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केन्द्रीय कार्य योजना

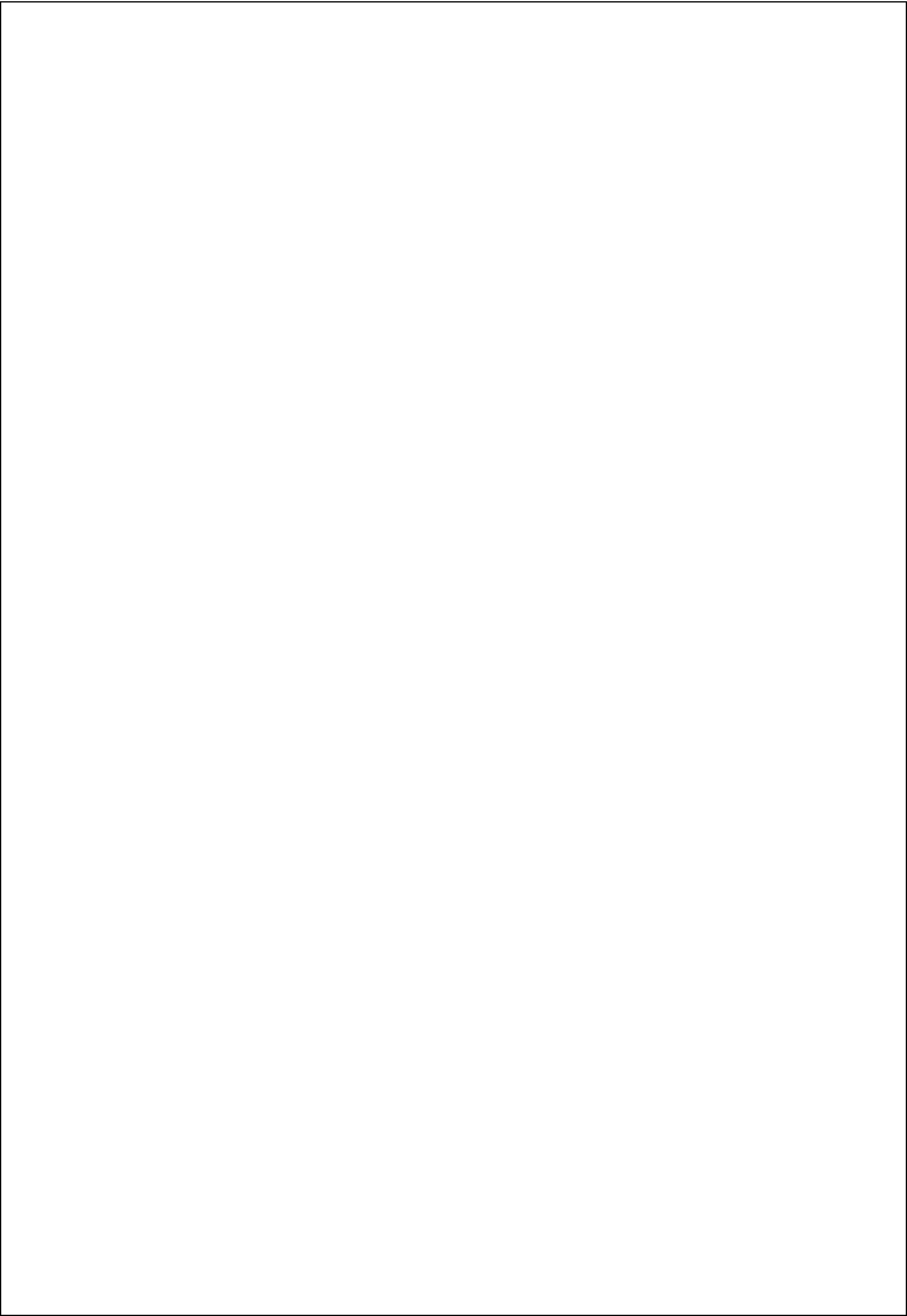
CENTRAL ACTION PLAN

2023-24

Central Board of Direct Taxes

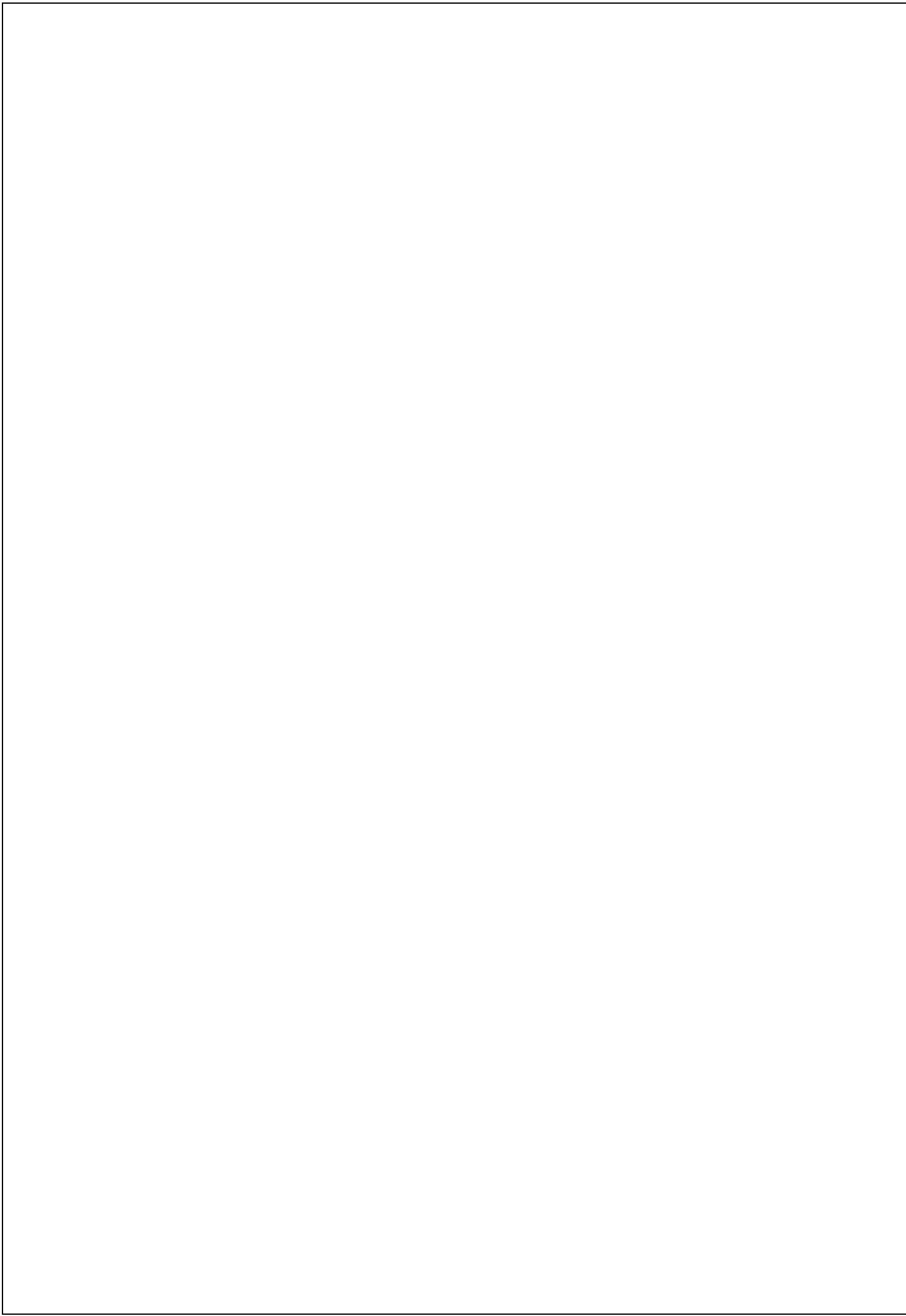
Ministry of Finance

Govt. of India



CONTENTS

INTRODUCTION		i to iii
CHAPTER I	ALLOCATION OF BUDGET TARGETS	1
CHAPTER II	REDUCTION AND CASH COLLECTION OUT OF ARREAR DEMAND	3
CHAPTER III	LITIGATION MANAGEMENT	11
CHAPTER IV	SERVICE DELIVERY STANDARDS AND REDRESSAL OF GRIEVANCES	20
CHAPTER V	FACELESS CHARGES	25
CHAPTER VI	JURISDICTIONAL AND CENTRAL CHARGES	30
CHAPTER VII	INTERNATIONAL TAXATION & TRANSFER PRICING	46
CHAPTER VIII	EXEMPTIONS VERTICAL	56
CHAPTER IX	TAX DEDUCTED AT SOURCE (TDS)	66
CHAPTER X	WIDENING AND DEEPENING OF TAX BASE	86
CHAPTER XI	INTELLIGENCE AND CRIMINAL INVESTIGATION	89
CHAPTER XII	EXCHANGE OF INFORMATION UNDER TAX TREATIES	96
CHAPTER XIII	COMPUTER OPERATIONS	99
CHAPTER XIV	COMMUNICATION STRATEGY	105
CHAPTER XV	HUMAN RESOURCE MANAGEMENT	108
CHAPTER XVI	VIGILANCE	113
CHAPTER XVII	INFRASTRUCTURE	115
CHAPTER XVIII	MISCELLANEOUS- a) Actions on Global Entry Programme (GEP) b) Antecedent verification	117
CHAPTER XIX अध्याय- १९	OFFICIAL LANGUAGE राजभाषा	118
TAX PAYERS' CHARTER		124



INTRODUCTION

“இயற்றலும் ஈட்டலும் காத்தலும் காத்த
வகுத்தலும் வல்லது அரசு.”

(குறள் எண்: 385)

“Iyatrallum eettalum kaatthalum Kaattha
Vakutthalum vallathu arasu.”

(Kural No.385 – English transliteration)

These are the words of ageless wisdom of the Tamil ancient-sage poet Thiruvalluvar in Kural No.385 in his book “Thirukkural”. The English translation of the above kural by Rev. G.U. Pope in 1886 is reproduced as under:

“A king is he who treasure gains, stores up, defends,
And duly for his kingdom's weal expends.”

