



SUSHIL CHANDRA

Chairman, CBDT &
Special Secretary to the Government 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

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New Delhi, 14th November, 2017

Dear Pr. Chief Commissioner,

Sub.: Timely and proper redressal of Public Grievances (CPGRAM's)

As you are aware, redressal of public grievances is one of the primary focus areas of the Government and it is being monitored at the highest level. Please recall that through video conferences and DO letters it has been impressed upon all the Pr. Chief Commissioners, Chief Commissioners / Director Generals and their subordinate officers to attend to these grievances on priority and to ensure resolution of pending grievances within 30 days. I have written DO letters to all the Pr. Chief Commissioners delineating the steps to be taken for expeditious resolution of the grievances.

2. However, in spite of all these efforts by the Board, it is a matter of concern that total pending grievances as on 13.11.2017 are as high as 1492. The age-wise pendency of grievances is reflected in the chart below:

| Grievances Received from 1.1.17 | Disposal from 1.1.17 | Pendency as on 13/11/17 | Pending 0 to 30 days | Pending 31 to 60 days | Pending 61 to 90 days | Pending 91 to 180 days | Pending 181 days & above |
|---------------------------------|----------------------|-------------------------|----------------------|-----------------------|-----------------------|------------------------|--------------------------|
| 39244 | 40870 | 1492 | 980 | 316 | 116 | 79 | 1 |

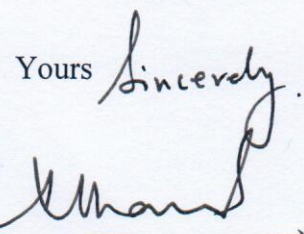
3. It may be noted that the grievances pending between 30 to 60 days & 61 to 180 days are 316 & 195, respectively. This high pendency reflects poorly on the efforts made by the field officers.

4. A subject wise break-up of grievance shows that the major problem areas are as follows:

| Grievance Category | BF as on 01/01/2017 | Received during 01/01/17 to 13/11/17 | Disposed during the period | Pending as on the 13/11/2017 |
|-----------------------|---------------------|--------------------------------------|----------------------------|------------------------------|
| PAN / TAN Matters | 267 | 8440 | 8448 | 259 |
| Rectification Matters | 450 | 4792 | 4943 | 299 |
| Refund Matters | 776 | 6246 | 6692 | 330 |

5. High receipt of CPGRAMS grievances indicates that the resolution of grievances under e-Nivaran is far from satisfactory. It has been the experience that grievance under CPGRAMS is filed after the resolution of the same grievance under e-Nivaran is not found satisfactory. Therefore, I would like you to ensure that all officers & Agencies under your jurisdiction are properly briefed so as to reduce the avenues of grievances. Efforts should be made to strengthen the functioning of the ASK centres ensuring timely e-nivaran of grievances so that there is little or no need for public to resort to filing grievances on CPGRAMS.

With *Regards.*

Yours *Sincerely.*


(Sushil Chandra)

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