



**PRESS RELEASE**  
**For Immediate Release**

## **IRD RETURNS TO THE WATERFRONT**

**Castries, July 22, 2021:** Staff at the Inland Revenue Department, the (IRD) are excited about returning to their original location on the Waterfront in Castries. This is after a more than two-year absence from the building and extensive renovation work carried out to improve their physical environment. Marcia Vité, Comptroller at the IRD, said the Department was forced to relocate due to health and safety concerns but she is optimistic that the new location will allow for more efficient and effective service delivery to clients.

“We had been a bit fragmented, if you want to call it that, trying to operate in approximately four or five locations. So now, our locations at the Blue Coral Mall, at Laborie Street and the one at Accountant General’s Office, will all be relocating to the Waterfront in order to serve the public a lot better.”

The move to the Waterfront, she said, will take the form of a staggered approach for approximately two weeks in an effort to minimise disruption to vital services offered by the IRD.

“We’re trying to start off with our Taxpayer Service Unit and our Cash Unit being functional at least by the 29<sup>th</sup> of July. **We will be closed from the 26<sup>th</sup> of July** which will enable us to relocate to the waterfront. We will still be utilizing the same floors, the 1<sup>st</sup> and the 3<sup>rd</sup> floors, however, our services will continue in terms of taxpayer service at our location on Bridge Street at the Bank of Saint Lucia building on the 3<sup>rd</sup> Floor. **On the 29<sup>th</sup> of July, we should be able to serve the public** in terms of cashiering and taxpayer services from the 1<sup>st</sup> floor of our Water Front location.”

The Comptroller says the public can expect a marked improvement in service delivery, with the consolidation of most of IRD’s services at the Waterfront with the

exception of the Property Tax Valuation Unit at Sunny Acres and the Larger to Medium Taxpayer Services at the Bank of Saint Lucia, Bridge Street in Castries.

“We would want to encourage persons to utilise our e-services. Remember, that it is always available, filing on line is a lot easier than facing the line at the Inland Revenue Department. So we would like to encourage all our taxpayers to file online, pay online, call us if they need some assistance in registering because that is the most efficient way. We would, therefore, like to encourage *all* to take advantage of this service.

The Comptroller also reassures both staff and the general public that the refurbished Waterfront location is a better, healthier work environment, and appeals for patience and understanding from its valued clients as the IRD strives to improve the quality of its service to the general public.

**For further information, contact the IRD at 1(758) 468-4700.**

**O. Marcia Vité**

**Comptroller, Inland Revenue Department**