

**Scéim 2005 - 2008 faoi Alt 11 de
Acht na dTeangacha Oifigiúla 2003**



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Caibidil 1

Réamhrá

Ar an 28 Meán Fómhair 2004, d'iarr an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta ar Chathaoirleach na gCoimisinéirí Ioncaim Dréachtscéim a ullmhú faoi Alt 11 d'Acht na dTeangacha Oifigiúla, 2003 ("An tAcht") agus í a thíolacadh dó lena dheimhniú ar nó roimh an 28 Márta 2005.

Faoi Alt 11 den Acht leagtar freagracht ar chomhlachtaí poiblí Scéim reachtúil a ullmhú ina mionsonrófar na seirbhísí a bheidh á soláthar acu

- Trí mheán na Gaeilge
- Trí mheán an Bhéarla
- Trí mheán na Gaeilge agus an Bhéarla araon

agus na céimeanna atá á mbeartú acu lena chinntiú, maidir le seirbhís ar bith nach soláthraíonn siad faoi láthair trí mheán na Gaeilge, go ndéanfaidh siad amhlaidh laistigh d'amchreat comhaontaithe.

1.1 Ullmhú na Scéime

Chuir na Coimisinéirí Ioncaim an Scéim le chéile, de réir na dTreoirlínte a d'ullmhaigh an Roinn Pobail, Tuaithe agus Gaeltachta faoi Alt 12 den Acht agus ar an tuiscint, go háirithe, go mbeadh an soláthar seirbhíse trí Ghaeilge bunaithe ar na critéir seo a leanas:

- Leibhéal folúiteach an éilimh ar shainseirbhísí trí Ghaeilge i gcomhthéacs freastail dheimhnigh
- Na hacmhainní, ar a n-áirítear acmhainní daonna agus airgeadais chomh maith le hinniúlacht an chomhlachta phoiblí atá i gceist an cumas teanga is gá a fhorbairt nó a chur á úsáid.

De réir Alt 13(1)(a) den Acht d'fhoilsigh na Coimisinéirí Ioncaim fógra intinne ar an 29 Deireadh Fómhair 2004 maidir le Dréachtscéim a ullmhú. Foilsíodh sa phreas náisiúnta agus ar ár suíomh gréasáin fógraí dátheangacha ag lorg aighneachtaí ina leith chomh maith le fógraí i nGaeilge i ndhá fhoilseachán Gaeilge. Cuireadh an t-eolas céanna ar a súile dár bhfoireann trínár nInlín. Fuarthas toradh teoranta dá bharr. (Ar na moltaí a rinneadh sna haighneachtaí a fuaireamar, moladh go mbeadh Aonad Gaeilge amháin i ngach Réigiún dár gcuid, go mbeadh an t-eolas ar fad atá ar ár suíomh gréasáin ar fáil trí Ghaeilge, go gcuirfí sain-uimhreacha Lóghlao (Lo-call) ar fáil chun déileáil le gnóthaí cánach trí Ghaeilge amháin, go mbeadh beannú as Gaeilge le cloisteáil ar línte fiosruithe teileafóin.) Tá cuid de na moltaí curtha isteach againn cheana féin sa chéad Scéim seo.

I mí Meán Fómhair 2004, rinneadh suirbhé ginearálta custaiméara i dtrí cheantar (Baile Átha Cliath, Dún Dealgan agus Luimneach) ar lucht úsáidte ár seirbhís teileafón ÍMAT 1890. Fiafraíodh díobh siúd a ndearnadh suirbhé orthu faoina riachtanais maidir le seirbhís trí Ghaeilge. Áiríodh 750 cáiníocóir sa suirbhé agus astusiúd, dúirt 3% go mbainfidís leas as seirbhís trí Ghaeilge ach a leithéid a bheith ar fáil.

Tugadh cuireadh do gach Rannán den Eagraíocht cabhrú le hullmhú na Scéime agus chuathas i gcomhairle freisin le daoine leasmhara tríd an bPróiseas Comhpháirtíochta.

1.2 Cuspóirí na Scéime

Go dtí seo, ba é ár gcleachtas, oiread agus a b'fhéidir, seirbhís trí Ghaeilge "de réir éilimh" a thabhairt dóibh siúd a bhíonn á lorg. Tugann sé sin chun suntais ár dtiomantas do chothú comhlíonaidh dheonaigh trí sheirbhís chustaiméara d'ardcháilíocht a thabhairt. Aithnímid gur cuid den tiomantas sin seirbhís trí Ghaeilge a sholáthar agus is dearbhú é ullmhú na Scéime ar an rún leanúnach atá againn freastal ar na

héilimh, fiú ag síorathrú dóibh, a thagann ónár mbunachar ilchodach custaiméirí. Sa Scéim seo tógtar ar an soláthar seirbhíse atá ann cheana, sain-aithnítear réimsí áirithe ina bhféadfaí seirbhís níos fearr a sholáthar trí Ghaeilge agus cuirtear ar an bhfód struchtúir nua lena chinntiú go mbainfear é sin amach.

Mar eagraíocht, táimid tiomanta do chur i gcrích fhorálacha Acht na dTeangacha Oifigiúla. Is ar bhonn incrimintiúil a dhéanfar é seo, ag tosú leis an gcéad Scéim seo agus trí scéimeanna eile amach anseo de réir leibhéal an éilimh agus infhaighteacht acmhainní. Maidir le haistriú agus clóbhualadh doiciméad, oiliúint foirne agus athfhorbairt bogearraí a chaithfear a dhéanamh chun ár n-oibleagáidí faoin scéim a chomhlíonadh, féadfar, den chuid is mó, iad a mhaoiniú as an mbuiséad reatha riaracháin.

Fad a bheidh an Scéim thosaigh seo i bhfeidhm, déanfaimid monatóireacht ar an leas atá á bhaint as na seirbhísí d'fhonn an soláthar seirbhíse trí Ghaeilge a chomhoiriúnú de réir a chéile do leibhéal an éilimh a shain-aithnítear.

1.3 Forbhreathnú ar Oifig na gCoimisinéirí Ioncaim

1.3.1 Mandáid agus Misean

Ráiteas Misin - Freastal ar an bpobal trí chánacha agus dhleachtanna a bhailiú go cothrom agus héifeachtúil agus rialuithe Custaim a chur i bhfeidhm.

