

Department of Revenue Services



At a Glance

Commissioner – Mark D. Boughton

Deputy Commissioner – John D. Biello

Established – 1901

Statutory authority – Connecticut General Statutes, Section 12-1

Central office – 450 Columbus Boulevard, Suite 1, Hartford, CT 06103

Internet address – <https://portal.ct.gov/DRS>

Number of authorized positions – 625

Recurring operating expenses – \$60,998,927

Organization structure – Commissioner's Office; Audit and Compliance; Fiscal Administrative Services; Legal Services; Operations; Organizational Development

Mission

The mission of the Department of Revenue Services is to instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

Statutory Responsibility

The Department of Revenue Services is responsible for administering the provisions of Title 12 of the Connecticut General statutes.

Highlights and Achievements

The DRS administers approximately 40 state taxes the revenue therefrom represents a significant source of funding for State Government programs and services.

- Tax Amnesty Program – the DRS conducted a tax amnesty program that generated approximately \$190 million in additional tax revenue. The program resolved 37,379 tax periods for taxpayers who may have had a liability with the department, under-reported their tax due on a return, or failed to file a return.
- In September 2021, DRS successfully launched phase two of the department’s enterprise-wide information technology (IT) modernization initiative. This IT modernization project continues to improve the customer’s experience by delivering user-friendly features like secure web messaging, advanced tax filing reminders, and easy to use return filing and payment options.
- Enhanced Earned Income Tax Credit (EITC) - At the direction of Governor Lamont, the department provided an enhancement to the 2020 Connecticut (EITC) from 23% of the federal credit to 41.5% to provide needed economic support to low-to-moderate income working individuals and families disproportionately burdened by COVID-19 and its negative economic impacts.
- Return to Work program – The department assisted the Connecticut Department of Labor to provide payments to incentivize long-term unemployed people who live in Connecticut to return to the workforce. Eligible individuals meeting certain criteria, received a one-time, \$1,000 incentive payment from the State of Connecticut
- Child Tax Rebate program - The department administered the first Connecticut Child Tax Rebate. The rebate is intended to help Connecticut families with children. Families may be eligible for a rebate of up to a maximum of \$750. Applications were accepted by the department up to June 30, 2022.
- DECD Hospitality Grant Program – The department assisted the Connecticut Department of Economic and Community Development with the administration of a program to assist the hospitality industry that had been severely impacted by the COVID-19 pandemic.
- Tax Incidence Study – The department conducted its second tax incidence study in accordance with Connecticut General Statute sec.12-7c. The study reports on the overall Connecticut tax incidence of the following tax types for tax year 2019: Sales and use tax, excise taxes, personal income tax, property tax and corporation business tax
- The Taxpayer Services Contact Center operates as a “one-stop” contact area and, as such, handled more than 400,000 phone calls and delivered world-class customer service by assisting taxpayers with understanding all aspects related to their tax obligations and tax

accounts including, but not limited to, registration, completing and filing tax returns, making payments, bills, status of refunds, and corrections made to accounts.

- The DRS website continues to receive significant traffic reflecting the DRS commitment to making information about filing and payment of state taxes easily accessible online.
- The Audit and Compliance Division generated \$278,526,371 from audit assessments. Additionally, 16,764 audit cases were processed.
- The Audit and Compliance Division collected more than \$21,887,455 through the DRS Voluntary Disclosure Program on 334 cases. The agency collected an additional \$676,932 on 31 cases through the Multistate Tax Commission's Voluntary Disclosure Program.
- The DRS anti-fraud measures continue to prevent fraudulent and improper refunds from being issued. The Fraud Prevention Unit continued to make progress in discouraging tax fraud via identity theft and expanding the scope of its efforts to identify and address the Connecticut tax consequences of fraudulent income tax filing.
- The Criminal Enforcement Division continues to play a critical role in tax administration by enforcing criminal statutes related to financial crimes as well as activities in the tobacco arena.
- The DRS continues to prioritize paperless tax filings and payments by expanding the number of tax forms available to be filed through its IT modernization project.
- Affirmative Action, Diversity and Equity: The DRS strives for a diverse and equitable workplace where employees can grow professionally. The DRS Diversity and Opportunity Committee, with employee representatives from all parts of the agency, continues to be a catalyst for opportunity and inclusion. The DRS Affirmative Action Plan was reviewed and approved by the state Commission on Human Rights and Opportunities.