



*Fiscal Year 2015 Statutory Review of
Restrictions on Directly Contacting
Taxpayers*

July 7, 2015

Reference Number: 2015-30-061

This report has cleared the Treasury Inspector General for Tax Administration disclosure review process and information determined to be restricted from public release has been redacted from this document.

Phone Number / 202-622-6500

E-mail Address / TIGTACommunications@tigta.treas.gov

Website / <http://www.treasury.gov/tigta>



HIGHLIGHTS

FISCAL YEAR 2015 STATUTORY REVIEW OF RESTRICTIONS ON DIRECTLY CONTACTING TAXPAYERS

Highlights

Final Report issued on July 7, 2015

Highlights of Reference Number: 2015-30-061 to the Internal Revenue Service Commissioner for the Small Business/Self-Employed Division.

IMPACT ON TAXPAYERS

The direct contact provisions of Internal Revenue Code Section 7521 generally require IRS personnel to stop a taxpayer interview whenever a taxpayer requests consultation with a representative and prohibits IRS personnel from bypassing a qualified representative without supervisory approval. A taxpayer can file a civil suit seeking monetary damages against the IRS if an IRS employee intentionally disregards these provisions by denying the taxpayer the right to appropriate representation.

WHY TIGTA DID THE AUDIT

This audit was initiated because TIGTA is required to annually report on the IRS's compliance with the direct contact provisions of the Internal Revenue Code. The overall objective of this review was to determine whether the IRS complied with legal guidelines addressing the direct contact of taxpayers and their representatives as set forth in Internal Revenue Code Sections 7521(b)(2) and (c).

WHAT TIGTA FOUND

The IRS has a number of policies and procedures in place to help ensure that taxpayers are afforded the right to designate an authorized representative to act on their behalf in dealing with IRS personnel in a variety of tax matters. In addition, the IRS has a process to handle the review and disposition of taxpayer allegations of direct contact violations.

Each year, TIGTA focuses on one IRS office or function that interacts with taxpayers and their representatives on a routine basis. For this review, TIGTA analyzed how well the

Small Business/Self-Employed Division's Field Collection function has ensured that its personnel are appropriately complying with the direct contact provisions of the Internal Revenue Code during interactions with taxpayers and/or their representatives.

TIGTA reviewed a statistically valid sample of case histories for 96 taxpayers from a population of 250,870 taxpayers who had collection activity documented by Field Collection employees on the Integrated Collection System during Fiscal Year 2014. In the 96 cases reviewed, TIGTA found that revenue officers followed the direct contact provisions of Internal Revenue Code Section 7521. In addition, revenue officers, in most cases, followed the *Fair Tax Collection Practices* of Internal Revenue Code Section 6304, which ensured that taxpayer rights were protected during collection interactions with the taxpayers and their authorized representatives.

However, in the IRS's database which tracks taxpayer and tax practitioner complaints, there were 29 allegations that IRS employees violated Internal Revenue Code Section 7521. In nine of these cases, the IRS took disciplinary action against those employees.

WHAT TIGTA RECOMMENDED

TIGTA made no recommendations in this report. IRS officials were provided an opportunity to review the draft report and did not provide any comments.



TREASURY INSPECTOR GENERAL
FOR TAX ADMINISTRATION

DEPARTMENT OF THE TREASURY
WASHINGTON, D.C. 20220

July 7, 2015

MEMORANDUM FOR COMMISSIONER, SMALL BUSINESS/SELF-EMPLOYED
DIVISION

FROM: Michael E. McKenney
Deputy Inspector General for Audit

SUBJECT: Final Audit Report – Fiscal Year 2015 Statutory Review of Restrictions
on Directly Contacting Taxpayers (Audit # 201530008)

This report presents the results of our review to determine whether the Internal Revenue Service (IRS) complied with legal guidelines addressing the direct contact of taxpayers and their representatives as set forth in Internal Revenue Code Sections 7521(b)(2) and (c). This audit is included in our Fiscal Year 2015 Annual Audit Plan and addresses the major management challenge of Taxpayer Protection and Rights.

Although we made no recommendations in this report, we provided IRS officials an opportunity to review the draft report. IRS management did not provide us with any report comments. Copies of this report are also being sent to the IRS managers affected by the report.

If you have any questions, please contact me or Matthew Weir, Assistant Inspector General for Audit (Compliance and Enforcement Operations).



