The Indiana Department of Revenue (DOR) was created in 1947 and has approximately 700 dedicated team members. These team members administer 65 different tax types and annually process more than $20 billion in tax revenue - including processing millions of tax returns, handling hundreds of thousands of pieces of correspondence and phone calls, completing thousands of diverse audits, addressing tax protests and legal issues, and working in-person with individuals, business owners, tax preparers and a variety of stakeholders.

**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.
Our Foundation

Pyramid of Excellence

DOR’s Pyramid of Excellence includes the agency’s mission, vision and purpose, all which were re-engineered to capture the DOR culture and brand. Displayed throughout the organization, this symbol serves as our agency’s compass, continuously directing and encouraging our team.

Core Values

As DOR’s new culture began to solidify in 2017 and 2018, a clear set of core values began to emerge capturing our organization’s beliefs, philosophies and behavioral expectations. Initially developed in 2018, our seven core values further solidify DOR’s culture and define how we work together both internally and externally with all customers, stakeholders and partners.

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 hard-working, 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 is assisting hundreds of thousands of 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.

For full Executive Organizational Chart, visit dor.in.gov/about-dor/meet-our-team.
Contact

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Tax Bulletin
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Agency Announcements
dor.in.gov/news-media-and-publications/agency-announcements

Annual Report
dor.in.gov/news-media-and-publications/annual-reports