.00 – 11.30	Coffee/tea break and photo session	
11.30 – 12.30	<p>Session 2: Building A High Integrity Taxpayer Register <i>A Pathway to Improve Taxpayer Service and Compliance</i></p> <p><i>This session will cover the importance of understanding the integrity of the register. How do you approach the decision to cleanse or reregister your taxpayer data?</i></p> <p><i>Are all taxpayers registered, do you have a program of recruiting taxpayers?</i></p>	Cheryl-Lea Field

12.00 – 13.00	Lunch	
13.00 – 14.15	<p>Session 3: Achieving A High Integrity Taxpayer Register <i>A Pathway to Improve Taxpayer Service and Compliance</i></p> <p><i>This session will discuss the need for developing critical capabilities within Registrations and across your organization. Development of key partnerships across government and collection and use of third party data. Also, discuss links to your agencies Risk and Compliance Program.</i></p>	Cheryl-Lea Field
14.15 – 15.30	<p>Session 4: Building Effective Taxpayer Registers <i>A Pathway to Improve Taxpayer Service and Compliance</i></p> <p><i>This session will explore the future of taxpayer registration, both use of technology and moving to whole of government solutions both in the business and individual registrations.</i></p>	Cheryl-Lea Field
15.30 – 16.00	Coffee/tea break	
16.00 – 17.00	<p>Session 5: Recap and Closing Remarks</p> <p>In this session, we will reflect on what we have learnt and how we can use these learning over the next few days</p> <p>Plenary session</p>	Cheryl-Lea Field

Day 2: December 12		
8.15 – 8.30	Opening remarks	Berlin Msiska
8.30 – 10.15	Session 6: Participants sharing country experiences <i>Two countries to present their submission</i> <i>What are three things you would now change given what we discussed yesterday.</i>	Cheryl-Lea Field
10.15 – 10.30	Coffee/tea break	
10.30 – 12:30	Session 7: Participants sharing country experiences <i>Two countries to present their submissions</i> <i>What are three things you would now change given what we discussed yesterday.</i>	Cheryl-Lea Field
12.00 – 14.00	Lunch	
14.00 – 15:15	Session 8: Participants sharing country experiences <i>Two countries to present their submission</i> <i>What are three things you would now change given what we discussed yesterday.</i>	Cheryl-Lea Field
15.45 – 16.00	Coffee/tea break	
16.00 – 16.50	Session 9: Participants sharing country experiences <i>One country to present their submission</i> <i>What are three things you would now change given what we discussed yesterday.</i>	Cheryl-Lea Field
16.50 – 17.00	Closing remarks	Berlin Msiska
18.00 – 19.00	Welcome cocktail	East AFRITAC

Day 3: December 13		
8.30 – 8.45	Opening remarks	Berlin Msiska
8.45 – 10.45	<p>Session 10: Breakaway Groups <i>Transitioning into regional best practice – suggestions and recommendations.</i></p> <p><i>Develop a gap analysis on what you have now and how are you going to get to best practice</i></p>	Berlin Msiska
10.45 – 11.00	Coffee/tea break	
11.00 – 12.30	<p>Session 11: Breakaway Groups (Cont'd) <i>Transitioning into regional best practice – suggestions and recommendations.</i></p> <p><i>Priorities what you need to do, and what assistance you need to get there.</i></p>	Berlin Msiska
12.30 – 14.00	Lunch	
14.00 – 15.00	Session 12: Group presentations and debriefings	Cheryl-Lea Field
15.00 – 15.30	Coffee/tea break	
15.30– 16.45	Session 13: Group presentations and debriefings	Cheryl-Lea Field
16.45 – 17 00	Session 14: Closing remarks and submission of presentations	Berlin Msiska

Day 4: December 14		
8.45 – 9:00	Opening remarks	Berlin Msiska
9.00– 10.30	<p>Session 15: Overview on the design and preparation of an improvement plan/program for registration</p> <p><i>In this session, we share what is critical to have in an improvement plan, and what we should do to ensure these plans achieve their milestones and outcomes</i></p> <p>Ensure in the development of your plans, or review of your current plans (if you have already a program of work) take into account the following suggestions: -</p> <ul style="list-style-type: none"> • critical to have clear accountabilities, • achievable dates, • breaking up the tasks into manageable chunks, • steering committee, • regular reporting 	Cheryl-Lea Field
10.30 – 11.00	Coffee/tea break	
11.00 – 12.00	<p>Session 16: Breakaway into countries</p> <p><i>Preparation of improvement program for taxpayer registration.</i></p> <p><i>Report back by exception seeking any clarification</i></p>	Berlin Msiska
12. 00 – 13.00	Lunch	
13.00 – 14.15	<p>Session 17: Breakaway into countries</p> <p><i>Preparation of improvement program for taxpayer registration</i></p> <p><i>Report back by exception seeking any clarification</i></p>	Berlin Msiska
14.15 – 14.30	Coffee/tea break	
14.30 – 16.45	<p>Session 18: Country presentations and debriefings</p> <p><i>This session will discuss country considerations as they redesign the improvement plan for registration, the key oversight challenges and possible future. Each country will be allocated 15-minutes for presentation and Q&A.</i></p>	Cheryl-Lea Field

16.45 – 17.00	Session 19: Submission of country presentation slides and closing remarks	Cheryl-Lea Field
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Day 5: December 15		
8.45 – 9.00	Opening remarks	Berlin Msiska
09.00 – 12.00	<p>Session 19: Recap Next steps</p> <p><i>Discuss opportunities for each of the countries to share their learnings on an ongoing basis, and provide support to each other in resolving common issues</i></p> <p><i>Develop personal commitment plan on what you are going to do personally when you return to your country that will contribute to Register integrity ...</i></p>	Cheryl-Lea Field
12.00 – 12.30	Session 20: Wrap up and presentation of certificates	Cheryl-Lea Field and Berlin Msiska
12.30 – 14.00	LUNCH/ END OF WORKSHOP	
14.30	EXCURSION	
		Organized by AFE