



Pacific Islands Tax Administrators Association



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## JOINT PRESS RELEASE

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*Nadi, Fiji:* The Pacific Islands Tax Administrators Association (PITAA) Secretariat in partnership with the Pacific Financial Technical Assistance Center (PFTAC) of the International Monetary Fund (IMF) successfully hosted a four (4) days regional workshop on Management of Taxpayer Service concluding yesterday (Thursday 27 February 2020) at the Tanoa International Hotel, Nadi, Fiji.

The workshop critically addressed capabilities of a modernized taxpayer service program, outlined strategies to assist tax administrations in developing and implementing effective taxpayer service programs and provided performance indicators to ensure taxpayer service programs deliver intended results.

The function of taxpayer service is to ensure and maintain taxpayer confidence of the tax administration. "Building trust between tax administration and taxpayers is important for taxpayer services." Said Ms. Koni Ravono- Head of Secretariat- PITAA.

Ms. Ravono further stated that the PITAA Secretariat's efforts to modernize taxpayer services in the region is in line with its overall vision of "*Leading Pacific Islands Tax Administrations towards international best practice.*"

Mr. Georg Eysselein, PFTAC Revenue Administration Advisor, reemphasized the importance of tax administrations as a revenue collection agency and more so, the role of taxpayer services in keeping taxpayers informed regularly. "Your role as tax officials are important as you collect the necessary and relevant revenue needed for public expenditure and your respective governments depend on you to effectively carry out your duties diligently. As Taxpayer Service Specialist, you must ensure that your main focus is taxpayer convenience when designing policy and procedures." he stressed.

"The PITAA Secretariat continues to be an important partner of PFTAC in its efforts to progress its revenue administration programme in the Pacific region." he said.

At the end of the workshop, participants were required to assess its current taxpayer service initiatives, identify new approaches and draft strategic action plan for improving their taxpayer services. The PITAA Secretariat is responsible for the follow up on implementation of strategies identified in the workshop with respective administrations.

The workshop was attended by tax administrations from Cook Islands, Federated States of Micronesia, Fiji, Kiribati, Nauru, Palau, Papua New Guinea, Solomon Islands, Tonga and Vanuatu.

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