



Notice

The Belize Tax Service Department (BTSD) has established an Internal Control Unit (Internal Audit) with a specific mandate aimed at ensuring the integrity of the tax administration system. The key points of this mandate include:

- 1. Commitment to Integrity:** BTSD is dedicated to preventing tax fraud and fostering a favourable business environment for stakeholders. This commitment includes increasing revenue collection while ensuring fairness, equity, accountability, and transparency to taxpayers.
- 2. Role of Internal Control Unit:** The Internal Control Unit's primary role is to promote public confidence in the tax administration. They achieve this by enforcing policies, procedures, and controls that mitigate risks within the department.
- 3. Incident Reporting Mechanism:** Taxpayers are encouraged to report any incidents that affect their relationship with the department. These incidents may include fraud, extortion, bribery, harassment, threats, physical assaults, or any form of abuse within the tax system.
- 4. Confidential Reporting:** Incidents can be reported using an '[Incident Report Form](#)', which is submitted via email to internalaudit@bts.gov.bz. For immediate assistance, individuals can call 222-4776 ext. 397 or 396. Reports are treated with complete confidentiality and are solely for the use of the Internal Control Unit.
- 5. Importance of Reporting:** Reporting incidents helps the Internal Control Unit identify and address issues promptly, maintaining the integrity of the tax administration system and ensuring that taxpayer rights are protected.

This framework underscores BTSD's commitment to transparency, accountability, and responsiveness in managing tax-related issues, thereby promoting a fair and trustworthy tax environment for all stakeholders involved.

Visit our offices from: Monday to Thursday: 8:00am 5:00pm Friday 8:00am – 4:30pm
Branch: Corozal, Orange Walk, San Pedro, Belmopan, San Ignacio, Dangriga & Punta Gorda

Ph: 222-4776 or 222-4780

Email: info@bts.gov.bz

Website: <https://bts.gov.bz>