

TAXPAYER'S CHARTER

You can expect from us to:



Quality & Efficient Service

- Settle your tax affairs promptly and accurately
- Keep your affairs confidential
- Provide the basis for decision taken
- Encourage voluntary compliance
- Be consistent and impartial in our dealings

Fair & Just

- 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

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

Assist & Communicate Clearly

- 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