



*Fiscal Year 2016 Statutory Review of  
Restrictions on Directly Contacting  
Taxpayers*

**August 17, 2016**

**Reference Number: 2016-30-067**

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.

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## HIGHLIGHTS

### FISCAL YEAR 2016 STATUTORY REVIEW OF RESTRICTIONS ON DIRECTLY CONTACTING TAXPAYERS

## Highlights

#### Final Report issued on August 17, 2016

Highlights of Reference Number: 2016-30-067 to the Internal Revenue Service Commissioner for the Small Business/Self-Employed Division.

#### IMPACT ON TAXPAYERS

The direct contact provisions of Internal Revenue Code (I.R.C.) 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.

#### 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 I.R.C. 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 I.R.C. §§ 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 year's review, TIGTA analyzed the extent to which revenue agents in the Small Business/Self-Employed Division's Field Examination function are complying with the direct contact

provisions of the I.R.C. during interactions with taxpayers or their representatives.

TIGTA obtained an extract of electronic audit workpapers from the Correspondence Examination Automation Support system for field examinations closed in Fiscal Year 2015. TIGTA received more than three million documents from this extract, which represented workpapers from more than 111,000 taxpayer audits.

Using computer software, TIGTA systemically searched these documents for key words that would indicate a potential direct contact violation had occurred. The systemic search initially identified 493 documents from 391 field examination cases that contained information indicating potential direct contact. TIGTA reviewed select examination case information in each document and did not identify any revenue agent violations of the direct contact provisions of I.R.C. §§ 7521(b)(2) and (c) during the fiscal year.

Additionally, in the IRS's E-trak database, which tracks taxpayer and tax practitioner complaints, there were eight cases closed in Fiscal Year 2015 with allegations that IRS employees violated the direct contact provisions of I.R.C. § 7521. However, in most of these cases, the allegations made by the taxpayers or their representatives were not substantiated after further investigation.

#### WHAT TIGTA RECOMMENDED

TIGTA made no recommendations in this report. However, key IRS officials reviewed this report prior to its issuance and agreed with the facts and conclusions presented.



TREASURY INSPECTOR GENERAL  
FOR TAX ADMINISTRATION

DEPARTMENT OF THE TREASURY  
WASHINGTON, D.C. 20220

August 17, 2016

**MEMORANDUM FOR** COMMISSIONER, SMALL BUSINESS/SELF-EMPLOYED  
DIVISION

**FROM:** Michael E. McKenney  
Deputy Inspector General for Audit

**SUBJECT:** Final Audit Report – Fiscal Year 2016 Statutory Review of Restrictions  
on Directly Contacting Taxpayers (Audit # 201630009)

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). The Treasury Inspector General for Tax Administration is statutorily required to conduct this audit.<sup>1</sup> This audit is included in our Fiscal Year 2016 Annual Audit Plan and addresses the major management challenge of Taxpayer Protection and Rights.

The Treasury Inspector General for Tax Administration made no recommendations as a result of the work performed during this review. However, key IRS officials reviewed this report prior to its issuance and agreed with the facts and conclusions presented.

Copies of this report are also being sent to the IRS managers affected by the report results. If you have any questions, please contact me or Matthew A. Weir, Assistant Inspector General for Audit (Compliance and Enforcement Operations).

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<sup>1</sup> Internal Revenue Code § 7803(d)(1)(A)(ii).



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*Abbreviations*

CEAS	Correspondence Examination Automation Support
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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## *Fiscal Year 2016 Statutory Review of Restrictions on Directly Contacting Taxpayers*

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### *Background*

The effort to determine whether the Internal Revenue Service (IRS) is complying with Internal Revenue Code (I.R.C.) 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.<sup>1</sup> 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. These investigations are tracked by the Office of Investigations on the Performance and Results Information System. During Fiscal Year 2015, the Office of Investigations closed three cases on IRS employees who had direct contact complaints filed against them by taxpayers or their representatives.

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's 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.

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 Rights created a number of safeguards in the direct contact provisions of I.R.C. § 7521 to protect the rights of taxpayers interviewed by IRS employees as part of a tax examination or collection action.<sup>2</sup> Specifically, IRS employees are required 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 the taxpayers' right to representation. Shortly after these hearings, Congress passed the IRS Restructuring and Reform Act of 1998, 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

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<sup>1</sup> See Appendix V for a glossary of terms.

