DIAN



User Guide

Using the SI PQSR online service for petitions, complaints, suggestions, claims, and compliments

Citizen Engagement Process
User Assistance Subprocess

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The content of this document is classified as Public Information

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Introduction

Since the Online Service for Petitions, Complaints, Suggestions, Claims, and Reports, hereinafter SI de PQSR or its replacement, is the online service channel provided by the National Tax and Customs Directorate (DIAN), a Special Administrative Unit (hereinafter UAE DIAN), for handling the various forms of the right to petition, this guide is provided as a tool to facilitate petitioners' access to the service.

As part of the UAE DIAN's citizen service strategy to improve the quality and accessibility of the procedures and services it offers, and in accordance with the guidelines for handling petitions, complaints, suggestions, claims, and reports, the SI de PQSR allows petitioners to view and track the entity's activities in processing their requests, review processing times and the status of their requests, and view the documents generated by each department.

At the same time, this online service allows the UAE DIAN to oversee or monitor petitions in order to provide interested parties with timely, high-quality, substantive responses and implement continuous improvement measures based on the evaluation of petitioners' satisfaction surveys.

The guide provides an overview of the SI de PQSR, explains how to access it through the entity's website, and describes the procedures for filing, supplementing, withdrawing, and viewing requests. These procedures are based on every person's right to petition the authorities for reasons of general or particular interest and obtain a prompt resolution (Political Constitution of Colombia, Article 23).

1. Objectives

1.1. To facilitate petitioners' access to and interaction with the SI de PQSR so that they can file their petitions, complaints, suggestions, claims, and compliments online.

1.2. To encourage petitioners to use the online service channel to exercise the various forms of the right to petition, since this online service allows them to track and check the current status of their petitions, while also supporting the guidelines of Government Online and its Zero Paper Strategy.

2. Acronyms and definitions

UAE DIAN: National Tax and Customs Directorate, a Special Administrative Unit.

Preferential or special service: it is the right of persons with disabilities, children, adolescents, pregnant women, older adults, veterans of the armed forces and police, and, in general, persons who are defenseless or manifestly vulnerable to be served at a priority service counter, without being subject to the queuing system established by the UAE DIAN for receiving and handling petitions. Source: Law 1437 of 2011 and Decree Law 19 of 2012.

Inquiry: a request for interpretation of the regulations related to the exercise of functions within DIAN's jurisdiction. Source: UAE DIAN (2018), Resolution 17 of 2018.

Personal data inquiry: a request by data subjects or their successors in interest to access the data subject's personal information held in any DIAN database. Source: Law 1581 of 2012.

Report: notification to a competent authority of potentially irregular conduct so that the corresponding criminal, disciplinary, fiscal, administrative enforcement, or professional ethics investigation may be conducted. The report must specify the circumstances of time, manner, and place so that responsibility can be established. Source: UAE DIAN (2018), Resolution 17 of 2018.

Report of suspected tax, customs, or foreign exchange noncompliance: notification by third parties to DIAN of allegedly irregular conduct by parties with tax, customs, or foreign exchange obligations so that the corresponding investigation may be conducted. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Right to petition: the fundamental right enshrined in Article 23 of the Political Constitution that entitles every person, without having to expressly invoke it, to submit respectful petitions to DIAN for reasons of general or particular interest and obtain a prompt, complete resolution on the merits. Source: Law 1755 of 2015.

Express withdrawal of the petition: interested parties may withdraw their petitions at any time, without prejudice to the request being resubmitted in compliance with the legal requirements. However, the authorities may continue the proceeding ex officio if they consider it necessary for reasons of public interest; in that case, they shall issue a reasoned resolution. Source: Law 1755 of 2015.

Tacit withdrawal: the petitioner shall be deemed to have withdrawn the request or discontinued the proceeding if they fail to comply with the authority's request, unless, before the allotted period expires, they request an extension of up to the same length. Once the prescribed time limits have expired without the petitioner having complied with the authority's request, the authority shall declare the petition withdrawn and order closure of the case file by a reasoned administrative decision, which shall be personally served. Only an appeal for reconsideration may be brought against that decision, without prejudice to the request being resubmitted in compliance with the legal requirements. Source: Law 1755 of 2015.

Compliment: written or oral statements by clients or external users expressing satisfaction with the products and/or services received and highlighting the good work of DIAN officials. Source: UAE DIAN (2018), Resolution 17 of 2018.

Competent official: a public servant appointed or designated as the head or delegate of one of the UAE DIAN's departments who, under the current legal framework, may take the actions for which the entity is responsible. Source: Decree 1742 of 2020.

Petition: it is the action initiated by any person for purposes of having the UAE DIAN intervene, recognize a right, resolve a legal situation, or provide a service. Source: UAE DIAN (2018), Resolution 000017.

Similar petition: a petition with similar content, seeking information, concerning a general interest, or requesting an interpretation, submitted by more than ten (10) people. Source: Law 1755 of 2015.

