



सत्यमेव जयते

**RANI SINGH NAIR**

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

भारत सरकार  
GOVERNMENT OF INDIA  
(वित्त-मंत्रालय)/राजस्व विभाग  
Ministry of Finance / Department of Revenue  
केन्द्रीय प्रत्यक्ष कर बोर्ड

Central Board of Direct Taxes

नार्थ ब्लॉक, नई दिल्ली-110001

North Block, New Delhi - 110001

E-mail : chairmancbdt@nic.in

Tel. No. 23092648 & Telefax : 23092544

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**MOST IMMEDIATE**

Dated 17<sup>th</sup> August, 2016

Dear Principal Chief Commissioner / Director General

**Sub: Disposal of Public Grievances on priority – reg.**

Timely and proper disposal of public grievances is one of the hallmarks of good governance and CBDT must strive to accomplish this within the timelines laid down by the Government.

As on date there are 3738 CPGRAMS grievances pending out of which 1073 grievances are overdue i.e. pending beyond the prescribed period of 60 days for disposal. They include 4 grievances which are overdue beyond 1 year, 137 grievances overdue beyond 6 months, 390 grievances which are overdue for a period between three to six months and 542 grievances pending over 2 months to 3 months. 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. It is regretted that the Officers have not disposed of such grievances within that timeline.

A review of status of public grievances may come up in the next PRAGATI interaction to be held by the Hon. Prime Minister on the 24<sup>th</sup> August, 2016. The respective CCIT-wise lists of overdue grievances have already been shared with you by respective Zonal Members. It may be ensured that all grievances pending beyond 60 days are disposed of expeditiously. The number of grievances pending beyond 6 months should be brought down to zero before 24<sup>th</sup> August, 2016. Action taken may be reported through your Zonal Members. Online reports of disposal should be uploaded on the CPGRAMS portal.

With *best wishes*,

Yours *sincerely*,  
*Rani Singh Nair*  
(Rani Singh Nair)

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