



**ANITA KAPUR**

*Chairperson, CBDT &*

*Special Secretary to the Govt. of India*

MOST IMMEDIATE  
PM's PERSONAL MONITORING

भारत सरकार

Government of India

(वित्त-मंत्रालय)/राजस्व विभाग

Ministry of Finance / Department of Revenue

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Dear Principal Chief Commissioner/Principal Director General

Please refer to this office letter F. No.Dir.(Hqrs.)/Ch.(DT)/39/2010 (Vol.III) dated 19<sup>th</sup> March 2015 regarding review of public grievances received through CPGRAMS by Hon'ble PM on the fourth Wednesday every month by interacting with the GOI Secretaries under the PRAGATI Programme through Video-conferencing enabled by data and geo-informatics/visuals.

The status of pending public grievances with the Income Tax Department was reviewed by Hon'ble PM yesterday through video-conferencing with Revenue Secretary and the undersigned. During the meeting, the Hon. PM expressed dissatisfaction about delays in responding to public grievances by our Officers as well as about the harassment meted out to the taxpayers and officious behaviour of our Officers. He was assured that redressal of public grievances is one of our priority areas in the interim Central Action Plan for the First Quarter ie, (April,2015 to June,2015) of the FY 2015-16 which has laid down the following timelines for disposal of public grievances as under:

- (a) 30<sup>th</sup> April, 2015 for Grievances pending for more than one year as on 31.3.2015 .
- (b) 7<sup>th</sup> June, 2015 for Grievances pending for more than 60 days as on 31.3.2015 .

In view of the above assurance and the fact that the Hon. PM will be personally monitoring status of public grievances on a monthly basis through PRAGATI programme, redressal of public grievances must take utmost priority in you work plan. I shall be grateful if offices under your jurisdiction are instructed to respond and attend to public grievances on top priority. If need be, Officers may be directed to conduct special drives to dispose of the public grievances pending with them so as to achieve the targets as per the Interim Action Plan 2015-16 noted above. Any breach of the timeline will be viewed seriously and accountability will be required to be fixed for such failure.

I hope, your efforts in this regard will help us report a much better position of disposal of public grievances in the next PRAGATI meeting.

With

*best wishes,*

Yours

*Anita Kapur*

(Anita Kapur)

All Pr.CCsIT/DGsIT