



District of Columbia  
Office of Tax and Revenue  
**Certificate of Clean Hands Webinar**  
April 9, 2020

Presenters: Renee Teel, Branch Chief, OTR's Collection Division  
Marc Aronin, Chief, OTR's Collection Division

# Agenda

- Clean Hands Mandate (DC Code)
- What's New?
- Clean Hands Process Overview
- Log on and Non Log on Processes
- Viewing Notices
- Q&A

# Clean Hands DC Official Code

- The District of Columbia's "Clean Hands" Mandate (D. C. Code § 47-2862) stipulates that individuals and businesses are to be denied City goods or services (e.g. licenses, permits, grants, contracts) if there is a debt owed to the District of Columbia of more than \$100.00 for fees, fines, taxes, or penalties; and/or the taxpayer has failed to file required District returns.

## Important Update for Businesses:

### Sales and Use Tax Filers:

- OTR will automatically waive interest and late payment penalties of sales and use taxes for all businesses (except hotels and motels) for periods ending on February 29, 2020 and March 31, 2020 provided that payment of all taxes due for these periods are paid in full by **July 20, 2020**. All businesses must continue to timely file their monthly and quarterly sales and use tax returns through OTR's online portal, [MyTax.DC.gov](https://mytax.dc.gov), to receive this benefit.

# Certificate of Clean Hands

## What's New?

- Clean Hands will be launched on MyTax.DC.gov on **April 15, 2020**
- Request for Certificate of Clean Hands will be done electronically
- Verification can now be completed via MyTax.DC.gov
- Verification of Clean Hands no longer requires a log on for agencies
- Request for the Certificate of Clean Hands can only be initiated by the taxpayer
- MyTax.DC.gov web portal enables non-logon or logon options

# Certificate of Clean Hands

## What's New?

- Clean Hands status can be verified real-time, via MyTax.DC.gov, with the last *four digits of the taxpayer's social security number, and the Notice number*
- Required documents can be attached to the portal to assist in obtaining a Certificate of Clean Hands
- Any inquiries for Clean Hands requests submitted before April 15th, 2020 will need to contact the Collections Division at 202-724-5045 or email [CleanHands.cert@dc.gov](mailto:CleanHands.cert@dc.gov)
- **Two week grace period after April 15th**
  - **After the 30th, the existing CCH system can no longer be accessed.**

# Clean Hands Process Overview

The Office of Tax and Revenue (OTR) Collection Division receives Clean Hands request from District agencies and third-party vendors. The following steps are taken to research these certifications:

- OTR Collections Division researches each application through its Modernized Integrated Tax System (MITS) for **any accounts receivables owed in aggregate of \$100 or more and whether District tax returns have been filed.**
- **OTR may discover that the applicant is not in compliance with the filing requirements of the District of Columbia.**
- A Notice of noncompliance will generate and list the agency with whom they are noncompliant as well as the main contact number of that agency.
- Responsible Officers or the authorized representative (POA) may call the agency to obtain the information needed to bring account into compliance for Clean Hands issuance.

# Non-Logon Applicants

Applying for a Certificate of Clean Hands using non-logon

Section One

# Non-Logon Application Process

## Non-logon requirements:

- Must live outside DC
- Not required to file taxes in DC or be a recent DC resident (moved to DC after 1/1 of the current year)
- Cannot be a business (All businesses are required to submit an FR-500)
- Must have a valid ID Type/Number (SSN, FEIN or ITIN)
- Must have a scanned copy or picture of a valid driver's license or valid non driver's license ID, to attach to the request
- Contact information (email, phone number and address)

Note: The Certificate of Clean Hands will be emailed to the address provided.

