



Our Ref: 100371-21

Your Ref: SO449PAC33

5 July 2021

Mr. Pat Fannin,
Committee of Public Accounts,
Leinster House,
Dublin 2.

Report on the Accounts of the Public Services 2019

Dear Mr. Fannin,

I refer to your correspondence of 28 June 2021 regarding the examination on 8 July 2021 of the Report on the Accounts of the Public Services 2019: Chapter 14: Management of Tax Appeals.

Please find an update on the implementation of the recommendations relevant to Revenue in Appendix A.

If any further information is required please contact Angela O'Gorman at angela.ogorman@revenue.ie

Yours sincerely

A handwritten signature in black ink, appearing to read 'Niall Cody'. The signature is written in a cursive, flowing style.

Niall Cody
Chairman

Appendix A

Recommendation no. and details	Accounting Officer's response	Update on Recommendations
Recommendation 14.4	Agreed	
<p>Revenue should review the process for recording tax appeal data on the RCM appeals module. All open appeals should be reviewed to ensure the amount recorded is correct.</p>	<p>A review of appeals to update tax in dispute figures in RCM has been completed and procedures have been put in place for a six-monthly review, with central oversight to ensure this position is maintained. Revenue operational divisions will continue to monitor appeals activity as part of their ongoing management of RCM interventions in respect of their case base and Revenue is in the process of developing a quality assurance programme for periodically reviewing the recording of appeals activities.</p>	<p>Centrally Revenue's Appeals Unit actively monitors the entry of the 'tax in dispute' figure in RCM and engages directly with case workers in relation to missing data. Each operational Division also has processes to undertake quality assurance on appeals cases in RCM. In the longer term, there is a systems enhancement planned as part of ongoing M&E (maintenance and enhancement) in RCM that will make the "tax in dispute" figure a mandatory field, including a requirement for a mandatory explanation where it is a nil or zero amount.</p>

Recommendation no. and details	Accounting Officer's response	Update on Recommendations
Recommendation 14.5	Part-agreed	
<p>In order to determine the overall effect of the appeal process, Revenue should monitor the overall change in assessed liabilities (by tax type) as a result of appeal.</p>	<p>Detailed information on pre-appeal assessed liabilities and the change, if any, in those assessed liabilities following an appeal is currently available at individual taxpayer level on Revenue systems. Revenue will, however, consider the development of a monitoring function for appeal cases, as part of further IT systems enhancements. Any significant development, of this type, will be considered from a value for money perspective, having regard to other IT priorities.</p>	<p>This has not yet been progressed due to other priorities, particularly in relation to Covid-19 Support Schemes, but it will be considered once the opportunity arises.</p>