

NEWSLETTER - MAY 2022

CATCH UP WITH THE LATEST IOTA NEWS!

MONTHLY HIGHLIGHTS:

- 29th PCP Forum of IOTA, the Organisation`s first ever hybrid activity was successfully held in April
- Discover more about the latest IOTA Workshop on Facilitation of Taxpayer Touchpoints
- The 26th IOTA GENERAL ASSEMBLY is approaching – Save the date and register now!

Scroll down to find out more what we are keeping an eye on.

IOTA NEWS

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12.04.2022

29th Forum of IOTA Principal Contact Persons “IOTA in 2022 – Back to the Future”

The 29th Forum of Principal Contact Persons was successfully

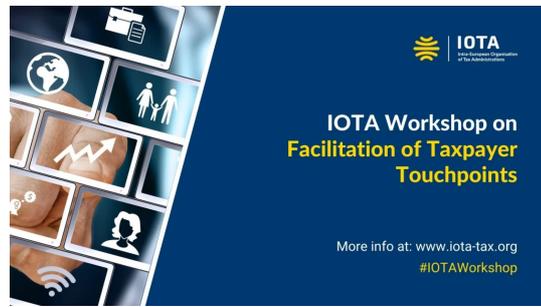
held by IOTA between 6th-7th April 2022 in Budapest as well as virtually via MS Teams. This Forum was the first-ever hybrid event in the history of IOTA and took the Organisation's activities to the next level. This year`s PCP Forum “IOTA in 2022 – Back to the Future” was opened by Alix Perrignon de Troyes, the Executive Secretariat of IOTA and focused on the forward look of the Organisation.

[Read more](#)

25.04.2022

IOTA Workshop on Facilitation of Taxpayer Touchpoints

The IOTA Workshop on Facilitation of Taxpayer Touchpoints shared a unique perspective on member experiences, best practices of actions and strategies to improve and integrate unnecessary taxpayer touchpoints. The digital workshop was organised between 20th and 21st April 2022 and welcomed 84 registered participants from 28 IOTA member countries. The event aroused an outstanding interest among the speakers, with a total of 16 tax officials from 12 IOTA member countries and one speaker from the Organisation for Economic Co-operation and Development (OECD) giving presentations covering various topics during the two-day workshop.



[Read more](#)



22.04.2022

ISORA Training 2022 in Oslo, Norway – Enrol in Now!

We are happy to announce that a joint IOTA-OECD ISORA workshop “Survey completion and data usage”, hosted by the Norwegian

Tax Administration, will be organised between 15th–16th June 2022 in Oslo, Norway. The workshop is now open for registration until 20th May 2022. The purpose of the event is to bring together ISORA country co-ordinators and analysts using ISORA data and to share best practices on the use of ISORA data between the ISORA countries.

[Read more](#)

08.03.2022

Do not Miss the Deadline – Registrations for the Latest VITARA e-Learning Modules Close to an End

The registration for the last two VITARA e-learning modules on Organization and Human



Resource Management close to an end. Both courses last three weeks, the Organization course (application deadline until 5th April) can be completed from the 6th to the 27th of April 2022, while the Human Resource Management course (application deadline until 17th May) will take place from the 18th of May until the 8th of June 2022 in the virtual space.

[Read more](#)

IOTA MEMBER NEWS

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State Revenue Service
Republic of Latvia

25.03.2022

State Revenue Service of Latvia Improves Client Services

In its efforts to improve client service and boost its reputation among users, the State Revenue Service of Latvia (SRS) has initiated internal quality checks both of telephone consultations and answers to electronically submitted questions. On 1st

December 2021, a new quality-control measure – an automated call-back system – was launched to assess client satisfaction with telephone consultations.

[Read more](#)

UPCOMING ACTIVITIES

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Please note: Registration for the below events is only possible for Principal Contact Persons of IOTA. If you would like to attend, kindly contact the PCP or Shadow PCP of your Tax Administration to invite you to the event you are interested in.

