



MINISTRY OF FINANCE
OF
THE GOVERNMENT OF THE COMMONWEALTH OF THE BAHAMAS



DEPARTMENT OF
INLAND REVENUE
Central Revenue Administration

Taxpayer's Charter

What You Need to Know

Foreword

The Bahamas' tax collection systems have merged under one umbrella now known as the Department of Inland Revenue (DIR). This entity which has the full support of the Ministry of Finance will be responsible for the collection of taxes and administration of all matters under the following legislations:

The Business Licence Act
The Real Property Tax Act
The Stamp Act
The Value Added Tax Act

Aspects of the governance of the DIR are provided for in the Financial Administration and Audit (Amendment) Act, 2015 of the Statute Laws of The Bahamas (as amended).

The DIR is to be viewed as a community asset. With the joint efforts of the government (as administrators) and members of the community (as taxpayers), we shall, by working together, strengthen the foundation for the financial health and prosperity of The Bahamas.

Vision

We aim to be the leading revenue collection administration in the region while playing an integral role in promoting the prosperity and stability of The Bahamas.

OUR VISION STATEMENT:

“A world class revenue administration recognized for the quality of the services we deliver, the efficiency of our operations, and the opportunity that we offer to our employees.”

Mission

We are committed to:-

- Collecting revenue in an efficient and cost-effective manner
- Providing service to taxpayers in a fair and transparent manner
- Treating all taxpayers with respect, always with honesty and integrity
- Promoting compliance through rigorous enforcement of law, education publicity programmes

- Enabling staff to acquire the necessary knowledge, skills, and attitude so as to contribute their best to the fulfillment of our vision
- Creating a culture which encourages voluntary compliance by taxpayers in an environment where the taxpayer's respect is earned by officers and employees of the DIR by their general deportment and high level of service

OUR MISSION STATEMENT:

“Administering the taxes and other public revenues for which we are responsible by law in such a manner as to achieve consistently high levels of voluntary compliance amongst taxpayers throughout The Bahamas and in so doing play an integral role in strengthening the public finances of our country.”

Values

Our core values are reflected in everything that we do:-

INTEGRITY

We treat all stakeholders with honesty and respect. As guardians of sensitive taxpayer financial information, we will hold ourselves accountable to protect that trust.

PROFESSIONALISM

We are committed to the highest standard of achievement and respect for the confidentiality of information.

EFFICIENCY

We provide quality services and compliance activities with a fiscally responsible mindset.

ACCOUNTABILITY

We accept our responsibilities and will be open, transparent and accountable for all of our actions.

RESPONSIVENESS

We care about helping you to achieve your goals, quickly and efficiently.

Your Rights as a Taxpayer

You have the right to:-

- Pay no more, but not less than what is required by law
- Fair and reasonable treatment
- Privacy and confidentiality of all information in the possession of the DIR
- Clear and accurate taxpayer service, information and guidelines
- Have the law applied consistently and impartially
- A fair review and subsequent appeal if necessary
- Representation by a person of choice
- View the DIR's service standards upon publication of same
- A high standard of service delivered in a timely manner

Your Legal Obligations as a Taxpayer

You are required to:-

- File returns, license renewals and pay amounts due as required by appropriate legislation
- Be honest and accurate in reporting your tax licensing affairs
- Keep and make available for inspection all books and records as may be required to prove the information contained in the tax return or licensing renewal application for the relevant period.

Commitment to Small Businesses and the Family Islands

The Government of The Bahamas is committed to:-

- Finding ways to administer the tax and licensing system, in a manner which will reduce the costs of compliance for small businesses and persons located on the Family Islands
- Providing services which will meet some of the ongoing needs of small businesses and Family Islanders
- Rendering assistance to small businesses and Family Islanders, where possible

We Treat You as Honest Unless You Act Otherwise

We presume that you tell us the truth and the information that you provide is complete and accurate unless we have reason to think otherwise.

Generally, you will prepare the information you need to meet your obligations, then submit this information to us.

We know that mistakes are sometimes made and we differentiate between mistakes and deliberate actions. If a mistake is made, you will be given an opportunity to provide an explanation, which will be taken into account when information is being reviewed. If discrepancies are found during the review, follow-up action will be taken.