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## DELIVERING A “SERVICE FIRST” IRS

The nation’s tax laws must be administered in a fair, efficient, and effective manner that respects the hard-working taxpayers who pay our country’s bills. But today the American people have come to equate the IRS with blatant misconduct, poor customer service, and government waste. Even with an enormous staff of over 80,000 employees, most Americans do not receive efficient and effective help when they contact the IRS.

The Blueprint rebuilds the IRS into a modern and efficient 21st century administrator of our nation’s tax system. The new, streamlined IRS would have a singular mission: *Service First*.

Here are the key components of the plan:

### **1. IRS EMPLOYEES WILL BE HELD ACCOUNTABLE TO THE TAXPAYER BILL OF RIGHTS.**

This means Americans will pay no more than the correct amount of tax. Taxpayers will have the right to quality service, privacy, confidentiality, and a fair and just tax system.

### **2. THE NEW IRS WILL BE ORGANIZED INTO 3 SERVICE UNITS:**

- a. Families and Individuals Service Unit – responsible for fairly and efficiently overseeing the new tax code for American families and workers throughout their careers.
- b. Business Service Unit – responsible for administering the tax code for job creators of all sizes and types, from start-up entrepreneurs to global corporations.
- c. Small Claims Court Service Unit – will be independent of the IRS. This will allow routine disputes to be resolved more quickly so that small businesses no longer spend more in legal fees to resolve a dispute with the IRS than the amount of tax that was at stake.

### **3. THE NEW IRS WILL BE LED BY AN IMPARTIAL AND EFFECTIVE IRS ADMINISTRATOR.**

The new IRS Administrator’s sole objective will be to manage the agency and administer the tax code in an impartial, non-political manner for the benefit of American taxpayers. The Administrator will have a term of three years, and the President may reappoint the Administrator only once to ensure new, effective management perspectives and prevent entrenched bureaucrats.