



**the Hashemite Kingdom of Jordan**

**Ministry of Finance**


**Income and Sales Tax Department**

**Communication guide  
Complaints, suggestions and questions  
at the Income and Sales Tax Department**

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**Prepared by the Directorate of Taxpayers Services and Tax Awareness  
Development and Excellence Section  
In cooperation with  
Internal Control Unit/Administrative Control Section  
Directorate of Communications and Media**



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## Our dear references/partner/employee:

The Income Tax Department is committed to providing the best distinguished services by receiving proposals and studying the possibility of implementing them from those concerned, and ensuring the reception and processing of complaints also for all customers, employees and partners to ensure their avoidance and organizing the process of its various types and degree of seriousness. It allows them to express their opinions and comments to ensure improvement and development of the services provided and to increase the satisfaction of those concerned. To ensure your satisfaction with the mechanism for receiving and processing suggestions, complaints and questions in order to provide the highest levels of service, and so that we are always at your best, If you have any complaint, suggestion or question about our services, please allocate a few minutes of your time to submit it directly to the department through one of the channels included in the guide, where the Complaints and Suggestions Management Team will work to resolve the complaint. Consider the suggestions submitted, answer the questions as quickly as possible, and inform you of the result.



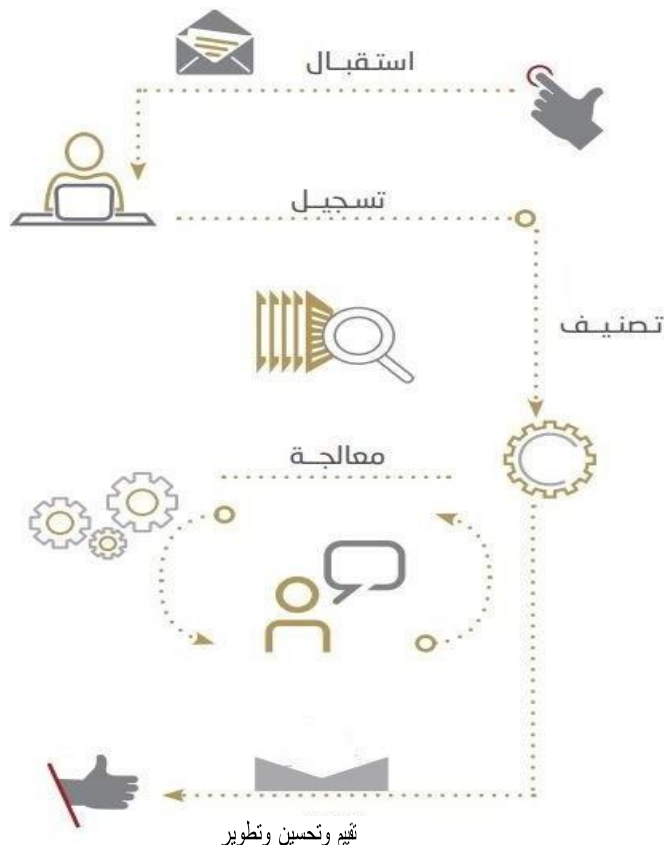
**We receive complaints and suggestions through any of the following channels:**

1. The interactive platform for communicating with the government is a platform at your service (ask the government, suggest, praise, complain, report). [portal.jordan.gov.jo](http://portal.jordan.gov.jo)
2. Taxpayers Services Center :
  - a. Call center phone 06/2222130
  - b. The department's pages on social media sites (Facebook, Twitter, Instagram, and YouTube).
  - c. The official email of the department [istd@istd.gov.jo](mailto:istd@istd.gov.jo)
  - d. Instant chat via Whatsapp on the number 06/2222130
3. Suggestions and complaints boxes located in the directorates and centers affiliated with the department Or the tabs for that.
4. Regular mail: 840818 Amman 11184 Jordan.
5. Complaints received on the electronic services system through internal services / request for consultation and information at the link [www.istd.gov.jo](http://www.istd.gov.jo) which reaches the department via the KTA system.
6. Email to receive complaints directly from the department [complaint@istd.gov.jo](mailto:complaint@istd.gov.jo)
7. Oral complaints and suggestions.

