

F.No. Dir(Hq.)/Ch(DT)/39(2)/2015  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Direct Taxes

New Delhi, dated the 12<sup>th</sup> January, 2017

**OFFICE MEMORANDUM**

**Subject: Review of Grievances by Senior Officers- PRAGATI meetings of 27.01.2016 and 23.03.2016 – reg.**

Kind reference is invited to Board's OMs of even number dated 4<sup>th</sup> April, 2016, 1<sup>st</sup> June, 2016 and 16<sup>th</sup> September 2016 on the subject cited above.

2. In the OM dated 4<sup>th</sup> April, 2016 it was requested that Members/Pr. CCsIT/ Pr. DGsIT should personally examine 10 grievances every week and similarly Pr. CsIT/ CsIT should examine 20/30 grievances respectively every week as per the directions of Hon'ble Prime Minister communicated during the PRAGATI meetings of January and March, 2016.

3. It was also requested that a monthly report about such monitoring of grievances should be forwarded to the Zonal Members by the Pr. CCsIT/ Pr. DGsIT by 5<sup>th</sup> of succeeding month. All the Members of the Board were requested to forward a consolidated report to Chairman, CBDT for onward submission.

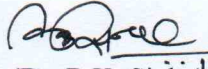
4. In the OM dated 1<sup>st</sup> June, 2016 it was requested that report about such personal monitoring of public grievances may be submitted in the following proforma for compilation by the Centralized Grievance Cell. The reports were to be forwarded to the e-mail address [binod.sinha@nic.in](mailto:binod.sinha@nic.in).

Total No. of grievances personally monitored	Number of complainants fully satisfied with the disposal	Number of complainants partly satisfied with the disposal	Number of complainants not satisfied with the disposal	Number of complainants who could not be contacted	Remarks

5. A reminder was also issued vide OM of 16<sup>th</sup> September, 2016. However, it is seen from the reports received so far that several Pr. CCsIT regions have not been sending these reports. For example, reports were received from 8 Pr. CCsIT regions for the month of October and from 04 Pr. CCsIT regions for November, 2016. It may kindly be noted that the details of personal monitoring of grievances are to be uploaded on PRAGATI / e-Samiksha portal on a monthly basis and if reports are not received from all the regions, it negatively impacts the overall picture of the department in this area of work.

6. It is, therefore, kindly requested that reports regarding personal monitoring of grievances may be forwarded by all Pr. CCsIT regions latest by 5<sup>th</sup> of the succeeding month in the given proforma by e-mail as mentioned above so that the work done by various field officers is properly reflected in PRAGATI / e-Samiksha portal.

This issues with the approval of Chairman, CBDT.

  
(Dr. B.K. Sinha) 21/1/17  
CIT(C&S), CBDT

1. All Members, CBDT
2. All Pr. CCsIT/Pr. DGsIT
3. All Pr. CsIT/CsIT