

- WHEREAS, The Secretary of the Department of Revenue has requested, pursuant to Sections 212 and 709(b) of *The Administrative Code* of 1929, approval, under the Office of Taxation, to rename the Taxpayer Services and Information Center to the Customer Experience Center, and establish the subordinate divisions of Taxpayer Service and Information Center, Academy of Continuing Education, and Customer Outreach, Relations and Engagement; Therefore, be it
- RESOLVED, That the Secretary of the Department of Revenue is hereby granted approval to make the above-mentioned **changes shown by (bold)**; and, be it further
- RESOLVED, That the attached organizational chart reflecting the above changes will be submitted to the Legislative Reference Bureau for publication in the *Pennsylvania Bulletin* and *Pennsylvania Code*.

Secretary

Communications Office

Policy Office

Taxpayer Rights Advocate Office

Legislative Liaison Office

Deputy Secretary for Administration

Bureau of Fiscal Management

Budget Division

Gaming Division

Bureau of Administrative Services

Facilities Management Division

Duplication and Publications Management Division

Office Services Division

Central Records Division

Bureau of Imaging and Document Management

Imaging Support and Banking Operations Division

Individual Tax Processing Division

Business Tax Processing Division

Data Operations Division

Pennsylvania State Lottery Executive Director

Deputy Executive Director for Marketing and Product Development

Research Division

Consumer Marketing Division

New Media Division

Products Division

Deputy Executive Director for Administration and Finance
Administration Division
Finance Division
Customer Support Division

Security Office

Deputy Executive Director for Retailer Operations
Retail Operations Division

Western Area Offices

Erie
Clearfield
Pittsburgh

Eastern Area Offices

Philadelphia
Wilkes-Barre
Harrisburg
Lehigh Valley

Deputy Secretary for Tax Policy

Board of Appeals

Bureau of Research
Forecasting Division
Fiscal Analysis Division
Modeling Division

Bureau of Audits
Computerized Audit Support Division
Corporation Tax Audit Program Division
Sales and Use/Personal Income Tax Audit Program Division
Liquid Fuels/Cigarette and Beverage Tax Audit Program Division

Altoona Region
Allentown Region
Erie Region
Harrisburg Region
Philadelphia Region
Pittsburgh Region
Scranton Region

Executive Deputy Secretary for Revenue

Deputy Secretary for Taxation

Tax Registration Office

Bureau of Corporation Taxes

Taxing Division

Accounting Division

Computer Development and Support Division

Bureau of Motor and Alternative Fuel Taxes

Taxing and Collections Division

Harrisburg District Office

Scranton District Office

Pittsburgh District Office

Norristown District Office

Bureau of Individual Taxes

Inheritance Tax Division

Property Tax/Rent Rebate Division

Examination Division

Personal Income Tax Resolution Division

Bureau of Business Trust Fund Taxes

Miscellaneous Tax Division

Employer Tax Division

Sales Tax Division

Customer Experience Center

Taxpayer Service and Information Center Division

Academy of Continuing Education Division

Customer Outreach, Relations and Engagement Division

Deputy Secretary for Compliance and Collections

Pass Through Business Office

Bureau of Criminal Tax Investigations

Investigative Support Division

Tax Investigation Division

Cigarette Enforcement Division

Bureau of Enforcement Planning, Analysis and Discovery

Decision Analysis Division

Discovery Division

Voluntary Compliance Program Management and Support Division

Bureau of Collections and Taxpayer Services

Western Area Offices
Pittsburgh
Greensburg
Johnstown
Erie
Greentree

Central Area Offices
Allentown
Harrisburg
Sunbury
Scranton

Eastern Area Offices
Center City
NE Philadelphia
Chester
Norristown
Reading

Harrisburg Call Center
Field Support Division

Bureau of Compliance
Enforcement Division
Bankruptcy Division
Corporate Clearance Division
License Clearance Division

Bureau of Process Reinvention, Innovation, and Strategic Management (PRISM)
Project Management Division
Strategic Planning and Performance Division
Business Analysis and Process Improvement Division
Integrated Tax Operations Division

DEPARTMENT OF REVENUE

OR 18-023
November 7, 2018