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Abbreviations

I.R.C.	Internal Revenue Code
IRM	Internal Revenue Manual
IRS	Internal Revenue Service
TIGTA	Treasury Inspector General for Tax Administration



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Background

The effort to determine whether the Internal Revenue Service (IRS) is complying with Internal Revenue Code (I.R.C.)¹ Sections (§§) 7521(b)(2) and (c) (hereafter referred to as the direct contact provisions) is complicated by the fact that the IRS cannot proactively identify IRS employee violations of this law. The Treasury Inspector General for Tax Administration's (TIGTA) Office of Investigations receives and investigates taxpayer complaints that allege IRS employees bypassed taxpayer representatives and contacted taxpayers directly. During Fiscal Year 2014, the Office of Investigations initiated six new investigations on IRS employees who had direct contact complaints filed against them by taxpayers or their representatives. These investigations are tracked by the Office of Investigations on the Performance and Results Information System.

To designate power of attorney authority to a representative, a taxpayer files Form 2848, *Power of Attorney and Declaration of Representative*, with the IRS. Once received and validated, the IRS records the representative authorization in its Centralized Authorization File. This file is linked to other automated information systems to notify personnel in IRS compliance and customer service functions when a taxpayer they are working with has secured an authorized representative. A taxpayer can file a civil suit seeking monetary damages against the IRS if an IRS employee intentionally disregards these provisions by denying the taxpayer the right to appropriate representation.

Identifying the authorized representative during audit or collection activities is critical for IRS personnel because I.R.C. § 6103 prohibits disclosure of tax return information to third parties unless the taxpayer has authorized the IRS to make the disclosure. In addition, the Omnibus Taxpayer Bill of Rights² created a number of safeguards to protect the rights of taxpayers interviewed by IRS employees as part of a tax examination or collection action. Specifically, IRS employees are required by the I.R.C. to:

- Stop a taxpayer interview whenever a taxpayer requests to consult with a representative.
- Obtain their immediate supervisor's approval to contact the taxpayer instead of the representative if the representative is responsible for unreasonably delaying the completion of an audit, collection action, or investigation.

The Senate Committee on Finance conducted numerous hearings in Calendar Years 1997 and 1998 addressing the rights of taxpayers. Several witnesses provided statements regarding abuses of taxpayer rights by IRS employees, including incidents in which employees failed to observe

¹ See Appendix V for a glossary of terms.

² Pub. L. No. 100-647, 102 Stat. 3730 (1988) (codified as amended in scattered sections of 5 U.S.C. and 26 U.S.C.).



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the taxpayers' right to representation. Shortly after these hearings, Congress passed the IRS Restructuring and Reform Act of 1998,³ which directed the IRS to revise Publication 1, *Your Rights as a Taxpayer*, to better inform taxpayers of these rights. In addition, this Act added I.R.C. § 7803(d)(1)(A)(ii), which requires TIGTA to annually evaluate the IRS's compliance with the direct contact provisions. This is the seventeenth year we have conducted this review.⁴

This review was performed with information obtained from the IRS Headquarters office of the Deputy Commissioner for Operations Support in Washington, D.C., and the Small Business/Self-Employed Division Headquarters in New Carrollton, Maryland, during the period November 2014 through March 2015. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. Detailed information on our audit objective, scope, and methodology is presented in Appendix I. Major contributors to the report are listed in Appendix II.

³ Pub. L. No. 105-206, 112 Stat. 685 (codified as amended in scattered sections of 2 U.S.C., 5 U.S.C. app., 16 U.S.C., 19 U.S.C., 22 U.S.C., 23 U.S.C., 26 U.S.C., 31 U.S.C., 38 U.S.C., and 49 U.S.C.).

⁴ See Appendix IV for a list of previous audit reports related to this statutory review.



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Results of Review

Internal Controls Have Helped Ensure Compliance With the Direct Contact Provisions of the Internal Revenue Code

Ultimately, the IRS relies on its employees to properly consider and protect taxpayer rights when conducting audits and taking collection actions. The IRS's mission statement describes the IRS's role and the public's expectation about how IRS employees should carry out their duties. The IRS has implemented an array of policies, procedures, and techniques to assist its employees in meeting these responsibilities.

The Internal Revenue Manual and taxpayer publications are important control components

In addition to the agency-level mission statement, the IRS uses, and periodically updates, policy statements, the Internal Revenue Manual (IRM), and numerous taxpayer publications. Both the IRM and taxpayer publications are available online and are designed to provide guidance nationwide to IRS personnel and taxpayers.