<sup>2</sup> 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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I.R.C. § 7803(d)(1)(A)(ii), which requires TIGTA to annually evaluate the IRS's compliance with the direct contact provisions.<sup>3</sup> This is the eighteenth year we have conducted this review.<sup>4</sup>

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 December 2015 through July 2016. 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.

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<sup>3</sup> 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.).

<sup>4</sup> 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*

The IRS expects and relies on its employees to properly consider and protect taxpayer rights when conducting audits and taking examination 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 (IRM) and taxpayer publications are important  
control components*

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

For example, IRM guidance provided to the Small Business/Self-Employed Division's Field Examination function mentions that examiners have the ongoing responsibility to ensure that all taxpayer rights are protected and observed.<sup>5</sup> Further, IRM guidance states that at any time during an interview not required by a court order or initiated by an administrative summons, if a taxpayer indicates he or she wants to consult with an authorized representative, then the interview must be suspended and the taxpayer must be allowed a minimum of 10 business days to secure representation. The examiner also cannot require a taxpayer to accompany an authorized representative to an examination interview in the absence of an administrative summons.<sup>6</sup> In addition, during the initial conversation by telephone or in person, examiners are to explain and discuss the taxpayer's rights as outlined in Publication 1, and answer any questions taxpayers may have concerning their rights.<sup>7</sup>

The IRS uses Publication 1 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:

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<sup>5</sup> IRM 4.10.1 (Feb. 24, 2015).

<sup>6</sup> IRM 4.10.3 (Feb. 26, 2016).

<sup>7</sup> IRM 4.10.2 (Feb. 11, 2016).



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- Publication 17, *Your Federal Income Tax*.
- Publication 334, *Tax Guide for Small Business*.
- Publication 3498, *The Examination Process*.
- Publication 556, *Examination of Returns, Appeals Rights, and Claims for Refund*.

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 addressed the respective recommendations and 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 January 2013, the IRS updated the IRM 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 function; and for its Examination function managers and examiners, in February 2016, the IRS updated the IRM to further clarify the procedures for allowing taxpayers adequate time to secure representation before taking any follow-up action to schedule an appointment.<sup>8</sup>

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

IRS management cannot track situations in which a taxpayer is denied the right to appropriate representation unless the taxpayer or his or her representative files a complaint with the IRS, TIGTA, the Taxpayer Advocate Service, or their congressional Representative or Senator. The IRS's position has not changed from last year, and the IRS does not plan to implement a system to proactively identify or track when taxpayers have requested consultation with a representative or when an IRS employee bypassed a representative and directly contacted the taxpayer. However, the IRS has a process to ensure that taxpayer or taxpayer representative reported

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<sup>8</sup> IRM 1.4.50.3.2.1 (Jan. 25, 2013); IRM 4.10.2.9.1 (Feb. 11, 2016); and IRM 4.10.3.3.7.2 (Feb. 26, 2016).



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allegations of direct contact violations are reviewed to determine if there was any employee misconduct.

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. According 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). These complaint referrals are assigned, tracked, and recorded on the Employee Conduct and Compliance Office's E-trak database.

During our review, we requested the complaint referrals that were closed by the Employee Conduct and Compliance Office during Fiscal Year 2015 on the E-trak database. We reviewed these cases and determined that the Employee Conduct and Compliance Office closed eight cases in which there were allegations of possible direct contact violations. In six of the eight cases, either a Clearance letter or a Closed Without Action letter was issued to the employee.<sup>9</sup> The fact that Clearance or Closed Without Action letters were issued in most of these cases indicates that the allegations made by the taxpayers or their representatives were not substantiated after further investigation.

For those complaint referrals in which there was action taken by IRS management, the disposition of the complaint referrals (including any disciplinary actions for substantiated allegations) 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, and employee removals.

### ***In the Examination Case Information Reviewed, Revenue Agents Appear to Be Following Procedures Intended to Protect a Taxpayer's Right to Representation***

In order to determine how well revenue agents are complying with the direct contact provisions of the I.R.C., we requested and analyzed an extract of electronic audit workpapers in the Microsoft Word and Adobe formats from the Correspondence Examination Automation Support (CEAS) system for field examinations closed in Fiscal Year 2015. The IRS's extract provided us with more than three million documents, which represented workpapers from more than 111,000 taxpayer audits. Using computer software, we systemically searched these documents using certain key words which would indicate that a potential direct contact violation took place.