### The importance of complaints and suggestions:

Complaints and suggestions are important information that we obtain from service recipients, customers, and employees of the department.

The mechanism for dealing with complaints and suggestions is not only related to the number of complaints and their resolution, but to the available improvement opportunities, as it provides the department with the opportunity to identify obstacles to service provision, which helps it take corrective and improvement measures, It may also provide creative ideas to develop the services provided. Accordingly, the department has developed an integrated system to manage dealing with submitted suggestions, handling received complaints, and answering your questions to ensure increasing your satisfaction rate and developing the services provided.



**Work series:**

1. Receiving complaints/suggestions
2. Verification and description of complaints/suggestion
  - Accept complaints/suggestion and set a time frame
  - Save complaints/suggestion
3. Referring complaints/suggestions/questions to the competent authority
4. Handling complaints/suggestions by the competent authority
5. Informing the complainant/suggestion/questioner of the result
6. Improvement and development processes
7. Close the transaction.

**Service recipients submit complaints in the following cases:**

1. Lack of clarity and complexity of procedures
2. Providing false information or misdirection
3. Feeling of unfairness, lack of transparency, and lack of respect for privacy
4. Long waiting time for service
5. Mistreatment of employees.
6. Lack of clarity on the mechanism for submitting complaints and dealing with them.
7. others

The service recipient submits suggestions in the following cases:

1. in case of improve the service for the better.
2. The desire to present an innovation or invention that serves the department
3. Find a solution to an existing challenge,
4. To support the government's plan towards development and excellence through future proposals.

Mechanism for sorting and initial dealing with complaints and suggestions received from complaint boxes:

1. Collecting the contents of the suggestions and complaints boxes on a regular and regular basis to ensure communication with service recipients through this window, as the boxes located in the Public Administration Building are visited every Thursday on a regular basis and within a period not exceeding ten days for the boxes located in the directorates of the department within the capital, Amman, and through Regular and unusual field oversight visits. As for the funds located in the department's offices and directorates outside the capital, coordination is made with the departments of the Internal Control Directorate to visit these funds when they carry out their oversight tasks over these offices and directorates.
2. All keys to the funds are kept by the Administrative Control section and distributed to the auditors at the time of the field visit, and then the keys are returned after the task is completed.
3. The internal control auditor opens the box in the presence of an employee of the directorate in which the box is located, empties all the contents of the box into a special report for this task and according to the classification in the report, and delivers the complaints that the directorate's management can deal with to study them and take action regarding them, recording them in the directorate's complaints register and keeping a copy of them. With the report and signature on the report.
4. The control auditor makes recommendations on the report according to the reality of the situation through his preliminary study of the contents of the box.
5. The Head section of the Administrative Control and the Director of Internal Control study the complaints, suggestions and questions collected from the boxes and transfer them to the

competent authority through an electronic transaction and according to the reality of the situation.

(The complaint for the first time is sent to the relevant directorate, and if it is repeated, a control auditor is sent to the place of the complaint and verifies its validity. Questions are answered by relevant and specialists.

The proposal and thanks will be sent to the Directorate of Taxpayers Services and Tax awareness).

6. Complaints are studied and their content is reported to senior management based on the importance of the complaint and according to the information contained therein. It is then officially transferred to one of the control auditors to study and verify its content, taking into account that the complaint contains the name and address of its submitter.
7. The complainant will be contacted for an initial discussion and an official record of his statements will be taken when necessary and according to the nature of the complaint.
8. After completing the study and verification work, the auditor undertakes to submit a report on the results of studying the complaint, including the necessary recommendations. The report is then submitted by the Director of control to senior management after studying the report and expressing an opinion on the recommendation contained therein.
9. Follow up on the implementation of the recommendations contained in the report after informing the Director General of the findings and recommendations contained therein.
10. Closing the complaint on the record after completing the implementation of the recommendations.
11. Submitting the necessary reports to senior management, including statistics and the most important observations related to complaints, suggestions, and questions.