Anonymous petition: a petition that does not include the petitioner's legally required identifying information. It must "be accepted for processing and resolution on the merits when the petitioner has a serious and credible justification for keeping their identity confidential." Source: UAE DIAN (2018), Resolution 17 of 2018.

Complete petition: a petition that meets the minimum requirements prescribed by the current legal framework and necessary for a decision. Source: UAE DIAN (2018), Resolution 17 of 2018.

Request for information: a citizen's request for documents or information about a fact, act, or administrative situation inherent to the nature and purpose of DIAN. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Particular interest petition: a petition submitted orally or in writing to an authority concerning a matter of interest to, affecting, or otherwise relating to the petitioner. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Inadequately grounded petition: a petition based on incorrect reasons or grounds. It must not be rejected under any circumstances. Source: Law 1755 of 2015.

Incomplete petition: a petition that has already been filed but does not meet the minimum requirements prescribed by the current legal framework and necessary for a decision. It also refers to a petition for which the petitioner must complete a procedural step for which they are responsible and which is necessary for a decision on the merits, where the proceeding can continue without violating the law. Source: UAE DIAN (2018), Resolution 17 of 2018.

Untimely petition: a petition for which a final response has been issued after the applicable statutory deadline. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Disrespectful petition: a petition containing terms that "...are manifestly and unquestionably discourteous and insulting toward the aforementioned persons and exceed the normal bounds of expected behavior...." Source: Constitutional Court Ruling T- 017 of 2007.

Unclear petition: a petition whose purpose or subject matter cannot be understood. Source: Law 1755 of 2015.

Repetitive petition: a petition that is "substantially identical to a previously submitted petition to which a substantive response was provided, so that referring to that response also constitutes a substantive response (as opposed to a merely formal one) to the new, repetitive petition. For repetitive petitions that have already been resolved, the UAE DIAN official authorized to respond may refer to the entity's previous responses." Source: Ruling C-951 of 2014.

Disciplinary complaint: an expression of protest, censure, discontent, or dissatisfaction made by a person regarding conduct by one or more DIAN public servants that the person considers irregular under the applicable disciplinary regulations. Source: UAE DIAN (2018), Resolution 17 of 2018.

Service complaint: a written or oral statement of a general or particular nature about facts, situations, or circumstances related to the service provided by DIAN public servants to service users and other stakeholders. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System

Claim: a demand or request for a solution to the improper provision of a service or failure to address a request. Source: Ruling T-230 of 2020.

Personal data protection claim: the right of data subjects or their successors in interest who consider that information held in a DIAN database should be corrected, updated, or deleted, or who identify a suspected failure to comply with any of the duties set out in personal data protection legislation. Source: Law 1581 of 2012.

Withdrawal of consent and/or data deletion: withdrawal of consent and/or data deletion shall be granted when the Superintendency of Industry and Commerce has determined that the controller or processor has acted contrary to the law and the Constitution in processing the data. Source: Law 1581 of 2012.

Follow-up on the processing of requests: the activity of monitoring and initiating preventive or corrective measures aimed at resolving petitions within the statutory deadlines. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

PQSRD System: a technological solution for the administration, control, and centralized monitoring of petitions, complaints, suggestions, claims, compliments, and reports submitted by petitioners to the entity. Through this system, the UAE DIAN can generate queries, statistics, reports, and petitioner satisfaction assessments or surveys in order to develop continuous improvement measures aimed at providing timely, high-quality responses.

Likewise, the system allows petitioners to view and track the entity's activities in processing their petitions: review processing times and the status of their petitions, and view the documents generated by each department. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Request for access to public information: a request that anyone may make orally or in writing, including electronically, to access public information. Under no circumstances may this request be rejected on grounds of inadequate or incomplete justification. Source: Law 1712 of 2014.

Request for clarification: a request to the citizen to establish or understand the purpose of the petition so that it can be processed. Source: Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Request for additional information: a request to the citizen to supplement the information initially provided, as required by the entity to continue processing the petition. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

Suggestion: an idea or proposal expressed by a person, a citizen, or groups of service users and other stakeholders to improve DIAN's services, products, or management. These proposals may serve as input for the improvement measures undertaken by the entity within the various Management and Internal Control Systems. Source: UAE DIAN (2026), Coordination Unit for System Administration of the PQSRD System.

3. General information about the SI de PQSR

The SI de PQSR is a tool for the administration, control, and centralized monitoring of petitions, complaints, suggestions, claims, and compliments submitted by petitioners.

DIAN provides the System for Petitions, Complaints, Suggestions, Claims, and Compliments, through which you can submit and view requests and track their status online.

For further guidance on the matters that should be submitted through the PQSR System, we recommend reading the instructions at the following link:

Petitions, Complaints, Suggestions, and Claims (PQSR)

3.1. Traceability

The PQSR service allows users to view and track the activities carried out within the entity to process their requests, review processing times and the status of their requests, and view the documents generated by each department. Petitioners can also add information to or withdraw a request they have submitted.

