

**INTER- AMERICAN CENTER OF TAX ADMINISTRATIONS**

**48<sup>th</sup> CIAT GENERAL ASSEMBLY**



**“THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE TAX  
ADMINISTRATION”**

**DAILY SCHEDULE OF ACTIVITIES**

**May 5 - 8, 2014  
Rio de Janeiro, Brazil**



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Institutional Planning and Development Director  
Training and Human Talent Development Director  
Operations and Institutional Management Director  
Technical Assistance and Information Technology  
and Communication Director  
Tax Studies and Research Director  
International Cooperation and Taxation Director  
Accounting and Finance Manager  
Internal Administration and Human Resources Manager

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Socorro Velázquez  
María Raquel Ayala  
Francisco J. Beiner

Raúl Zambrano V.  
Miguel Pecho  
Gonzalo Arias  
Xiomara Tejada  
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Haiti	Clarck Neptune	
Honduras	Miriam Guzman	Grace de La Paz Saravia
India	Rajat Bansal	Deepak Garg
Italy	Saverio Capolupo	Stefano Gesuelli
Jamaica	Ainley Powell	Meris Haughton
Kenya	John Karimi Njiraini	Pancrasius Nyaga
Mexico	Aristoteles Nuñez	Adrian Guarneros
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Panamá	Luis Cucalón	
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Peru	Tania Quispe	Clara Rossana Urteaga
Portugal	José Antonio de Azevedo P.	Miguel Silva Pinto
Sint Maarten	María Bass	Janio Chayadi
Spain	Santiago Menéndez Menéndez	Ignacio Del Rio Angulo

Surinam	Cornelis A. van Dijk	Merkus Eugene
The Netherlands	Peter Veld	Marian Bette
Trinidad & Tobago	Allison Raphael	Trevor Lalai
United States	John M. Dalrymple	Raúl Pertierra
Uruguay	Pablo Ferreri	Margarita Faral
Venezuela (Bolivarian Rep.)	José David Cabello Rondón	Pablo Pinto Chávez

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Head of Mission: Luis Cremades Ugarte

### **France**

Head of Mission: Isabelle Gaetan

### **Italy**

Head of Mission: Stefano Gesuelli

### **Germany**

Head of Mission: Joerg Wisner

## DAILY SCHEDULE OF ACTIVITIES

<b>Monday, May 5</b>
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<b>Hrs.</b>			
<b>From</b>	<b>To</b>	<b>Time</b>	<b>Topic</b>
9:10	9:55	0:45	Inaugural Ceremony  Statement by the CIAT Executive Secretary, Márcio F. Verdi  Statement by the Representative of the Executive Council President, Angel Rubén Toninelli, Director General, Federal Administration of Public Revenues, Argentina  Welcome Statement by Secretariat of Federal Revenues of Brazil, Carlos Barreto
9:55	10:40	0:45	Inaugural Conference: Hong-Eng Koh, Vice President (Oracle) “Needles in Stack of Needles: Detecting Tax Fraud & Evasion Through Big Data”
10:40	11:10	0:30	Official photograph, coffee and integration
<b>Topic 1</b>			
<b>11:10</b>	<b>12:40</b>	<b>1:30</b>	<b>Topic 1: The use of electronic documents in tax administration</b>
11:10	11:20	0:10	Moderator: Angel Rubén Toninelli, Director General, Federal Administration of Public Revenues, Argentina
11:20	11:50	0:30	Speaker: <b>The Brazilian experience in electronic documentation</b> Carlos Barreto, Secretary of the Federal Revenue, Federal Revenues of Brazil Carlos Roberto Occaso, Undersecretary of Revenue and Assistance, Federal Revenue of Brazil
11:50	12:10	0:20	Commentators: Saverio Capolupo, Head of International Cooperation Office, Guardia di Finanzas and Márcio F. Verdi, CIAT Executive Secretary
12:10	12:40	0:30	Discussion
12:40	14:00	1:20	Lunch

