



Redesigning the IRS

On a yearly basis, the Internal Revenue Service (IRS) must deal with [100 million phone calls, 10 million written letters and 5 million in person visits](#) from American taxpayers. With this type of volume, it is nearly impossible for the service to avoid slow response times. When dealing with something as complicated as the current tax code, it is vital for the IRS to provide a higher level of accountability to the American people. **Additionally, there was a security breach at the IRS of over [100,000 taxpayers in 2015](#).** The IRS has a duty to provide the most secure circumstances for Americans filing their taxes, while providing the most attentive service possible.

In light of the current shortcomings, the House Tax Reform Blueprint aims to transform the IRS into a “service first” institution for taxpayers by providing more accountability, simplicity and overall organization.

Issues with the current IRS system

The IRS serves as a vital resource for Americans during the tax filing process. There are number of issues within the IRS, however, that keep them from being a “service first” institution:

- **During the 2016 tax filing season**, the IRS reported [31,578 tax returns](#) affected by issues of identity theft.
- In fact, there are rampant fraud issues present within the current IRS structure. **It is estimated that nearly [\\$15 billion](#) worth of fraudulent refunds** were attempted in the 2015 calendar year.
- **The current tax code’s Earned Income Tax Credit (EITC)** pays improper benefits to individuals. This figure reached an all-time high of [17.7 billion in fiscal year 2014](#).

The Internal Revenue Service “Bill of Rights”

So what’s the solution to holding the IRS accountable? The House Tax Plan has developed an “IRS Bill of Rights” to provide taxpayers a guideline of what they can expect from the institution itself.

- **Ensures that Americans will pay no more than the acceptable amount of taxes** they owe to both [federal and state government](#).
- **Promises that taxpayers** will have a [right to quality service, privacy, confidentiality and fairness](#) from the IRS.
- **Organizes the IRS [three service units](#)**—families and individuals, business service, and small claims court so as to meet the unique needs of the American people.
- **Institutes an impartial administrator** who presides over the tax filing process in a non-political manner for the [benefit of American taxpayers](#). Each administrator term only lasts three years so as to keep perspective fresh on the issues.