# Non-Logon Application Process



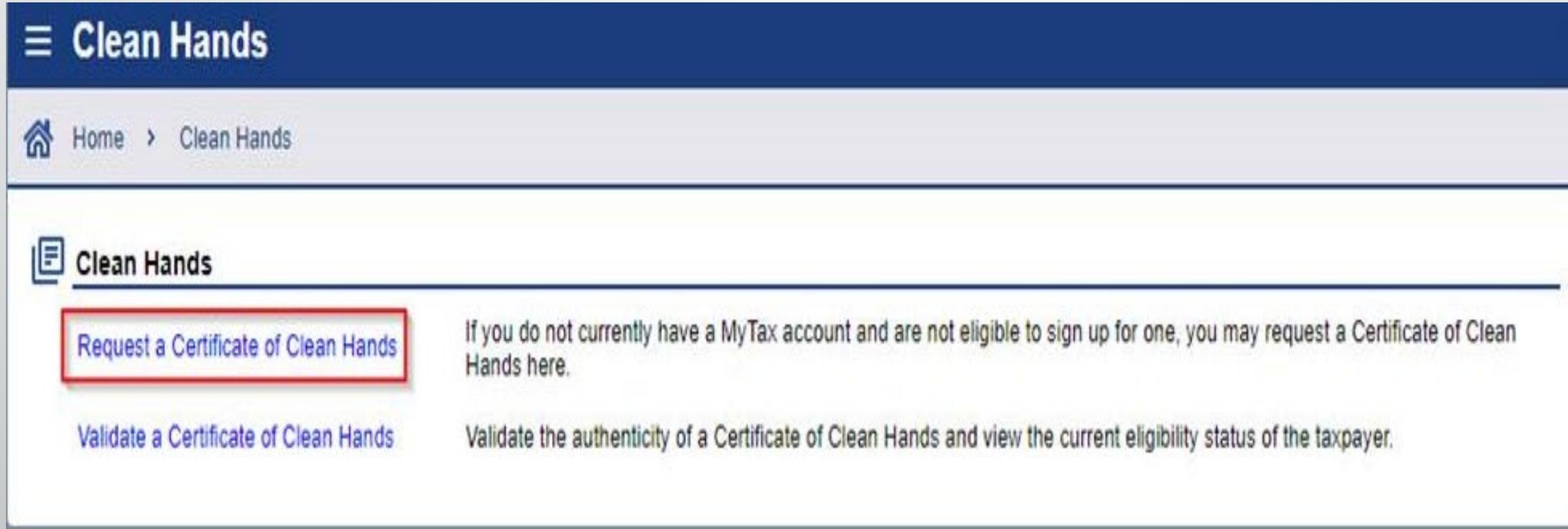
The screenshot displays the MyTax.DC.gov website interface. At the top, there is a navigation bar with three main sections: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". Below this, the page is divided into three columns: "Log In / Sign-up", "Businesses", and "Individuals".

- Log In / Sign-up:** Includes fields for Username and Password, a "Log In" button, and links for "Forgot Password?" and "Forgot Username?". A "Sign-up to use MyTax.DC.gov" button is also present.
- Businesses:** Lists several services, with "Clean Hands" underlined and marked with a red circle containing the number 1.
- Individuals:** Lists various services, with "Clean Hands" underlined.

At the bottom, there is a "Quick Payments" section with a "Pay with Credit / Debit Card" option and a note: "Make a payment using your credit or debit card. A convenience fee of 2.5% will be charged by the credit card processor for each payment."

- From the MyTax home page, click "Clean Hands" link, from either the **Businesses** or **Individuals** column, as seen above.

# Non-Logon Application Process



The screenshot shows a web application interface for 'Clean Hands'. At the top, there is a dark blue header with a hamburger menu icon and the text 'Clean Hands'. Below the header is a light gray breadcrumb trail: 'Home > Clean Hands'. The main content area has a white background with a blue border. It features a document icon and the text 'Clean Hands'. Below this, there are two links: 'Request a Certificate of Clean Hands' (highlighted with a red box) and 'Validate a Certificate of Clean Hands'. To the right of the first link is a paragraph of text explaining the request process. To the right of the second link is a paragraph of text explaining the validation process.

≡ Clean Hands

Home > Clean Hands

📄 Clean Hands

[Request a Certificate of Clean Hands](#) If you do not currently have a MyTax account and are not eligible to sign up for one, you may request a Certificate of Clean Hands here.

[Validate a Certificate of Clean Hands](#) Validate the authenticity of a Certificate of Clean Hands and view the current eligibility status of the taxpayer.

Click "Request a City Clean Hands Certificate" link.

# Non-Logon Application Process

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

### Clean Hands

Are you required to file taxes in DC?  No  Yes

Do you live in DC?  No  Yes

Cancel Previous Next

From the **Certificate of Clean Hands Request** page, answer the corresponding questions, and click "Next".

# Non-Logon Application Process

Please Note: Pop-up instructions will appear according to the response to the questions, as seen in examples 1 thru 4.

## Example 1.

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

**Clean Hands**

Are you required to file taxes in DC?  No  Yes

Do you live in DC?  No  Yes

Please log in or register for a MyTax account to request a Certificate of Clean Hands.

4

Cancel Previous Next

If the answer is "Yes" to the first question, and "No" to the second question - Businesses and "true" DC residents will be prompted to request a "Clean Hands Certificate" by logging into MyTax.DC.gov, as seen above.

# Non-Logon Application Process

Example 2.

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

### Clean Hands

Are you required to file taxes in DC?  No  Yes

Do you live in DC?  No  Yes

Did you move to DC on or after 01/01/2020? **5**  No  Yes **Required**

**Cancel** **Previous** **Next**

If the response to both questions is "Yes", an additional question is displayed, as seen above.

# Non-Logon Application Process

Example 3.

