Modern Approaches to Tax Compliance
May 12 – May 14, 2015
Workshop Report

May 15, 2015
This course was delivered as part of the Supporting Capacity Development of Tax Administrations in South East Europe project primarily supported by the Dutch Ministry of Finance, Center of Excellence in Finance (CEF), International Monetary Fund (IMF), and Assistance Technique France (Adetef). The overall objective of the project is to contribute to strengthening of beneficiary institutions’ capacity in implementing the EU’s recommendations under which the revenue authorities can deliver tax compliance risk management.

In this interactive course participants learnt about the principles of compliance risk management, many modern tax administrations have adopted to better allocate scarce resources and to achieve an optimum tax compliance strategy. Specific aspects concerning the risk management process model such as the identification, assessment and prioritizing of risks was covered. In addition, the importance of finding a good balance between preventive measures that promote voluntary compliance and corrective measures such as audits and fines was emphasized and explored.

Main topics:

- Critical elements of an effective CRM program
- Identification of potential compliance risks
- Range of possible treatment strategies
- The role of risk model in the context of CRM
- Factors underlying taxpayer’s compliance behavior

Lecturers:

- Steffen Hansen, Tax Administration Reform Advisor for South East Europe, International Monetary Fund
- Norman Gillanders, CEF Associate Fellow
- Lisette Van der Hel, Tax and Customs Administration, Netherlands
- Soraya van der Zouw, Tax and Customs Administration, Netherlands

Participants:

There were 19 participants from Armenia, Bulgaria, Croatia, Georgia, Kosovo, Macedonia, Moldova, Romania, Serbia, Slovenia and Ukraine.
Evaluation:

**Overall satisfaction with this workshop.**

- 5 - very satisfied
- 4
- 3
- 2
- 1 - not satisfied

No. of all responses: 19, Average mark: 4.57

**The workshop met my expectations.**

- 5 - very much
- 4
- 3
- 2
- 1 - not at all

No. of all responses: 19, Average mark: 4.31

**Selected Participants’ Comments:**

- Great experience! Great job
- The workshop met my expectations; it was useful and interesting.
- I will propose in my administration to develop activities in strategic planning unit.
- The lecturers were experienced, with great presentation skills. Easy to contact