

Press Release

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The Regional Technical Assistance Center for Southern Africa (AFRITAC SOUTH-AFS) facilitated a seminar on revenue administration leadership from March 19 to 23, 2018. The seminar was jointly organized with the Zambia Revenue Authority (ZRA) and was held in Livingstone, Zambia.

Mr. Kingsley Chanda, Commissioner General, ZRA, noted in his opening remarks: “There is no doubt that tax administrations of various countries including Zambia need modernisation and reform to motivate taxpayers to continue paying taxes and those not already on the tax net to also be motivated to start complying. Your coming together in this manner will definitely enable you to learn from your peers and go back with workable ideas for implementation in your tax administrations.”

This high-level seminar attracted 27 participants from 11 AFS member countries and provided a platform for senior executives to share experiences in the execution of reform strategies in tax and customs administrations. Several presentations were made at the seminar, which generated discussion on good practices for leading revenue administration reform agendas from strategy development, implementation, monitoring, to evaluation of strategic outcomes. Presentations were delivered by several resource persons including from Africa Tax Administration Forum (ATAF) and representatives from many participating countries. During the event, peer-to-peer learning opportunities were exploited by the participating Commissioners General, including sharing experience gained from implementation of their respective reform and modernization programs.

Moreover, key tools supporting effective reform implementation in revenue administration were covered. Discussion topics included performance management, change management, and managing risk, and also featured implementation of a management assurance framework as a tool for improving accountability, transparency, integrity, and consistency for managers. Overviews of the following IMF tools and their role in enabling revenue administration reforms were provided and discussed:

- The International Survey on Revenue Administrations (ISORA)
- Results Based Management (RBM)
- Tax Administration Diagnostic Assessment Tool (TADAT)