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

### Clean Hands

Are you required to file taxes in DC?  No  Yes

Do you live in DC?  No  Yes

ID Type

You must register your business with OTR by filing form FR-500, Register A New Business, to request a Certificate of Clean Hands. 6

Any Business attempting use the Non-logon Certificate of Cleans Hands Request will be instructed to complete a FR-500.

# Non-Logon Application Process

Example 4.

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

### Clean Hands

Are you required to file taxes in DC?  No  Yes

Do you live in DC?  No  Yes

ID Type:

Social Security:

You must attach a scanned copy of your state issued government ID to receive a Certificate of Clean Hands. 7

**Attachments** [Add Attachment](#)

| Type | Name | Description | Size |
|------|------|-------------|------|
|------|------|-------------|------|

[Cancel](#) [< Previous](#) [Next >](#)

Non- DC residents will be instructed to attach a copy of their government issued ID, by clicking the "Add Attachment" link.

# Non-Logon Application Process

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands > 2. Taxpayer Information

### Taxpayer Information

Name:

Address:   
    
    
 [Validate](#)

Phone Number:

Email Address:

Reason for Applying:  **Required**

- Reason
- Contract Approval
- Grant Approval
- License Renewal
- Other

8

Enter information in all required fields, and click "Submit".

# Non-Logon Application Process

**Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

### Taxpayer Information

|         |  |  |   |
|---------|--|--|---|
| Name    | <input type="text" value="DOE"/>         | <input type="text" value="DOE"/>       |   |
|         | <input type="text" value="JOHN"/>        | <input type="text" value="M.I"/>       |   |
|         | <input type="text" value="Title"/>       | <input type="text" value="Suffix"/>    |   |
| Address | <input type="text" value="1 E MAIN ST"/> |  |   |
|         | <input type="text" value="Street 2"/>    | <input type="text" value="Unit Type"/> | <input type="text" value="Unit"/>       |
|         | <input type="text" value="APOPKA"/>      | <input type="text" value="DC"/>        | <input type="text" value="32703-5255"/> |

cannot be a DC address. DC taxpayers may request a Certificate of Clean Hands by logging in to MyTax.

**Address needs to be validated.** Validate

Phone Number

Email Address

Reason for Applying

Please Note: If a DC address is entered, MyTax will prompt you to log in to MyTax.DC.gov.

# Non-Logon Application Process

☰ **Certificate of Clean Hands Request**

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands > 2. Taxpayer Information

### Taxpayer Information

Name:

Title:

Address:

Phone Number:

Email Address:

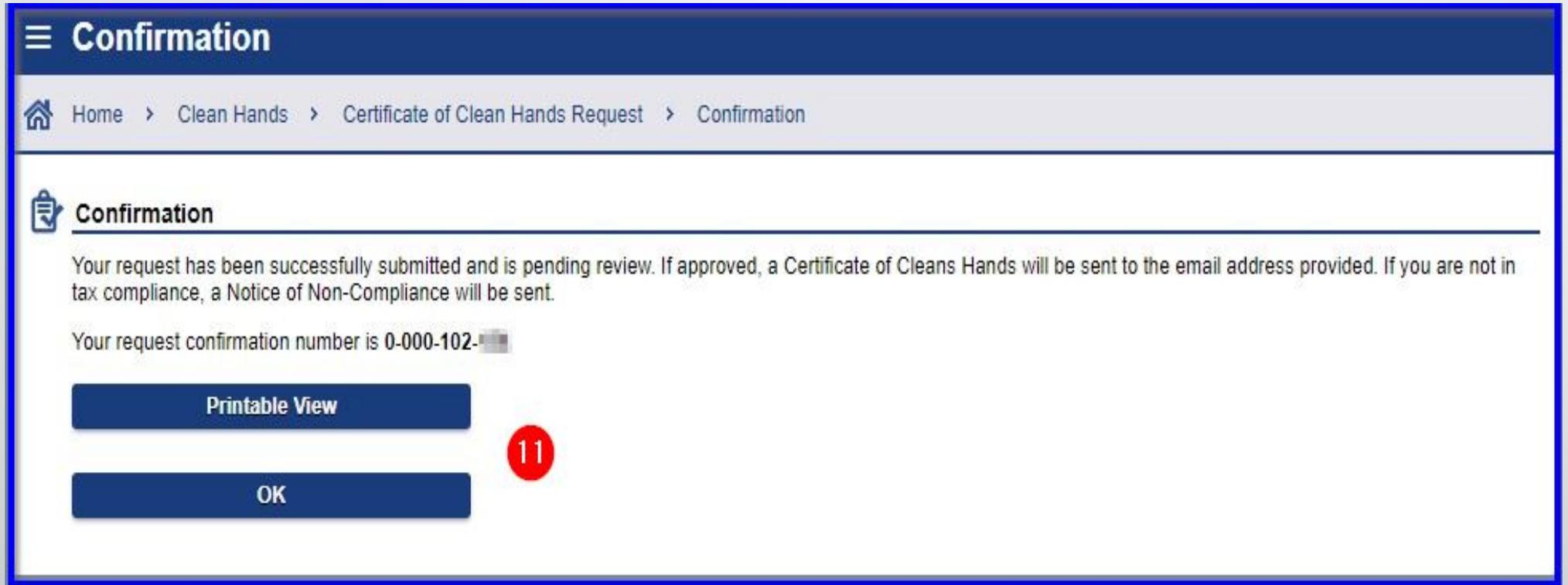
Reason for Applying:

**Ready to submit this request?**

If you need to make any changes, click 'Cancel', otherwise click 'OK':

Click "Ok" to submit to obtain a confirmation number.

# Non-Logon Application Process



The screenshot shows a web application interface with a dark blue header containing a hamburger menu icon and the word "Confirmation". Below the header is a breadcrumb trail: Home > Clean Hands > Certificate of Clean Hands Request > Confirmation. The main content area has a sub-header "Confirmation" with a clipboard icon. The text reads: "Your request has been successfully submitted and is pending review. If approved, a Certificate of Cleans Hands will be sent to the email address provided. If you are not in tax compliance, a Notice of Non-Compliance will be sent." Below this, it says "Your request confirmation number is 0-000-102-". There are two dark blue buttons: "Printable View" and "OK". A red circular notification badge with the number "11" is positioned to the right of the buttons.

From the *Confirmation* page, click “Printable View” to obtain a copy of the clean hands request.

If approved, the Certificate will be emailed within 3 business days.

Note: Remember to keep a copy for you records.

# Logon Applicants

How to apply for a Clean Hands Certificate using MyTax logon

Section Two

# Logon Application Process

## Logon Requirements:

- Must be a DC resident
- Must have MyTax DC account (Businesses and Individuals)
- New businesses must complete the FR-500, and
- Register for a MyTax account
- For assistance utilizing MyTax, contact OTR e-Services Unit at (202) 759-1946, or via email [E-Services.otr@dc.gov](mailto:E-Services.otr@dc.gov)



# **Logon Application Process**

## **Compliant Applicants**

# Logon Application Process for Compliant Applicants

The screenshot displays the MyTax.DC.gov website interface. At the top, there are three navigation tabs: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". Below these are three main sections: "Log In / Sign-up", "Businesses", and "Individuals".

**Log In / Sign-up:** This section contains a login form with fields for "Username" and "Password". A red circle with the number "1" is placed over the "Log In" button. Below the form are links for "Forgot Password?" and "Forgot Username?", and a "Sign-up to use MyTax.DC.gov" button.

**Businesses:** This section lists various services for businesses, including "Current & Prior Year Tax Forms", "Modernized e-File", "Retrieve a Saved Submission", "Register a Special Event - Form FR-500B", "Request Government Exemption", "Certificate/License Search", and "Clean Hands".

**Individuals:** This section lists services for individuals, including "Respond to Verification Letter", "Current & Prior Year Tax Forms", "Modernized e-File", "DC Free File / DC Fillable Forms", "FR-127: Individual Income Tax Extension", "Request Residential Parking Exemption", "FR-127F: Fiduciary Income Tax Extension", "FR-329: Consumer Use Tax Return", "Submit Documentation", and "Clean Hands".

**Quick Links:** This section includes links for "What can I do in MyTax.DC.gov?", "View Tutorials", "Take me to eTSC", "Contact Us", and "View FAQs".

**Quick Payments:** This section features a "Pay with Credit / Debit Card" button and a note: "Make a payment using your credit or debit card. A convenience fee of 2.5% will be charged by the credit card processor for each payment."

Enter Username and Password, and click "Log In".

# Logon Application Process for Compliant Applicants

The screenshot displays the MyTax DC user interface. At the top, the navigation bar includes the MyTax DC logo, a welcome message, settings, and a log off option. Below this is a 'Home' section with three main areas: 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows a user profile for 'JOE CLEAN' with a last login date of 12-Feb-2020 and a balance of \$0.00. The 'Alerts' section indicates there are no alerts. The 'I Want To' section lists several actions, with 'Request a Certificate of Clean Hands' highlighted by a red circle and underline. Below this is a navigation bar with tabs for 'Accounts', 'Submissions', 'Correspondence', 'Names and Addresses', 'Exemptions', and 'Logons'. The 'Accounts' tab is active, showing a table with one entry for 'Individual Income Tax' for user 'CLEAN, JOE' with a balance of '\$0.00'. A 'Register a New Tax Account' link is also visible.

| Filter                |        |            |        |
|-----------------------|--------|------------|--------|
| Individual Income Tax | 100-00 | CLEAN, JOE | \$0.00 |

From the MyTax home page, under the **I Want To** header, click the “Request a Certificate Of Clean Hands” link.