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<sup>9</sup> A Clearance letter is used when there is no credible evidence to support an allegation or the evidence clearly established the employee's innocence. A Closed Without Action letter is issued when the evidence fails to clearly establish that wrongdoing occurred and further investigation could not resolve the issue.



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Our search initially identified 493 documents from 391 field examination cases as potential direct contact violations. We reviewed the examination case information identified in our query to determine the context in which the key words were used. After our review, we determined that:

- 273 (55 percent) of the 493 documents contained references to “direct contact,” but were used in a context that was unrelated to the direct contact provisions. Some of these references mention that no direct contact was made with the taxpayer, or to indicate that direct contact may be made with the taxpayer at a later date.
- 75 (15 percent) of the 493 documents contained a reference to “direct contact,” but were used outside the context of a taxpayer’s examination, such as requesting that the taxpayer’s direct contact information be provided.
- 63 (13 percent) of the 493 documents contained references to or had miscellaneous use of the words “direct contact,” “7521,” “6304,” or “bypass,” which was unrelated to the direct contact provisions. For example, some documents referred to I.R.C. § 7521(a) provisions against audio recording an interview, and others mentioned “direct contact” with the IRS in order to change filing status.
- 53 (11 percent) of the 493 documents, such as a form or a letter, contained references to the direct contact provisions as part of the document’s standard language. It did not refer to any direct contact issues specific to the case.
- 24 (5 percent) of the 493 documents contained references to “bypassing” the representative due to the representative being uncooperative. In these instances, the revenue agent was either noting that he or she discussed bypassing the representative with his or her group manager or noted that the representative was bypassed.
- In 5 (1 percent) of the 493 documents, there was a request to “stop interview,” and the revenue agent agreed.

Based on our review of the examination case information, we did not find any evidence that revenue agents who worked these cases violated the direct contact provisions of I.R.C. §§ 7521(b)(2) and (c) during the fiscal year.



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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 the procedures and controls the IRS uses to ensure that employees are following the direct contact provisions.
  - A. Contacted IRS management personnel in the Small Business/Self-Employed Division to determine if an IRS system or process has been developed or is planned to identify those cases when taxpayers have requested consultation with a representative or when an IRS employee bypassed a representative and directly contacted the taxpayer.
  - B. Conducted searches on the IRS intranet and contacted IRS officials to identify guidance provided to employees to help them meet the direct contact provisions and to group managers to help them provide oversight of their employees' compliance with the direct contact provisions.
  - C. Reviewed IRS.gov and contacted IRS officials to identify how the IRS informs taxpayers of the IRS's prohibition on directly contacting taxpayers when a representative has been requested.
  - D. Reviewed prior TIGTA reports for Fiscal Years 2010 through 2015 to identify the status of the recommendations and the IRS's corrective actions taken.<sup>1</sup>
- 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 examinations.
  - A. Electronically searched more than three million documents from an IRS-provided CEAS system extract of workpapers in the Microsoft Word (\*.doc and \*.docx) and Adobe (\*.pdf) formats from more than 111,000 taxpayer audits closed between October 1, 2014, and September 30, 2015. We used Text Miner software to search each of the documents received from the IRS for the following key terms:
    - "Direct Contact" and "Directly Contacting."
    - "Stop Interview."
    - "By-pass POA," "By-pass representative," "Bypass POA," "Bypass

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<sup>1</sup> See Appendix V for a glossary of terms.



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representative,” “By-passing POA,” “By-passing representative,” “Bypassing POA,” and “Bypassing representative.”

- “7521(b)(2),” “7521(c),” “IRC 7521,” “I.R.C. 7521,” “Code 7521,” and “Section 7521.”
  - “IRC 6304,” “I.R.C. 6304,” “Code 6304,” “Section 6304,” and “6304(a)2.”
- B. Reviewed select information from 493 documents in 391 field examination cases closed by the Small Business/Self-Employed Division between October 1, 2014, and September 30, 2015, to determine whether revenue agents were complying with the direct contact provisions of I.R.C. §§ 7521(b)(2) and (c).
- C. Interviewed officials in the IRS Employee Conduct and Compliance Office to identify any taxpayer complaints resulting from potential IRS employee direct contact violations, and obtained and reviewed direct contact complaints recorded on the E-trak database during Fiscal Year 2015 to identify and document the resolution or current status of the complaints and the number of taxpayers involved.
- D. Reviewed the direct contact complaints and investigations closed by TIGTA’s Office of Investigations in Fiscal Year 2015 and tracked on the Performance and Results Information System.

