TAXPAYER **ADVOCATE** SERVICE

ROADMAP TO ADVOCACY

TAXPAYER ADVOCATE SERVICE
YOUR VOICE AT THE IRS

1979
The IRS creates the Office of the Taxpayer Ombudsman (known as the Problem Resolution Program) to serve as the primary advocate for taxpayers within the IRS.

1988
The Taxpayer Bill of Rights (TBOR 1) codifies the Office of the Taxpayer Ombudsman and grants the Taxpayer Advocate statutory authority to issue Taxpayer Assistance Orders when taxpayers are suffering or about to suffer significant hardships because of the way the Internal Revenue laws are being administered.

1996
The Taxpayer Bill of Rights 2 (TBOR 2) renames the office as the "Office of the Taxpayer Advocate" and describes the functions of the office.

1997
The National Commission on Restructuring the Internal Revenue Service called the Taxpayer Advocate the "voice of the taxpayer."

1998
The IRS Restructuring and Reform Act of 1998 (RRA 98) mandates at least one Local Taxpayer Advocate (LTA) in every state and expands the definition of "significant hardship." RRA 98 also requires LTAs to advise taxpayers that the office operates independently of any other IRS office and reports directly to Congress through the National Taxpayer Advocate.

2000
The Taxpayer Advocate Service stands up as an IRS business unit on March 12, 2000.

2002
The Taxpayer Advocacy Panel is created.

2003
TAS takes over administration of the Low Income Taxpayer Clinic (LITC) Program.

2007
TAS's 2007 Annual Report to Congress proposes a formal Taxpayer Bill of Rights consisting of ten rights modeled on the U.S. Constitution's Bill of Rights.

2014
The IRS adopts the Taxpayer Bill of Rights.

2015
Congress codifies the Taxpayer Bill of Rights.

2019
The Taxpayer First Act enacts 23 TAS Legislative Recommendations; TAS presents The Taxpayer's Journey – a visual roadmap of the IRS and its processes.

On March 12, 2020, TAS celebrates 20 years of advocating for taxpayers and protecting taxpayer rights.

2020 IN THE PAST 20 YEARS...

- TAS has served more than 4.5 million taxpayers by assisting them with their IRS problems through its case advocacy function.
- TAS has made hundreds of administrative recommendations that have been implemented by the IRS.
- TAS has made 46 legislative recommendations that Congress has enacted into law.