



INDIANA Department of Revenue

The Indiana Department of Revenue has been serving Indiana's diverse population and business community since 1947.

Our team of more than 700 dedicated public servants helps administer over 65 different tax types and annually processes nearly \$21 billion of tax revenue by...



processing millions of tax returns



working with hundreds of thousands of Hoosiers



completing thousands of diverse audits



addressing tax protest and legal issues



and working in person with individuals, business owners, tax preparers, and other stakeholders

Our Foundation

Mission

To serve Indiana by administering tax laws in a fair, secure, and efficient manner.

Vision

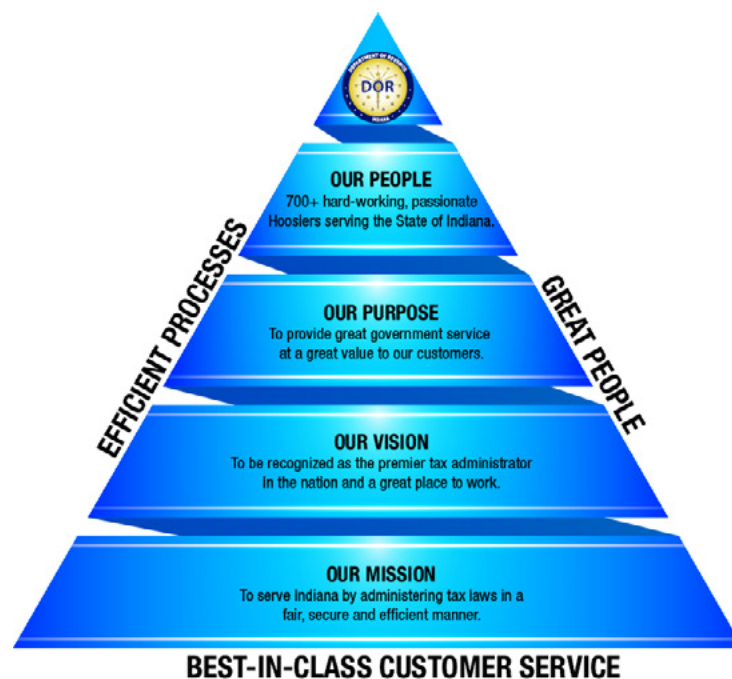
To be recognized as the premier tax administrator in the nation and a great place to work.

Purpose

To provide great government service at a great value to our customers.

Pyramid of Excellence

DOR's Pyramid of Excellence illustrates the agency's mission, vision, and purpose—all of which were reimagined to capture DOR culture and brand. Displayed throughout the organization, this symbol serves as the agency's compass, continuously directing and encouraging the team.



Core Values

As DOR's new culture began to solidify in 2017 and 2018, a clear set of seven core values began to emerge, capturing the organization's beliefs, philosophies, and behavioral expectations. DOR established the values in 2018 to define its culture and how staff works together both internally and externally with all customers, stakeholders, and partners.

Fun

Celebrate and enjoy what you do.

Leadership

Through positive actions, inspire others to become more.

Integrity

Always do what is right. Take action when it is not.

Respect

Be kind, humble, and mindful. Appreciate and value diversity.

Teamwork

Focus on we – not me.

Service

Lose yourself in the service of others.

Continuous Improvement

Be relentless about always getting better.

DOR Commissioner



Bob Grennes

Bob Grennes joined the Indiana Department of Revenue (DOR) as the Chief Operating Officer in 2017, where he worked with over 500 Operations Division team members designing, operating and improving all operations and service delivery functions. Effective February 1, 2020, Bob was appointed Commissioner of DOR by Governor Eric Holcomb.

Before joining DOR, Bob built a successful career in the private sector leading information technology and financial services organizations, while holding a variety of management, executive and board positions.

Throughout his career, Bob has served as a positive organizational and change leader with an unwavering commitment to building healthy and continually improving organizations. Bob has a proven track record in elevating organizations and achieving success by aligning people, processes and technology to deliver exceptional results.

Our People

Over 700 hardworking, passionate Hoosiers

Best-in-class Customer Service

With a focus on customer care, single point of contact, one transaction resolution, quality service delivery, efficient process design and operation, and continuous improvement, our customer service team assists Hoosiers with their specific tax questions and requests for assistance.

They are the front line for customer assistance and problem resolution and take this responsibility very seriously. Customer service operations are provided at the Indiana Government Center in Indianapolis and 12 District Offices.

[See DOR's Executive Organizational Chart.](#)



Contact & Other Information

Contact DOR

Visit dor.in.gov for tax tips, online services, contact information, and more.

[Go directly to contact information.](#)

Media Contact

Laura Cooley

Director of Organizational Development and Communication
463-203-8826

E-services Portal

INTIME gives customers several tools, including direct correspondence with customer service representatives.

[Log in and send DOR a secure message.](#)

DOR News

Agency Announcements

[Read the latest agency announcements.](#)

Tax Bulletin

[Stay up to speed on DOR announcements and events](#) related to business tax and tax practitioners.

Tax Talk

[Follow our blog for information on DOR](#) programs, tax tips, and helpful information for tax preparers.

Tax Filing Customer Tips

File taxes electronically if possible; it is faster and more accurate.

- **Always file state taxes**—even if you are under the threshold or don't expect a refund.
- Ensure your return is **complete and correct**; use blue or black ink on paper forms.
- Incorrect/outdated forms can **cause significant delays** or a return to be sent back.
- Include all required, **supporting documentation** for deductions or credits.
- **Keep copies** of any original documentation submitted with your return.
- **Do not duplicate your filing**; filing both electronically and by paper will cause significant delays in return processing.
- **Send state returns to DOR.** Federal forms go to the IRS.
- **Respond quickly** to any correspondence from DOR.
- **Collect all documentation** before filing.

DOR Social Media
@INREVENUE



dor.in.gov