Is é an cúram príomha atá leagtha orainn ná bailiú na gcánacha agus na ndleachtanna a mhaoiníonn caiteachas an Rialtais ar sheirbhísí sóisialacha agus ar sheirbhísí eile ar mhaithe leis an bpobal i gcoitinne. Cuimsíonn ár ngníomhaíochtaí:

- Cánacha agus dleachtanna, as a dtagann níos mó ná 90% d'loncam an Stáitchiste, a bhailiú agus a bhainistiú
- An córas custaim a riaradh maidir le rialú allmhairí agus onnmhairí, agus bailiú dleachtanna agus tobhach ar son an AE
- Imghabháil cánach, smuigleáil agus cionta eile in aghaidh na ndlíthe Custaim agus Máil a chosc, a aimsiú, agus a ionchúiseamh
- Obair i gcomhar le Gníomhaireachtaí Stáit eile sa choimhlint i gcoinne drugaí agus i dtionscnaimh idir-ranna eile
- Obair ghníomhaireachta a chur i gcrích ar son Ranna eile, lena n-áirítear Árachas Sóisialach Pá-Choibhneasa (ÁSPC) a bhailiú don Roinn Gnóthaí Sóisialacha agus Teaghlaigh
- Comhairle a thabhairt ar bheartas sna réimsí a bhfuil freagracht orainn agus saineolas againn ina leith.

1.3.2 Struchtúr Eagraíochtúil

Tá líon foirne 6,500 ag na Coimisinéirí Ioncaim. Is i gCaisleán Bhaile Átha Cliath atá ár gceanncheathrú.

Bord na gCoimisinéirí Ioncaim

Ar an mBord tá an Cathaoirleach agus beirt Choimisinéir.

San Eagraíocht tá trí Aonad Gnó déag san iomlán ar a n-áirítear ceithre Réigiún agus naoi Rannán.

Is iad seo a leanas na ceithre Réigiún:

An Réigiún Teorann, Lár-Tíre agus Iarthair

(Contae an Chabháin, Dhún na nGall, na Gaillimhe, Liatroma, an Longphoirt, Lú, Mhaigh Eo, Mhuineacháin, Uibh Fhailí, Ros Comáin, Shligigh agus na hIarmhí).

Oifig Réigiúnach: **An Ghaillimh**

Réigiún Bhaile Átha Cliath

(Cathair agus Contae Bhaile Átha Cliath).

Oifig Réigiúnach: **Baile Átha Cliath**

Réigiún an Oirthir agus an Oirdheiscirt

(Contae Cheatharlach, Chill Dara, Chill Chainnigh, Laoise, na Mí, Thiobraid Árann, Phort Láirge, Loch Garman agus Chill Mhantáin).

Oifig Réigiúnach: **Port Láirge**

Réigiún an Iardheiscirt

(Contae An Chláir, Chorcaí, Chiarraí agus Luimnigh).

Oifig Réigiúnach: **Corcaigh**

Lasmuigh de roinnt eisceachtaí teoranta (mar shampla, gnóthaí a mbíonn an Rannán Cásanna Móra ag déileáil seo) bíonn gach ceann de na Réigiúin sin ag déileáil le gnóthaí cánach agus dleachta custaiméirí sna háiteanna geografacha a mbíonn siad ag freastal orthu. I gcoitinne déileáiltear le gnóthaí cánach agus dleachta custaiméirí gnó sa Cheantar Cánach ina bhfuil a gcúrsaí gnó á mbainistiú agus á rialú. Maidir le custaiméirí ÍMAT, áfach, déileáiltear leo, den chuid is mó, sa Cheantar Cánach a bhíonn ag freastal ar an gcontae ina bhfuil cónaí orthu.

Rannán an Ard-Bhailitheora

Tá teagmhálacha forleathana ag an Rannán seo le baill den phobal agus tá sé freagrach go príomha as:

- Fáil agus próiseáil íocaíochtaí cánach
- Bainistiú fiachais maidir le gach cineál tábhachtach cánach
- Faoiseamh Cánach ag an bhFoinse (TRS) agus Cuntais Dreasachta Coigiltis Speisialta (SSIA).

Rannán na gCásanna Móra

Freagrach as na cánacha agus dleachtanna ar fad i leith mórghnólachtaí corparáideacha agus daoine aonair ardrachmais Éireannacha.

An Rannán Imscrúduithe agus Ionchúiseamh

Bainistíonn sé agus cuireann sé chun cinn gach ionchúiseamh de chuid na gCoimisineirí Ioncaim i gcásanna imghabhála cánach agus dleachtanna chomh maith le sain-imscrúduithe de chineálacha éagsúla.

Rannán Seirbhísí Reachtaíocht na gCoimisineirí Ioncaim

Is é atá iontusan ná ceithre Rannán a bhaineann go príomha le léiriúchán reachtaíochta um cháin, dhleacht agus mhál. Is iad na Rannáin sin ná:

An Rannán Beartas Dírchánacha agus Reachtaíochta,
An Rannán Idirnáisiúnta agus Léiriúcháin Cánacha Díreacha,
An Rannán Cánacha Indíreacha
An Rannán Custaim.

Tá cúig Rannán Oifige Náisiúnta ann:

An Rannán Pleanála Straitéiseach

Tacaíonn sé le Bord na gCoimisineirí Ioncaim chun straitéis chorparáideach a chur le chéile agus feidhmíocht a athbhreithniú. (Cuimsíonn sé Oifig an Ard-Chuntasóra in Inis, Co. An Chláir ar a bhfuil freagracht chuntasachta as fáiltais agus caiteachas ar fad na gCoimisineirí Ioncaim, chomh maith leis an Aonad Iniúchta Inmheánach.)

An Rannán Luachála agus Polasaí Oibríochtaí

Comhordaíonn sé forbairt polasaí oibríochtaí agus déanann sé luacháil ar ár gcláir sheirbhíse custaiméara, iniúchta agus chomhlíonaidh ó thaobh eagrúcháin de.

An Rannán Acmhainní Daonna (a chuimsíonn an Brainse Oiliúna), **Rannán an Atur nae Ioncaim**, agus **Rannán Theicneolaíocht Chumarsáid an Eolais agus Gnólachta Leictreonaigh** (lena n-áirítear ROS, Seirbhís Ar-Líne na gCoimisineirí Ioncaim), soláthraíonn siad raon leathan seirbhísí tacaíochta sain-fheidhmeacha agus corparáideacha don Eagraíocht ar fad.