3.2. Ease of use

The PQSR service allows citizens to file their requests without traveling to DIAN offices, using an online interface with help messages and various search criteria.

3.3. Coverage

Users can submit their petitions from any geographic location; they only need access to the DIAN portal, regardless of the internet browser used. This service operates online, in real time, and is available 24 hours a day, every day of the year.

3.4. Information Quality

The PQSR service collects and stores the identification and location information of citizens who submit requests, as well as the content of those requests, to identify user characteristics so that the responses provided meet their needs as closely as possible

3.5. User Focus

The service allows for the continuous improvement of the procedures and services offered by DIAN, as well as the capacity and performance of the processes. By providing timely, high-quality, substantive responses to petitions, the service meets citizens' or petitioners' needs and expectations while ensuring that they can exercise their rights.

Therefore, the PQSR service guarantees

- Continuous improvement in the capacity and performance of processes.
- Quality and timeliness in processing and responding to requests.
- Rapid response times.
- Better fulfillment of petitioners' needs and expectations.
- Improvement of DIAN's public image among petitioners.
- Efficient use of the resources provided by DIAN for handling and processing requests.
- Greater opportunities for access to the procedures and services offered by DIAN.
- Convenient access to the procedures and services offered by DIAN.

4. File a request in the PQSR system

There are three ways to access the Petitions, Complaints, Suggestions, Claims, and Reports (PQSRD) platform.

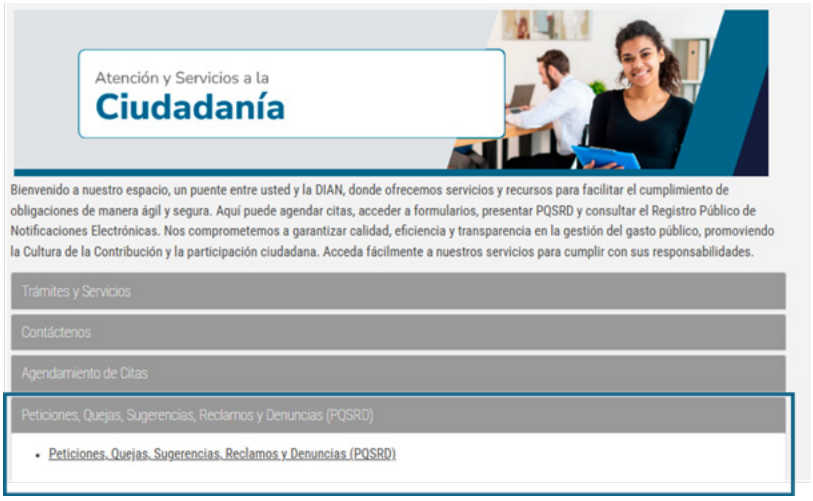
4.1. Through the DIAN portal https://www.dian.gov.co/ find the link **PQSR and Reports:**



4.2. Go to https://www.dian.gov.co/Paginas/Inicio.aspx, and click on **Citizen Support and Services:**



Then, click on **Petitions, Complaints, Suggestions, Claims, and Reports (PQSRD):**