In other words, it means that a King's strength lies in exploring ways and means to augment revenue collection out of the available resources, protecting the wealth from his enemies, and spending the revenue collected for the welfare of the citizens.

The CBDT has been entrusted with the task of direct taxes collection for the country. The ensuing financial Year 2023-24 has ushered in with a positive note after many landmark achievements were seen in the financial year 2022-23. Direct tax collection in India has grown from a modest sum of Rs.157 crores in FY 1947-48 to Rs.16.61 lakh crores during FY 2022-23. The growth has been a phenomenal 197% in the last 10 years vis-à-vis Rs.5.58 lakh crores collected in FY 2012-13. Our journey towards making India one of the economic superpowers with a visionary theme of India@2047 has already started.

During 2023, a feather added to India's cap has been the assigning of the G20 Presidency w.e.f. December 2022 to the third quarter of 2023. India's G20 Presidency would guide the work of the G20 under the theme of - “Vasudhaiva Kutumbakam” or “One Earth One Family One Future”. This theme was chosen because it signals the need for unity of purpose as well as the unity of action. In the words of our Hon'ble Finance Minister, Smt. Nirmala Seetharaman, “India's priorities for its G20 presidency will include discussions over issues like global policies, taxation and debt distress.” It is also a watershed moment that India's economy is now only behind US, China, European Union, Japan & Germany. Our march towards embracing Information Technology enabled us to find suitable taxpayers' service in a steady manner and is towards attaining

global standards receiving commendation worldwide. During FY 2022-23, the total number of returns of income filed rose to 7.78 crores whereas during the FY 2021-22 it was 7.3 crores. The total number of returns processed electronically in CPC was a phenomenal 7.04 crores when compared with 6.86 crore returns processed in FY 2021-22. There is a renewed focus on Widening and Deepening of Tax base.

Reiterating that the Income Tax Department's role to put India as a leader in the world map amongst the developed countries, requires consistent progress in the following key result areas in tandem with vision of India@2047, the centenary year of Indian Independence:

1. Simplification of IT laws, procedures and practices;
2. Focus on Information Technology enabled Taxpayers' services ensuring quality delivery of services within time-frame;
3. Upgradation of Systemic eco-system in various verticals of the department with a view to benefitting all the stakeholders, especially the taxpayers;
4. Efficient supervision and control over the disposals of work load across all levels;
5. Human Capital Management with emphasis on regular training for skill development of all the cadres incorporating global best practices; and
6. Seamless flow of digital information relating to tax evasion from and to various Law Enforcement agencies and including global agencies for the purpose of effective utilisation in the interests of revenue.

The Action Plan for the F.Y. 2023-24 envisages strategies to create a roadmap for the Income Tax Department in 2047, the centenary year of Indian Independence with synchronised coordination of information technology, artificial intelligence and skilled human resources. The role and responsibility of Senior functionaries in prompt achievement of the Central Action Plan Targets in various areas of work is emphasized. It is highlighted that the Supervisory officers shall impress upon the field officers to take note and render deliverables in accordance with the Key Result Areas a time bound manner to enhance the organisation's performance and to achieve professional excellence.

CHAPTER I ALLOCATION OF BUDGET TARGETS

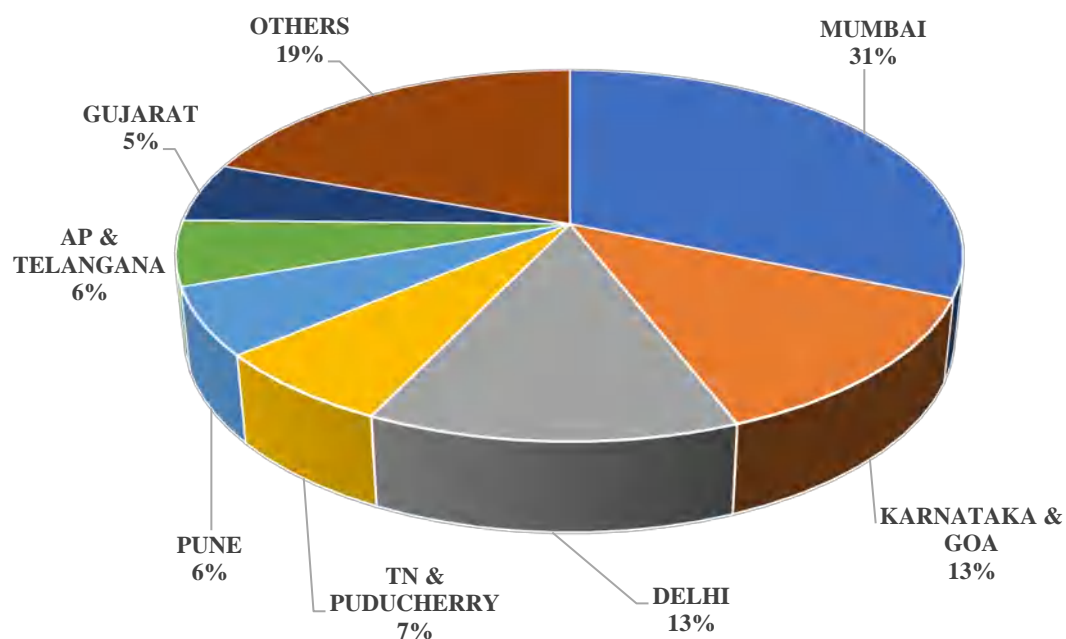
1. DIRECT TAX COLLECTION DURING 2022-23

The major head-wise direct tax collection during F.Y. 2022-23 is as under:

(Fig. in Rs. crore)

Major heads of Tax	Budget Estimates (F.Y. 2022-23)	Revised Estimates (F.Y. 2022-23)	Actual Collection (F.Y. 2022-23)	% of RE Achieved
Corporation Tax	720000	835000	828629	99.24%
Taxes on Income Incl. Wealth tax, etc.)	700000	790000	828927	104.93%
Other Taxes (STT, etc.)	—	25000	3871	15.48%
Total	1420000	1650000	1661427	100.69%

2. PERCENTAGE COLLECTION CONTRIBUTION BY EACH REGION



(Source: Dash Board collection)

3. Performance with respect to Net Direct Tax collection for the last three Financial Years prior to F.Y. 2022-23 is as under:

(Fig. in Rs. crore)

Financial Year	Corporation Tax	Personal Income Tax	Other taxes incl. Wealth tax, Securities Transaction tax, etc.*	Total Tax
2019-20	5,56,876	4,80,343	13,462	10,50,681
2020-21	4,57,719	4,70,633	18,824	9,47,176
2021-22	7,12,037	6,73,413	26,972	14,12,422

(Source: Time Series Data on Department Website)

3.1 The Budget Targets for F.Y. 2023-24 as per the budget estimates are as follows:-

(Figure in Rs. crore)

Major heads of Tax	Budget Estimates (F.Y. 2023-24)
Corporation Tax	9,22,675
Taxes on Income Incl. Other taxes, etc.)	8,72,950
STT	27,625
Total	18,23,250

4. ALLOCATION OF TARGETS

Allocation of budget target for each cadre-controlling Pr.CCIT has already been communicated separately vide letter through F.No. 380/04/2023- IT(B) dated 25th April 2023 for further allocation of target down to various field units under the jurisdiction of respective Pr.CCIT.

CHAPTER II

REDUCTION AND CASH COLLECTION OUT OF ARREAR DEMAND

The arrear demand has been increasing over the past years. Keeping in view the past trends of the arrear demand and cash collections, it is imperative that concerted efforts continue to be made to reverse the trend of increasing arrear demand and to initiate the process of reducing the figure to more manageable levels.

2. The arrear demand, including demand not fallen due as on 31st March, 2023 has increased from Rs. 22,98,601 crores as on 01.04.2022 to Rs. 24,51,099.35 crores as on 01.04.2023. This arrear demand has been taken into consideration for fixing the target of cash collection of Rs. 2,06,543.7 crore for FY 2023-24, as detailed in Para 5.2 below.

3. For the Financial Year 2023-24, the target for reduction in arrear demand has been retained at 40% of the total demand as on 01.04.2023. Pr. CCIT Region-wise target is given as under:

TABLE 1

ALLOCATION OF TARGET FOR REDUCTION IN ARREAR DEMAND FOR FY 2023-24
(Rs. In Crores)

Sl. No.	PRINCIPAL CCIT REGION	Total Outstanding Demand as on 01.04.2023	TARGET FOR REDUCTION IN ARREAR DEMAND (40% of Total Arrear Demand)
1	Pr. CCIT (EXEMPTIONS), DELHI	69,938	27,975.30
2	Pr. CCIT (INT. TAXATION), NEW DELHI	1,27,986	51,194.65
3	Pr. CCIT, MUMBAI	6,97,392	2,78,956.80
4	Pr. CCIT, GUJARAT	1,65,827	66,330.76
5	Pr. CCIT, AP & Telangana	1,01,112	40,444.81
6	Pr. CCIT, RAJASTHAN	34,116	13,646.47
7	Pr. CCIT, NAGPUR	15,894	6,357.92
8	Pr. CCIT, PUNE	93,040	37,215.95

9	Pr. CCIT, UP WEST AND UTTARAKHAND	36,488	14,595.20
10	Pr. CCIT, LUCKNOW, UP EAST	60,216	24,086.52
11	Pr. CCIT, Bhopal(MP & CG Region)	70,731	28,292.46
12	Pr. CCIT, BENGALURU	1,02,841	41,136.30
13	Pr. CCIT, TAMIL NADU	1,62,367	64,947.00
14	Pr. CCIT, KERALA	22,759	9,103.53
15	Pr. CCIT, BHUBANESWAR	12,866	5,146.23
16	Pr. CCIT, NER	8,780	3,512.27
17	Pr. CCIT, WEST BENGAL & SIKKIM	1,10,546	44,218.35
18	Pr. CCIT, BIHAR AND JHARKHAND	24,938	9,975.24
19	Pr. CCIT, DELHI	4,21,299	1,68,519.57
20	Pr. CCIT, NORTH WEST REGION	1,11,961	44,784.43
	Total	24,51,099	9,80,439.74

