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April 22, 2002

Ms. Maria Del Rio Giles  
4914 Sylvan Oaks Drive  
Valrico, Florida 33594

Dear Ms. Del Rio Giles:

Thank you for your correspondence regarding the nation's income tax system. I appreciate hearing from you on this important issue.

I agree with you that the federal income tax system and the Internal Revenue Service are in need of major reform. I feel that the tax structure as well as the agency's overall performance is need of serious improvement. I am hopeful that during the 107th Congress we will take up legislation that will not only improve the tax code but also will vastly improve the agency's responsiveness.

The roots of the IRS goes as far back as the Civil War when President Lincoln and Congress, in 1862, created the Commissioner of Internal Revenue and enacted an income tax to pay war expenses. In 1913, the states ratified the 16th Amendment, which gave Congress the authority to enact an income tax.

On April 2, 2002 the Government Reform Committee, of which I am a member, held a hearing on the IRS's progress in addressing management issues. The Committees expectation is that taxpayers should always receive quality service from the IRS that is helpful based on their particular situation and need.

Improvement is an ongoing process, but fundamental changes are underway in all aspects of the IRS's operations. These changes will hopefully provide taxpayers accurate and prompt information to assist them in filing, paying, and resolving issues in a time and manner convenient for them. The Committee expects the IRS to implement this strategy through actions such as expanding phone-hours, adding more convenient locations and providing additional assistors during peak hours.

I am confident that the 107th Congress can examine this issue and implement a comprehensive reform plan that addresses some of your concerns. Thank you again for taking the time to share your views. If you would like further information on the federal government or issues before Congress, please visit my website at [www.house.gov/putnam](http://www.house.gov/putnam).



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May God Bless America.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam", written in a cursive style.

Adam Putnam  
Member of Congress

AHP/twc