### **Data validation methodology**

During this review, we evaluated the reasonableness of the CEAS system database by comparing the overall population of revenue agent audits closed in Fiscal Year 2015 to the IRS’s Table 37 number of individual examinations closed by the Small Business/Self-Employed Division in Fiscal Year 2015. The comparison supported that the data were sufficiently reliable and could be used to meet our audit objective. Additionally, we evaluated the reasonableness of the potential CEAS system query results by researching the IRS’s Integrated Data Retrieval System for the comparable accuracy of a judgmental sample of 77 closed field examination cases.<sup>2</sup> We also evaluated the completeness of the CEAS system database by comparing all available case documents against the documents available on the CEAS system for a judgmental sample of 20 closed field examination cases. We determined that the data were sufficiently reliable for the purposes of our audit.

### **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 IRS’s policies, procedures,

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<sup>2</sup> A judgmental sample is a nonstatistical sample, the results of which cannot be used to project to the population.



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and practices related to responding to taxpayer and taxpayer representative allegations of IRS employee violations of the direct contact provisions of I.R.C. §§ 7521(b)(2) and (c). We evaluated these controls by interviewing management, reviewing IRM guidance provided to managers and employees, and reviewing CEAS system examination case documents.



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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

Javier Fernandez, Acting Audit Manager

Michele Jahn, Acting Audit Manager

Victor Taylor, Lead Auditor



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**Appendix III**

*Report Distribution List*

Commissioner  
Office of the Commissioner – Attn: Chief of Staff  
Deputy Commissioner for Services and Enforcement  
Director, Field Examination, Small Business/Self-Employed Division  
Director, Office of Audit Coordination



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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* (June 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* (June 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).

TIGTA, Ref. No. 2015-30-061, *Fiscal Year 2015 Statutory Review of Restrictions on Directly Contacting Taxpayers* (Jul. 2015).



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**Appendix V**

*Glossary of Terms*

<b>Term</b>	<b>Definition</b>
<b>Automated Labor and Employee Relations Tracking System</b>	A database used to track labor/employee relations case data. It was developed to ensure consistency in tracking labor and employee relations disciplinary actions.
<b>Calendar Year</b>	The 12-consecutive-month period ending on December 31.
<b>Centralized Authorization File</b>	A database that records the authorization information for powers of attorney and other authorized representatives of taxpayers. It contains information about the type of authorizations taxpayers have given their representatives for their tax returns.
<b>Correspondence Examination Automation Support System</b>	A suite of web-based applications developed to enhance the campus examination process. The CEAS system database stores/retrieves examination cases to/from the centralized database, and enables their assignment and transfer between examination groups.
<b>E-trak</b>	A web-based data tracking application that enables meaningful data management, tracking, retrieval, and reporting.
<b>Employee Conduct and Compliance Office</b>	A function within the IRS's Human Capital Office that provides a centralized structure and forum for addressing concerns about employee conduct. It ensures that all misconduct 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.
<b>Field Examination</b>	Examinations of individuals, partnerships, and corporations that occur either at the taxpayer's place of business or through interviews at an IRS office.
<b>Fiscal Year</b>	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.



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<b>Term</b>	<b>Definition</b>
<b>Integrated Data Retrieval System</b>	A system consisting of databases and operating programs that supports IRS employees working active tax cases within each business function across the entire IRS.
<b>Internal Revenue Code</b>	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.
<b>Internal Revenue Manual</b>	The primary official source of instructions to staff related to the organization, administration, and operation of the IRS.
<b>Performance and Results Information System</b>	A management information system that provides TIGTA with the ability to manage complaints received and investigations initiated.
<b>Revenue Agent</b>	Employees in the Examination function who conduct face-to-face examinations of more complex tax returns such as businesses, partnerships, corporations, and specialty taxes.
<b>Taxpayer Advocate Service</b>	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.
<b>TIGTA's Data Center Warehouse</b>	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.
<b>TIGTA's Office of Investigations</b>	Administers investigative programs that protect the integrity of the IRS. 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.