I gclár an Rialtais um Dhílárú a fógraíodh i mí na Nollag 2003, tá sé beartaithe go ndílárófar aonaid áirithe de chuid na gCoimisinéirí Ioncaim go dtí Baile Átha Í, Co. Chill Dara; Baile Chill Dara; Cill Rois, Co. An Chláir; Lios Tuathail, Co. Chiarraí agus Caisleán Nua Thiar, Co. Luimnigh.

1.3.3 Custaiméirí agus Cliaint

- Airí, Airí Stáit agus comhaltaí eile An Rialtais
- Comhaltaí an Oireachtas
- Cáiníocóirí Aonair
- Cáiníocóirí Gnó
- Grúpaí londaíocha Gnólachta agus Tionscail
- Cleachtóirí Cánach
- Allmhaireoirí/Onnmhaireoirí
- Ranna Stáit Eile
- Gníomhaireachtaí Stáit
- Eagraíochtaí an AE
- Gníomhaireachtaí Idirnáisiúnta.

1.3.4 Measúnú leibhéal na seirbhíse atá ar fáil cheana trí Ghaeilge

Is cuid d'ár gcaighdeáin seirbhíse custaiméara é ár dtiomantas do sheirbhís a sholáthar oiread agus is féidir dóibhsiúd ar mian leo a ngnóthaí cánach a dhéanamh trí mheán na Gaeilge.

Baineann ár raon caighdeán seirbhíse custaiméara i gcoitinne leis na tiomantais atá á dtairiscint againn sa Scéim seo maidir le seachadadh seirbhíse trí Ghaeilge.

Tugtar seirbhís trí Ghaeilge do na custaiméirí sin a iarrann a leithéid. Mar sin, más mian le custaiméirí ÍMAT agus Cánach Ioncaim go ndéileálfai lena ngnóthaí cánach trí Ghaeilge, tá an rogha acu é sin a dhéanamh agus ina dhiaidh sin gheobhaidh siad gach seirbhís i ngnóthaí ÍMAT agus Cánach Ioncaim trí mheán na Gaeilge. Is ar an mbonn sin a leanfar ag tabhairt seirbhíse trí Ghaeilge.

Mar chuid den mheasúnú leanúnach ar ár Scéim, déanfaimid monatóireacht ar líon iomlán na gcáiníocóirí ar ár mbunachar sonraí a bhfuil roghnú déanta acu clárú do sheirbhís trí Ghaeilge.

Caibidil 2

An córas láithreach teanga chun seirbhísí ginearálta a sholáthar

Seirbhís Chuntair/Glaonna Teileafóin

Faoi láthair, cuidimid ar bhonn neamhfhoirmiúil le custaiméirí a dhéanann teagmháil leis an Eagraíocht chun seirbhís trí Ghaeilge a fháil.

Comhfhreagras

Cuirtear freagraí trí Ghaeilge ar litreacha, ríomhphost agus faicseanna.

Foirmeacha & Bileoga Eolais

Is féidir teacht ar na Foirmeacha agus Bileoga Eolais is mó a úsáidtear go forleathan i bhformáid pháipéir ónár sain-uimhir náisiúnta I890.

Suíomh Gréasáin

Tá rannóg speisialta don Ghaeilge ar ár suíomh gréasáin www.revenue.ie ina bhfuil eolas le fáil ar ár seirbhísí, foilseacháin chorparáideacha trí Ghaeilge chomh maith le raon leathan Foirmeacha agus Bileoga i bhformáid in-traslódáilte.

ROS - Seirbhís Ar-Líne na gCoimisinéirí Ioncaim

Tá tuairisceán áirithe cánach ar fáil i nGaeilge dóibh siúd a thuiriscíonn go míosúil nó go bliantúil.

Foilseacháin

Ón 1 Bealtaine 2004, foilsítear ar bhonn dátheangach foilseacháin thábhachtacha chorparáideacha.

Caibidil 3

An córas láithreach teanga chun seirbhísí a sholáthar, de réir Rannán

3.1: Soláthar Seirbhísí trí Ghaeilge

Réigiún Bhaile Átha Cliath - Aonad 8

Is aonad é Aonad 8 a bhíonn ag déileáil trí mheán na Gaeilge le raon leathan fiosruithe teileafóin agus le próiseáil tuairisceán agus éileamh aisíocaíochtaí etc. do chustaiméirí ÍMAT agus Cánach Ioncaim. Is féidir áfach, i gcásanna níos casta, go mbeidh ionchur breise ag teastáil ó réimsí eile de chuid na gCoimisinéirí Ioncaim, a bheidh á sholáthar trí mheán an Bhéarla. Is sain-aonad Gaeilge é Aonad 8 a dhéileálann le cáiníocóirí i Rannán Bhaile Átha Cliath ar theastaigh uathu freastal a fháil trí Ghaeilge ina ngnóthaí ÍMAT agus Cánach Ioncaim. Lasmuigh den Aonad seo is trí Bhéarla a oibríonn an chuid eile den Rannán.

Maidir leis na cásanna ar fad atá cláraithe mar "cásanna Gaeilge", soláthraíonn Rannán an Ard-Bhailitheora aschur foirmeacha agus litreacha trí Ghaeilge tríd an gCóras Cánachais Chomhtháite (ITS).

3.2: Soláthar Seirbhísí trí Bhéarla

Lasmuigh den Aonad atá luaithe thuas i Rannán Bhaile Átha Cliath, soláthraíonn gach Réigiún/Rannán Seirbhísí trí Bhéarla amháin, seachas na seirbhísí ginearálta atá liostaithe i gCaibidil 2.

Caibidil 4

Feabhsú Seirbhísí

4.1: Soláthar Seirbhísí trí Ghaeilge

Cuirfimid seirbhísí feabhsaithe ar fáil trí mheán na Gaeilge do chustaiméirí ÍMAT agus Cánach Ioncaim (is ionann agus os cionn 90% dár mbunachar custaiméirí) i Réigiún (i) an Oirthir agus an Oirdheiscirt, (ii) an Iardheiscirt agus (iii) Teorann, Lár-Tíre agus Iarthair. Tá sé beartaithe go mbeidh na Réigiúin seo ag soláthar na seirbhísí céanna agus a dhéantar i Réigiún Bhaile Átha Cliath.