<b>14:00</b>	<b>15:45</b>	<b>1:45</b>	<b>Subtopic 1.1: Electronic documents. Solutions for Small and Medium Enterprises</b>
14:00	14:05	0:05	Moderator: Khurshid Sattaur, Commissioner General, Guyana Revenue Authority.
14:05	14:25	0:20	Speaker: <b>Electronic documents. Solutions for Small and Medium Enterprises - Experience of Chile</b> Michel Jorratt, Director, Internal Revenue Service, Chile
14:25	14:45	0:20	Speaker: <b>Cooperation with the private sector for the use of electronic invoices in retail sales - Case of Mexico</b> Adrian Guarneros, Panning General Administrator, Tax Administration Service, Mexico
14:45	15:05	0:20	Speaker: <b>Cooperation with the private sector for the use of electronic invoices in retail sales</b> Eudaldo Almeida De Jesus, ENCAT, Coordinator, Brazil
15:05	15:25	0:20	Speaker: <b>Prepaid phone credits as a means of payment</b> Ezekiel Saina, Deputy Commissioner, Kenya Revenue Authority
15:25	15:45	0:20	Discussion
15:45	16:05	0:20	Coffee & integration
<b>16:05</b>	<b>17:35</b>	<b>1:30</b>	<b>Subtopic 1.2: Other innovations in the use of electronic systems</b>
16:05	16:15	0:10	Moderator: Raúl Zambrano, Technical Assistance and Information Technology and Communication, Director, CIAT
16:15	16:35	0:20	Speaker: <b>Brasil-ID — The Control of Goods in Transit</b> <b>Brasil ENCAT</b>
16:35	16:55	0:20	Speaker: <b>Towards a 100% digital Netherlands Tax and Customs Administration</b> Peter Veld, Commissioner, The Tax and Customs Administration, The Netherlands
16:55	17:15	0:20	Orador: <b>E-Social — The Control of Social Security Payments</b> <b>Receita Federal do Brasil</b>
17:15	17:35	0:20	Discussion

**Tuesday, May 6, 2014**

**9:00 10:20 1:20 Topic 2: Information and Communication Technologies for providing taxpayer services**

9:00 9:05 0:05 Moderator: Andrea Lemgruber, Deputy Division Chief, Fiscal Affairs Department, FMI

9:05 9:35 0:30 Speaker: **Information and Communication Technologies at the service of the taxpayer**  
Santiago Menéndez Menéndez, General Director, State Agency of Tax Administration, Spain

9:35 9:55 0:20 Commentator: Grace Perez Navarro, Deputy Director, Centre for Tax Policy and Administration, OECD

9:55 10:20 0:25 Discussion

10:20 10:40 0:20 Coffee & integration

**10:40 12:05 1:25 Subtopic 2.1: Innovative implementations for simplifying processes**

10:40 10:45 0:05 Moderator: Sergio Mujica, Deputy Executive Secretary, WCO

10:45 11:05 0:20 Speaker: **Innovations in tax administration utilizing mobile Platform**  
Pablo Ferreri, General Director of Revenue, Uruguay

11:05 11:25 0:20 Speaker: **The use of Technology in exempt services for Diplomats**  
Carlos Muñoz, Superintendent, Superintendency of Tax Administration, Guatemala

11:25 11:45 0:20 Speaker: **"CONTAC CENTER SUNAT: Improving the relationship with citizens/taxpayers"**  
Tania Quispe, National Tax Superintendent, National Superintendency of Customs and Tax Administration, Peru

11:45 12:05 0:20 Discussion

<b>12:05</b>	<b>13:50</b>	<b>1:45</b>	<b>Subtopic 2.2: Taxpayer assistance channels and platforms</b>
12:05	12:10	0:05	Moderator: Mary Allison Raphael, Chairman, Board of Inland Revenue, Trinidad & Tobago
12:10	12:30	0:20	Speaker: <b>Experience of Portugal</b> Jose Antonio de Azevedo Pereira, General Director, General Directorate of Taxes, Portugal
12:30	12:50	0:20	Speaker: <b>Experience of South Africa</b> Hope Tau Mashigo, Chief Information Officer, South African Revenue Services
12:50	13:10	0:20	Speaker: Experience of Jamaica Meris Haughton, Director, Communication (acting) Tax Administration, Jamaica
13:10	13:30	0:20	Speaker: Experience of Republic of China Lan Song, Deputy Commissioner State Administration of Taxation, People's Republic of China
13:30	13:50	0:20	Discussion
13:50	15:00	1:10	Lunch
<b>15:00</b>	<b>18:00</b>	<b>3:00</b>	<b>Administrative Session of the CIAT General Assembly (Only for Representatives and delegates of CIAT member countries)</b>



