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आयकर निदेशालय (संगठन एवं प्रबंधन)
**DIRECTORATE OF INCOME TAX
(ORGANISATION & MANAGEMENT SERVICES)**

पूर्वी खण्ड-II, तल संख्या-5, विवेकानन्द मार्ग
EAST BLOCK-II, LEVEL-5, VIVEKANAND MARG
आर०के० पुरम, नई दिल्ली-110066
R. K. PURAM, NEW DELHI-110066

फाइल सं०/File No..... 27/1/2016-DOMS/107

दिनांक/Dated..... 16.05.2017

To,

All Pr.CCsIT/Pr.DGsIT
All CCsIT/DGsIT

Madam/ Sir,

Sub: - Creation of e-mail ID for receiving suggestions/complaints on employee related issues-regarding-

Kind reference is invited to this office letter of even number dated 28-11-2016 on the subject in caption. A copy of the letter is enclosed herewith. Vide this letter it was conveyed that in order to constantly improve the operational functioning of the Income Tax Department, an initiative has been taken towards redressal of grievances or inconveniences faced by officers & staff at work place. This initiative is in the form of a centralized e-mail ID through which issues and grievances from individuals/recognized associations of employees of Income tax Department are invited with a view to process, classify and discuss them for an objective solution.

2. Since this e-mail ID i.e vision.doms@incometax.gov.in, aims to achieve, greater employee satisfaction and consequently better delivery of services, Member (R), CBDT and Pr. DGIT (Admn. & TPS) have desired that wide publicity may kindly be given to this e-mail ID to make the endeavor a success.

3. It is accordingly once again requested that the e-mail ID vision.doms@incometax.gov.in may kindly be widely publicized in your jurisdiction in order to make this initiative successful.

Yours faithfully,

Encl: As above

Sd/-
(Anil Kumar Misra)
Addl. Director General (O&MS)

Copy to Director data base cell with the request to upload on www.irsofficersonline.gov.in


(Anil Kumar Misra)
Addl. Director General (O&MS)



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R. K. PURAM, NEW DELHI-110066

फाईल सं०/File No.....**27/1/2016-DOMS/3511**

दिनांक/Dated.....**28.11.2016**

To,

All Pr.CCsIT/Pr.DGsIT
All CCsIT/DGsIT

Madam/ Sir,

Sub: - Creation of e-mail ID for receiving suggestion/complaints on employee/officers etc. related issues-regarding-

Improvement in the operational functioning of the Income Tax Department has always been a constant endeavor at the end of the Board. Taking a step forward, Income tax Department has taken an initiative towards redressal of grievances or inconveniences faced by officers & staffs at work place. It is expected that sharing & processing of difficulties faced by various members may lead us towards finding solutions to make our department more efficient in the terms of employee satisfaction too.

2. Accordingly, an e-mail ID i.e. vision.doms@incometax.gov.in has been created as an internal mechanism for this purpose. Main intention of its creation is to invite issues & grievances from individuals/recognized association of employees of the Income tax Department for classification, processing, discussions & solution. Such senders may send their mails directly to the above mentioned e-mail ID with option that copy of it may also be forwarded to the seniors as well as to the concerned office of the Department. It is advised that detail of earlier efforts made and resultant actions taken, along with scanned copies of the relevant documents may also be attached with the mails. The issues raised or grievances received from such individuals or recognized association as mentioned above through the above mentioned e-mail ID shall be processed by this Directorate. Thereafter it would be forwarded to the concerned offices of the Department. Senders would be also be keep informed of the development. This may lead to the solutions of the concerned grievances and shall lead to greater employees satisfaction and consequently better delivery of services

3. In order to make this initiative a success, it is requested that wide publicity may kindly be given to this project amongst the officers and officials in your region. Any officer or official may send in any issues or suggestions which they wish to be flagged from their official email id to this Directorate at the above mentioned email id.

Yours faithfully,

(Suniti Srivastava)
Addl. Director General (O&MS)