3.1 In order to facilitate efficient discharge of output in this important area of work throughout the year, the minimum percentage of the annual target for reduction in arrear demand fixed for each Pr. CCIT region to be met in the following timeframe:

Percentage target for reduction in arrear demand	Time Frame
Up to 50%	30.09.2023
Up to 70%	31.12.2023
Up to 100%	31.03.2024

3.2 Besides, minimum of 15% of brought forward entries of arrear demands to be reduced in Corporate & International Taxation charges and minimum 25% of such entries to be reduced in non-corporate charges.

4. For time bound achievement of the targets for reduction of arrear demand, it is important that critical tasks like reconciliation of arrear demand

on CPC portal, early disposal of appeals, issuance of appeal effect orders, rectification orders are attended to in a time bound manner.

4.1 The Finance Act, 2022 has brought in an amendment through introduction of provisions of section 156A. This provision relates to cases which are subject matter of Insolvency and Bankruptcy Code, 2016 (IBC), or subject matter of revision of demand pursuant to order of NCLAT/ Supreme Court. A mechanism for modification/revision of demand in such cases has thus been introduced in the Act w.e.f 01.04.2022. Such cases may be identified and necessary revisions and modification of demand notices may be carried out by the AO concerned in accordance with the provisions of section 156A.

4.2 While targets for early disposal of appeals have been set out in Chapter III, specific targets for reconciliation of arrear demand as well as for giving effect to appeal orders, rectification orders and modification /revision of demand are fixed as under:

Reconciliation of arrear demand	Reconciliation of arrear demand to be completed by 31.08.2023
Passing of appeal effect order in all pending and other cases [Section 153(5) of the Income Tax Act, 1961]	Appeal effect orders should be passed within the statutory time limit prescribed in the Income Tax Act, 1961 or within three months, whichever is earlier.
Modification /revision of demand in cases relating to IBC, NCLAT or Supreme Court [Section 156A of the Income Tax Act, 1961]	Identification of such cases and issuance of Revised/ modified notice of demand should be done within three months of the receipt of the relevant order.
Passing of rectification orders	Orders disposing rectification applications should be passed within the statutory time limit prescribed in the Income Tax Act, 1961 or within three months from the date of receipt of application, whichever is earlier.

5. The overall target for reduction in arrear demand shall include a target of cash collection of arrear demand, which is a distinct target and required to be achieved independently. **This target of cash collection of arrear demand may be worked out on the basis of the following formula (tabulated below) by each Pr. CCIT for their respective Regions and should be intimated to ADG(TPS-II), Delhi by third week of July, 2023.**

TABLE 2

**FORMULA FOR TARGET OF CASH COLLECTION OUT OF ARREAR
DEMAND FOR F.Y.2023-24**

Sl. No	Description	Base Amount (as per CAP-I Statement for month ending March, 2023 prepared by DoMS) (Rs. in crore)	Percentage b in terms of the Base Amount	Target amount (Rs. in crore)
1	Net Collectible Demand as on 01.04.2023 [as reported vide item no. 10 of CAP-1 for March, 2023]	69,396	95%	65,926.2
2	Demand not fallen due as on 01.04.2023 [as reported vide item no.5 of CAP-1 for March, 2023]	1,76,657.42	20%	35,331.49
3	Demand stayed by Courts/ ITAT [as reported vide item no. 9(j) of CAP-I for March, 2023]	2,36,336.16	5%	11,816.80
4	(a) Demand stayed by I.T. Authorities [as reported vide item no. 9(k) of CAP-1 for March, 2023]	1,82,808.30	10%	18,280.83
	(b) Demand covered by instalments [as reported vide item no 9(1) of CAP-1 for March, 2023]	3,785.01	20%.	757.00

	(c)	Demand, the recovery of which is not being pursued on account of assessee's stay petition pending consideration by the E.T. Authorities [as reported vide item no. 9(m) of CAP-I for March, 2023]	41,778.64	20%	8,355.72
5		Demand difficult to recover on account of no/inadequate. assets [as reported vide item no. 9(c) of CAP-1 for March, 2023]	6,62,716.19	5%	33,135.80
6		Assessees not traceable [as reported vide item no. 9(b) of CAP-1 for March, 2023]	2,97,767.33	5%	14,888.36
7		Demand difficult to recover for any other reason [as reported vide item no. 9(s) of CAP-1 for March. 2023]	1,80,515.32	10%	18,051.53
				Total	2,06,543.7

5.1 The above formula includes a 5% weightage in respect of demand where assesses are not traceable. Efforts in this regard may be made for tracing the assesses through use of ITS data and enquiries through banks, FIU-IND, etc. and by utilization of data available in public domain, viz., desktop diligence, social media, searches on internet for public databases like electoral rolls, etc. Past experience shows that sustained and focused efforts made in this direction may yield results.

