

FY19 Proposed PFTAC Work Plan - May 2018 to April 2019: Revenue Administration												
TA Area	Objective	Country	Outcome Targeted	Activity	May 2018 - April 2019 (in person-days)			Number of Missions/ Activities	Milestones	Comments	Planned Date	Experts
					PFTAC resident advisors	ST experts	Total					
Revenue Administration	1. Strengthened revenue administration management and	Fiji	1.5 Corporate priorities and compliance are better managed through effective risk management.	Strengthen compliance risk management.	-	12	12	1	Improved monitoring and evaluation of compliance risk mitigation activities by 6/30/2019.	A Compliance Improvement Strategy has been introduced but more work needs to be done in monitoring and evaluation of activities.	1/7/2019-1/18/2019	Aslett
			1.7 More independent, accessible and timely dispute resolution mechanisms adopted.	Implement an independent, workable and graduated dispute resolution process.	-	12	12	1	A disputes resolution process in place by 12/31/2019.	Work has commenced on a disputes resolution process but additional technical assistance is needed to support implementation.	5/7/2018-5/18/2018	Middleton
			1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review reform progress and conduct study on effectiveness of FRCS' Compliance Improvement Strategy (CIS).	12	-	12	1	An effective CIS facilitating high levels of compliance.	PFTAC has assisted Fiji in the development of a CIS approach now in its third year. A review will be carried out to measure its effectiveness and suggestions for its further improvement.	9/17/2018 - 9/28/2018	Shrosbree
		FSM	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review current reform progress	7	-	7	1	Reform strategy and governance framework designed and implemented by 12/31/2018.	Although PFTAC has provided a substantial amount of TA at the request of the authorities progress is slow.	7/14/2018 - 7/20/2018	Shrosbree
		Kiribati	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review overall reform progress.	4	-	4	1	Effective implementation of the modernization strategy and noticeable reforms efforts achieved by 12/31/2019.	A reform plan is in place and with a strong governance framework will provide for better outcomes.	10/8/2018 - 10/11/2018	Shrosbree
			1.5 Corporate priorities and compliance are better managed through effective risk management.	Joint mission with the OCO to improve VAT risk management	8	-	8	-	Improve VAT compliance risk management by 12/31/2019.	The authorities have requested TA to combat VAT fraud.	10/12/2018 - 10/19/2018	
			1.5 Corporate priorities and compliance are better managed through effective risk management.	Support implementation of two compliance improvement projects.	-	3	3	-	The two compliance improvement pilot projects show improved compliance levels by 12/31/2019.	An expanded compliance improved strategy will be implemented once the pilots are successfully implemented. (btb with organization mission)	6/15/2017 - 6/17/2018	Scott
		Nauru	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review current reform progress	5	-	5	1	Reform strategy in place.	Nauru has made good reform progress which is being supported through a resident advisor.	11/3/2018 - 11/7/2018	LTX
		Niue	1.2 Organizational arrangements enable more effective delivery of strategy and reforms.	Facilitate implementation of the new function based structure.	4	-	4	-	An organizational structure in place and suitably staffed by 6/30/2018.	Niue recently introduced a function bases structure and will require further assistance to ensure its successful implementation. BTB with compliance mission	8/25/2018 - 8/28/2018	Shrosbree
		Palau	1.2 Organizational arrangements enable more effective delivery of strategy and reforms.	Facilitate implementation of the function based structure.	-	4	4	-	Organizational structure in place and suitably staffed by 12/31/2018.	Palau has accepted PFTAC recommendations by implementing a function bases structure. BTB with compliance mission.	8/18/2018 - 8/21/2018	McNiell
			1.8 Effective implementation of a new tax or modified legislation.	Facilitate the implementation of VAT.	-	24	24	2	VAT system implemented on scheduled date.	A new tax system is necessary to combat reducing grants received under the Compact arrangement.	5/7/2018 - 5/18/2018 & 7/9/2018 - 7/20/2018	Piper
			1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review overall reforms and governance framework.	7	-	7	1	Successful implementation of a reform strategy and governance framework to manage reforms.	Back-to-back with payment and filing compliance mission.	7/21/2018 - 7/27/2018	Shrosbree
		PNG	1.3 Support functions enable more effective delivery of strategy and reforms.	Support implementation of new IT system.	-	12	12	1	IT strategy adopted by 12/31/2018.	A draft IT strategy has been developed. Additional TA will be required to support implementation.	5/7/2018 - 5/18/2017	Dark
			1.2 Organizational arrangements enable more effective delivery of strategy and reforms.	Facilitate implementation of the LTO.	-	6	6	1	Fully functional LTO by 12/31/2019.	The design of an LTO has commenced but additional TA will be required to ensure its successful implementation.	6/18/2018 - 6/23/2018	McNiell
			1.2 Organizational arrangements enable more effective delivery of strategy and reforms.	Facilitate implementation of a design unit.	-	6	6	-	Fully functional design unit by 12/31/2019.	The design of a design unit has commenced but additional TA will be needed to ensure its successful implementation.	6/24/2018 - 6/29/2018	