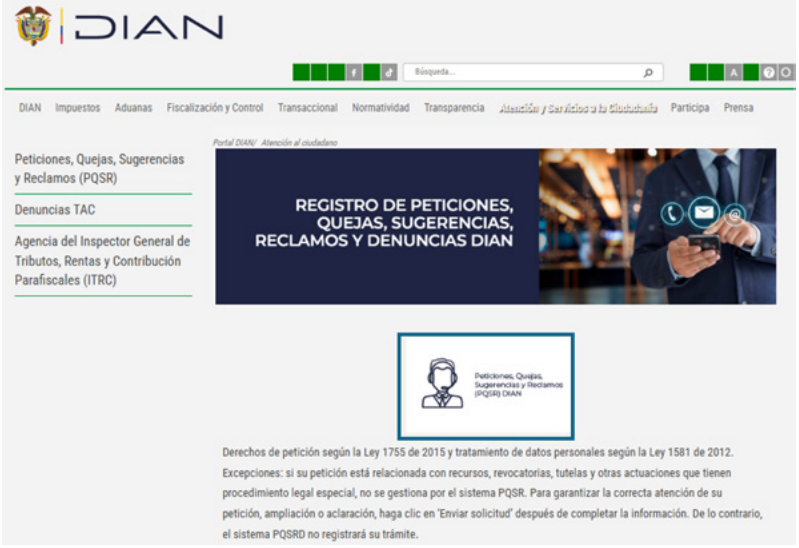


4.3. Through **Online Contact Service**, using the **PQSR and Reports link:**

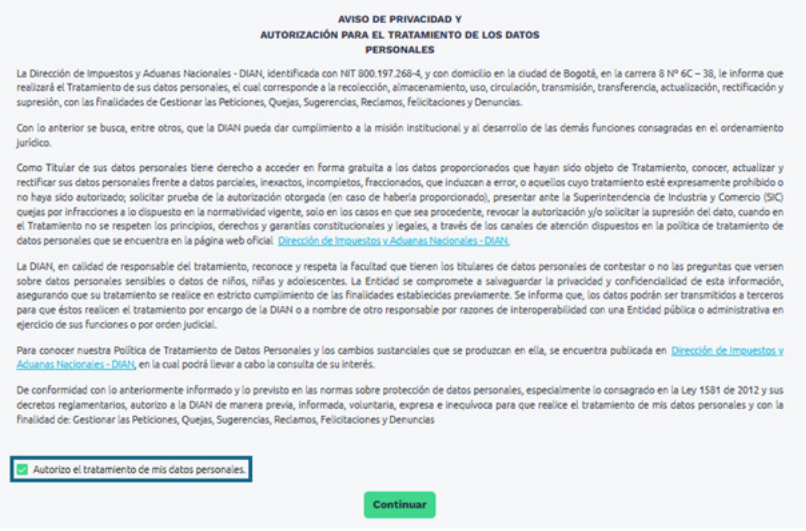


Any of the three options listed above will take you to the following page. For questions about what to submit through a PQSR, go to Petitions, Complaints, Suggestions, and Claims (PQSR) and select **Keep in Mind.**

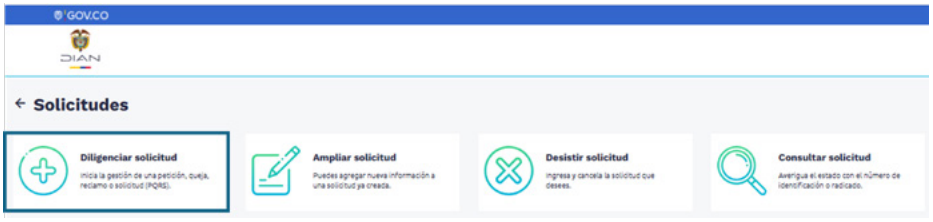
To file a PQSR, click on the Petitions, Complaints, Suggestions, and Claims (PQSR) DIAN icon.



1. The following screen will appear. Select I **accept the terms and conditions** and click on **Continue:**



2. Then, click on **Complete request form:**



3. The following screen will appear. Click on **Accept:**



4. For this guide, we will use the following example: Select the "With identification details" button, as this option identifies the person submitting the request.

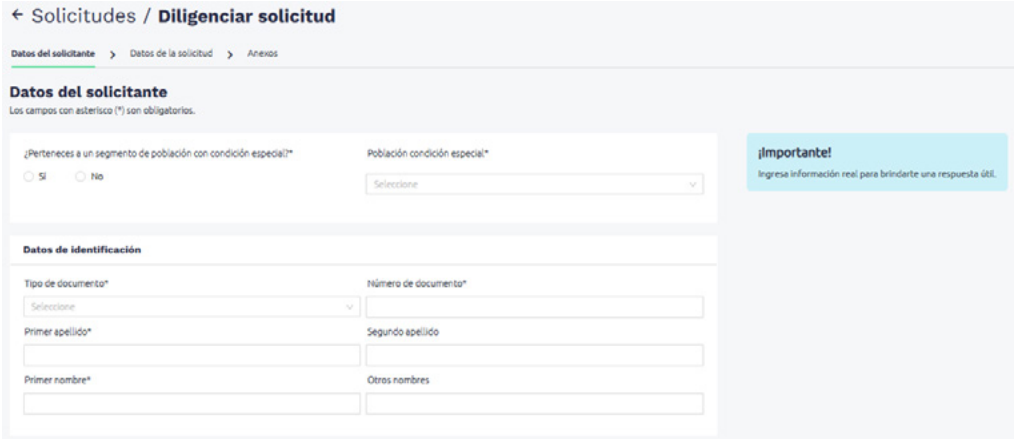
When selecting the **"Anonymous"** button, please note that anonymous requests may be filed when the petitioner has a serious and credible justification for keeping their identity confidential. (Constitutional Court Ruling C-951 of 2014). Furthermore, in some cases, anonymous reports or complaints are inadmissible (Art. 81 of Law 962 of 2005, Art. 86 of Law 1952 of 2019). Remember, if you wish to submit a personal data inquiry or claim, you cannot file it anonymously because you must attach a copy of your ID card. (Law 1581 of 2012).

5. In the next option, select **With identification details or Anonymous.**

When accessing the service as a Registered user, submit the request in your own name by entering your personal data.

