



सत्यमेव जयते

**ATULESH JINDAL**

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

FTS-202518/16

भारत सरकार

GOVERNMENT OF INDIA

(वित्त मंत्रालय)/राजस्व विभाग

Ministry of Finance/Department of Revenue

केन्द्रीय प्रत्यक्ष कर बोर्ड

Central Board of Direct Taxes

North Block, New Delhi-110001

E-mail : chairmancbdt@nic.in

Tele : 23092648 & Telefax : 23092544

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

**MOST IMMEDIATE**

Dated 22<sup>nd</sup> June, 2016

Dear Principal Chief Commissioner / Director General

**Sub: Disposal of Public Grievances on priority – Accountability for undue delays.**

As you are all well aware, timely and proper disposal of public grievances is one of the primary focus areas of the Government. The Government is keeping a close watch on disposal of public grievances by Government Departments through regular meetings by Secretary, DARPG as well as monitoring through the PRAGATI interactions addressed by the Honourable Prime Minister. CBDT is one of the 20 Government Departments/Ministries receiving the maximum number of public grievances on the online Public Grievances portal known as CPGRAMS.

In the PRAGATI video conference held on 23<sup>rd</sup> March, 2016 Honourable Prime Minister emphasised that grievance redressal has to be personally looked into by all senior officers as one of the most important areas of their work. Accordingly OM/letter have been issued by CIT(C&S) for sensitizing the Pr.CCsIT /DGsIT for giving appropriate attention to this area of work so as to expedite all grievances overdue beyond six months. Specific targets and timelines have been communicated in the Central Action Plan for the First Quarter 2016-17 for grievance redressal.

As on today, we are having 5039 grievances pending out of which 1935 grievances are overdue i.e. pending beyond the prescribed period of 60 days for disposal. They include 6 grievances which are overdue beyond 1 year, 504 grievances overdue beyond 6 months and 1425 grievances which are overdue for a period between two months and 6 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 of within the prescribed timeline of 60 days from the date of their receipt.

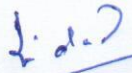
:2:

As per the Central Action Plan 2016-17, it was communicated that all public grievances pending as on 30<sup>th</sup> April, 2016 were to be disposed of by 30<sup>th</sup> June, 2016. I would, therefore, like you to personally look into the grievances pending beyond two months as on 1<sup>st</sup> July, 2016 and seek explanations of the Officers concerned as to the reasons for such delays within a week's time and wherever you find that the delays are without any valid reasons, administrative action may be initiated for inaction on the part of respective officers. I would like to have a report for your respective region on this issue by 15<sup>th</sup> July 2016.

As communicated earlier, a consolidated monthly report regarding personal monitoring of quality of disposal by senior officers of your entire region may also be submitted through your Zonal Member to the Board in the first week of the succeeding month as the same is also being monitored by the Government on a monthly basis.

With *best wishes*

Yours sincerely



(Atulesh Jindal)

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

CC: All Members of CBDT for information.