FY19 Proposed PFTAC Work Plan - May 2018 to April 2019: Revenue Administration												
TA Area	Objective	Country	Outcome Targeted	Activity	May 2018 - April 2019 (in person-days)			Number of Missions/ Activities	Milestones	Comments	Planned Date	Experts
					PFTAC resident advisors	ST experts	Total					
Revenue Administration	1. Strengthened revenue administration management and governance arrangements	Regional	1&2 Better revenue administration, management and governance arrangements & stronger tax administration core functions.	PFTAC/CARTAC workshop on Revenue Reforms	9		9	1	Aligning best practice TA delivery	This workshop will discuss and compare TA delivered by both PFTAC and CARTAC and stimulate discussions on how delivery can be improved.	6/25/2018 - 6/29/2018	Shrosbree
			1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Workshop - Providing a framework on managing change in tax administration modernization	5	5	10	1	Build management capability to manage transformational change.	This workshop will provide managers with insights to manage organizational change.	8/20/2018 - 8/24/2018	T.B.D /Shrosbree
			1.1 - 1.5 PITAA Heads meeting - Management and core tax functions.	Reviewing regional progress during 2017/2018 and planning ahead.	5	-	5	1	Successful PITAA heads meeting and collective plans to further strengthen regional reforms.	PFTAC will continue to support the development of PITAA into a strong tax administration association.	9/18/2018 - 9/20/2018	LTX
			1.5 Attend OCO annual conference	Build on the alliance build with the OCO to improve regional risk management capability.	5	-	5	1	Attend the OCO conference in Melbourne and deliver a presentation on risk management.	To support DRM, PFTAC and the OCO have entered into a strategic partnership to improve risk management between tax and customs administrations.	6/11/2018 - 6/15/2018	Shrosbree
		RMI	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review overall reform progress and governance framework.	5	-	5	1	An administrative reform implementation plan in place and being regularly monitored.	PFTAC has assisted in setting up an administrative reform with some progress made to date but additional TA is required to support implementation.	7/9/2018 - 7/13/2018	Shrosbree
		Samoa	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review overall reform progress and governance framework.	6	-	6	1	New strategic plan in place supported by operational plans - by 6/30/2018	A new strategic plan has been developed and needs to be supported by strong operational plans.	11/12/2018 - 11/15/2018	LTX
			1.5 Corporate priorities and compliance are better managed through effective risk management.	Further strengthen compliance risk management	6	-	6		An industry partnership initiative targeting high risk industry segments showing compliance improvements by 6/30/2019.	An industry partnership strategy to improve compliance has been introduced but due to staff shortages has struggled to get off the ground.	11/16/2018 - 11/25/2018	
		Timor-Leste	1.8 Effective implementation of a new tax or modified legislation.	Facilitate the implementation of VAT	-	8	8	1	Successful implementation of VAT.	A decision to implement a VAT has been made with a request from the authorities to support implementation.	11/5/2018 - 11/16/2018	Smith
			1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Develop MTRS.	12	12	24	1	Design and implementation of an MTRS by 6/30/2019.	The authorities have requested assistance in the design of an MTRS.	5/7/2018 - 5/18/2018	Shrosbree /STX
		Tonga	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review current reform progress.	12	-	12	1	Successful implementation of a reform strategy and governance framework.	Conduct a review of current reform initiatives and provide additional recommendations where necessary.	2/12/2019 - 2/23/2019	LTX
		Tuvalu	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review current reform progress.	12	-	12	1	A modernization plan.	Previous PFTAC recommendations will be reviewed and additional recommendations provided where necessary.	3/12/2019 - 3/23/2019	LTX
		Vanuatu	1.1 Capacity for reform increased due to clear reform strategy and a strategic management framework adopted and institutionalized.	Review current reform progress.	6	-	6	1	Successful implementation of a reform strategy and governance framework.	Vanuatu has made good progress in implementing administrative reforms - additional TA required to further institutionalize new ways of work.	5/7/2018 - 5/10/2018	Shrosbree
			1.5 Corporate priorities and compliance are better managed through effective risk management.	Design new generation compliance plan.	6	-	6		A new compliance plan introduced with effect from 9/1/2018.	Vanuatu introduced a CIS pilot project which has been evaluated - a new plan will be designed and include learnings from the pilot.	5/11/2018 - 5/18/2018	
		Revenue Administration	2. Strengthened core functions evidenced by an accurate taxpayer base, taxpayer services supporting voluntary compliance, improvements in filing, payment and audit activities	Fiji	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	Some gains have been made reflected in on-time filing rates but more needs to be done to improve performance in this area.