5.2. The Pr. CCIT Region-wise allocation of the target for cash collection out of arrear demand is given in Table 3 below: The targets have been worked out on the arrear demand figures of the respective Pr. CCsIT regions as per the consolidated CAP-I for March, 2023 on the basis of the formula contained in Table-2 above.

TABLE 3
ALLOCATION OF TARGET FOR CASH COLLECTION OF ARREAR
DEMAND FOR
FY 2023-24

(In Rs. crore)

Sl. No.	PRINCIPAL CCIT REGION	TARGET FOR CASH COLLECTION OUT OF ARREAR DEMAND
1	Pr. CCIT (EXEMPTIONS), DELHI	7,912.95
2	Pr. CCIT (INT. TAXATION), NEW DELHI	10,654.70
3	Pr. CCIT, MUMBAI	36,331.48
4	Pr. CCIT, GUJARAT	9,593.88
5	Pr. CCIT, AP & Telangana	6,924.29
6	Pr. CCIT, RAJASTHAN	2,501.13
7	Pr. CCIT, NAGPUR	1,151.41
8	Pr. CCIT, PUNE	6,576.11
9	Pr. CCIT, UP WEST AND UTTARAKHAND	5,014.76
10	Pr. CCIT, LUCKNOW, UP EAST	9,242.64
11	Pr. CCIT, Bhopal(MP & CG Region)	9,121.66
12	Pr. CCIT, BENGALURU	15,031.97
13	Pr. CCIT, TAMIL NADU	18,075.86
14	Pr. CCIT, KERALA	2,826.13
15	Pr. CCIT, BHUBANESWAR	4,010.31
16	Pr. CCIT, NER	2,375.62
17	Pr. CCIT, WEST BENGAL & SIKKIM	7,468.08
18	Pr. CCIT, BIHAR AND JHARKHAND	2,991.44
19	Pr. CCIT, DELHI	40,006.91
20	Pr. CCIT, NORTH WEST REGION	8,732.43
	Total	2,06,543.76

5.3 The minimum percentage of annual target for cash collection fixed for each Pr. CCIT region to be met in the following timeframe:

Percentage target for Cash collection	Time Frame
Up to 30%	30.09.2023
Up to 60%	31.12.2023
Up to 100%	31.03.2024

6. Targets for reduction and cash collection have to be dynamic and should be reviewed on a quarterly basis. The Pr.CCsIT will further allocate these targets in accordance with the specified formula to the respective CCsIT/DGsIT in their region. Such allocation of targets should be completed by the third week of July, 2023 and intimated to ADG(TPS-II), Delhi for monitoring purposes.
7. The write off proceedings after issue of Irrecoverable Certificates (ICs) by the TROs should be expedited in a time bound manner. The Pr.CCsIT/CCsIT concerned will ensure monthly meetings and regular review of unrealizable demand and decisions on write off proposals. In this regard, the relevant Instructions/OMs may be followed. Monthly report should be submitted to the Pr. DGIT (Admin. & TPS) for monitoring purpose.
8. In order to provide focused attention to the handling of stay granted cases, the following strategies shall be adopted:

S. No.	Description	Base Amount (Rs. In crore)	
1	Demand stayed by Courts/ITAT		<ul style="list-style-type: none"> • Identification of all the stay granted matters by 31.07.2023 • Formulation of action Plan by Pr. CsIT for vacation of stay and early disposal of appeals by 15.08.2023 • Provision of necessary inputs /written submissions by AO and Addl. CIT Range to the CIT (DRs) for proceedings before the ITAT • CIT (DRs) will not seek adjournments in normal course

			<ul style="list-style-type: none"> Pr. CIT/CIT to ensure that stay matters before Hon'ble High Court are personally attended by an officer well versed with the facts of the case
2	Demand stayed by I.T. Authorities		<p>All the pending remand reports should be sent by 30.09.2023</p> <p>Remand reports u/s 250(4) in stay granted matters should be sent within 30 days</p>

CHAPTER III

LITIGATION MANAGEMENT

The Central Board of Direct Taxes recognizes the important role of Litigation Management in achieving an efficient and effective tax administration and improving voluntary tax compliance. The Board launched the concept of Faceless Appeal for the first time with effect from 25-09-2020. The scheme has been superseded by new Faceless Appeal Scheme by Notification dated 28-12-2021. Under the overall supervision of the National Faceless Appeal Centre (NFAC), the faceless appeal system comprising of CIT(Appeal) Units spread all across the country has completely done away with the requirement of physical presence of the appellant. The Faceless Appeal Scheme has ensured even distribution, both in terms of number and in terms of types of cases amongst the 285 Appeal Units across the country. Other than cases assigned to Central charges and cases within the jurisdiction of International Tax and Transfer Pricing (hereinafter referred to as ‘Others’), all other appeals have been included under the faceless scheme.

2. APPEAL STATISTICS

Details	FY 2020-21	FY 2021-22	FY 2022-23
No. of appeals pending as on 1st April	4,58,015	4,64,836	4,96,470
No. of new appeals instituted during the year	47,752	1,04,678	1,45,273
No. of appeals disposed during the year	40,931	73,042	1,25,259
Closing number of appeals	4,64,836	4,96,472	5,16,484

*Data Source: Directorate of Systems

Approximate pendency in respect of appeals filed prior to 01.04.2020, as on 31.03.2023, is 2,82,800.

