Seminar on Challenges of Reforming Tax and Customs Administrations (TPA)

L–1 Overview of IMF Technical Assistance Programme in Revenue Administration
   Structure and Organisation
   Strategic Management in Tax Administration
L–2 Global Trends and Issues in Revenue Administration
L–3 Human Resource Policies and Strategies for Revenue Agencies
L–4 IRAS Experience: Strategies for Organizational and People Excellence
L–5 Best Practices in Process/Operational Excellence
L–6 IRAS Operational Strategies
L–7 Global Trends and IRAS Taxpayer Engagement Strategies (Large Business)
   Country Presentations
L–8 Global Trends and IRAS Taxpayer Services
   Country Presentations
   Visit to IRAS Taxpayer Service Centre and IRAS Gallery
L–9 Global Trends, Issues and Approaches in Tax Compliance
L–10 IRAS Compliance Strategies
L–11 Tax Evasion and Tax Investigation: Trends and Techniques (including prosecution strategies)
   Cooperation with other Government Agencies

Legend: L - Lecture