

PRESS RELEASE

The Department of Revenue & Customs (DRC), Ministry of Finance launched New Taxpayer Call Center to Enhance Taxpayer Services Thimphu on 1st September 2026.

The new Taxpayer Call Center System is aimed at providing taxpayers with faster, more convenient, and accessible assistance on tax-related matters. It provides an integrated platform through multiple communication channels, enabling taxpayers to seek information, clarification, and assistance without having to visit DRC offices in person.

Taxpayers can now contact DRC through the following channels:

Toll-Free Call: 3999

WhatsApp: 77280685

Email: drcinformationcenter@drc.gov.bt

Facebook Messenger: DRC Facebook page

FAQs: Online Frequently Asked Questions

AI Chatbot: 24/7 self-service assistance

The FAQs and AI Chatbot are available on the DRC website under Other Online Services Contact Center, providing taxpayers with instant access to commonly required tax information and guidance.

The new system is expected to improve the responsiveness of taxpayer services by providing a centralized mechanism for handling inquiries, reducing waiting time, facilitating timely responses, and improving the overall taxpayer experience. It will also enable the Department to better monitor taxpayer inquiries and identify recurring issues requiring further clarification or service improvement.

The establishment of the new Call Center is part of DRC's ongoing efforts to modernize taxpayer services and strengthen taxpayer engagement through digital solutions.