Tabharfaidh gach ceann de na Réigiúin seo rochtain teileafóin trínár seirbhís I890, a bheidh in ann raon leathan fiosruithe teileafóin a láimhseáil do chustaiméirí ÍMAT agus Cánach Ioncaim. Is féidir áfach i gcásanna níos casta go mbeadh ionchur breise ag teastáil ó réimsí eile dár gcuid a bheidh á sholáthar trí mheán an Bhéarla.

Chun freastal go sonrath ar riachtanais ár gcustaiméirí i limistéir Ghaeltachta, soláthrófar seirbhísí feabhsaithe trí Ghaeilge sna suímh seo a leanas:

An Réigiún Teorann, Lár-Tíre agus Iarthair (BMW)

- Leitir Ceanainn, Co. Dhún na nGall
- Caisleán an Bharraigh, Co. Mhaigh Eo
- An Fhaiche Mhór, An Ghailimh.

Réigiún an Iardheiscirt

- Cé Uí Shúilleabháin, Corcaigh
- Teach na hAbhann, Luimneach
- Trá Lí, Co. Chiarraí.

Réigiún an Oirthir agus an Oirdheiscirt

- Port Láirge.

Freastalóidh gach ceann de na suímh seo ar chustaiméirí pearsanta trí Ghaeilge i dtaobh ceisteanna ÍMAT agus Cánach Ioncaim le linn gnáthuaire oibre.

Cuirfidh **Rannán an Ard-Bhailitheora** sain-fhoireann ar bun chun seirbhísí trí Ghaeilge a shólathar dá chustaiméirí.

4.1.1: Amchreat

Beidh na seirbhísí á bhfeidhmiú faoi dheireadh na chéad Scéime seo (Márta 2008).

4.1.2: Maoiniú na seirbhísí nua

Foireann

Tá tús curtha ag na trí Réigiún (Teorann, Lár-Tíre agus Iarthair; Iardheiscirt; Oirthir agus Oirdheiscirt) agus Rannán an Ard-Bhailitheora le suirbhé foirne

- Chun inniúlacht na foirne i gcoitinne sa Ghaeilge a mheasúnú
- Chun teacht ar dhaoine a tholeoidh freastal sna réimsí nua..

Meastar go bhféadfar an líon foirne is gá a aimsiú laistigh den Eagraíocht gan díriú ar earcaíocht.

Airgeadas

Maoineofar an tseirbhís fheabhsaithe nua sna Réigiúin agus i Rannán an Ard-Bhailitheora as an mBuiséad Riaracháin reatha do gach Réigiún/Rannán leith ar leith..

Oiliúint

Socróidh An Brainse Oiliúna (HRD) oiliúint oiriúnach don fhoireann a bheidh ag soláthar na seirbhíse seo sna Réigiúin nó i Rannán an Ard-Bhailitheora.

Maoineoidh agus soláthróidh An Brainse Oiliúna (HRD) cúrsaí oiliúna sa Ghaeilge go dtí an caighdeán is gá chun go bhféadfaidh an fhoireann freastal deimhneach a dhéanamh ar éilimh ár gcustaiméirí. Sain-aithneoidh an bhainistíocht áitiúil riachtanais ghnó-bhunaithe ar leith a bhfoirne agus rachaidh siad i gcomhar leis an mBrainse Oiliúna maidir le struchtúrú cúrsaí a shásóidh an t-éileamh ónár gcustaiméirí ar sheirbhís trí Ghaeilge.

Caibidil 5

Feabhsú Seirbhísí - Soláthar seirbhíse ar bhonn détheangach

5.1: Foirmeacha agus Bileoga Eolais

Tá na Foirmeacha agus Bileoga Eolais is minice a úsáidtear ar fáil ar leithligh i nGaeilge agus i mBéarla cibé acu ar ár suíomh gréasáin, nó ónár sain-uimhir I890 nó ó aon cheann dár n-oifigí poiblí.

Ag tabhairt san áireamh na bhFoirmeacha agus na mBileoga Eolais is minice a iarrtar trínár seirbhís 1890 agus na dtraslódálacha is minice a dhéantar ónár suíomh gréasáin, déanfaimid leathnú ar raon na bhFoirmeacha agus na mBileoga ar fáil trí Ghaeilge, mar a leanas:

Foirmeacha & Bileoga Eolais	Sonraí
P50	An chéad éileamh ar aisíoc cánach le linn dífhostaíochta
IT 70	Treoir na gCoimisinéirí loncaim ar loncam ó Chíos
IT 2	Gearradh Cánach ar Dhaoine Pósta
IT 6	Faoiseamh ar Chostais Liachta
IT 9	Creidmheas Cánach Teaghlaigh Aontuismitheora
IT 61	Eolaí Treorach na gCoimisinéirí loncaim maidir le Cáin Iarchoimeáda ar Sheirbhísí Gairmiúla, do Dhaoine Cuntasacha agus Dhaoine Sonraithe
IT 50	ÍMAT / ÁSPC do Mhionfhostóirí
IT 39	Cáin Tabhartais/Oidhreacht. Treoir maidir leis an Tuairisceán Féinmheasúnachta a líonadh (Foirm IT 38)

5.1.1: Amchreat

An raon iomlán mar atá liostaithe thuas ar fáil i bhformáid pháipéir agus ar ár suíomh gréasáin freisin faoi dheireadh na chéad Scéime seo.

5.1.2: Acmhainní

Ní bheidh a thuilleadh acmhainní ag teastáil lena aghaidh seo toisc go bhféadfar é a chur i gcrích as soláthairtí reatha acmhainní.

5.2: Suíomh Gréasáin na gCoimisinéirí loncaim

Tá rannóg chuimsitheach i nGaeilge faoi láthair ag ár suíomh gréasáin. Coimisiúnóimid forbairt bhreise ar an ngréasán chun suíomh scathánach dátheangach a thairiscint le treoir as Gaeilge chuig cáipéisí Gaeilge más ann dóibh agus chuig cáipéisí Béarla go dtí go n-aistreofar iad.

