

## Inland Revenue Division (IRD)

# Customer Charter

IRD is part of the Ministry of Finance and Treasury. We collect money to pay for public services. We help people to meet their tax and vehicle and driver licencing obligations while working within relevant laws and regulations. Our aim is to improve the lives of Solomon Islanders.

### *How we will work with you*

#### Service and Conduct

- We will be friendly and welcoming
- We will listen to you and consider your situation
- We will build a good working relationship with you
- We will serve you in a timely manner – through E-Tax, by phone, letter and in person
- We will maintain your confidentiality *(except where the law requires)*
- Our service will be reliable – we will open on time every day
- Our team will dress professionally
- Our staff will work with honesty and integrity
- We will treat all customers fairly and consistently
- We will NOT seek or accept personal favours or gifts for our work

#### Technical Advice

- We will clearly explain the answer/s to all your queries
- We will work across our areas to ensure we have knowledge of all technical areas
- We will be consistent in our technical decisions

### *What we need from you*

#### Please:

- Ask us questions when you are not sure
- Work with us – we want to help you meet your obligations
- Be honest and give us correct information *in a timely manner*
- Be aware of your tax and licencing obligations and comply with them
- Keep good financial records for your business
- Pay your taxes – our country relies on them
- Meet the deadlines you commit to and reasonable ones that are set for you
- Respect our roles – they are not always easy but we have to work within laws and regulations
- Give us feedback or suggestions for improvement – we want to hear from you
- Do NOT offer personal favours or gifts to our staff – and tell us if ANY officer asks this of you

## We're committed to good service

Our charter outlines the standards of service you can expect when dealing with Inland Revenue. If you believe we haven't met a service standard, we'd like to know about it and have the chance to make it right for you.

If you think we have broken our commitments to you, please write to the Commissioner and send it to IRD Commissioner, C/- HR Team Leader, PO Box G9, Honiara.