2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.				-	6	6	On-time payment operating at improved efficiency levels by 31/12/2018 and measured against TADAT dimensions.	Good progress has been made but potential to further improve.		5/27/2018 - 6/1/2018	
2.5. Audit and other verification programs more effectively ensure accuracy of reporting	Strengthen audit capability and programs to ensure completeness and accuracy of reporting/improve compliance in the NHWI segment.				-	12	12	1	The audit function operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	Good progress has been made in reforming the audit environment but additional TA is required to take performance to a higher level.	7/2/2018 - 7/13/2018	Haigh
2.3 A larger proportion of taxpayers meet their payment obligations as required by law.	Self-assessment is used to declare tax liabilities and is strengthened over time.				-	12	12	1	A self-assessment across main tax types in place by 12/31/2019.	Self-assessment needs to be expanded to other taxes besides VAT.	6/4/2018 - 6/15/2018	McNiell
2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.				-	12	12	1	Taxpayer services operating at increased efficiency levels and measured against TADAT dimensions.	Substantial improvements have been made to taxpayer services but a more integrated approach to support the Compliance Improvement Strategy has the potential to further improve voluntary compliance.	7/9/2018 - 7/20/2018	Scott

FY19 Proposed PFTAC Work Plan - May 2018 to April 2019: Revenue Administration												
TA Area	Objective	Country	Outcome Targeted	Activity	May 2018 - April 2019 (in person-days)			Number of Missions/ Activities	Milestones	Comments	Planned Date	Experts
					PFTAC resident advisors	ST experts	Total					
Revenue Administration	2. Strengthened core functions evidenced by an accurate taxpayer base. taxpayer services	FSM	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	4	4	1	On-time Filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Compliance levels are low with a considerable commitment required by the authorities to improve current compliance trends.	8/6/2018 - 8/9/2018	Lawrence
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	4	4		On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Compliance levels are low with a considerable commitment required by the authorities to improve current compliance trends.	8/10/2018 - 8/13/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	4	4		Taxpayer services operating at increased efficiency levels and measured against TADAT dimensions.	A taxpayer services strategy is in place but needs to be driven by senior management.	8/14/2018 - 8/17/2018	
		Kiribati	2. Strengthened core tax functions.	Review operational modernization plan and provide further assistance moving forward.	-	4	4	1	The operational reform plan is monitored on a regular basis and supported by a strong governance framework - by 12/31/2018.	A operational reform plan is in place and with a strong governance framework will provide for better outcomes.	6/11/2018 - 6/14/2018	Scott
			2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	2	2		On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Potential to improve on-time filing which will contribute to improved levels of voluntary compliance.	6/18/2018 - 6/19/2018	
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	3	3		On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Potential to improve on-time Payment which will contribute to improved levels of voluntary compliance.	6/20/2018 - 6/22/2018	
		Niue	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	4	-	4	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Niue has recently embarked upon a strategy to rebuild their tax administration including the introduction of a function based structure which includes an arrears and returns management function.	8/13/2018 - 8/16/2018	Shrosbree
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	5	-	5		On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Niue has recently embarked upon a strategy to rebuild their tax administration including the introduction of a function based structure which includes an arrears and returns management function.	8/17/2018 - 8/21/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	3	-	3		Taxpayer services strategy and function in place by 12/31/2019 and measured against TADAT dimensions.	Niue has recently embarked upon a strategy to rebuild their tax administration including the introduction of a function based structure which includes a taxpayer services function.	8/22/2018 - 8/24/2018	
		Palau	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	4	4	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	A new function based structure has been introduced but more TA is needed to support implementation and new ways of work.	8/6/2018 - 8/9/2018	McNiell
