

TAXPAYER'S CHARTER

Settle your tax affairs promptly and accurately

Keep your affairs confidential

Provide the basis for decision taken

Encourage Compliance

Be consistent and impartial in our dealings

Provide services of high ethical standards

Encourage whistle-blowing of suspect dealings

Provide same service level to all stakeholders

Allow taxpayers to exercise their rights for re-examination of tax affairs and resort to objection & appeal procedures

Quality & Efficient Service

You can expect from us to

FAIR & JUST

Assist &

Communicate Clearly

Raising Standards & Being Accountable

Set excellent standards in our operational services (Response time & quality)

Publish these standards and review with a view to raise level of service to stakeholders

> Be accountable for not being to the level of standards communicated to stakeholders

Provide forms, returns and brochures

Be courteous in our dealings

Give relevant information and assistance at our enquiry offices

Listen to suggestions & improve service where possible

Be accessible in order to upgrade the quality of service