# Logon Application Process for Compliant Applicants

**Clean Hands Request** Welcome, [Name] Settings Log Off

Home > Clean Hands Request

**CCH Status**

You are currently eligible to receive a Certificate of Clean Hands. Please select a reason you are applying for a Certificate of Clean Hands and click 'Submit' below to generate a certificate.

Reason for Applying:

Required (3)

Contract Approval

Grant Approval

License Renewal

Other

Submit Cancel

Select a **Reason for Applying** from the drop down menu.

# Logon Application Process for Compliant Applicants

The screenshot shows a web application interface for 'Clean Hands Request'. At the top, there is a navigation bar with a hamburger menu icon, the title 'Clean Hands Request', and user information including 'Welcome, [User Name]', a 'Settings' gear icon, and a 'Log Off' lock icon. Below the navigation bar is a breadcrumb trail: 'Home > Clean Hands Request'. The main content area features a dark blue header with a red dot and the text 'CCH Status'. Below this, a paragraph states: 'You are currently eligible to receive a Certificate of Clean Hands. Please select a reason you are applying for a Certificate of Clean Hands and click 'Submit' below to generate a certificate.' The form includes a 'Reason for Applying:' dropdown menu with 'Other' selected. Below that is a text input field for 'Briefly Explain Reason for Applying:' which is marked as 'Required' with a red circle containing the number '4' and a yellow 'Required' tooltip. At the bottom right, there are two buttons: 'Submit' and 'Cancel'.

Enter a brief explanation of why you are applying for the Certificate of Clean Hands in the required field. Click "Submit".

# Logon Application Process for Compliant Applicants



The screenshot shows a web application interface with a dark blue header. On the left, there is a hamburger menu icon and the word "Confirmation". On the right, it says "Welcome, [redacted]", a gear icon for "Settings", and a lock icon for "Log Off". Below the header is a breadcrumb trail: "Home > Clean Hands Request > Confirmation". The main content area has a clipboard icon and the heading "Confirmation". The text reads: "Your request has been successfully submitted. A Certificate of Clean Hands has been generated and can be accessed from the 'Correspondence' tab on your homepage." Below this, it says "Your request confirmation number is 0-000-[redacted]". At the bottom, there is a dark blue button labeled "OK" and a red circular icon with the number "5".

A confirmation number will be generated. Click "Ok".

# Logon Application Process for Compliant Applicants

How to view the Letter of Compliance:

The screenshot displays the MyTax DC user interface. At the top, the navigation bar includes the MyTax DC logo, a user greeting, settings, and log off options. Below this is a home button and three main sections: Logon, Alerts, and I Want To. The Alerts section features a link for '1 unread letter' with a red circle containing the number '6'. The I Want To section lists various user actions. A bottom navigation bar contains tabs for Accounts, Submissions, Correspondence, Names and Addresses, Exemptions, and Logons. Below the navigation bar are three sections: Draft Messages (No draft messages), Messages (No unread messages), and Unread Letters (Certificate of Clean Hands). The 'Certificate of Clean Hands' link is underlined.

Under the *Alerts* column, click the “unread letter” link or click directly on Unread Letters at the bottom right hand of the screen.

# Certificate of Clean Hands

|  |  |   |
|--|--|---|
|  | Government of the District of Columbia<br>Office of the Chief Financial Officer<br>Office of Tax and Revenue | 1101 4 <sup>th</sup> Street, SW<br>Washington, DC 20024 |
| Date of Notice: February 12, 2020  | Notice Number: L0000   |   |
|  | SSN: ***-**-****   |   |
|  | Case ID:   |   |

**CERTIFICATE OF CLEAN HANDS**

As reported in the Clean Hands system, the above referenced individual/entity has no outstanding liability with the District of Columbia Office of Tax and Revenue or the Department of Employment Services. As of the date above, the individual/entity has complied with DC Code § 47-2862, therefore this Certificate of Clean Hands is issued.

TITLE 47. TAXATION, LICENSING, PERMITS, ASSESSMENTS, AND FEES  
CHAPTER 28 GENERAL LICENSE  
SUBCHAPTER II. CLEAN HANDS BEFORE RECEIVING A LICENSE OR PERMIT  
D.C. CODE § 47-2862 (2006)  
§ 47-2862 PROHIBITION AGAINST ISSUANCE OF LICENSE OR PERMIT