For example, the Small Business/Self-Employed Division's Field Collection *Taxpayer Contacts*⁵ IRM section asserts that taxpayers have the right to be represented during interactions with the IRS. Specifically, it states that if during any interview the taxpayer requests to consult with an authorized representative, generally, the IRS employee will immediately suspend the interview to permit such consultation. It further directs the IRS employee to allow the taxpayer up to 10 business days to secure representation. The *Taxpayer Representation*⁶ section of the IRM provides procedures to follow if it becomes necessary for a revenue officer to bypass a representative.

The IRS uses Publication 1 as the main document to inform taxpayers of their rights and to explain the audit, collection, appeals, and refund processes. Publication 1 also includes a contact number for TIGTA, where suspected violations of the direct contact provisions and other potential misconduct or abuse by IRS personnel can be reported. The IRS has also included information on these rights in other publications such as:

- Publication 17, *Your Federal Income Tax*.
- Publication 334, *Tax Guide for Small Business*.

⁵ IRM 5.1.10.7 (Oct. 28, 2011).

⁶ IRM 5.1.23.5 (Oct. 30, 2012).



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- Publication 594, *The IRS Collection Process*.
- Publication 1660, *Collection Appeal Rights*.

In addition, the IRS uses Publication 947, *Practice Before the IRS and Power of Attorney*, to inform taxpayers of their representatives' responsibilities and to notify taxpayers that the IRS has the authority to bypass representatives who are uncooperative.

First-line managers are a key control at the operational level

At the operational level, first-line managers are a key internal control because they are responsible for ensuring that the personnel they supervise follow procedures and that their work meets acceptable standards. To ensure that procedures are followed and standards are met, the IRM requires managers to conduct reviews over the work of the personnel they supervise, both while it is in process and after it is completed. These control techniques help identify problems so prompt corrective actions can be taken.

In response to prior TIGTA reports, the IRS has taken a number of steps to emphasize the need for first-line managers to ensure that the personnel they supervise are adhering to the direct contact provisions. For example, in May 2010 and January 2013, the IRS updated the IRM⁷ to include specific directions on how to ensure compliance with the direct contact provisions for Small Business/Self-Employed Division managers in its Field Collection and Examination functions.

The Internal Revenue Service Has a Process to Handle the Review and Disposition of Taxpayer Allegations of Direct Contact Violations

IRS management cannot track situations in which a taxpayer is denied the right to appropriate representation unless the taxpayer files a complaint with the IRS, TIGTA, the Taxpayer Advocate Service, or their congressional representative or senator. However, the IRS has a process to ensure that taxpayer reported allegations of direct contact violations are reviewed to determine if there was any employee misconduct.

IRS management informed us that allegations of employee misconduct received from a taxpayer through any source are to be sent to TIGTA's Office of Investigations to determine if a criminal investigation is warranted. If the Office of Investigations decides against pursuing a formal investigation, the allegation may be referred back to the IRS to consider if any further actions are warranted. The Office of Investigations also provides the results of its completed investigations to the IRS to take any necessary disciplinary actions, as well as to document the final adjudication of the results of TIGTA's investigations.

⁷ IRM 1.4.40.3.8.2 (May 19, 2010) and IRM 1.4.50.3.2.1 (Jan. 25, 2013).



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The IRS Employee Conduct and Compliance Office receives, processes, and tracks all complaint referrals, *e.g.*, allegations not investigated by TIGTA, as well as reports of investigation that TIGTA forwards to the IRS. The Employee Conduct and Compliance Office is responsible for ensuring that IRS management addresses the complaint referrals to determine their proper disposition. It also tracks the disposition of TIGTA complaint referrals (including any subsequent disciplinary actions taken). Once IRS management determines the disposition of the complaint referrals (including any disciplinary actions for substantiated allegations), the results are entered into the Automated Labor and Employee Relations Tracking System to ensure the maintenance of historic records of employee misconduct. The use of this system also helps ensure consistency in recording employee misconduct and disciplinary actions, *e.g.*, admonishment letters, employee suspensions, employee removals).

During our review, we queried the Automated Labor and Employee Relations Tracking System and found that during Fiscal Year 2014, the IRS closed 29 allegations from taxpayers or their representatives that IRS employees violated I.R.C. § 7521. After reviewing these allegations, IRS management took disciplinary action on nine employees who were predominantly revenue officers. In addition, many of the allegations included complaints of other types of employee misconduct in addition to the I.R.C. § 7521 violations. Disciplining employees who have violated the direct contact provisions may provide some level of deterrence against those who may consider violating the rights of taxpayers protected by I.R.C. §§ 7521(b)(2) and (c).