3. CATEGORIZATION OF APPEALS

Fresh categorization of appeals is tabulated as under:

Category of appeals	Time of filing Appeal/Demand involved
A1	Appeal filed before 1.4.2023 and demand involved above Rs. 50 crores
A2	Appeal filed before 1.4.2023 and demand involved above Rs. 1 crore up to Rs. 50 crore
B1	Appeal filed before 1.4.2023 and demand involved above Rs. 10 lakh up to 1 crore
B2	Appeal filed before 1.4.2023 and demand involved up to Rs. 10 lakh
C	Current appeals filed during FY 2023-24

4. TARGETS FOR CIT (Appeals) Unit/CIT (Appeals)

4.1. The targets and guidelines for FY 2023-24 in respect of disposal of appeals pending with various CsIT(Appeals) Unit and CsIT(A) are set out as under:

Category		Points yielded per disposal
A (>1 Crore)	A1	4 Points
	A2	3 Points
B (≤1 Crore)	B1	2 Point
	B2	1 Point
C	C	1 Point

4.2 Targets specific to CIT(Appeals) Unit/CIT (Appeals)

4.2.1 Categories and the respective points assigned per appeal disposal are as per table above.

4.2.2 Each CIT(A/AU) is expected to ensure the following:

- I. Each CIT(A/AU) posted in Central and faceless appeal charges is expected to dispose of a minimum of 450 appeals (excluding VSVS orders) for the financial year 2023-24 and reach the overall target of 1000 points across

various categories. Further, each CIT(A) posted in IT&TP appeal charges is expected to dispose of a minimum of 350 appeals (excluding VSVS orders) for the financial year 2023-24 and reach the overall target of 800 points across various categories.

II. Dispose of 100% of appeals pending as on 01.04.2023 that involve demand of Rs.50 crore and above (category A1).

III. Mandatory disposal of 100% appeals of A2 & B1 category, filed prior to 01.04.2020.

IV. Cases set aside and restored to the CsIT (Appeal) Units by Courts/ITAT are to be disposed of on priority.

V. All appeals for which Form 5 under the Vivad Se Vishwas Scheme has been issued to be disposed of within 1 week of issue of Form 5, in all the cases where the Form 5 is visible.

VI. In case of insufficient doable appeals filed prior to 01.04.2020 in A1, A2 & B1 categories, to achieve target, appeals filed after 01.04.2020 but before 01.04.2023 may be taken up for disposal.

VI. With a view of ensuring even disposals throughout the FY each CIT(A/AU) must ensure that the following quarter wise disposal targets are achieved:

- i. In line with the targets set by the Interim Action Plan-2023, 100 appeals filed prior to 01.04.2019 were to be disposed of by 30.06.2023
- ii. Each CIT(A/AU) must ensure disposal of a minimum of 120 appeals during each quarter ending on 30.09.2023 and 31.12.2023 and disposal of a minimum of 110 appeals during the last quarter of FY 2023-24 i.e., by 31.03.2024.

4.2.3 For the purpose of evaluation of performance of an individual officer holding additional appellate charge(s) during the year / part-year, the aggregate disposal including in the additional charge(s) held, shall be considered.

4.3 Targets specific to Addl./Joint CIT(Appeals):

4.3.1 Finance Act, 2023 has introduced the provision of JCIT(Appeals) for the disposal of small appeals in order to reduce the pendency of appeals at first appellate level. In this regard, considering the remaining time of the current FY and the appeal basket available to Addl./Joint CsIT(Appeals), each Addl./Joint CIT(Appeals) is expected to ensure disposal of a minimum of 600 appeals by 31.03.2024.

4.3.2 For the purpose of evaluation of performance of an individual officer holding additional appellate charge(s) during the year / part-year, the aggregate disposal including in the additional charge(s) held, shall be considered.

4.4 Targets specific to CIT(Appeals) Units as custodian of old records:

4.4.1 There is a lot of interdependence among Appeal Units in disposal of cases. This largely relates to, making available the records (not yet uploaded on the System), by another CIT(Appeals) Unit being custodian of records in respect of old diverted charges. The ITBA has deployed a functionality of ‘seek information’ as well as an ‘issue letter’ functionality by which a document/information can be requested from another CIT(Appeals) Unit without unmasking his identity. This is crucial for old appeals. In order to remove obstacles to disposal of appeals due to non-availability of records, following key result areas are identified:

4.4.2 Targets for CIT(Appeals) Unit on House-Keeping:

1. A) All pending ‘seek info’ & ‘issue letter’ request on ITBA module received by the custodian CIT(Appeals) is to be disposed of B) And any subsequent request received is to be disposed of	By 31.08.2023 Within 15 days of receipt of request.
2. Uploading of documents by the custodian CIT(Appeals), in Appeal cases where pendency created, however, no records uploaded by the old diverted charges.	By 31.07.2023
3. Updation of e-mail addresses (other than Primary E-mail) in appeal cases where wrong or no e-mail provided.	By 30.09.2023
4. A) All pending priority communications received by CIT(Appeals) Units to be disposed of B) Any subsequent priority communication	By 30.09.2023 Within 3 months of receipt unless lesser time period prescribed/directed.