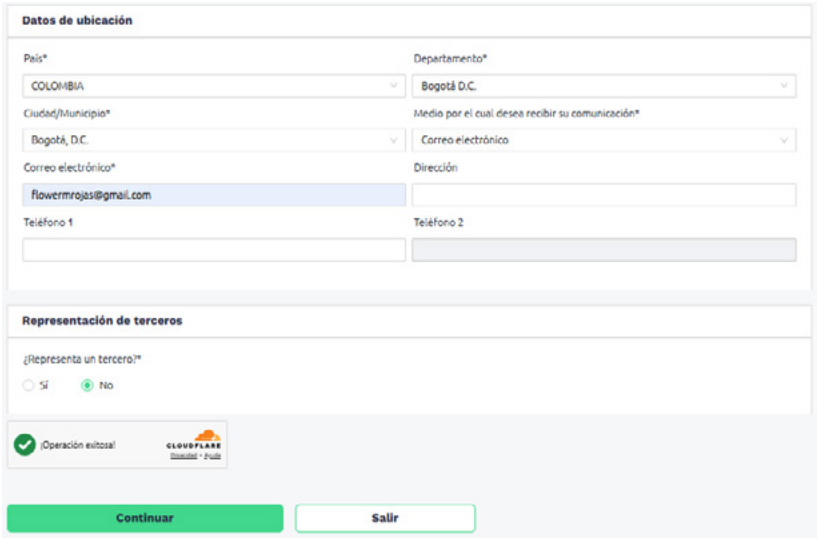


6. Then the following screen will appear:



7. Fill in the required fields in the form and press the **Continue button.**

To receive a response to your petition more quickly and effectively, we suggest selecting email as your preferred means of receiving responses



8. In the **Request details** tab, select the options below that best match your petition:

Request type: Particular interest petition, Request for information, Inquiry requiring regulatory interpretation, Report, Disciplinary complaint, Service complaint, Claim, Suggestion, or Compliment. (see definitions at the beginning of this document).

Type: Customs, Tax, Foreign Exchange, or Administrative.

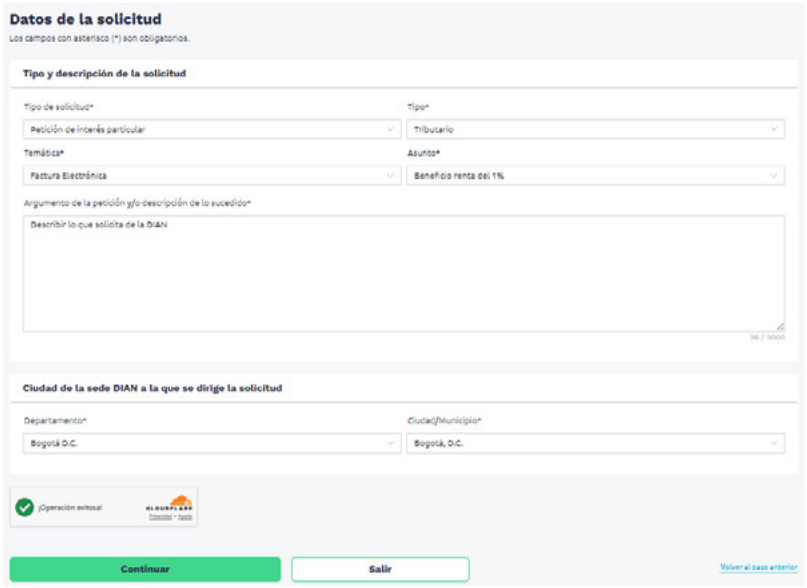
Topic: The combination of Request type and Type determines which corresponding topics become available.

Subject: The combination of Request type, Type, and Topic determines which corresponding subjects become available.

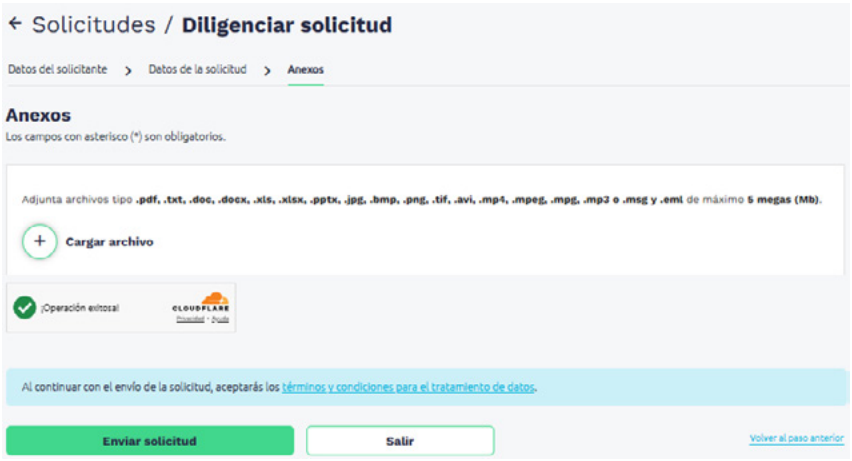
Grounds for the petition and/or description of the events: Provide a clear and precise description of what is being requested.

