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DRS Fast-File Plan Wins Innovation Prize

On behalf of the Connecticut Department of Revenue Services (DRS), Commissioner Gene Gavin recently accepted the Connecticut Quality Improvement Award (CQIA)

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Silver Innovation Prize for the agency's *Fast-File* program.

DRS was one of several state public and private organizations to be recognized by the CQIA Partnership for developing a program that improves business practices.

"Since introducing *Fast-File* more than a year ago, DRS has believed that the program would revolutionize the speed and efficiency of business tax filing in Connecticut," said Gavin, of Westport.

"It is very gratifying to have an organization like the CQIA Partnership recognize the *Fast-File* program as an innovative new tool that improves the quality and

effectiveness of how DRS does business."

Fast-File is one of the state's new, electronic tax-filing programs. It allows most state businesses to register, file and pay their taxes by touch-tone telephone or computer. The program will help both the state and businesses to save money by reducing errors, paper and processing time.

Presently businesses can use *Fast-File* to file and pay withholding, sales and use, room occupancy and business use taxes, according to Gavin.

DRS's *Fast-File* submission was one of 110 CQIA Innovation applications received by the nonpartisan Connecticut Quality Improvement

Partnership, Inc. for 2002.

"Nobody likes paying taxes, but it is our duty," said Gavin. "DRS wants to make this responsibility as easy and accurate as possible. *Fast-File* is a program that helps us to do this. Winning a CQIA Innovation Prize for this program is a testament not only to the quality of the program but also to the incredible DRS employees who developed and maintain *Fast-File*. I am very proud of the excellent employees at DRS who are continuously finding ways to make compliance easier for Connecticut."

For information about *Fast-File*, in the state, call 1-800-382-9463 or out of state, call 1-860-297-5962