



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>