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	4	4		On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	A new function based structure has been introduced but more TA is needed to support implementation and new ways of work.	8/10/2018 - 8/13/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	4	4		Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	A new function based structure has been introduced but more TA is needed to support implementation and associated new ways of work.	8/14/2018 - 8/17/2018	
		Regional	2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	6	6	-	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	A decision to introduce a strengthened taxpayer services function has been made but additional TA will be required to facilitate successful implementation. Back-to-back with LTO mission.	6/30/2018 - 7/5/2018	McNiell
			2.5 Audit and other verification programs more effectively ensure accuracy of reporting	Workshop - Build regional audit management capability.	5	5	10	1	Improve audit management expertise.	The audit function in PICs can be improved through enhanced management capability (identified through a Training Needs Analysis)	10/8/2018 - 10/12/2018	TBD
			2.3,2.4 A larger proportion of taxpayers meet their filing and payment obligations	Workshop - Build regional capability to improve the management of returns and debt - managers.	5	5	10	1	Improve returns and debt management capability.	Regional returns and debt management statistics show room for improvement against TADAT dimensions.	1/4/2019 - 1/8/2019	TBD
			2.1-2.5 Strengthen regional core tax administration functions	Regional attachments - strengthen PIC core tax functions.	-	-	-	-	Improve PIC core tax functions.	Providing PIC staff with an opportunity to work with PFTAC on missions will provide and build regional expertise.	5/1/2018 - 4/30/2018	TBD
			2.1-2.5 Strengthen regional core tax administration functions	Support PITAA in developing "phase one" e-learning training material.	-	12	12	1	PITAA's first e-learning program delivered by 12/31/2018.	PFTAC will continue to support the development of PITAA into a strong tax administration association.	6/11/2018 - 6/25/2018	TBD

FY19 Proposed PFTAC Work Plan - May 2018 to April 2019: Revenue Administration												
TA Area	Objective	Country	Outcome Targeted	Activity	May 2018 - April 2019 (in person-days)			Number of Missions/ Activities	Milestones	Comments	Planned Date	Experts
					PFTAC resident advisors	ST experts	Total					
Revenue Administration	2. Strengthened core functions evidenced by an accurate taxpayer base, taxpayer services supporting voluntary compliance, improvements in filing, payment and audit activities	RMI	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	4	4	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	PFTAC has assisted in setting up new processes to improve efficiency levels but more work is needed to take performance to the next level.	6/11/2018 - 6/14/2018	Lawrence
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	4	4	1	On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	PFTAC has assisted in setting up new processes to improve efficiency levels but more work is needed to take performance to the next level.	6/15/2018 - 6/18/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	4	4	1	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	A taxpayer services plan is in place but more TA is needed to institutionalize the concept.	6/19/2018 - 6/22/2018	
		Samoa	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	TA assistance requested by the authorities to improve current compliance levels.	9/10/2018 - 9/15/2018	Scott
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	6	6	1	On-time payment operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	TA assistance requested by the authorities to improve current compliance levels.	9/16/2018 - 9/21/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	7	7	1	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	A taxpayer services function in place with potential to further improve service delivery and an create an environment that improves voluntary compliance.	9/22/2018 - 9/28/2018	
			2.5 Audit and other verification programs more effectively ensure accuracy of reporting	Strengthen audit capability and programs to ensure completeness and accuracy of reporting.	-	12	12	1	The audit function operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	A PFTAC audit modernization plan has been accepted by the authorities but additional TA is required to assist with implementation.	8/20/2018 - 8/31/2018	Haigh
		Solomon Islands	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	A PFTAC facilitated strategy has been introduced with some initial progress being made - additional TA requested by the authorities.	7/23/2018 - 7/28/2018	Lawrence