Field Collection Employees Are Generally Following Procedures Intended to Protect a Taxpayer's Right to Representation

We selected a statistically valid sample of 96 taxpayers from a population of 250,870 taxpayers who had collection actions documented in their case history narratives on the Integrated Collection System by Field Collection employees (revenue officers) during Fiscal Year 2014. We reviewed the case history narratives for these sampled taxpayers and determined that the revenue officers working these cases followed the direct contact provisions of I.R.C. §§ 7521(b)(2) and (c). In addition, revenue officers, in most cases, followed the *Fair Tax Collection Practices* of I.R.C. § 6304(a)2, which ensured that taxpayer rights were protected during collection interactions with the taxpayers and their authorized representatives. We provided the case history narratives and our observations to Field Collection management and they agreed.

Both I.R.C. §§ 7521(b)(2) and (c) and I.R.C. § 6304(a)2 address a taxpayer's right to representation. The provisions of I.R.C. §§ 7521(b)(2) and (c) apply in most interactions any IRS employee may have with a taxpayer when the taxpayer explicitly exercises his or her right to consult with an authorized representative during an interview. I.R.C. § 6304(a)2 provides more stringent rules during an IRS collection action when the revenue officer knows that a taxpayer has an authorized representative. In these instances, a revenue officer may not communicate with a taxpayer, without the consent of the taxpayer or a court order, when they know that the



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taxpayer has obtained a Power of Attorney to handle the collection matter. Specifically, I.R.C. § 6304(a)2 states:

... without the prior consent of the taxpayer given directly to the [IRS employee] or the express permission of a court of competent jurisdiction, the [IRS employee] may not communicate with a taxpayer in connection with the collection of any unpaid tax if the [IRS employee] knows the taxpayer is represented by any person authorized to practice before the [IRS] with respect to such unpaid tax and has knowledge of, or can readily ascertain, such person's name and address, unless such person fails to respond within a reasonable period of time to a communication from the [IRS employee] or unless such person consents to direct communication with the taxpayer.

To address I.R.C. § 6304(a)2 issues, Field Collection procedures⁸ prohibit revenue officers from bypassing a taxpayer's representative because they wish to interview the taxpayer. The IRM also advises staff to remain mindful that I.R.C. § 6304(a)2 generally precludes the IRS from directly communicating with a represented taxpayer in connection with the collection of any unpaid taxes. However, the procedures provide the following three conditions which must be met in order for a revenue officer to work directly with a represented taxpayer:

- 1) The taxpayer initiates the contact to resolve the issue on the account.
- 2) The taxpayer expresses a specific desire to resolve the issue without the involvement of their representative.
- 3) The taxpayer's desire to have the IRS work directly with the taxpayer instead of the representative is properly documented in the case file.

Field Collection management may want to ensure that all their employees remain mindful of I.R.C. § 6304(a)2, as well as I.R.C. §§ 7521(b)(2) and (c) and follow established procedures. When IRS employees ensure that taxpayer rights are protected, the IRS's exposure to potentially harmful litigation is limited.

⁸ IRM 5.1.23.5 (Oct. 30, 2012).



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Appendix I

Detailed Objective, Scope, and Methodology

The objective of this review was to determine whether the IRS complied with legal guidelines addressing the direct contact of taxpayers and their representatives as set forth in I.R.C. Sections 7521(b)(2) and (c). To accomplish this objective, we:

- I. Determined whether an IRS system and/or process has been implemented since our last review to identify those cases for which taxpayers have requested consultation with a representative or for which IRS employees bypassed a representative and directly contacted the taxpayer.
 - A. Interviewed Field Collection¹ management in the Small Business/Self-Employed Division to identify whether the IRS has implemented a system to identify those cases for which taxpayers have requested consultation with a representative or for which IRS employees bypassed a representative and directly contacted the taxpayer.
 - B. Conducted searches on the IRS intranet and interviewed Field Collection management to identify guidance addressing the requirements of the direct contact provisions that was provided to revenue officers.
 - C. Researched the IRS's website (IRS.gov) to identify how the IRS informs taxpayers of the IRS's prohibition on directly contacting taxpayers.
 - D. Reviewed prior TIGTA reports related to the direct contact provisions to identify any recommendations and the IRS's corrective actions taken.
- II. Determined how well the IRS is ensuring that taxpayer rights, under the direct contact provisions of the I.R.C., are protected during Field Collection actions.
 - A. Obtained a download from TIGTA's Data Center Warehouse of every Taxpayer Identification Number that had an Integrated Collection System Open or Archived case history narrative entry made by a revenue officer between October 1, 2013, and September 30, 2014. Field Collection entries were isolated using the codes assigned to the employees making the entry. In total, 250,870 Taxpayer Identification Numbers meeting the aforementioned criteria were noted.
 - B. Determined the data were reliable and appropriate for our analysis through validation.
 1. Scanned the data records for blank or incomplete fields, fields that contained improper data, amounts too large or small, and data that were not logical.

