



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, 08th Nov., 2016

Dear Principal Chief Commissioner,

Sub: Timely and proper redressal of public grievances

As you are well aware, redressal of public grievances is one of the primary focus areas of the Government and is being monitored at the highest level through the PRAGATI interactions of Hon. Prime Minister. In the recent PRAGATI interaction, Hon'ble Prime Minister directed that all Departments should strive to reduce the grievance redressal time from current 60 days to 30 days.

2. CBDT is one of the 20 Government Departments/Ministries receiving the maximum number of public grievances on the online Public Grievances portal (CPGRAMS). Currently there are 2499 pending grievances which include the following number of overdue grievances , i.e., pending for more than 30 days:

31-60 days	61-90 days	91-180 days	180-365 days	More than a year
632	371	219	72	1

3. An analysis of these grievances shows that the grievances received by CBDT are largely regarding legacy demands, mismatch of TDS and consequent delay in issue of refunds and issues relating to PAN transfer from one jurisdiction to another whenever the assessee changes his address due to his own specific circumstances. Though some of these grievances arise due to system related issues, in a large number of cases these grievances get generated due to deficient actions of the Assessing Officers. Details of all pending grievances are available on CPGRAMS portal. However, a summary of the same is enclosed for your ready reference.

4. In order to stop the generation of these grievances at the very source itself, I would like that the following steps are taken in right earnest by all concerned:

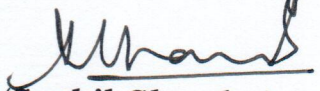
i. The Range heads should provide guidance to the Assessing Officers regarding how to properly deal with the issues which give rise to repetitive grievances so as to ensure that the taxpayer is satisfied with the redressal at the AO level itself. The Range heads should contact the assessee as soon as the grievance is received and should take all necessary steps to redress the grievance.

ii. The CCsIT and PCsIT should also have a monthly outreach programme for hearing out the grievances of public which will not only provide the Department an opportunity to find out the ground realities leading to generation of grievances but will also ensure that administrative as well as systemic reforms are undertaken in a time bound manner for quicker and proper disposal of public grievances. This should be over and above the Wednesday open door meetings for meeting the public without prior appointment as well as the personal monitoring of grievances to find out the quality of disposal of grievances.

5. I would like all PCCsIT concerned to ensure timely disposal of grievances and send a report on the action taken on the above issues through their Zonal Members by 21st November, 2016 so that a progress report is submitted before the next PRAGATI meeting to be held on the 24th November, 2016.

With Best wishes.

Encl: As mentioned above

Yours Sincerely .

(Sushil Chandra)

All Principal Chief Commissioners of Income Tax

SUBORDINATEWISE CPGRAMS PENDENCY LIST AS ON 8TH NOVEMBER, 2016
(CBDT)

Name of Organisation	Pendency as on 08/11/2016	Pendency Between 0 to 15 days	Pendency Between 16 to 30 days	Pendency Between 31 to 60 days	Pendency Between 61 to 90 days	Pendency Between 91 to 180 days	Pendency Between 181 to 365 days	Pendency More than 1 year
CHIEF COMMISSIONER OF INCOME TAX CHENNAI	25	14	2	8	0	1	0	0
CHIEF COMMISSIONER OF INCOME TAX AHMEDABAD	119	28	36	50	4	0	1	0
CHIEF COMMISSIONER OF INCOME TAX ALLAHABAD	73	12	6	42	4	9	0	0
CHIEF COMMISSIONER OF INCOME TAX AMRITSAR	26	18	4	3	1	0	0	0
CHIEF COMMISSIONER OF INCOME TAX BANGALORE	117	65	27	23	2	0	0	0
CHIEF COMMISSIONER OF INCOME TAX BAREILLY	14	6	2	3	1	2	0	0
CHIEF COMMISSIONER OF INCOME TAX BARODA	31	4	2	23	2	0	0	0
CHIEF COMMISSIONER OF INCOME TAX BHOPAL	90	21	10	35	3	19	2	0
CHIEF COMMISSIONER OF INCOME TAX CHANDIGARH	14	5	4	5	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX COIMBATORE	3	2	1	0	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX DEHRADUN	8	0	2	6	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX GHAZIABAD	78	27	11	33	5	2	0	0
CHIEF COMMISSIONER OF INCOME TAX GUWAHATI	4	0	0	1	1	2	0	0
CHIEF COMMISSIONER OF INCOME TAX INDORE	30	13	7	7	0	3	0	0
CHIEF COMMISSIONER OF INCOME TAX JAIPUR	84	19	13	31	9	11	1	0
CHIEF COMMISSIONER OF INCOME TAX JALPAIGURI	0	0	0	0	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX JODHPUR	17	10	2	5	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX KANPUR	97	25	21	45	6	0	0	0
CHIEF COMMISSIONER OF INCOME TAX KOLKATA	83	34	18	24	4	3	0	0
CHIEF COMMISSIONER OF INCOME TAX LUCKNOW	48	9	5	24	4	6	0	0
CHIEF COMMISSIONER OF INCOME TAX LUDHIANA	22	11	7	3	0	1	0	0