11th-12th May 2022, Digital

Workshop on Tax Gap Estimation and Use – Latest Developments

This workshop aims to identify practical solutions for enhancing tax administrations' capacity in measuring tax gaps, with the final goal of improving their performance.

More specifically, the IOTA event will address the following topics:

- Measuring the tax gaps through various methods (top-down & bottom-up estimates, random audits, risk-based audits, surveys, etc.) - examples of country best practices.
- Recent methodological developments in tax gap analyses, including the use of advanced analytics and machine learning.
- How the tax gap analyses are used within the tax administrations as a tool for measurement of performance, and to target risk-based activities.
- Challenges with estimating tax gaps for different segments and using the results for different purposes.

[Find out more](#)

7th-9th June 2022, Budapest, Hungary

Forum on Combating VAT Fraud

“Cross-border VAT frauds in the post-pandemic area”

After more than two years since the outbreak of the pandemic, the IOTA Forum on Combating VAT Fraud has been active virtually connecting the VAT experts and auditors of the IOTA tax administrations. The purpose of this year's Forum is to identify new VAT fraud trends as well as to exchange knowledge and expertise on detection strategies of cross-border VAT fraud.

The main objective is to share with participants concrete VAT fraud cases involving

- digital platforms,
- cryptocurrencies,
- Non-fungible tokens (NFTs),
- alternative payment platforms etc.

This Forum meets once per year during its two-year Mandate, it provides delegates with an opportunity to discuss a wide range of

topics, problems and issues relating to VAT fraud that are in line with the Forum mandate.

[Find out more](#)

15th–16th June 2022, Oslo, Norway

ISORA Workshop "Survey Completion and Data Usage"

A joint IOTA-OECD ISORA workshop is aimed at discussing good practices for ISORA preparation and completion as well as the use of the ISORA data by tax administrations.

The workshop will provide an opportunity for ISORA country coordinators and analysts using ISORA data to meet in person and discuss their approaches to complete ISORA survey, the ways to improve internal data collection processes, resolve complicated issues and share the best practices for completing the survey.

[Find out more](#)

26TH IOTA GENERAL ASSEMBLY

29th-30th June 2022

Kameha Grand Zürich Hotel, Switzerland



SAVE THE DATE

26th IOTA General Assembly

On 29th and 30th June 2022, the IOTA General Assembly will be held in Zürich under the Swiss Presidency. This year the technical session will follow the theme **"Compliance and Trust: affecting tax behaviour while redefining the relationship between taxpayers and tax administrations"** and the GA will address:

- Taxpayer psychology and behaviour: taxpayers' perspectives and attitudes to paying taxes, tools available to build tax ethics and tax morale, the importance of communication in trust-building.
- Embedding trust in the overall strategy of a tax administration: staff engagement in redefining the relationship between taxpayers and tax authorities.
- Extensive use of digital platforms and tools to change taxpayer behaviour and enhance trust and foster compliance.
- Cooperation between governmental bodies: sharing information between different governmental bodies, use of a single digital identification, and legal boundaries for cooperation between governmental bodies.



26TH GENERAL ASSEMBLY

29th-30th June 2022

Zürich, Switzerland



[Find out more](#)

LATEST VIDEOS

**Full event and invitation recordings:
(for registered users of the IOTA Website)**



29th Forum of IOTA Principal Contact Persons

The first-ever hybrid IOTA PCP Forum was held between 6th-7th April 2022 in Budapest as well as virtually. This year's Forum "IOTA in 2022 – Back to the Future" was focused on the forward look of the Organisation.

Watch now

26th General Assembly of IOTA

On 29th and 30th June 2022, the 26th IOTA General Assembly will be held in Zürich, Switzerland. Please welcome the official invitation video from the Swiss Presidency and the IOTA Secretariat to the 26th IOTA General Assembly.

Watch now

Submit your IOTA Paper!

Would you like to see your IOTA Paper published? Do you have any relevant issues you wish to share? Apply NOW!

Please note: Before submitting your paper, kindly contact the IOTA PCP of your Tax Administration for approval and include them in your correspondence with us as well. Thank you for your cooperation!

Submit IOTA Paper

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