¹ See Appendix V for a glossary of terms.



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2. Selected a judgmental sample of 15 unique records and compared the selected data fields in the sample to ensure that they contained at least one entry made by a revenue officer.
- C. Reviewed the Fiscal Year 2014 electronic case history narratives associated with a statistically valid sample of 96 (out of 250,870) Taxpayer Identification Numbers containing at least one entry made by a revenue officer to determine whether Field Collection was in compliance with the direct contact provisions. Our sampling plan was based on a two-sided 95 percent confidence interval, a ± 5 percent precision, and a 5 percent expected error rate.
- D. Reviewed the direct contact complaints and investigations closed by TIGTA's Office of Investigations in Fiscal Year 2014 and tracked on the Performance and Results Information System to identify what actions the IRS had taken on subject personnel, as well as the number of taxpayers who may have had their rights and entitlements infringed upon.
- E. Queried and analyzed the Automated Labor and Employee Relations Tracking System data maintained at TIGTA's Data Center Warehouse to determine if any employee administrative cases closed in Fiscal Year 2014 included possible direct contact violations.
- F. Contacted the IRS's Employee Conduct and Compliance Office and confirmed that it obtained nine referrals from TIGTA's Office of Investigations in Fiscal Year 2014.

Data validation methodology

We assessed the reliability of the Integrated Collection System data by: 1) performing electronic testing of required data elements and 2) reviewing existing information about the data and the system that produced them. We determined that the data were sufficiently reliable for purposes of this report.

Internal controls methodology

Internal controls relate to management's plans, methods, and procedures used to meet their mission, goals, and objectives. Internal controls include the processes and procedures for planning, organizing, directing, and controlling program operations. They include the systems for measuring, reporting, and monitoring program performance. We determined that the following internal controls were relevant to our audit objective:

- The agency-level internal control activities:
 - a. The IRS's mission statement and supporting policy statements along with the IRM guidelines providing guidance to IRS employees to ensure compliance with the direct contact provisions.
 - b. Numerous publications informing taxpayers of their rights.



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- The operational-level internal control activities, which include the first-line managers responsible for ensuring that the personnel they supervise follow procedures and that their work meets acceptable standards. This was accomplished by reviewing the work of the personnel they supervise, both while it is in process and after it is completed.

We evaluated these controls by reviewing the IRM guidelines provided to managers and employees along with reviews of case history narratives associated with the 96 sampled taxpayers.



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Appendix II

Major Contributors to This Report

Matthew A. Weir, Assistant Inspector General for Audit (Compliance and Enforcement
Operations)
Bryce Kisler, Director
Alan Lund, Audit Manager
Shalin Basnayake, Lead Auditor
Kevin Nielsen, Auditor
John Onyeaku, Auditor



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Appendix III

Report Distribution List

Commissioner C
Office of the Commissioner – Attn: Chief of Staff C
Deputy Commissioner for Services and Enforcement SE
Deputy Commissioner, Small Business/Self-Employed Division SE:S
Director, Communications and Stakeholder Outreach, Small Business/Self-Employed Division
SE:S:OS:CSO
Director, Field Collection, Small Business/Self-Employed Division SE:S:C:FC
Director, Collection Policy, Small Business/Self-Employed Division SE:S:C:HQC:P
Chief Counsel CC
National Taxpayer Advocate TA
Director, Office of Audit Coordination OS:PPAC:AC
Director, Office of Program Evaluation and Risk Analysis RAS:O
Office of Internal Control OS:CFO:CPIC:IC
Audit Liaison: Commissioner, Small Business/Self-Employed Division SE:S



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Appendix IV

*Previous Audit Reports Related to This
Statutory Review*

TIGTA, Ref. No. 1999-10-076, *The Internal Revenue Service Needs to Enhance Guidance on and Monitoring of Compliance With Procedures for Directly Contacting Taxpayers and Their Representatives* (Sept. 1999).

TIGTA, Ref. No. 2000-10-132, *Letter Report: Improvements Have Been Implemented for Directly Contacting Taxpayers and Their Representatives* (Sept. 2000).