Mechanism for sorting and initial dealing with complaints, suggestions and questions received from the platform at your service:

Liaison Officer: An employee named from the Directorate of Taxpayers Services and Tax Awareness.

1. Complaints related to the department are received and processed by the Directorate of Taxpayer Services and Tax Awareness, with the concerned directorate if possible, or transferred directly to the concerned directorate. If the complaint is repeated, the control auditor is assigned to verify the complaint.
2. Suggestions, thanks and praise are received by the Directorate of Taxpayer Services and Tax Culture and transferred to the relevant directorate with jurisdiction.
3. Questions related to the department are received and answered by the liaison officer or transferred to the relevant directorate.

A mechanism for dealing and sorting inquiries, complaints, and suggestions received by the Department from the Taxpayer Services Center:

1. Taxpayer Services Center employees receive taxpayer inquiries, questions, and comments through the available channels.
2. All legislative and procedural inquiries are answered in full and an appropriate answer is given to each inquiry.
3. Taxpayers are instructed and guided on how to deal with the department's services, all of

which have become electronic, including daily requests and reviews.

4. The center's employees solve problems that may confront some of those assigned, in coordination with the relevant directorates.
5. Complaints are referred and followed up to the Internal Control Unit.
6. Suggestions, thanks and praise are transferred and followed up to the Directorate of Taxpayers Services and Tax Awareness.
7. All procedures are documented electronically.

Mechanism for dealing with suggestions received from all means to the department:

1. The Directorate of Taxpayer Services and Tax Awareness studies and analyzes the proposals received through the available channels, classifies them, and determines the feasibility of their application as follows (proposal for procedures - for improving the place - for education - improving the service delivery mechanism and increasing staff - in need of legislation - applicable – studyable).
2. The Directorate of Taxpayers Services and Tax awareness sends proposals to those concerned.
3. Constructive suggestions are transferred to senior management for approval and implementation to improve the department's operations.
4. The Directorate of Taxpayers Services and Tax awareness prepares a special register to track these suggestions.
5. The Directorate of Taxpayers Services and Tax awareness shall inform the proposer of the result.



A mechanism for dealing with thanks and praise received from all means to the department

1. The Directorate of Taxpayers Services and Tax awareness prepares a special list record of thanks and praise received through the available channels.
2. Transferring the praise to the direct official to review the subject of the praise and evaluation, thanking the employee/section, honoring the employee, or whatever the direct official deems appropriate, based on the volume of work submitted by the employee or section for the purpose of credibility.



Income and sales tax department  
Internal Control Directorate

### Complaints form

Name of the complainant : \_\_\_\_\_ the ID number: \_\_\_\_\_

Address : \_\_\_\_\_

Phone (1) : \_\_\_\_\_ phone (2) : \_\_\_\_\_

Directorate :

service type:

Facts of the complaint : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Complainant's signature : \_\_\_\_\_ Date : \_\_\_\_\_

Complainant's Number : \_\_\_\_\_ Submission date: \_\_\_\_\_

For follow-up : Internal Control Directorate phone: 0096226- 4604444

**comments :**

\*A complaint that does not bear the name and address of its submitter will not be considered in accordance with the provisions of Article (8/f) and the Instructions for Receiving Complaints and Suggestions No. (1/2003) issued pursuant to Cabinet Resolution No. (2889) dated 11/13/2003.

\*The complaint is treated confidentially, impartially and transparently.

\*You can write on the back of the form.



Income and sales tax department  
Internal Control Directorate

### Complaints form

Name of the complainant : \_\_\_\_\_ the ID number: \_\_\_\_\_

Address : \_\_\_\_\_

Phone (1) : \_\_\_\_\_ phone (2) : \_\_\_\_\_

The Facts : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

signature : \_\_\_\_\_ Date : \_\_\_\_\_

For follow-up : Internal Control Directorate phone: 0096226- 4604444

**comments :**

\*Your suggestions are of interest to us, and we are grateful for your cooperation.

\*You can write on the back of the form.