For your request to be processed quickly, we suggest selecting the city where you are located or where you are registered in the Single Tax Registry (RUT). For customs matters, select the place where the events occurred.

Enter the details and click on **Continue.**



9. Next, if necessary, attach the documents you consider relevant and click on **Submit request:**



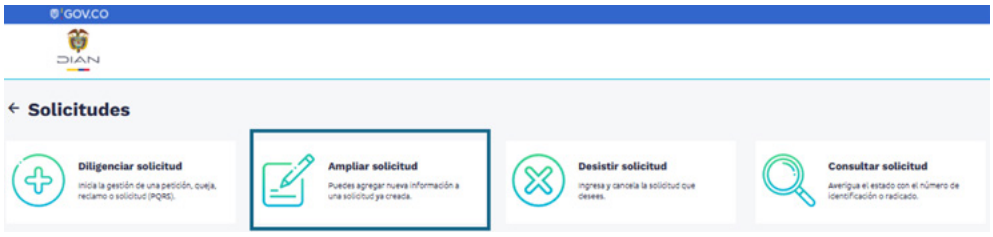
10. Finally, a message confirms that DIAN has received your request and provides the request number and authentication code. You can use these details to add information to, withdraw, or view the filed request.



5. Clarify or add information to a request in the PQSR service

When DIAN asks you to clarify or add information to a request, or you wish to do so, the service allows you to edit the request and supplement the information.

- Access the SI de PQSR as described in **step 4** of this guide and select **Add information to request:**

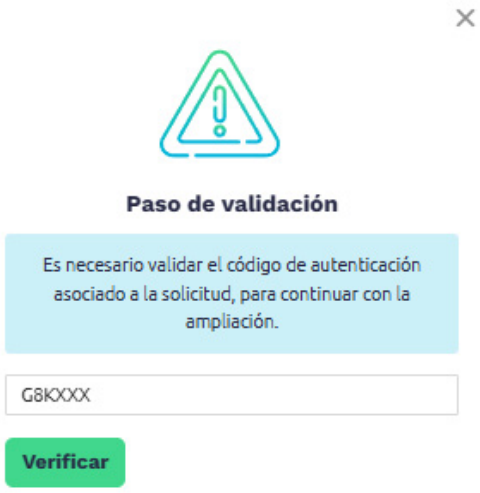


Enter the request number and click on **Search**

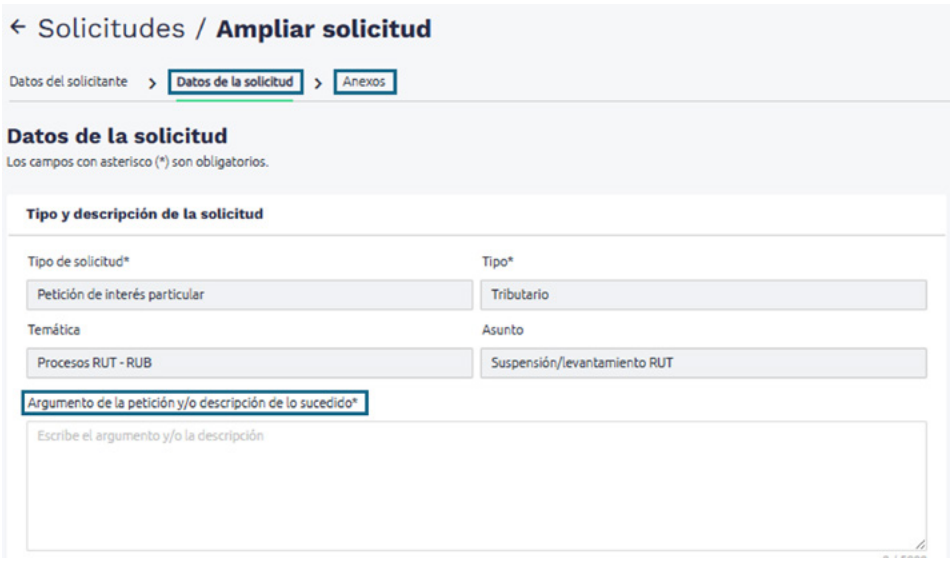
If you do not have the request number or authentication code, please contact us at the numbers shown at the bottom of the page National Tax and Customs Directorate - DIAN