TIGTA, Ref. No. 2001-10-116, *Letter Report: The Internal Revenue Service Has Not Implemented a Process to Monitor Compliance With Direct Contact Provisions* (Jul. 2001).

TIGTA, Ref. No. 2002-40-177, *The Internal Revenue Service Cannot Monitor Its Compliance With the Direct Contact Provisions* (Sept. 2002).

TIGTA, Ref. No. 2003-40-131, *Fiscal Year 2003 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Jun. 2003).

TIGTA, Ref. No. 2004-40-059, *Fiscal Year 2004 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Feb. 2004).

TIGTA, Ref. No. 2005-40-040, *Fiscal Year 2005 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Feb. 2005).

TIGTA, Ref. No. 2006-40-136, *Fiscal Year 2006 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Aug. 2006).

TIGTA, Ref. No. 2007-40-118, *Fiscal Year 2007 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Jul. 2007).

TIGTA, Ref. No. 2008-40-090, *Fiscal Year 2008 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Mar. 2008).

TIGTA, Ref. No. 2009-30-054, *Fiscal Year 2009 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Mar. 2009).

TIGTA, Ref. No. 2010-30-060, *Fiscal Year 2010 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Jun. 2010).

TIGTA, Ref. No. 2011-30-090, *Fiscal Year 2011 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Sept. 2011).



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TIGTA, Ref. No. 2012-30-089, *Fiscal Year 2012 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Sept. 2012).

TIGTA, Ref. No. 2013-30-080, *Fiscal Year 2013 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Aug. 2013).

TIGTA, Ref. No. 2014-30-079, *Fiscal Year 2014 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Sept. 2014).



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Appendix V

Glossary of Terms

Term	Definition
Automated Labor and Employee Relations Tracking System	A database used to track labor/employee relations case data. It was developed to ensure consistency in tracking labor and employee relations disciplinary actions.
Calendar Year	The 12-consecutive-month period ending on December 31.
Centralized Authorization File	Contains information about the type of authorizations taxpayers have given their representatives for their tax returns.
Employee Conduct and Compliance Office	A function within the IRS Human Capital Office that provides a centralized structure and forum for addressing concerns about employee conduct. It ensures that all allegations are addressed appropriately, in a fair and consistent manner, and that corrective actions are taken when necessary. In doing so, it handles all TIGTA complaint referrals and reports of investigation, as well as congressional inquiries and IRS Commissioner correspondence involving employee issues and misconduct.
Field Collection	IRS function consisting of revenue officers who handle face-to-face contacts with taxpayers to collect delinquent accounts or secure unfiled returns.
Fiscal Year	Any yearly accounting period, regardless of its relationship to a calendar year. The Federal Government's fiscal year begins on October 1 and ends on September 30.
Integrated Collection System	An information management system designed to improve revenue collections by providing revenue officers access to the most current taxpayer information, while in the field, using laptop computers for quicker case resolution and improved customer service.
Internal Revenue Code	The Federal statutory tax law, enacted as Title 26 of the U.S. Code, is organized according to topic and covers all relevant rules pertaining to income, gift, estate, payroll, and excise taxes. The IRS is the implementing agency.



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Term	Definition
Internal Revenue Manual	The primary official source of instructions to staff relating to the organization, administration, and operation of the IRS.
Performance and Results Information System	A management information system that provides TIGTA with the ability to manage complaints received and investigations initiated.
Policy Statements	Statements that generally advise IRS employees and the public of the IRS's commitment to specific ideals or values. These statements can form the basis for procedures and instructions in the IRM.
Revenue Officer	A Field Collection employee who contacts taxpayers to resolve collection matters that have not been resolved through previous notices or telephone calls.
Taxpayer Advocate Service	An independent organization within the IRS that works to protect taxpayers' rights by ensuring that all taxpayers are treated fairly and that they know and understand their rights.
Taxpayer Identification Number	An identification number used by the IRS in the administration of tax laws. It is issued either by the Social Security Administration or by the IRS.
TIGTA's Data Center Warehouse	A collection of IRS databases containing various types of taxpayer account information that is maintained by TIGTA for the purpose of analyzing data for ongoing audits and investigations.
TIGTA's Office of Investigations	Administers investigative programs that protect the integrity of the IRS and detect and prevent fraud and other misconduct within IRS programs. This includes investigating allegations of criminal violations and administrative misconduct by IRS employees, as well as protecting the IRS against external attempts to corrupt or threaten its employees.