

रवि अग्रवाल
अध्यक्ष सी.बी.डी.टी.
Ravi Agrawal, I.R.S
Chairman, CBDT



भारत सरकार
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नार्थ ब्लॉक, नई दिल्ली - 110001
GOVERNMENT OF INDIA
Ministry of Finance /
Department of Revenue
Central Board of Direct Taxes
North Block, New Delhi – 110001

Dated: 01st July, 2024

Dear Officers and Officials of the Income Tax Department,

I am deeply honoured to address you all today as I step into the role of Chairman of the Central Board of Direct Taxes and I extend my heartfelt gratitude to the Government for reposing faith in me to lead this prestigious organization. I am also overwhelmed by the affectionate wishes extended by seniors and colleagues on this occasion. This trust is both a privilege and a responsibility, and I am committed to upholding it with the highest standards of integrity and dedication.

Our mission is to build a robust tax administration that not only garners revenue for governance but also prioritizes taxpayer service. We must integrate more technology into our procedures to ensure that our processes are efficient, fair, and transparent, thereby fostering trust and confidence among taxpayers. Leveraging modern technology has helped us streamline operations, reduce inefficiencies, and provide superior services to taxpayers. While we take pride in the milestones achieved through technology-driven processes, government process re-engineering, and stakeholder engagement, we must recognize that there are still many areas that require attention. We maintain a database of over 76 crore PANs and over 74 lakh TANs. We are committed to put in place efficient processes that address not only more than 8 crore Income Tax Return filers and approximately 34 lakh active deductors, but also other participants including Self Reporting Organizations, Financial Institutions and other institutions in the Government space.

The complexities of financial transactions are increasing day-by-day. New innovations are taking place in different modes of doing business. New business practices and nature of financial transactions are evolving. We address wide spectrum of taxpayers that range from new individual taxpayers to organizations having operations across the globe. Let us equip ourselves with understanding latest trends in businesses & financial transactions so that we are capable of addressing associated issues with a professional approach. We may engage with the stakeholders to gather more insights into the financial ecosystem on one hand and building their confidence in our processes on the other.

The role of our younger officers & employees is crucial as they bring fresh energy and new ideas into the system. Their innovative thinking, combined with the experience and wisdom of our senior officers, creates a powerful synergy that propels our organization forward. Senior officers bring a wealth of experience and wisdom. The senior management in the Department is expected to provide leadership, guidance and insights. Learning from their experience will help in making informed decisions. I also appeal to all associations of officers

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and employees to focus on efficient service delivery while advocating for their members' viewpoints. Together, we should build a professional Department that is well-versed in the nuances of investigation, sensitive to taxpayer requirements, technology-savvy and is aware of our approach towards taxpayers. Let us be conscious that the decisions that we take have implications on the nation's economy and ease of doing business, including international transactions and businesses.

The Government has mandated each department to draw a 100-day plan of action. I shall expect each of the teams to draw their suitable 100-day action plans and take initiatives in a time bound manner. These plans can be suitably drawn and implemented in each range, charge and region. Please remember that the achievements of the Income Tax Department are a collective effort and initiatives taken at each level add up to the achievements of the Department. I urge you all to also draw short-term, medium and long term plans of your respective verticals and charges. I would appreciate discussing with the respective teams about the action plans drawn by you.

I seek the support and cooperation of each one of you, irrespective of rank, as we work together to elevate our organization to new heights. Our collective efforts are essential to achieving excellence and making a significant impact on the nation's economic development. I encourage each of you to share your feedback and suggestions. Your insights are invaluable in helping us innovate and improve. By interacting in groups to ideate on relevant issues and adopting a solution-oriented approach, we can effectively address challenges. I would expect each one of you to be a leader in your own domain and take positive innovative steps in areas of work assigned to you. You should also work towards creating synergies in the team so that the team output is enhanced. I would expect the senior management in the organization to provide effective regional leadership and churn newer ideas so that they are deliberated upon and suitably implemented.

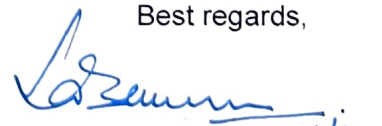
I also extend my support to our officers on deputation to various government organizations. Your contributions are significant and the experiences you gain are invaluable to our Department. We eagerly await the integration of your insights while you serve in respective organizations and upon your return.

I understand the demands of our profession. We ought to ensure a healthy balance between professional responsibilities and personal well-being. Do not hesitate to approach me with any issues, personal or professional, and I assure you that each concern will receive my full attention and consideration.

As we embark on this journey together, let us remain committed to the highest standards of professionalism, integrity, and service. With your dedication and hard work, I am confident that we can achieve remarkable success and set new benchmarks in tax administration.

Thank you for your unwavering commitment and service.

Best regards,



Ravi Agrawal ^{1/2}
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