

Department of Revenue Services (DRS)



At a Glance

KEVIN B. SULLIVAN, Commissioner

Joseph W. Mooney, Deputy Commissioner

Established – 1901

Statutory authority – CGS Sec. 12-1

Central office – 25 Sigourney Street, Hartford, CT 06106-5032

Internet Address - <http://www.ct.gov/drs>

Number of employees – 663

Recurring operating expenses – \$63,020,592

Organizational structure – Four bureaus: General Counsel, Administration & Finance, Compliance, and Operations

Mission

The mission of the Department of Revenue Services is to instill public confidence in the integrity and fairness of state tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; and contribute to the fiscal and economic well being of the state.

Statutory Responsibility

The department is statutorily responsible for administering state tax laws and collecting state tax revenues while safeguarding and protecting Connecticut taxpayer rights, privacy and property. The agency provides information, education and assistance to ensure taxpayer compliance and, when necessary, is required to initiate actions to collect unpaid taxes and apply

enforcement measures. DRS is responsible for exercising its authority fairly and impartially. The department also provides research and advice concerning state revenue policy.

Public Service

The department's mission and objectives include being taxpayer friendly by providing accurate, efficient, timely and courteous customer service. The following taxpayer services help advance this objective:

- Taxpayers and tax practitioners may subscribe to receive the latest tax information through e-alerts that include legislative updates, links to new publications and forms, press releases, online services, directories and reports. To date, 14,482 taxpayers and practitioners have subscribed to receive e-alerts.
- Information resources are available 24-hours-a-day to respond to taxpayer questions. During FY11, more than 400,000 frequently-asked questions were viewed.
- A call center within the Taxpayer Services Division provides a one-stop shop for the majority of taxpayer inquiries. During FY11, the call center handled 325,320 calls.
- Automated telephone responses are able to answer the most frequently asked inquiries such as: "Where's my Refund?"(87,100 taxpayers) or "What is DRS's address and business hours?"(9,500 taxpayers)
- Taxpayer Services also accepts and responds to email inquiries. Confidential taxpayer information is safely exchanged through a personal, secure mailbox associated with the taxpayer's account. Of the 6,210 emails processed by Taxpayer Services, 46% came in through the secure electronic mailbox.
- Taxpayer Services accepts and responds to inquiries via written correspondence. The Division responded to 177 written inquiries from taxpayers.
- Taxpayer Services Hartford "Walk-In" Office served 4,159 taxpayers in FY 11.
- The agency website (www.ct.gov/DRS) is constantly updated with current information and provides on line access to DRS information and services as well as useful links. The website received 2,336,949 visits in FY11.
- The Taxpayer Service Center (TSC) offers taxpayers a user-friendly, secure, and free automated system to register for business taxes, make payments, and file returns for the vast majority of tax types. Taxpayers may also use this website resource to maintain their accounts as well as view previous filing and payment history directly.

Improvements/Achievements 2010-11

At DRS, recent improvements and achievements include:

- Responding to 335,866 taxpayer inquiries, processing 3.7 million tax filings, collecting \$12.6 billion in revenue, and issued 1.2 million refunds to taxpayers totaling \$971 million.
- Strengthening taxpayer security and “zero tolerance” practices to deter and sanction any employee willful browsing of taxpayer records.
- Implementing a LEAN agency initiative to reduce tax delinquency through a cross-agency project team approach, resulting in 170,181 withholding delinquency accounts being cleared and creating an operational model for other taxes.
- Generating \$395,184,057 from audit assessments.
- More widely using the agency’s Voluntary Disclosure Program to encourage taxpayer compliance, resulting the collection of over \$10 million in taxes.
- Closing 1,375 cases with valued in excess of \$63 million, with 99% becoming final without court appeals.
- Collecting a total of \$105,951,887 in overdue taxes.
- Expanding cooperative offset programs with the IRS resolving 13,595 outstanding accounts and netting \$8,192,792 in payments, with Maryland, New York and Rhode Island generating \$1,754,904, and internally for \$11 million in overdue taxes.
- Stepping up anti-fraud and other criminal enforcement through 206 arrests resulting in \$2.6 million in restitution and deterring potential revenue losses.
- Reducing expenses and improving performance through increased use of technology and online services, including expanding the Department’s virtual (electronic, paperless) audit process.
- Increasing electronically filed business tax registrations to 77% (up 11% over the prior year) and 75% of 1.7 million personal income tax returns received (up 1%), as well as an 11% increase in business tax returns filed electronically.
- Reducing costs and improving collections by increasing total electronic payments to \$9.8 billion.
- Beginning to accept electronically filed returns through a new modernized e-file system in accordance with IRS efforts to replace its outdated legacy system.

- Increasing the convenience of credit card payment and reducing the filing of paper returns by 14%.

Strategic Planning/Business Planning

DRS continued to become a leaner and flatter organization relying on updated strategic business planning, increased cross-agency project management and several LEAN initiatives advancing the agency's responsibility to create public value.

DRS also began a "Bright Ideas" initiative asking employees to share proposals to improve agency practices, reduce costs, increase efficiency, and be more taxpayer friendly. Most suggestions have been or are in the process of being implemented, including walk-in computer access for taxpayers to electronically file returns, on-line access to a taxpayer library of informational and educational programs, and, expand the use of information available at other state agencies to improve the audit selection process.

Affirmative Action, Diversity and Equity

DRS strives for a diverse workforce and an equitable workplace where employees can grow professionally. The department's volunteer Diversity and Opportunity Committee (DOC), with employee representatives from all levels of the agency, continues to be a catalyst for creating and sustaining diversity and inclusion. The department's efforts have once again been reviewed, approved and commended by the state Commission on Human Rights and Opportunities.