SUBORDINATEWISE CPGRAMS PENDENCY LIST AS ON 8TH NOVEMBER, 2016
(CBDT)

CHIEF COMMISSIONER OF INCOME TAX MADURAI	4	4	0	0	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX MUMBAI	188	54	46	75	5	4	4	0
CHIEF COMMISSIONER OF INCOME TAX NAGPUR	13	5	1	6	0	1	0	0
CHIEF COMMISSIONER OF INCOME TAX NASHIK	6	4	0	2	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX PANCHKULA	67	26	19	19	3	0	0	0
CHIEF COMMISSIONER OF INCOME TAX RAIPUR	25	3	3	8	6	5	0	0
CHIEF COMMISSIONER OF INCOME TAX RAJKOT	7	4	1	1	1	0	0	0
CHIEF COMMISSIONER OF INCOME TAX RANCHI	17	8	3	5	1	0	0	0
CHIEF COMMISSIONER OF INCOME TAX SHILLONG	8	2	1	2	1	2	0	0
CHIEF COMMISSIONER OF INCOME TAX SHIMLA	4	0	0	3	1	0	0	0
CHIEF COMMISSIONER OF INCOME TAX SURAT	7	5	2	0	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX THANE	37	14	5	17	0	1	0	0
CHIEF COMMISSIONER OF INCOME TAX THIRUVANANTHAPURAM	1	1	0	0	0	0	0	0
CHIEF COMMISSIONER OF INCOME TAX TIRUCHIRAPPALI	4	2	0	1	0	1	0	0
CHIEF COMMISSIONER OF INCOME TAX UDAIPUR	12	3	1	6	2	0	0	0
CHIEF COMMISSIONER OF INCOME TAX VISHAKHAPATNAM	0	0	0	0	0	0	0	0
COMMISSIONER OF INCOME TAX TDS	79	3	9	18	9	12	28	0
Director (FT & TR)	1	0	1	0	0	0	0	0
DIRECTOR GENERAL OF INCOME TAX (ADMN.)	3	0	0	1	2	0	0	0
DIRECTOR GENERAL OF INCOME TAX (EXEMPTION)	16	4	3	4	2	3	0	0
DIRECTOR GENERAL OF INCOME TAX (HRD)	33	26	1	2	2	1	0	1
DIRECTOR GENERAL OF INCOME TAX (SYSTEM)	174	77	18	55	16	8	0	0
DIRECTOR GENERAL OF INCOME TAX (VIGILANCE)	68	54	6	4	1	2	1	0
Pr. CCIT (CCA) Hyderabad	33	18	4	10	0	1	0	0
Pr. Chief Commissioner of Income Tax (CCA) (Bihar & Jharkhand)	33	8	10	14	1	0	0	0
Pr. Chief Commissioner of Income Tax (Intl. Tax)	42	9	3	14	6	9	1	0
Pr. Chief Commissioner of Income Tax Delhi-I	206	110	42	44	6	2	2	0

SUBORDINATEWISE CPGRAMS PENDENCY LIST AS ON 8TH NOVEMBER, 2016
(CBDT)

Pr. Chief Commissioner of Income Tax, Bhubaneswar	33	6	2	13	5	7	0	0
Pr. Chief Commissioner of Income Tax, Kerala	10	3	0	5	0	1	1	0
Principal Chief Commissioner of Income Tax, Pune	33	17	8	8	0	0	0	0
PRINCIPAL CHIEF CONTROLLER OF ACCOUNTS	31	8	6	13	4	0	0	0
Total	2178	801	375	721	120	119	41	1