Cuirfear foilseachán ar bith, a mbaineann mórtábhacht chorparáideach leis agus a fhoilsítear ar bhonn dátheangach, ar fáil sa ghnáthchúrsa ar ár suíomh gréasáin trí Ghaeilge agus Bhéarla araon, chomh maith le Foirmeacha, Bileoga Eolais agus Eolaithe sonraithe.

5.2.1: Amchreat

Le bheith curtha i gcrích faoi dheireadh na chéad Scéime seo.

5.2.2: Acmhainní

Féadfar é so a bhaint amach as soláthairtí reatha acmhainní.

5.3: ROS - Seirbhís Ar-Líne na gCoimisinéirí loncaim

Tá roinnt seirbhísí i nGaeilge ar fáil trí ROS faoi láthair. Leathnóimid de réir a chéile na seirbhísí ar fad a bhaineann leis na foirmeacha thuas, agus déanfaimid forbairt ar na seirbhísí nua ÍMAT ar fad trí Bhéarla agus trí Ghaeilge araon.

5.3.1: Amchreat

Le bheith curtha i gcrích faoi dheireadh na chéad Scéime seo.

5.3.2: *Acmhainní*

Féadfar é seo a dhéanamh as soláthairtí reatha acmhainní.

5.4: **Seirbhísí Idirghníomhacha**

Déanfar seirbhísí idirghníomhacha a sholáthraítear ar ár suíomh gréasáin agus trinár Seirbhís Ar-Líne a uasghrádú go dtí seirbhís dátheangach faoi dheireadh 2010.

5.5: **Idirphlé Poiblí**

Teileafóin

- Cinnteoidimid go bhfuil oibreoirí lasc-chláir oilte go hiomlán chun daoine a ghlaonn isteach a threorú chun seirbhís a fháil trí Ghaeilge.

Oifigí Poiblí

- Soláthróimid seirbhís inár gceithre réigiún do chuartheoirí pearsanta ÍMAT agus IT ar mian leo a ngnóthaí a dhéanamh trí Ghaeilge
- Soláthróidh Rannán an Ard-Bhailitheora seirbhís do chuartheoirí pearsanta ar mian leo a ngnóthaí a dhéanamh trí Ghaeilge

Is iad seo a leanas na lárionaid ag a mbeidh an tseirbhís seo ar fáil:

***Baile Átha Cliath: CRIO (Lárionad Eolais na gCoimisinéirí Ioncaim),
Sr. na hArdEaglaise, Baile Átha Cliath I***

Oirthear agus Oirdheisceart: Port Láirge

***Teorainn, Lár-Tíre agus Iarthar: Leitir Ceanainn,
Caisleán an Bharraigh, An Ghaillimh***

Iardheisceart: Corcaigh, Trá Lí, Luimneach

Oifig an Ard-Bhailitheora: Teach an tSáirséalaigh, Luimneach

Cinntimid go mbeidh an fhoireann fáilte in ann custaiméirí a theorú go dtí réimse ina bhfaighfidh siad seirbhís trí Ghaeilge.

5.5.1: *Amchreat*

Beidh seirbhísí feabhsaithe i bhfeidhm faoi dheireadh na chéad Scéime seo.

5.5.2: *Acmhainní*

Ní gá acmhainní breise a sholáthar.

5.6: **Oiliúint – Ginearálta**

Tabharfaimid isteach modúl "Feasacht na Gaeilge" mar ghné d'ár nOiliúint Induchtaithe agus Seirbhíse Custaiméara.

5.6.1: *Amchreat*

Tabharfar isteach an modúl inár gcláir oiliúna ó thús 2006.

5.6.2: *Acmhainní*

Ní thagann soláthar acmhainní breise i gceist.

5.7: Preas-Ráitis:

Foilseofar 20% de na preas-ráitis ar fad ar bhonn dátheangach.

5.7.1: Amchreat

Le beith curtha i gcrích faoi dheireadh na chéad Scéime seo. Athbhreithneofar céatadán na bpreas-ráiteas ina dhiaidh sin de réir taithí agus acmhainní a bheidh ar fáil.

5.8: Úsáidfídh na Coimisinéirí Ioncaim Logainmneacha Oifigiúla na gCeantar Gaeltachta mar a fógraíodh ag an Aire san Ordú Logainmneacha (Ceantair Ghaeltachta) 2005 mar ghnáthchleachtas chun críocha corparáideacha, mar shampla, i bhfoilseacháin reachtúla chorparáideacha agus staitistiúla dár gcuid.

Caibidil 6

Seirbhísí trí Bhéarla

Leanfar de sholáthar na seirbhísí láithreacha ar fad atá ar fáil trí Ghaeilge ar thosú na scéime. Seachas na seirbhísí seo agus seirbhísí feabhsaithe trí Ghaeilge agus seirbhísí dátheangacha, is trí Bhéarla a sholáthrófar gach seirbhís eile fad a mhaireann an chéad scéim seo.

Tá Oifigigh cheangail ceaptha i ngach Rannán de chuid na gCoimisinéirí Ioncaim chun an tAcht a chur i bhfeidhm iontu. Maidir leis na seirbhísí sin go háirithe a leanfar de bheith á soláthar trí Béarla le linn na chéad Scéime seo, déanfaidh na hOifigigh Cheangail monatóireacht ar éileamh ina leith sa Ghaeilge. Beidh sé sin á chomhordú leis an aiseolas lárnach agus an anailís ar an éileamh atá luaite sa chéad chaibidil eile. Úsáidfear na sonraí a eascraíonn as seo mar ionchur don oiliúint foirne agus de riachtanais IT d'fhonn tosaíochtaí a leagan amach d'fheabhsú na seirbhísí agus iad a chur isteach sa dara Scéim de chuid na gCoimisinéirí Ioncaim a thosóidh in 2008. Cuirfear béim láidir, fad a mhaireann an Scéim seo, ar fhorbairt inniúlacht na foirne sa teanga, le súil, in am trátha, go bhféadfar feastal ar an éileamh ar sheirbhísí trí Ghaeilge trasna raon iomláin ár seirbhísí ach an inniúlacht is gá sa Ghaeilge a bheith bainte amach ag go leor comhaltaí den fhoireann.

