



# Income Tax Department

Government of India

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## **SERVICE QUALITY POLICY**

The Income Tax Department is committed to promote voluntary compliance with Direct Tax Laws through quality taxpayer service and firm administration.

The Department endeavours to be transparent and fair in its processes. It consistently strives for providing efficient services and assisting the taxpayers to discharge their tax obligations. It aspires for continual improvement in its service delivery mechanism by upgrading the infrastructure and skill sets of its employees for ensuring the desired level of taxpayers' satisfaction.

The Department is resolute in complying with the requirements of IS 15700:2005 and continually improving the effectiveness of the Service Quality Management System.