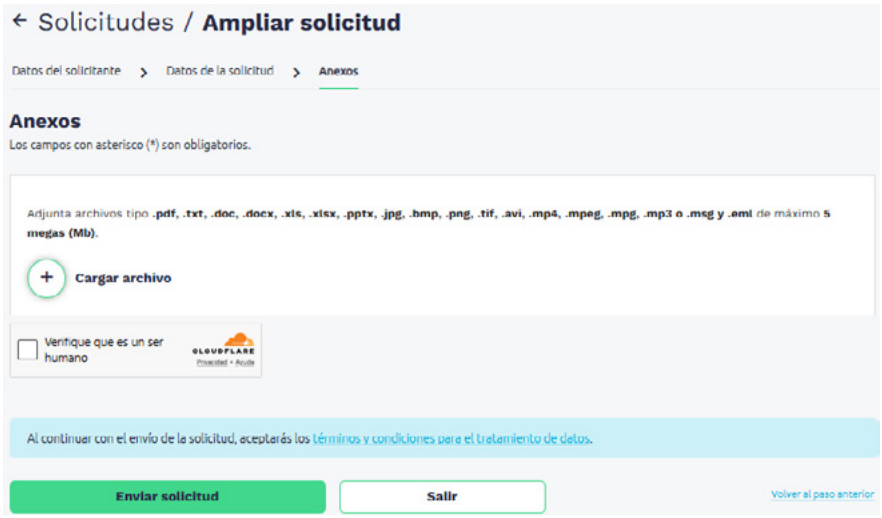
- A screen requesting the authentication code will appear. Enter the code and click on **Verify:**



- The form containing the request details will open. Go to the **Request details** tab. In the "Grounds for the petition and/or description of the events" box, clarify or add information to your request as appropriate and, if necessary, attach documents in the **Attachments** tab.



Click on **Submit request:**



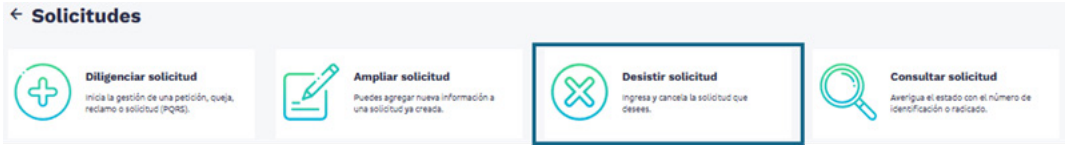
- Finally, a dialog box will confirm that the additional information was successfully submitted:



6. Withdraw a request in the PQSR system

The petitioner may withdraw the filed request at any time; however, if DIAN considers the subject of the request to be of public interest, it may continue processing the request ex officio.

- Access the SI de PQSR as described in **step 4** of this guide and select **Withdraw request:**

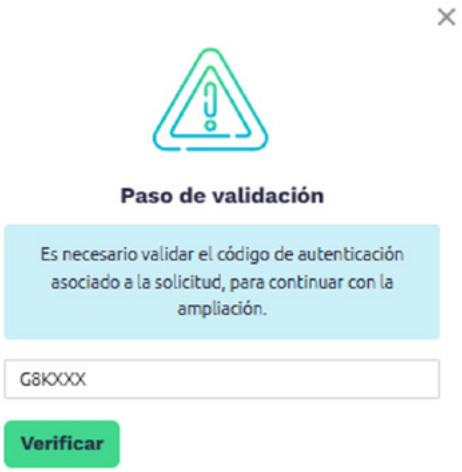


- Enter the request number and click on **Search**

  If you do not have the request number and/or verification code, please contact us at the numbers shown at the bottom of the page National Tax and Customs Directorate - DIAN



- A screen requesting the authentication code will appear. Enter the code and click on **Verify:**



- A field will become available for you to enter the reasons why you wish to withdraw the request. Then, click on **Withdraw request:**



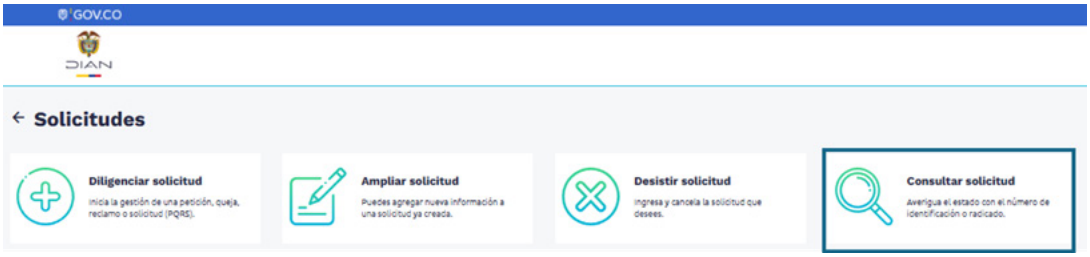
- Finally, a dialog box will indicate that the withdrawal process has begun, and DIAN will notify you when the request has been withdrawn.



7. View a request in the PQSR service

The petitioner may view and track the actions taken by DIAN to process the submitted petition.