Caibidil 7

Monatóireacht & Athbhreithniú

Ag an leibhéal lárnach, luífidh an fhreagracht phríomha as monatóireacht leanúnach ar an Scéim ar an Aonad Polasaí Seirbhíse Custaiméara den rannán Luachála agus Polasaí Oibríochtaí (OPED). Is í an bhainistíocht áitiúil a dhéanfaidh an mhonatóireacht lena n-áireofar rianú úsáid na seirbhíse trí Ghaeilge ó dháta thosaithe na chéad Scéime. Tabharfar an t-aiseolas seo do OPED tríd an nGréasán Príomhoifigeach Seirbhíse Custaiméara

I lár na chéad Scéime seo déanfaidh OPED athbhreithniú eatramhach ar fheidhmiú na Scéime.

Mar chuid leanúnach dár n-idirghníomhú le cáiníocóirí maidir le ceisteanna seirbhíse custaiméara, díreoimid go háirithe ar sheirbhísí trí Ghaeilge. Leasóimid ár seirbhísí trí Ghaeilge agus dátheangacha agus socróimid spriocthosaíochtaí don dara Scéim, a bheidh bunaithe ar an aiseolas a fhaightear..

Caibidil 8

Ag Foilsiú Scéim na gCoimisinéirí Ioncaim

Cuirfear ábhar na Scéime ar a súile dár gcustaiméirí agus don phobal i gcoitinne trí Shuíomh Gréasáin na gCoimisinéirí Ioncaim.

Is mian linn ár mbuíochas a ghabháil lenár nOifigigh Cheangail a chomhordaigh ullmhú na Scéime seo dá Réigiúin/Rannáin. Is mian linn freisin ár mbuíochas a chur in iúl don Dlíthghrúpa Comhpháirtíochta as ucht a gcúnamh.

***Scheme 2005 - 2008 under Section 11
of the Official Languages Act 2003***



Scheme 2005 - 2008 under Section 11 of the Official Languages Act 2003

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Scheme 2005 - 2008 under Section 11 of the Official Languages Act 2003

Chapter 1

Introduction

On the 28th September 2004, the Chairman of the Revenue Commissioners was requested by the Minister for Community, Rural & Gaeltacht Affairs to prepare a draft Scheme under Section 11 of the Official Languages Act 2003 (“the Act”), and to present it to him for confirmation on or before 28th March 2005.

Section 11 of the Act provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide

- Through the medium of Irish
- Through the medium of English, and
- Through the medium of Irish and English

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

1.1 Preparation of Scheme

The Scheme was drawn up by Revenue having regard to the Guidelines prepared under Section 12 of the Act by the Dept. of Community, Rural & Gaeltacht Affairs and in particular that the provision of service in the Irish language should be based on the following:

- The underlying level of demand for specific services in the Irish language in the context of positive provision
- The resources, including human and financial resources, and the capacity of the public body concerned to develop or access the necessary language capability.

In accordance with Section 13(1)(a) of the Act, on 29th October 2004 Revenue published a notice of intention to prepare a draft Scheme. Bilingual advertisements inviting submissions were published in the national press and on the Revenue website, and notices in Irish were published in two Irish language publications. The same information was conveyed to Revenue staff via our Intranet. A limited response was received. (Some suggestions made in the submissions received were that there be a single Irish language unit in each Revenue Region, that all information on the Revenue website be available in Irish, that Lo-call numbers be made available to deal with Irish only tax affairs, that there be a bilingual greeting on telephone enquiry lines). Some of the suggestions made have been incorporated in this first Scheme.

In September 2004, a general customer survey was undertaken in three Districts (Dublin, Dundalk, Limerick) of callers to our 1890 PAYE telephone service and those surveyed were asked about their requirements for service in Irish. A total of 750 taxpayers were surveyed and of those, 3% said they would avail of a service through the Irish language if it were provided.

All Divisions of the organisation have been invited to contribute to the preparation of the Scheme, and stakeholders have also been consulted through the Partnership process.

1.2 Scheme Objectives

Revenue has heretofore, where possible, provided an “on demand” service in Irish to those of our customers who request it. This reflects our commitment to fostering voluntary compliance through the

delivery of quality customer services. We recognise that providing a service in the Irish language is part of that commitment, and preparation of this Scheme reflects our continuing resolve to respond to the changing demands of our diverse customer base. The Scheme builds on this existing service provision, identifies specific areas where enhanced Irish language service can be provided and puts in place new structures to ensure that this is achieved.

As an organisation, we are committed to the implementation of the provisions of the Official Languages legislation. This will be achieved incrementally, beginning with our first Scheme, and over subsequent Schemes, having regard to the level of demand and resource availability. The document translation, printing, staff training and software redevelopment which will have to be undertaken to fulfil our obligations under the Scheme can, for the most part, be met from existing administrative budget allocations.

During the course of the initial Scheme, we will monitor the take-up of services, with a view to matching, over time, the provision of service in Irish with the level of demand identified.

1.3 Overview of Revenue

1.3.1 Mandate & Mission

Mission Statement - To serve the community by fairly and efficiently collecting taxes and duties and implementing import and export controls

Our primary task is the collection of the taxes and duties that fund Government expenditure on social and other services for the benefit of the community as a whole. Our activities extend to:

- Collection and management of taxes and duties that account for over 93% of Exchequer Revenue
- Administering the custom's regime for the control of imports and exports, and collection of duties and levies on behalf of the EU
- Deterring, detecting and prosecuting evasion, smuggling and other breaches of Taxes and Customs legislation
- Working in co-operation with other State Agencies in the fight against drugs and in other cross departmental initiatives
- Carrying out agency work for other Departments, including the collection of Pay Related Social Insurance (PRSI) for the Department of Social and Family Affairs
- Giving policy advice in areas where Revenue has a responsibility and expertise.

1.3.2 Organisation Structure

Revenue has a staff complement of 6,500. Our headquarters are in Dublin Castle.

Revenue Board

This comprises the Chairman, and 2 Commissioners.

There are a total of thirteen Business Units in Revenue, comprising four Regions and nine Divisions.

The four Regions are as follows:

Border Midlands West Region

(Counties Cavan, Donegal, Galway, Leitrim, Longford, Louth, Mayo, Monaghan, Offaly, Roscommon, Sligo and Westmeath).

Regional Office: **Galway**

Dublin Region

(Dublin City & County).