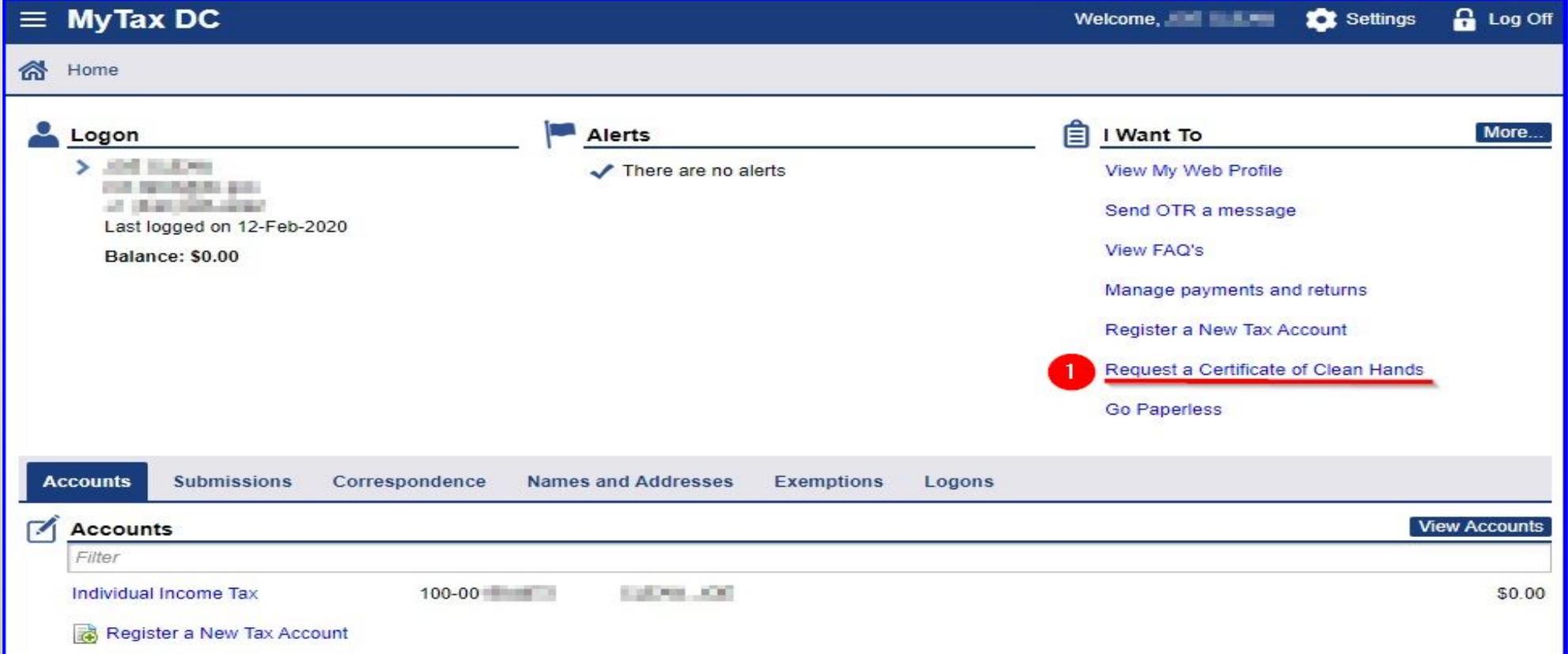
  
Authorized By Marc Aronin  
Chief, Collection Division

To validate this certificate, please visit [MyTax.DC.gov](http://MyTax.DC.gov). On the MyTax homepage, click "Clean Hands" and then the "Validate a Certificate of Clean Hands" hyperlink.



