



TaxNewsFlash

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National Taxpayer Advocate report to Congress identifying taxpayer challenges, describing better outlook for 2023

The National Taxpayer Advocate Erin M. Collins today released her [2022 Annual Report to Congress](#) identifying taxpayer challenges (e.g., return processing and refund delays), describing the outlook for 2023, and providing both administrative recommendations to the IRS and legislative recommendations to strengthen taxpayer rights and improve tax administration.

As noted in a related IRS release—[IR-2023-4](#) (January 11, 2023)—the report to Congress states that taxpayers and tax professionals “experienced more misery in 2022” due to paper processing delays and poor customer service. However, the report also says the IRS made considerable progress in reducing the volume of unprocessed tax returns and correspondence and is poised to start the 2023 filing season in a stronger position.

The National Taxpayer Advocate submits two reports to Congress each year: an annual report, delivered in January, and an objectives report, delivered in June. Because the Taxpayer Advocate Services is an independent organization within the IRS, these reports are delivered to the Senate Finance Committee and the House Ways and Means Committee with no prior review or comment from the IRS Commissioner, the IRS Oversight Board, the Treasury Secretary or any other Treasury officer or employee or the Office of Management and Budget.

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