



SAINT LUCIA

PRESS RELEASE

For Immediate Release



Inland Revenue Department Reform Initiative

Castries, July 9, 2015; The Inland Revenue Department (IRD) is currently undertaking a major reform initiative which encompasses a review of its processes, procedures and operational structure with the aim of providing taxpayers with more efficient and timely service.

The main objectives of IRD's reform programme are to:

- enhance taxpayer service and compliance;
- re-organize the IRD along functional lines;
- strengthen strategic design, planning and monitoring functions;
- segment the taxpayer population by establishing a Large and Medium taxpayer section and Small and Micro taxpayer section to better serve the needs of each segment;
- integrate the administration of the VAT section into the operations of mainstream IRD ;

Effective **Monday, July 13, 2015** the IRD will implement its first phase of the two year initiative with the establishment of the Large and Medium Taxpayer Section i.e all taxpayers with revenue of \$400,000 and above. This new Section will be located in the building on Manoel Street which currently houses the VAT Section and will comprise the following functional areas – Taxpayers Services, Audit, Collections & Enforcements and Late Non-Filers & Enforcements, and will be responsible for all tax types (excluding property tax).

All other taxpayers will be managed by the Small & Micro Taxpayer Section which will be housed at the IRD office (Heraldine Rock Building) on the Waterfront.

The reform program will create the foundation for:

- Additional opportunities and will permit the department to create new operational synergies;
- Enhanced professionalism and improved taxpayer service;

- Increased compliance and equity;
- Simpler processes for the taxpayer and the administration resulting in easier interaction with the taxpayer ;
- Better resource management. Overall administration costs will be reduced as duplicated processes are eliminated;
- Positive impact on our country and its fiscal strategy;

We will be contacting all identified large and medium taxpayers, during the months of July and August 2015, to provide further advice and guidance.

The modernization of any large entity is a challenge and will require time and patience as new processes and operation procedures are implemented. We solicit our stakeholders' continued understanding and support as we move our tax administration towards a sustainable, well-functioning operation in line with international best practices.

Sophia Henry (Mrs)
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