Regional Office: **Dublin**

East & South East Region

(Counties Carlow, Kildare, Kilkenny, Laois, Meath, Tipperary, Waterford, Wexford and Wicklow).

Regional Office: **Waterford**

South West

(Counties Clare, Cork, Kerry and Limerick).

Regional Office: **Cork**

With certain limited exceptions (e.g. cases dealt with by Large Cases Division) each of these regions deals with all of the tax and duty affairs of customers in the geographic locations they serve. In general, business customers have their tax and duty affairs dealt with in the Revenue District in which their business is managed and controlled, while PAYE customers are, for the most part, dealt with in the Revenue District dealing with the county in which they reside.

The Collector -General's Division

The Collector-General's Division has extensive contacts with members of the public and has primary responsibility for:

- Receipt and processing of tax payments
- Debt management for all major tax heads
- Tax Relief At Source (TRS) & Special Savings Incentive Accounts Scheme (SSIA).

Large Cases Division

Responsible for all of the taxes and duties of Ireland's largest corporate businesses and high wealth individuals.

Investigations & Prosecutions Division

Manages and advances all Revenue prosecutions in cases of tax and duty evasion, as well as special investigations of various kinds.

Revenue Legislation Services Divisions

Consists of four central Revenue Divisions whose work relates mainly to interpretation of tax, duty and excise legislation. These Divisions are:

Direct Taxes Policy and Legislation Division,
Direct Taxes Interpretation and International Division,
Indirect Taxes Division
Customs Division.

There are five National Office Divisions:

Strategic Planning Division

Supports the Revenue Board in setting corporate strategy and reviewing performance (includes the Accountant General's Office in Ennis, Co.Clare which has accounting responsibilities for all of Revenue's receipts and expenditure and also the Internal Audit Unit).

Operations Policy and Evaluation Division

Co-ordinates the development of operational policy, and evaluates the return from our customer service, audit and compliance programmes from an organisational perspective.

The **Human Resources Division** (which includes Training Branch), **Revenue Solicitor's Division**, and the **Information, Communications Technology and e-Business Division** (which includes ROS, the Revenue On-Line service) provide a wide range of specialist and corporate support services for the entire organisation.

In the Government decentralisation programme announced in December 2003, it is planned that certain units of Revenue will decentralise to Athy, Co. Kildare, Kildare Town, Kilrush, Co. Clare, Listowel, Co. Kerry and Newcastle West, Co. Limerick.

1.3.3 Customers & Clients

- Ministers, Ministers of State and other members of the Government
- Members of the Oireachtas
- Individual Taxpayers
- Business Taxpayers
- Business and Industry Representative groups
- Tax Practitioners
- Importers/Exporters
- Other Government Departments
- State Agencies
- Organisations of the European Union
- International Agencies.

1.3.4 Assessment of level of service already available through Irish

Revenue's customer service standards contain a commitment to provide a service where possible to those who wish to conduct their business through the medium of Irish.

Revenue's range of customer service standards apply generally to the commitments being given in this Scheme in relation to the delivery of service in the Irish language.

Service in the Irish language is provided to those customers who request it. Thus, if PAYE and Income Tax customers wish to have their affairs dealt with in Irish, they can elect to do so and subsequently, all services to them in relation to PAYE and Income Tax matters will be delivered through the medium of Irish. This is the basis on which service in Irish will continue to be provided.

As part of the ongoing evaluation of the Revenue Scheme, we will monitor the total number of taxpayers on our database who have elected to register for service in Irish.

Chapter 2

Existing language regime for the provision of general services

Counter Service/Phone calls

Customers who contact the organisation for service in Irish are at present facilitated on an informal basis.

Correspondence

Letters, e-mails & Faxes received in Irish are replied to in Irish.

Forms & Leaflets

Our most widely used Forms & Leaflets are available in paper format in Irish from our national dedicated 1890 number.

Website

There is a dedicated Irish language section on the Revenue website www.revenue.ie, containing information on Revenue services, corporate publications in Irish, as well as a wide range of Forms and Leaflets in downloadable format.

ROS - Revenue On-Line Service

There are a number of returns in Irish for monthly and annual filers.

Publications

Since 1 May 2004, major corporate publications are published bilingually.

Chapter 3

Existing language regime for the provision of services by Division

3.1: Provision of Services in Irish

Dublin Region - Aonad 8

Aonad 8 is a unit which handles a broad spectrum of telephone queries, processes returns, repayment claims etc. for PAYE and Income Tax customers through the medium of Irish; however, more complex cases may require additional input from other Revenue areas, provided through the medium of English. This is a dedicated Irish language unit which deals with taxpayers in the Dublin Region who have requested that their PAYE and Income Tax affairs be dealt with through Irish. Other than this unit, the rest of the Dublin region works in English.

For all cases registered as Irish cases, the Collector-General's Division provides output of forms and letters in Irish through the IT S (Integrated Taxation System).

3.2: Provision of Services in English

Other than the unit referred to above in the Dublin Region, all other Regions/Divisions provide service in English only, with the exception of the general services listed in Chapter 2.

Chapter 4

Enhancement of services

4.1: Provision of Services in Irish

We will provide enhanced services through the medium of the Irish language for PAYE and Income Tax customers (these represent over 90% of our customer base) in the (i) East & South East, (ii) the South West and (iii) BMW Regions. It is intended that these Regions will provide the same services as in the Dublin Region.

Each of these Regions will provide telephone access through our 1890 service, which will be able to handle a broad spectrum of telephone queries for PAYE and Income Tax customers. However, more complex cases may require additional input from other Revenue areas, provided through the medium of English.

In order to specifically cater for the needs of Revenue customers in Gaeltacht areas, enhanced services through Irish will be provided in the following locations:

Revenue BMW Region

- Letterkenny, Co. Donegal
- Castlebar, Co. Mayo
- Eyre Square, Galway.

Revenue South West Region

- Sullivan's Quay, Cork
- River House, Limerick
- Tralee, Co. Kerry.

East and South East Region

- Waterford.

Each of these locations will cater for personal callers through Irish in relation to PAYE and Income Tax issues during normal office opening hours.

The **Collector-General's Division** will establish a team for the provision of services in Irish to its customers.

4.1.1: Timeframe

Services operational by the end of the first Revenue Scheme (March 2008).