# **View of a “Non-Compliant” Applicant**

# Logon Application Process for Non-Compliant Applicants



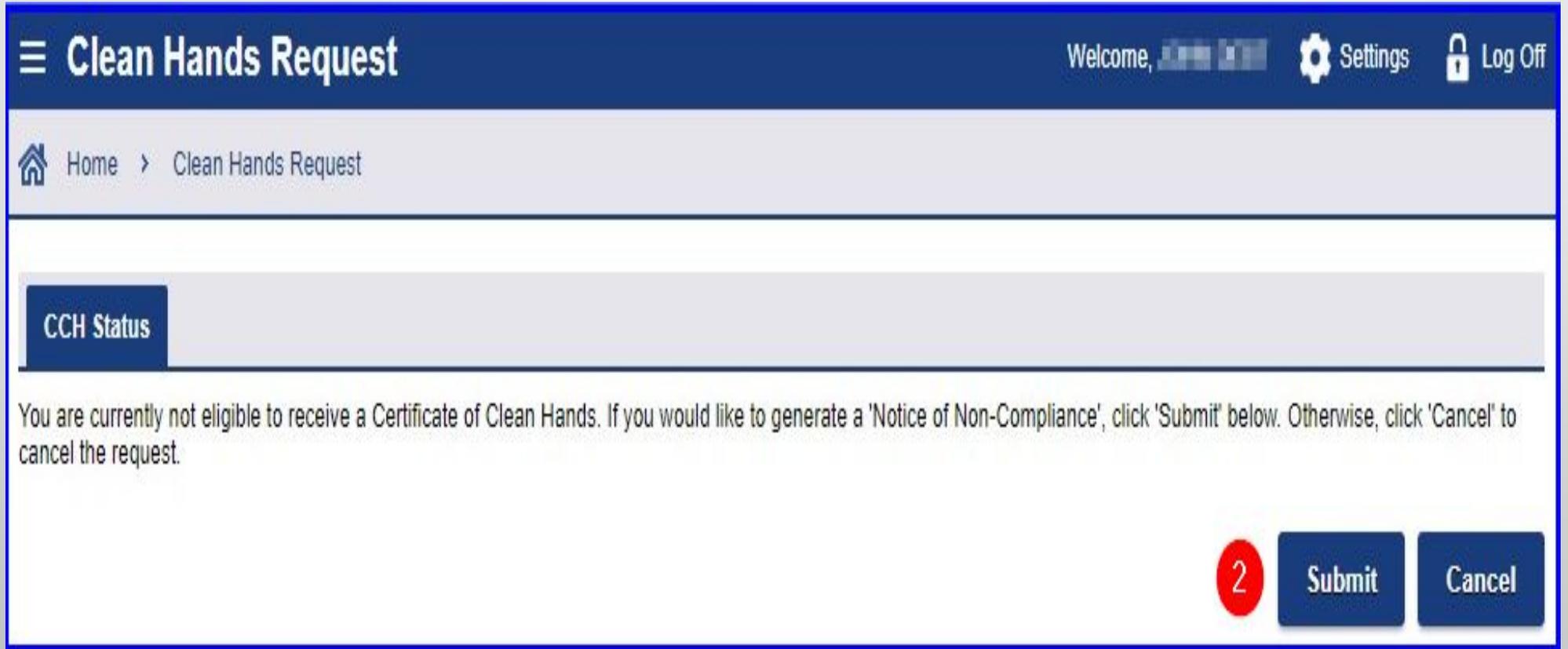
The screenshot displays the MyTax DC user interface. At the top, there is a navigation bar with the MyTax DC logo, a welcome message, settings, and log off options. Below this is a home section with three main areas: Logon, Alerts, and I Want To. The Logon section shows the user's name, last login date (12-Feb-2020), and a balance of \$0.00. The Alerts section indicates there are no alerts. The I Want To section lists several actions, with 'Request a Certificate of Clean Hands' highlighted in red and marked with a red circle containing the number 1. Below this is a navigation bar for various account management tasks, and an Accounts section with a table of tax accounts.

| Accounts              | Submissions | Correspondence | Names and Addresses | Exemptions | Logons |
|-----------------------|-------------|----------------|---------------------|------------|--------|
| Individual Income Tax | 100-00      |                |                     |            | \$0.00 |

From MyTax DC home page, under the **I Want To** header, click “Request a Certificate of Clean Hands” link.

# Non-Compliance

**Note:** If a taxpayer is not eligible to receive a “Certificate of Clean Hands”, the following response will appear:



The screenshot shows a web application interface for a 'Clean Hands Request'. The top navigation bar is dark blue with a hamburger menu icon, the text 'Clean Hands Request', and user information 'Welcome, [blurred]' along with 'Settings' and 'Log Off' links. Below the navigation bar is a breadcrumb trail: 'Home > Clean Hands Request'. The main content area has a dark blue header with the text 'CCH Status'. Below this, a message states: 'You are currently not eligible to receive a Certificate of Clean Hands. If you would like to generate a 'Notice of Non-Compliance', click 'Submit' below. Otherwise, click 'Cancel' to cancel the request.' At the bottom right of the main content area, there is a red circle with the number '2' next to two dark blue buttons labeled 'Submit' and 'Cancel'.

Click “Submit” to generate a **Notice of Non-Compliance**.

# Confirmation of Non Compliance



The screenshot shows a web application interface with a dark blue header. On the left, there is a hamburger menu icon followed by the text 'Confirmation'. On the right, it says 'Welcome, [redacted]', a gear icon for 'Settings', and a lock icon for 'Log Off'. Below the header is a breadcrumb trail: 'Home > Clean Hands Request > Confirmation'. The main content area has a sub-header 'Confirmation' with a clipboard icon. The text below reads: 'Your request has been successfully submitted. A 'Notice of Non-Compliance' has been generated and can be accessed from the 'Correspondence' tab on your homepage. Your request confirmation number is 0-000-[redacted]'. At the bottom, there is a dark blue button labeled 'OK' and a red circular badge with the number '3'.

A confirmation number will populate. Click, "ok".