**Wednesday, May 7, 2014**

**Topic 2: Information and Communication Technologies for providing taxpayer services (continuation)**

**9:00 10:30 1:30 Subtopic 2.3: Other innovative solutions for filing returns**

9:00 9:05 0:05 Moderator: Ramón Pérez, Deputy Director General, General Directorate of Internal Taxes, El Salvador

9:05 9:25 0:20 Speaker: **Electronic filing in Brazil**  
Claudia Maria Andrade, General Coordinator of Information Technology, Federal Revenue of Brazil

9:25 9:45 0:20 Speaker: **Electronic filing of pay-as-you-earn (PAYE)**  
Wayne Forde, Director of Shared Services, Barbados Revenue Authority,

9:45 10:05 0:20 Speaker: **Use of electronic services for the management of tax affairs**  
Egil Martinsen, International Director, Directorate of Taxes, Norway

10:05 10:30 0:25 Discussion

10:30 11:00 0:30 Coffee and integration

**11:00 12:20 1:20 Topic 3: Information and Communication Technologies and tax control**

11:00 11:05 0:05 Moderator: Giulliano Saturnilia, Head Audit and Criminal Investigation Department, Ministry of Finance, Sint Maarten

11:05 11:35 0:30 speaker: **The use of "Business Intelligence" for tax control purposes**  
Brian McCauley, Assistant Commissioner, Canada Revenue Agency

11:35 11:55 0:20 Commentator: Luis Cremades Ugarte, Head of the Spanish Mission before CIAT.

11:55 12:20 0:25 Discussion

12:20 13:50 1:30 Lunch

**13:50 15:00 1:10 Subtopic 3.1: Data mining and other applications in financial and tax crime investigations**

13:50 13:55 0:05 Moderator: Roland Von Frankenhorst, Head of Project, International Tax Compact

13:55 14:15 0:20 Speaker: **Experience of Italy**  
Giampiero Ianni, Head of International Cooperation Office, Guardia di Finanzas, Italy

14:15 14:35 0:20 Speaker: **Experience of India**  
R.K. Tewari, Chairman of the Central Board of Direct Taxes, of India Revenue Department

14:35 15:00 0:25 Discussion

**15:00 16:30 1:30 Subtopic 3.2 Electronic applications for controlling individual and property files**

15:00 15:05 0:05 Moderator: Joerg Wisner, Germany Head of Mission-GIZ

15:05 15:25 0:20 Speaker: **The digital map and applications for controlling real estate registration**  
Etienne Lepage, Head of the Headquarter's Office for Land Registry, Directorate General of Public Finances, France

15:25 15:45 0:20 Speaker: **The biometric registry. Challenges and opportunities**  
Erick Ariñez Bazzan, Executive Chairman (a.i) National Tax Service, Bolivia

15:45 16:05 0:20 Speaker: **Identity theft: Challenges and opportunities**  
Douglas O'Donnell, Assistant Deputy (International) Commissioner, IRS, USA

16:05 16:30 0:25 Discussion

**Thursday, May 8, 2014**

Topic 4: Round Table

**9:00 11:00 2:00 Topic: The future of the tax administration and the role of technology**

Moderator: Jeffrey Owens, Director of Wu Global Tax Policy Center,  
Institute for Austrian and International Tax Law, Wu,  
University of Vienna

Participants: Oracle (Benjamin Schutz), MicroSoft (Djalma  
Andrade), Argentina (Angel Rubén Toninelli), Brazil-  
SERPRO (Marcos Mazoni), CIAT (Raúl Zambrano),  
Paperless LA, (Ivan Beltrand)

11:00 11:30 0:30 Coffee and integration

**11:30 12:45 1:15 Closing**

11:30 12:00 0:30 Rapporteur: Raúl Zambrano, Technical Assistance and Information  
Technology and Communication Director, CIAT

12:00 12:15 0:15 Invitation to 2014 Technical Conference Spain

12:15 12:30 0:15 Invitation to 2015 General Assembly Peru

12:30 12:45 0:15 Closing Ceremony President Executive Council

12:45 14:00 1:15 Lunch

14:00 18:00 4:00 Integration