



# TaxNewsFlash

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## National Taxpayer Advocate report to Congress identifying taxpayer problems

The National Taxpayer Advocate Erin M. Collins today released her [2023 Annual Report to Congress](#) identifying the 10 most serious problems taxpayers are experiencing in their dealings with the IRS and making administrative and legislative recommendations to address those problems.

As noted in a related IRS release—[IR-2024-7](#) (January 10, 2024)—the report describes 2024 as a year of “extraordinary transition for the IRS and therefore for taxpayers.” The report credits the IRS with substantially improving taxpayer services and developing plans to transform the taxpayer experience in the coming years, but it identifies paper processing as an area of continuing weakness.

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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