

Chairman Ander Crenshaw
Subcommittee on Financial Services and General Government
House Committee on Appropriations
IRS Oversight Hearing
February 26, 2014
Opening Statement As Prepared

Welcome to our second panel. Thank you for your patience and for being here with us today. We appreciate both your time and expertise.

I am pleased to welcome back Treasury Inspector General for Tax Administration Russell George to share his observations of compliance and recommendations about the efficiency of the IRS.

Since IRS is the largest Treasury bureau, TIGTA is accordingly the largest of the three Treasury Inspectors General. To whom much is given, much is expected. We are relying on your office's counsel to help us assess and understand the IRS's management and use of taxpayer funds. Welcome Inspector General George.

I am also pleased to welcome back Nina Olson, the National Taxpayer Advocate. This is your first appearance before the Subcommittee since 2007. As you may have heard me say earlier, it is outrageous that the IRS chooses to pay \$63 million in bonuses at a time when they are hard-pressed to answer telephone calls. However, higher funding doesn't guarantee better levels of service. The IRS's level of service is as much the result of its funding as it is how the IRS chooses to use those funds once appropriated.

The IRS plays a critical role in our nation's tax administration by providing services to help Americans comply with their tax obligations and pursuing those that are not paying their fair share. Unfortunately, IRS is going down a path of worsening service at a time when trust and confidence in the IRS is lacking. Earning back the trust of taxpayers will be very hard to do if the IRS is unresponsive to their requests for help or is irresponsible with the taxes they pay to keep the IRS running.

I am hoping today we can hear from you about the services you provide for taxpayers, what you are doing to help those taxpayers who may have been victims of tax fraud and abuse, and how the IRS can make the most of its funding. Welcome, Ms. Olson.

And once again, we appreciate your service and look forward to your testimony.

With that, I yield to Mr. Serrano for any opening statements he would like to make.

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