



Oct. 6, 2025

The Indiana Department of Revenue's (DOR) [Fiscal Year 2025 Annual Report](#) focuses on DOR's commitment to customer service, efficiency, and continuous improvement – the foundations that keep us grounded as we administer Indiana tax laws fairly, securely, and efficiently.

Highlights of the report include:

- Received an overall customer satisfaction score of 93.5% based on 11,476 completed surveys
- Managed the 2025 IRS triennial audit to ensure that federal regulations are followed to safeguard Hoosier taxpayer information
- Continuous improvement in providing clear and concise external communications to customers
- MCS maintained its position as one of only two states to achieve the highest possible compliance rating with the Performance and Registration Information Systems Management (PRISM) program, which enhances the safety of Indiana's roads
- Recognized locally and nationally as a Top Workplace and leading administrator



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Indiana Department of Revenue

INTIME self-service customer portal
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