

# ميثاق الخاضعين للضريبة Taxpayer Charter



# OTA Taxpayer's Charter

The Oman Tax Authority (OTA) aims to administer and collect taxes according to its components as specified in laws, regulations and issued decisions. The collected revenues contribute effectively in financing the country's public services and infrastructure, to improve the quality of life for all citizens and residents.

## Purpose of the Charter:

The purpose of this charter is to promote mutual trust, respect, and responsibility between taxpayers and the OTA. More importantly, it extends its principles to all stakeholders involved in the tax regime including tax agents, advisors, and representatives in order to enhance the common commitment among all stakeholders.

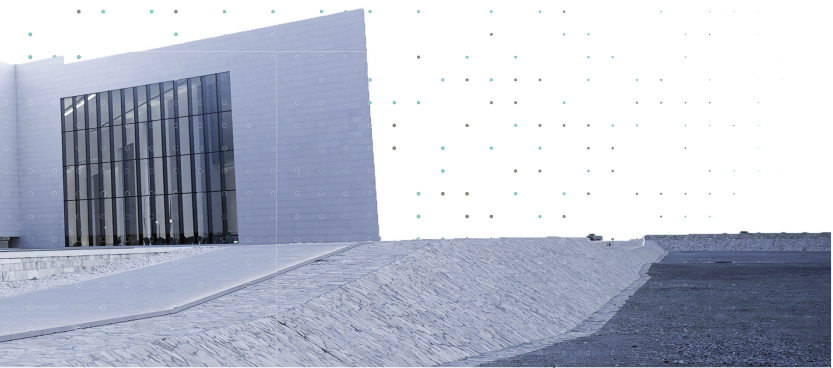
## This Charter:

Outlines what you can expect from the OTA.

Outlines the rights and responsibilities for those dealing with the OTA.

Is based on laws, regulations and our code of conduct.

It provides a space for communication and cooperation between all parties involved in the tax system.



## » Common Themes:

We believe at the OTA in the importance of balancing the rights of taxpayers with our responsibilities. Treating all taxpayers fairly and respectfully is appreciated when they commit to file their tax returns accurately and effectively. We also affirm that revenue collection in light of ethical principles is a responsibility which contributes in achieving welfare for all.

**It is expected from both parties to adhere with the following:**

### **Honesty And Lawfulness**

Both parties are expected to act truthfully, honestly and within the law.

### **Courtesy And Respect:**

Mutual respect and courtesy is expected from both parties.

### **Timely And Accurate Information:**

Both parties are expected to provide timely and accurate information.

### **Privacy And Confidentiality :**

Both parties have the responsibility to maintain the confidentiality of data

## » Your Rights:

Our commitment and responsibilities towards you are aimed at making your experience with us smooth and professional, helping you meet your tax obligations with ease.

### **Communication, Trust And Security:**

We realize that good communication and building trust are keys to maintain positive and effective relationship between you and us.

**We will:**

Promote a sense of trust and confidence in our interactions with you by treating you with respect, courtesy and consideration, ensuring you feel heard by us.

Share with you the latest updates on your requests and inquiries, ensure that you are answered quickly and clearly, and that the response is detailed including the next steps, if necessary.

Respect your privacy, treat your personal information with full confidentiality and keep your data secure.

Keep you up to date on our commitment to you and what we expect from you.

Be transparent in our decision making and give you access to the information we have used to support the outcome, where appropriate.

Ensure communications in all official languages.

## Procedures, Support, Assistance:

We're here to help you making it easier to meet your tax obligations and providing guidance as required.

### We will:

Ensure you will pay no more and no less than what is required by law.

Listen to your circumstances if you are facing any difficulties, taking them into account when assessing your situation.

Make it easy for your agent or representative to manage your affairs with us.

Make your feedback of interest and appreciation and harness them in order to improve the services provided.

## Professionalism and Service Quality:

We understand the importance of consistently delivering a professional and quality service to all. This is essential for keeping taxpayers satisfied and ensures that we uphold your expectations regarding the services provided.

### We will:

Aim to deliver a consistent and reliable service.

Offer you a way to ask about our services and ensure you receive a timely response or decision within our service timelines. Also, we will keep you informed on the progress and let you know about any changes in timelines.

We will use technology and innovation to deliver quality services and support to you, in order to meet your needs and expectations.

## > Your Obligations

We understand that your financial responsibilities are unique and will vary based on your individual circumstances. Regardless of the scale of your financial activities, we appreciate your cooperation in fulfilling these responsibilities and will provide you with the necessary support whenever you need.

The following are some of the obligations to keep in mind:

### Honesty and Accuracy:

We believe that being honest and providing accurate and current information can help protect the integrity of our tax system, as a result it will build a relationship based on mutual trust between us.

### We expect you to:

Maintain a commitment to honesty and integrity when dealing with us by being transparent and providing us with truthful information at all times.

Embrace technological tools and solutions where possible to help streamline processes i.e., utilize digital platforms to ensure accurate record-keeping.

Contribute to the overall integrity of the tax system by reporting any instances of tax fraud or misconduct.

### Cooperation and Effective Communication:

In order to support you in fulfilling your responsibilities effectively, we may ask you to cooperate with us and make sure of the following:

#### We will:

Treat our staff with respect and courtesy at all times.

Seek clarification from us if you have any doubts, once you have consulted our designated self-help resources such as our FAQs, portal guides, and relevant tax laws.

Inform us if you have a tax representative or agent, however you remain fully liable and should be fully knowledgeable about the information and documents that your representative or agent has submitted to us.

Comply with the tax laws and regulations and stay up-to-date with any legal revisions to ensure you always remain compliant.

Use the official and designated communication channels to contact us to ensure secure and effective correspondence.

### Timely Engagement:

We believe that timely engagement is essential to efficiently address concerns, fix errors and ensure the smooth execution of our administrative processes.

#### We expect you to:

Meet the deadlines (as per the law) for instance; registration, filing the returns and tax payments.

Provide information, respond to queries or requests in a timely manner, and inform us of any changes to your circumstances at the moment they occur.

Notify us immediately of any errors in your tax returns to ensure timely rectification.

Keep accurate and complete records along with any other supporting documentation and submit them to us when they are requested within the specified deadline.



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