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Ministry of Finance
Royal Government of Bhutan
Department of Revenue and Customs

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Public Notification

The Department of Revenue and Customs (DRC) is pleased to inform the general public that the new DRC Taxpayer Call Center system has been launched and is operational from 1st September 2026.

The Call Center has been established to provide taxpayers with timely, reliable, and convenient assistance on tax-related matters through multiple communication channels.

Taxpayers can now reach the DRC through the following channels:

- 📞 Toll-Free Call: 3999
- 📱 WhatsApp for quick inquiries and assistance (77280685)
- ✉ Email support (drcinformationcenter@drc.gov.bt)
- 📘 DRC Facebook messaging
- ❓ Frequently Asked Questions (FAQs) for instant information.
- 🗣 AI Chatbot for 24/7 self-service assistance.

The published Frequently Asked Questions (FAQs) and Chatbot are linked in DRC webpage as Contact Center under Other Online Services.

The Department would also like to inform the general public that the previously notified direct telephone lines, 02-333771 and 02-328391, are no longer in service. Taxpayers are encouraged to use the designated communication channels for their inquiries, assistance, and service requests.

The Department remains committed to continuously improving taxpayer services by providing accessible, responsive, efficient, and customer-focused support.

Director General

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Department of Revenue & Customs
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Thimphu : Bhutan