



# TAXPAYERS' CHARTER

## THE INCOME TAX DEPARTMENT

### is committed to

**1. provide fair, courteous, and reasonable treatment**

The Department shall provide prompt, courteous, and professional assistance in all dealings with the taxpayer.

**2. treat taxpayer as honest**

The Department shall treat every taxpayer as honest unless there is a reason to believe otherwise.

**3. provide mechanism for appeal and review**

The Department shall provide fair and impartial appeal and review mechanism.

**4. provide complete and accurate information**

The Department shall provide accurate information for fulfilling compliance obligations under the law.

**5. provide timely decisions**

The Department shall take decision in every income-tax proceeding within the time prescribed under law.

**6. collect the correct amount of tax**

The Department shall collect only the amount due as per the law.

**7. respect privacy of taxpayer**

The Department will follow due process of law and be no more intrusive than necessary in any inquiry, examination, or enforcement action.

**8. maintain confidentiality**

The Department shall not disclose any information provided by taxpayer to the department unless authorized by law.

**9. hold its authorities accountable**

The Department shall hold its authorities accountable for their actions.

**10. enable representative of choice**

The Department shall allow every taxpayer to choose an authorized representative of his choice.

**11. provide mechanism to lodge complaint**

The Department shall provide mechanism for lodging a complaint and prompt disposal thereof.

**12. provide a fair & just system**

The Department shall provide a fair and impartial system and resolve the tax issues in a time-bound manner

**13. publish service standards and report periodically**

The Department shall publish standards for service delivery in a periodic manner.

**14. reduce cost of compliance**

The Department shall duly take into account the cost of compliance when administering tax legislation.

### and expects taxpayers to

**1. be honest and compliant**

Taxpayer is expected to honestly disclose full information and fulfil his compliance obligations.

**2. be informed**

Taxpayer is expected to be aware of his compliance obligations under tax law and seek help of department if needed.

**3. keep accurate records**

Taxpayer is expected to keep accurate records required as per law.

**4. know what the representative does on his behalf**

Taxpayer is expected to know what information and submissions are made by his authorised representative.

**5. respond in time**

Taxpayer is expected to make submissions as per tax law in timely manner.

**6. pay in time**

Taxpayer is expected to pay amount due as per law in a timely manner.

Taxpayers can approach the Taxpayers' Charter Cell under Principal Chief Commissioner of Income tax in each Zone for compliance to this charter. For more Information, visit <http://incometaxindia.gov.in>