

CUSTOMER SERVICE ADMINISTRATION

The Office of Tax and Revenue's Customer Service Administration provides face-to-face assistance and information on all business, income, and real property taxes and related fees.

The mission of the Customer Service Administration is to provide knowledgeable and courteous staff that is committed to providing first-class customer service to taxpayers through state-of-the-art technology that elevates the level of responsiveness to District taxpayers.

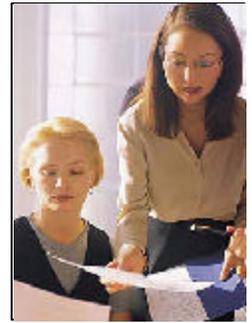
Customer Service Walk-In Center

A state-of-the-art, customer service walk-in facility is available at 941 North Capitol Street, N.E. Here District taxpayers can get assistance quickly and efficiently in a comfortable, professional atmosphere.



One-Stop Service

The walk-in center is a multifunctional operation that can assist you with: refund status, account status, payment agreements, tax forms, duplicate bills, income tax preparation assistance, and business tax registration.



Income Tax Preparation

The Office of Tax and Revenue will prepare, for free, District individual income tax returns for anyone requesting this service. For more information about this free service, call (202) 727-4TAX (4829).

Telephone Information

The Telephone Information Center provides courteous and professional assistance and information to customers, offering special tax assistance to the hearing-impaired, physically-challenged, and non-English speaking individuals.



We're on a Mission...

To provide first-class service to our customers through state-of-the-art technology.

Mission

Customer Service Centers

Our Customer Service Centers provide face-to-face assistance and information on all business, income, and real property taxes and related fees.

The centers also provide:

- Coordinated outreach efforts to inform and educate the public on tax law changes and new policies and procedures
- Free tax preparation
- Informational brochures and tax forms

Center Locations and Hours

Union Square Walk-In Center

941 North Capitol Street, N.E., 1st Floor
Washington, D.C. 20002

Penn Branch Walk-In Center

3220 Pennsylvania Avenue, SE
Washington, D.C. 20020

Hours of Operation

Monday - Friday
8:15 a.m. - 4:30 p.m.

Information by Phone

Customer Service Call center
(202) 727-4TAX (4829)

FAX Number
(202) 442-6890

Information via Internet

<http://www.cfo.dc.gov> under Taxpayer Services



Government of the District of Columbia
Mayor Anthony A. Williams

Office of the Chief Financial Officer
Dr. Natwar M. Gandhi, CFO

Office of Tax and Revenue
Phil Brand, DCFO