# Non-Compliance Notice

How to view the Letter of Non-Compliance:

The screenshot displays the MyTax DC user interface. At the top, the header includes the MyTax DC logo, a user greeting, and links for Settings and Log Off. Below the header is a navigation bar with 'Home' and a 'Correspondence' tab. The main content area is divided into three sections: 'Logon' (showing user details and last login), 'Alerts' (highlighted with a red circle and '4' icon, showing '1 unread letter'), and 'I Want To' (a list of actions like 'View My Web Profile', 'Send OTR a message', etc.). At the bottom, there are buttons for 'Draft Messages', 'Messages', 'View All Messages', 'Unread Letters', and 'View All Letters'.

From the MyTax DC home screen, under the **Alerts** header, click the “unread letter” link or select Unread letters at the bottom right hand of the page.

# Notice List

| Sent        | Type                                       | For  | Id          | Name         | Period |                              |
|-------------|--|--|-------------|--------------|--------|------------------------------|
| 03-Feb-2020 | <a href="#">Notice Of Non-Compliance</a>   | Customer ID <span style="color: red; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">5</span> | 00000-12345 | GEORGE, BOND |        | <a href="#">Mark As Read</a> |
| 28-Jan-2020 | <a href="#">Notice Of Non-Compliance</a>   | Customer ID  | 00000-12345 | GEORGE, BOND |        | <a href="#">Mark As Read</a> |
| 12-Dec-2019 | <a href="#">Notice Of Non-Compliance</a>   | Customer ID  | 00000-12345 | GEORGE, BOND |        | <a href="#">Mark As Read</a> |
| 14-Aug-2019 | <a href="#">Certificate Of Clean Hands</a> | Customer ID  | 00000-12345 | GEORGE, BOND |        | <a href="#">Mark As Read</a> |
| 14-Aug-2019 | <a href="#">Certificate Of Clean Hands</a> | Customer ID  | 00000-12345 | GEORGE, BOND |        | <a href="#">Mark As Read</a> |

5 Rows

The Letters window is displayed. Click the “Notice Of Non-Compliance” link, to obtain the notice. Every time a certificate is requested, a notice of non compliance is generated if non compliant or the Certificate of Clean Hands is made available to print.

Note: Date History

A District agency to which you have previously submitted your Certificate of Clean Hands can re-verify your eligibility and generate an updated certificate on your behalf.

# Notice of Non-Compliance

|  |  |   |
|--|--|---|
|   | Government of the District of Columbia<br>Office of the Chief Financial Officer<br>Office of Tax and Revenue | 1101 4 <sup>th</sup> Street, SW<br>Washington, DC 20024 |
| Date of Notice: January 23, 2020   | Notice Number: L0000[REDACTED]   |   |
| [REDACTED]   | SSN: ***-**-****<br>Case ID: [REDACTED]  |   |
| <b><u>NOTICE OF NON-COMPLIANCE</u></b>   |  |   |
| <b>As reported in the Citywide Clean Hands system, the above referenced individual/entity has an outstanding liability or missing tax returns with the District of Columbia Office of Tax and Revenue or the Department of Employment Services. As of the date above, the account is not compliant with DC Code § 47-2862. Therefore, a Certificate of Clean Hands will not be issued.</b> |  |   |
| TITLE 47. TAXATION, LICENSING, PERMITS, ASSESSMENTS, AND FEES<br>CHAPTER 28 GENERAL LICENSE<br>SUBCHAPTER II. CLEAN HANDS BEFORE RECEIVING A LICENSE OR PERMIT<br>D.C. CODE § 47-2862 (2006)<br>§ 47-2862 PROHIBITION AGAINST ISSUANCE OF LICENSE OR PERMIT  |  |   |
| a) Notwithstanding any other provision of law except § 25-301(b), the District government shall not issue or reissue any license or permit to any applicant for a license or permit <b><u>if the applicant has failed to file required District tax returns</u></b> or owes more than \$100 in outstanding debt to the District. The taxpayer is non-compliant with the following:         |  |   |
| <b>Agency</b>  | <b>Phone Number</b>  | <b>Address</b>  |
| Office of Tax and Revenue  | 202-727-4TAX   | 1101 4th st SW, Suite W270                              |
|    |  |   |
| Authorized By Marc Aronin<br>Chief, Collection Division  |  |   |

# Questions

## FAQ's

Please visit [MyTax.DC.gov](https://MyTax.DC.gov) for a complete list of FAQ's concerning the new Certificate of Clean Hands

Technical assistance for the portal can be obtained by calling OTR's E-Services Unit at (202) 759-1946. If you are logged into your MyTax account, you can also send a webmail message to E-services directly at [e-services.otr@dc.gov](mailto:e-services.otr@dc.gov).

Specific Clean Hands inquiries can be emailed to [Cleanhands.cert@dc.gov](mailto:Cleanhands.cert@dc.gov)