



**Addl. DIRECTOR GENERAL OF INCOME TAX**

(Tax Payer Services)-II, Ministry of Finance, Govt. of India

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F.No. ADG(TPS-II)/CPGRAMS/2016-17/334

Dated: 29.12.2016

To,

The Pr. Chief Commissioners (CCA)/Chief Commissioners of Income Tax,  
Ahmedabad/Allahabad/Amritsar/Bangalore/Baroda/Bhopal/Bhubneshwar/  
Bareilly/Chandigarh/Chennai/Cochin/Coimbatore/Dehradun/Delhi/  
Durgapur/Guwahati/Hubli/Hyderabad/Indore/Jaipur/Jalpaiguri/Jodhpur/  
Kanpur/Kolkata/Lucknow/Ludhiana/Madurai/Meerut/Mumbai/Nagpur/  
Nashik/Panaji/Panchkula/Patna/Pune/Raipur/Rajkot/Ranchi/Shimla/  
Shilong/Surat/Thane/Trichy/Trivandrum/Udaipur/Vishakhapatnam

The Chief Commissioner of Income Tax (TDS),  
Ahmedabad, Bangalore, Chennai, Delhi, Kolkata, Hyderabad, Mumbai

The Chief Commissioner of Income Tax (International Taxation),  
Delhi, Bangalore, Mumbai

The Chief Commissioner of Income Tax (Exemptions),  
Delhi.

The Chief Commissioner of Income Tax (Central),  
Delhi, Mumbai (Central-I & II).

The CIT (CPC-TDS),  
Vaishali, Ghaziabad.

The CIT (CPC-ITR),  
Bangalore.

Sir/Madam,

**Sub:- Redressal of grievances on CPGRAMS Portal- reg.**

Regular Monitoring of grievances on CPGRAMS by the field formation has resulted in better performance by the Department. The number of grievances pending between 181 days to 365 days has substantially gone down. The Hon'ble Prime Minister, in the 'PRAGATI'

meeting, has stressed upon adhering to the timeline of 30 days for the redressal of a particular Grievance. After the analysis of chronological developments of grievance handling it has been noticed that one of the major reasons for delay in the grievance redressal is failure to identify competent officer to redress the grievance and lack of knowledge of recent circulars/instructions. If the person dealing with the grievance identifies the competent Income- tax Authority, a lot of time can be saved. In case the grievance does not pertain to the authority directed by the CBDT, it should be transferred back in not more than 5 days time. Sometimes, grievances need actions by the CPC-ITR Bangalore or CPC-TDS Vaishali, Ghaziabad. They register their observations as to how the grievance can be redressed. Sometimes, the Assessing Authority fails to understand the processes and sends back the grievance to a wrong person. All these issues can be addressed if the assessing officer or the concerned authority gives due attention to the grievance at hand.

In view of the above facts, it is requested that the needful may kindly be done to ensure that there are no grievances aged more than 30 days pending at any level.

Yours faithfully,



(Anil Kumar Misra)  
Addl. Director General of Income Tax (TPS-II)  
New Delhi.

Copy to:

1. PS, Member (Revenue & TPS), CBDT, North Block, New Delhi for kind information
2. PS, DGIT(Admn. & TPS), Mayur Bhawan, New Delhi for kind information.
3. ✓ Web Manager [irsofficersonline.gov.in](http://irsofficersonline.gov.in) for uploading the communication.



Addl. Director General of Income Tax (TPS-II)  
New Delhi.