4.1.2: Resourcing of the new services

Staff

The three Regions in question (BMW, South West and East and South East) and the Collector-General's Division have undertaken a staff survey

- To assess the Irish language competence of staff generally
- Requesting volunteers to serve in the new areas.

It is envisaged that the staff complement can be resourced from within the organisation, and that targeted recruitment will not be necessary.

Financial

The new enhanced service in the Regions and in the Collector-General's Division will be resourced out of the existing Administrative Budget allocation for each of the respective Regions/Division.

Training

HRD (Training Branch) will arrange suitable training for the staff providing this service in the Regions/Collector-General's Division.

HRD (Training Branch) will source and provide training courses in the Irish language to a sufficient standard to enable staff to respond positively to the demands of our customers. Local Management will identify the specific business driven needs of their staff and will liaise with Training Branch in structuring courses, which will meet the demand of customers for service in Irish.

Chapter 5

Enhancement of Services - Provision of bilingual service

5.1: Forms and Leaflets

Our most commonly used Forms and Leaflets are made available separately in Irish and English either on the Revenue website, from our dedicated 1890 number or from any of our public offices.

Based on those which are most requested from our 1890 service, and based also on the most popular downloads from the Revenue website, we will expand the range of Forms and Leaflets in the Irish language as follows:

Forms & Leaflets	Details
P50	First claim for Tax Repayment during unemployment
IT 70	A Revenue Guide to Rental Income
IT 2	Taxation of Married Persons
IT 6	Medical Expenses Relief
IT 9	One Parent Family Allowance
IT 61	A Revenue Guide to Professional Services withholding tax (PSWT) for Accountable Persons and Specified Persons
IT 50	PAYE/PRSI for Small Employers. A Revenue Guide
IT 39	Gift/Inheritance Tax. A Guide to completing the Self Assessment Return (Form IT 38)

5.1.1: Timeframe

Full range as listed above available in paper format and also on the Revenue website by the end of the first Scheme.

5.1.2: Resources

This will not require any additional resources, as it can be accomplished within the existing resource allocations.

5.2: Revenue Website

Our website has an existing comprehensive section in Irish. We will commission a further development of the website to offer a bilingual mirror site with Irish navigation to Irish documents where they exist and to English ones until they are translated.

Any publication of major corporate importance produced bilingually will automatically be made available on our website in both Irish and English, as will specified Forms, Leaflets and Guides.

5.2.1: Timeframe

To be accomplished by the end of the first Revenue Scheme.

5.2.2: Resources

This can be achieved within existing resource allocations.

5.3: ROS - Revenue On-Line Service

The ROS facility has a number of existing services in Irish. We will gradually extend the services connected to these forms and develop all new PAYE services in both Irish and English.

5.3.1: Timeframe

To be achieved by the end of the first Revenue Scheme.

5.3.2: Resources

This can be achieved within existing resource allocations.

5.4: Interactive Services

Interactive services provided on the Revenue website and by the Revenue On-Line Service will be upgraded to a bilingual service by the end of 2010.

5.5: Public Interface

Telephones

- We will ensure switchboard operators are fully briefed to be able to direct callers to receive service in Irish.

Public Offices

- We will provide a service in our four regions to PAYE and IT personal callers who wish to conduct their business in Irish
- The Collector-General's Division will provide a service to personal callers who wish to conduct their business in Irish

The following are the locations at which this service will be provided:

Dublin: CRIO, Cathedral St., Dublin 1.

East & South East: Waterford.

BMW: Letterkenny, Castlebar, Galway.

South West: Cork, Tralee, Limerick.

Collector-General's: Sarsfield House, Limerick.

We will ensure that reception staff at these locations are able to direct customers to where they can receive a service in Irish

5.5.1: Timeframe

Enhanced services to be in place by the end of the first Revenue Scheme.

5.5.2: Resources

No additional resource allocation is required.

5.6: Training - General

We will introduce an "Irish Language Awareness" module into our Induction and Customer Service Training.

5.6.1: Timeframe

Module will be incorporated into training programmes from beginning of 2006.

5.6.2: Resources

No resource allocation issues arise.

5.7: Press Releases:

20% of all Press Releases will be produced bilingually.

5.7.1: *Timeframe*

To be achieved by the end of the first Revenue Scheme. The percentage of press releases will be reviewed thereafter in the light of experience and available resources.

5.8: The official Placenames of Gaeltacht areas as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2005 will be used by Revenue as the default for corporate purposes, including in legislative, corporate and statistical publications.

Chapter 6

Services in English

All existing services available in Irish at the commencement of the scheme will continue to be so provided. Other than these services, and the enhancement to services in Irish and bilingually, all other services will, for the duration of the first scheme, be provided in English.

Liaison Officers for the implementation of the Official Languages Act have been appointed in all Divisions of Revenue. Specifically in relation to those services which, during the lifetime of the first Scheme will continue to be provided in English, the Liaison Officers will monitor demand for service in this regard in the Irish language. This will be co-ordinated with the central feedback and analysis of demand set out in the following Chapter, and the data will be used to inform staff training and IT requirements for the prioritisation of service enhancements for inclusion in the second Revenue Scheme beginning in 2008. Particular attention will be given during the lifetime of this Scheme to developing staff competence in the language, with a view, over time, to being in a position to meet demand for an Irish language service across the full range of our services, subject to sufficient staff having developed the necessary Irish language competency.

Chapter 7

Monitoring & Review

At central level, the primary responsibility for the ongoing monitoring of the Scheme will rest with the Customer Service Policy Unit of OPED (Operations Policy & Evaluation Division). Monitoring will be carried out by local management and will include tracking the take up of services in Irish from the commencement date of the first Scheme. This feedback will be provided to OPED via the Customer Service Principal Officer Network.

Midway through our initial Scheme, OPED will carry out an interim review of the Scheme's operation.

As part of Revenue's ongoing interaction with taxpayers on customer service issues, we will specifically focus on service in Irish. We will modify our Irish and bilingual services and prioritise targets for the 2nd Scheme based on the feedback received.

Chapter 8

Publicising the Revenue Scheme

The contents of the Scheme will be communicated to our customers and the general public via the Revenue website.

We wish to thank the team of Revenue Liaison Officers who co-ordinated the preparation of the Scheme for their Regions/Divisions. We wish also to express our gratitude to the Partnership Intensive Group on Customer Service for their contribution.