

F. No. Dir (Hqrs.)/Ch(DT)/07/Misc./2023
Government of India
Ministry of Finance
Department of Revenue
[Central Board of Direct Taxes]

New Delhi, 06.07.2023


OFFICE MEMORANDUM

Sub: Course available on iGOT on Handling Public Grievances in CPGRAMS 7.0 - reg.

I am directed to intimate that Institute of Secretariat Training and Management (ISTM) in collaboration with Department of Administrative Reforms and Public Grievances (DARPG) has introduced a course on handling Public Grievances in CPGRAMS 7.0. The course can be searched on iGOT Karmayogi portal/app and is called "Handling Public Grievances and CPGRAMS 7.0". The link to access the portal is https://portal.igotkarmayogi.gov.in/app/toc/do_1138120005827461121208/overview?primaryCategory=Course&batchId=01381202971865907263.

2. I am further directed to request all Officers who are handling grievances on CPGRAMS portal to complete this course at the earliest.

3. This issues with the approval of Member (TPS), CBDT.


(Vikas Jakhar)
DCIT (OSD) HQ, CBDT
O/o CIT (C&S), CBDT

To,

Data Base Cell - for uploading on IRS officers online portal