



Local Government Revenue Initiative

An initiative of the ICTD, based at the Munk School of Global Affairs & Public Policy

Building Taxpayer's Trust, Compliance and Public Support for Reform

ATI & LoGRI Workshop
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Building Popular Public Support for Reform

- Building a foundation of committed political support and sustainable buy-in of the central and sub-national governments
- Securing administrative buy-in and support at the sub-national level, to prevent resistance and potential sabotage of the reform
- Secure key reform champions in the different institutions involved in the process that would help clear implementation bottlenecks
- **Plan a sustainable strategy for engaging taxpayers in the process, to build trust and get their buy-in and commitment, which will in turn improve voluntary compliance and public support for the reform.**



**How do you build taxpayer trust,
buy-in and public support for
reform?**

Ingredients for Building Taxpayer Trust and Popular Support

- Fairness and equity
- Linking revenues with services
- Accountability and transparency
- Communication and taxpayer education
- Seat at the table – participation and consultation – *participatory budgeting*.

Key Questions

1. What key strategies can be put in place to strengthen accountability and transparency in all aspects of property tax administration and revenue expenditure?
2. What are the best strategies for ensuring a strong link between revenues and services?



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Thank you for listening!

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