

**ADDRESS BY THE HON'BLE PRESIDENT OF INDIA
SMT. DROUPADI MURMU
ON THE OCCASION OF CALL ON BY THE OFFICER TRAINEES
OF INDIAN REVENUE SERVICE**

Rashtrapati Bhavan: March 4, 2025

Dear officer trainees of Indian Revenue Service,

I am glad to meet you all today. I congratulate each of you for your success in a tough examination that tests your hard work, perseverance, capability and determination. Your journey as officers of the prestigious service will be full of immense opportunities and challenges.

The job of Indian Revenue Service officers is one of the most important functions for governance and welfare. Taxes are the lifeblood of a vibrant economy. They fund the roads that connect our remotest villages, the schools that educate our children, and the hospitals that treat our citizens. As Indian Revenue Service officers, you will play a pivotal role in ensuring that this essential resource is collected in a fair, effective, and transparent manner.

India is undergoing a remarkable transformation and is one of the fastest-growing major economies. The benefits of this growth are reaching our cities, our villages, marginalized sections, and every corner of the country. Our infrastructure is growing, digital connectivity is bridging gaps, and the economic opportunities are more accessible than ever before. However, for development to be sustainable and inclusive, resources must be managed with efficiency and fairness, and the citizens should trust the system. This is where your role becomes crucial. You would oversee the process to ensure that everyone contributes according to their lawful capacity, while being treated with dignity and respect.

Dear officer trainees

I appreciate that the direct tax collections have witnessed a robust growth of more than 14 percent over the previous year. But these numbers represent more than just achieving financial targets. They signify continued progress of the country in various fields and an enhanced quality of life for the citizens. More importantly, this growth reflects increased voluntary compliance. The Income tax department has made significant efforts to achieve this, by simplifying processes and building public trust and confidence.

A few years ago, interacting with tax administration was a different experience. Many processes were manual with extensive paperwork, and taxpayers often had to visit offices in person to fulfil their obligations. The changing times, growing expectations and government initiatives have ushered in a new era of greater efficiency, transparency and convenience. I am happy to know that the income tax department has evolved from being seen merely as a tax collector to becoming a facilitator of voluntary compliance, a partner in economic progress, and a symbol of transparent governance.

Digital technology, as we know, is at the core of this change. The refunds that took months are now processed in days. I am glad to know that the income tax department uses advanced data analytics to detect discrepancies with remarkable precision while ensuring that honest taxpayers don't face inconvenience. But you must remember that technology is just a tool, and it is not a substitute for human values. Data-driven systems may enhance efficiency, but they can never replace empathy and integrity. Your decisions will have real and long-lasting impact on the lives of the people. Your policies and actions should be aimed towards the development of all, especially the underprivileged and weaker sections.

Dear officer trainees

The modern approach of tax collection is centered around voluntary compliance. This represents a paradigm shift from the previous approach of enforcement. When taxpayers believe that their

contributions are valued, and they are treated with dignity, they comply naturally as responsible citizens.

As young officers, the way you engage with taxpayers, address their concerns, and uphold fairness will reinforce the department's commitment to service. Your willingness to adapt to changes and embrace continuous learning will be key to your success. You should fulfil your responsibilities with compassion and a sense of justice. I expect you to take up leadership roles in your fields of work so as to ensure best performance of your organisation, department or team in all situations, especially challenging situations.

You will be playing an important role in the future of tax administration in the country through an innovative, open-minded, citizen-centric and tech-driven approach. By committing yourself to building a transparent and effective tax system, you would contribute in building a stronger, more resilient and inclusive Bharat.

I extend my best wishes to each of you for a fulfilling career.

Thank you,
Jai Hind!
Jai Bharat!