

F.No.Dir(Hqrs.)/Ch.(DT)/29/2013
Government of India
Ministry of Finance
Department of Revenue
{ Central Board of Direct Taxes }

Room No.155, North Block, New Delhi,
Dated the 22nd August, 2014.

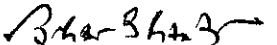
OFFICE MEMORANDUM

Subject: Instructions to maintain the schedule of appointments with tax payers etc.-reg.

It has been brought to the notice of the Board that some of the officers are issuing notices to the taxpayers/witnesses/representatives etc. indicating a standard time of appointment. Thus, many persons called for hearing etc. on a day by an officer are given the same time for appearance. Naturally the persons are made to wait for their turn. Such actions, apart from causing avoidable inconvenience to the taxpayers/witnesses/representatives etc. cause great embarrassment to the Government.

All the officers, are therefore, advised to strictly maintain the appointment schedule in spirit with the Citizen's Charter, 2014 of the Department which specifically provides that we (in the Department) endeavour "to adhere to the schedule of appointments with taxpayers". All the Supervisory officers, i.e. the CCsIT, CsIT and the Addl. CsIT are requested to ensure that officers reporting to them strictly comply with this instruction and avoid fixing multiple appointments at the same time. Instances of disregard to these instructions may be viewed seriously.

This issues with the approval of Chairman, CBDT.


(Anil Uniyal)
Dir.(Hqrs.),CBDT

To

All Pr. CCsIT/Pr. DGsIT/ CCsIT/DGsIT for ensuring compliance in their respective jurisdiction.

Copy to: PSs to Chairman/Members/CBDT.