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	6	6	1	On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	A PFTAC facilitated strategy has been introduced with some initial progress being made - additional TA requested by the authorities.	7/29/2018 - 8/3/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	7	7	1	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	The authorities have requested TA to improve taxpayer services.	8/4/2018 - 8/10/2018	
			2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	The authorities have decided to undertake administrative reforms and requested PFTAC assistance to strengthen on-time filing.	10/1/2018 - 10/6/2018	Lawrence
		Tuvalu	2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	7	7	1	On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	The authorities have decided to undertake administrative reforms and requested PFTAC assistance to strengthen on-time payment and management of tax arrears.	10/7/2018 - 10/13/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	6	6	1	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	The authorities have decided to undertake administrative reforms and requested PFTAC assistance to strengthen taxpayer services.	10/14/2018 - 10/19/2018	
			2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	4	4	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	TA assistance requested by the authorities to improve current compliance levels.	5/21/2018 - 5/24/2018	Scott
		Tuvalu	2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	5	5	1	On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	TA assistance requested by the authorities to improve current compliance levels.	5/25/2018 - 5/29/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	-	3	3	1	Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	Introduce a taxpayer services strategy.	5/30/2018 - 6/1/2018	

FY19 Proposed PFTAC Work Plan - May 2018 to April 2019: Revenue Administration												
TA Area	Objective	Country	Outcome Targeted	Activity	May 2018 - April 2019 (in person-days)			Number of Missions/ Activities	Milestones	Comments	Planned Date	Experts
					PFTAC resident advisors	ST experts	Total					
Revenue Administration	2. Strengthened core functions evidenced by an accurate taxpayer base, taxpayer services supporting voluntary compliance, improvements in filing, payment and audit activities	Tonga	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	-	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Potential to improve on-time filing.	11/5/2018 - 11/10/2018	Scott
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	-	6	6	1	On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	Potential to improve on-time payment.	11/11/2018 - 11/16/2018	
			2.5 Audit and other verification programs more effectively ensure accuracy of reporting	Strengthen audit capability and programs to ensure completeness and accuracy of reporting.	-	12	12	1	The audit function operating at improved efficiency levels by 12/31/2018 and measured against TADAT dimensions.	A PFTAC audit modernization plan has been accepted by the authorities but additional TA is required to assist with implementation.	7/2/2018 - 7/13/2018	Haigh
		Vanuatu	2.3 A larger proportion of taxpayers meet their filing obligations as required by law.	Strengthen strategies to improve on-time filing.	0	6	6	1	On-time filing operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	PFTAC will continue to support Vanuatu with the implementation of a function based structure which includes a filing function.	6/4/2018 - 6/9/2018	McNiell
			2.4 A larger proportion of taxpayers meet their payment obligations as required by law.	Strengthen strategies to improve on-time payment.	0	6	6		On-time payment operating at improved efficiency levels by 12/31/2019 and measured against TADAT dimensions.	PFTAC will continue to support Vanuatu with the implementation of a function based structure which includes an arrears collection function.	6/10/2018 - 6/15/2018	
			2.2 Taxpayer Services initiatives to support voluntary compliance are strengthened.	Strengthen the taxpayer services functions to further improve voluntary compliance levels.	0	6	6		Improved delivery of taxpayer services by 12/31/2019 and measured against TADAT dimensions.	PFTAC will continue to support Vanuatu with the implementation of a function based structure which includes a taxpayer services function.	6/16/2018 - 6/22/2018	
Total Days:					158	360	518	43				
	Legal	Niue	1.8 Legal drafting - Income Tax	Modernizing tax laws.	10	0	10	1	Modernized laws implemented by 6/30/2019.	PFTAC is supporting a request by the authorities to modernize their tax laws.	6/18/2018 - 6/27/2018	Burns
	Legal	Palau	1.8 Design Income Tax Legislation	Designing new tax laws.	10	0	10	1	Modernized laws implemented by 6/30/2019.	PFTAC is supporting a request by the authorities to modernize their tax laws.	5/7/2018 - 5/16/2017	Burns