



सत्यमेव जयते

ATULESH JINDAL

Chairperson, CBDT &
Special Secretary to the Govt. of India

भारत सरकार

GOVERNMENT OF INDIA

(वित्त मंत्रालय)/राजस्व विभाग

Ministry of Finance/Department of Revenue

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D.O. F. No. Dir.(Hqrs.)/Ch.(DT)/39(2)/2015/93007

MOST IMMEDIATE

Dated 5th February, 2016

Dear Principal Chief Commissioner / Director General

Sub: Disposal of Public Grievances on priority

As you are aware, the Centralised Public Grievance Redress And Monitoring System (CPGRAMS) is a citizen-centric initiative for online receipts and redressal of public grievances. It is one of the key result areas being constantly monitored by the Government at the highest level. Currently around 1600 public grievances are being registered every month in the centralized grievance cell at CBDT. The Hon'ble PM while reviewing the status of pending grievances with the CBEC in the last PRAGATI Meeting (held on 27.01.2016) had directed for early redressal of public grievances within the timelines prescribed by the Government.

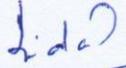
The total number of grievances pending in all jurisdictions in CBDT as on date is 7863 out of which 81 grievances are pending for more than one year and 1696 grievances are pending for more than six months. Considering the fact that our Citizens' Charter clearly lays down that all grievances should be disposed off within a period of two months, it is obvious that the overall progress on disposal of grievances is unsatisfactory and that in spite of repeated instructions from the Board from time to time, a large number of grievances have not been disposed off within the prescribed timeline of 60 days from the date of their receipt.

In view of the above position, it is all the more necessary that you look into this area of work personally and direct the officers concerned under your jurisdiction to attend to the public grievances ON PRIORITY. The grievances are required to be redressed within a maximum period of two months of their receipt. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply is required to be

given with reasons for delay in redressal of the grievance. After redressal, the position may also to be upgraded simultaneously on CPGRAMS. An action taken report in respect of grievances pending within your respective jurisdiction for more than six months may be sent to me by 15th February, 2016.

With *best wishes*

Yours sincerely



(Atulesh Jindal)

**All Pr. Chief Commissioners /
Directors General of Income Tax,**