- Access the SI de PQSR as described in step 4 of this guide and select **View request:**

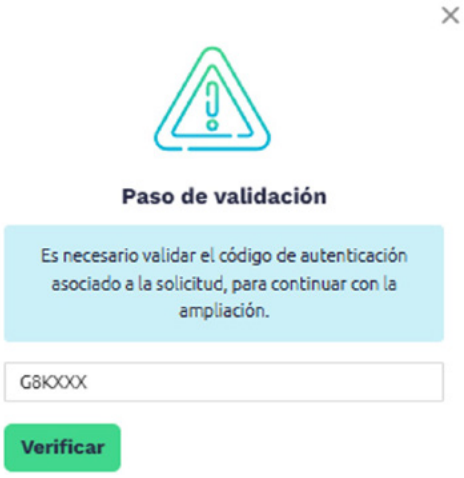


- Enter the request number and click on Search

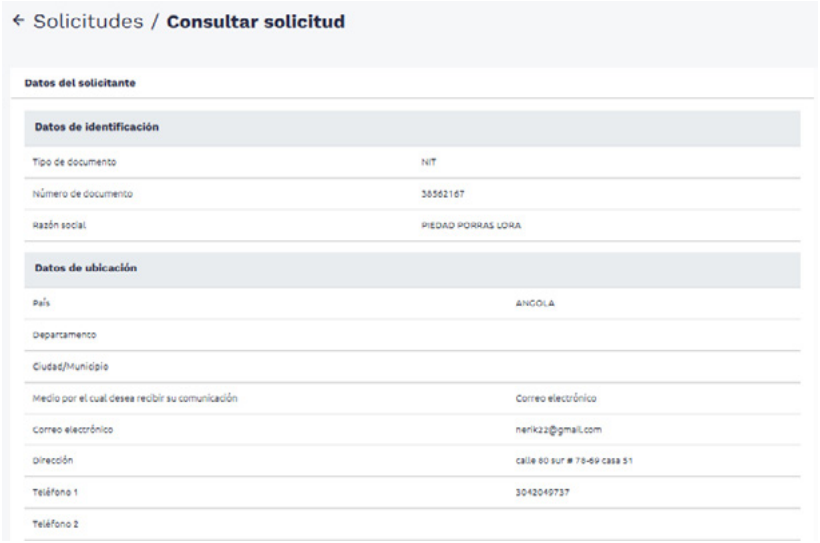
  If you do not have the request number and/or authentication code, please contact us at the numbers shown at the bottom of the page National Tax and Customs Directorate - DIAN



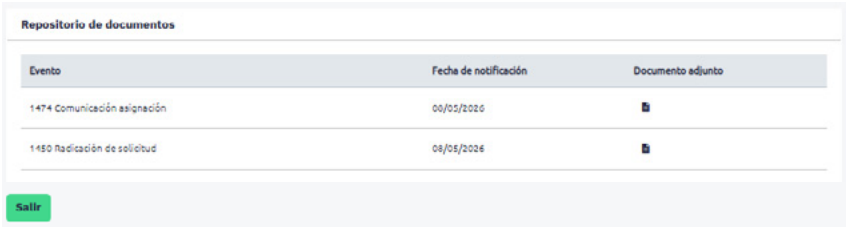
- A screen requesting the authentication code will appear. Enter the code and click on **Verify:**



- The following window will appear, displaying the following information: Requester details, Recipient details, Grounds for the petition, Document repository, and, finally, the request status.



At the bottom of the window, you will find the repository of documents generated during each action taken to process the petition. Click on a document to view it.



Finally, if the PQSRD system is unavailable on the web platform for processing a petition, users may visit the contact point or Regional Office closest to their place of residence to submit the document in paper form. This procedure ensures continuity in the timely and appropriate handling and recording of requests.

No. CHANGE CONTROL

Version	Effective period		Description of changes	Type of information
	From	To		
1	26/11/2014	25/11/2018	Initial version of the SGCCI modernization.	This version is classified as Public Information.
2	26/11/2018	30/03/2021	Update in accordance with the provisions of Law 1755 of 2015, the statutory law governing the fundamental right to petition.	This version is classified as Public Information.
3	31/03/2021	29/09/2021	Adjustments were made to the document concerning the process name, in line with the new process structure established in the recital of Resolution 060 of June 11, 2020, and the process's alphabetic code on "the cover, on page 1." It should be clarified that the documents' technical content remains unchanged from the previous version. Therefore, any inquiry regarding their technical contents should be directed to the technical drafters and reviewers of the previous version.	This version is classified as Public Information.
4	30/09/2021		Adjustments are made to the document to update the illustrative images in line with the entity's new visual identity and changes to some service screens. The wording is also revised. The organizational units were updated in accordance with the new structure established in Decree 1742 of December 22, 2020, and Resolution 000070 of August 9, 2021.	This version is classified as Public Information.

Versión	Vigencia		Descripción de los cambios	Tipo de información
	Desde	Hasta		
5	16/07/2025			This version is classified as Public Information.
6			Adjustments are made to the document to reflect changes in the definitions of concepts relating to the PQSRD cycle and in the illustrative images following updates to some service screens.	This version is classified as Public Information.

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