4.5 ACTION ON PART OF PR. CCsIT /CCsIT

- I. Each Pr. CCIT region to ensure the disposal of targets by CIT(Appeal) Units and CIT(A) as above.
- II. The faceless appeal system is expected to evolve continuously to provide a seamless interface to the CsIT (Appeals) Unit and to facilitate their work. The Pr. CCIT(NFAC), shall identify areas of improvement in the ITBA system and bring it to the notice of the Board for consideration. The Pr. CCIT(NFAC) shall identify best practices/Business process followed by individual CIT(Appeals) Unit and bring it to the notice of all other Appeal Units for replication/consideration. This shall be a continuous and ongoing process.
- III. With the launch of Faceless Appeal and jurisdiction less appeal system, new challenges are expected to arise in the day to day working of Appeal Units. Some of these could relate to representation before higher appellate authorities, requisition of assessment records from the AO, giving an opportunity of video hearing to the appellant etc. The Pr.CCIT (NFAC) shall devise and issue SOPs/guidance note as required with respect to common issues faced by the Appeal Units.
- IV. Pr.CCsIT/CCsIT should take necessary steps to ensure that necessary resources and infrastructure, including secretarial support, are provided to CsIT(Appeals) Unit & CsIT(Appeals) so as to enable them to discharge their duties efficiently and meet Action Plan Targets. It must be ensured that remand reports are sent in time.

5. Creation of pendency for set aside orders of CIT (Appeals) –

- If the order which is set aside was not passed on ITBA, the pendency will be created by the CIT (Appeals) manning the erstwhile diverted charge within 15 days of receipt of the order of the higher appellate forum. All documents related to the appellate proceedings should be uploaded

- If the order which is set aside was passed on ITBA, the pendency will be created by the JAO within 10 days of receipt of the order of the higher appellate forum
- If the order which is set aside was not passed on ITBA and the faceless Appeal Unit corresponding to the erstwhile diverted charge has since been abolished/diverted, the pendency will be created by the CIT (Appeal) who is designated as the custodian CIT (A) for that faceless Appeal Unit. If a custodian has not been designated the CIT (Judicial), in consultation with the JAO, will create the pendency.

6. ROLE OF THE JURISDICTIONAL AO (JAO)/AO BEFORE CsIT (Appeals) Unit/CIT(A).

6.1 Proper representation before CIT(Appeals) Unit/CIT(A) is essential for the quick disposal of appeals as well as for improving the quality of appellate orders. The CBDT has also issued guidelines for representation of cases before CsIT(A) vide F No. 279/Misc/M-124/2018-ITJ dated 14th February, 2019 in this regard. Further, vide letter F No. 279/Misc/M-125/2022-ITJ dated 19th December, 2022 CBDT has reiterated guidelines to be followed in respect of submission of remand report by Assessing Officers (AOs). It is reiterated that timely submission of remand reports and proper representation before CIT(Appeals) in appropriate cases must be ensured as the same is of utmost importance. The Jurisdictional Assessing Officers (JAOs)/AOs shall submit all remand reports pending as on 31.05.2023 latest by 31.07.2023 and thereafter, as far as possible, **the AOs shall submit remand report within 30 days from date of receipt of the letter calling for remand report by CIT(Appeals) Unit / CIT(A) in cases where stay has been granted. In cases other than the ones where stay is granted, remand report shall be submitted within 60 days. It should be ensured that all Remand Reports u/s 250(4) of Income Tax Act are submitted by the Assessing Officers, mandatorily with the approval of respective Range Heads, through the remand report functionality in Appeal Module of ITBA.** The Range heads shall closely monitor this work and in case of delay they shall inform the CIT(Appeals) Unit/CIT(A) in writing about the reasons for delay. In case of delay beyond 30 days, the approval of Jurisdictional PCIT/CIT may be made necessary for sending the remand report.

JAO/AO shall respond to ITNS 51 sent by the CIT(Appeals) Unit/CIT(Appeals) within 15 days. Due care is to be taken for those cases that would require special attention of the CIT(Appeals) Unit/CIT(A) such as delayed appeal/taxes on returned income not paid etc.

7. LITIGATION MANAGEMENT OF APPEALS WITH ITAT/COURTS

7.1. Legal Information Management & Briefing System (LIMBS) has been adopted by Government as the comprehensive database of all litigations before Courts by all Ministries. Pr.CsIT/CsIT have been provided the user-ids. and have been given the responsibility to enter details of all cases which are pending before the Courts pertaining to their charges. Further, appeals filed subsequently are required to be entered in LIMBS within a month of filing of the appeal. Pr.CsIT/CsIT should get it updated regularly as directed above.

7.2 Scrutiny Reports on ITBA: The Central Scrutiny Report (CSR) module available on ITBA is yet to be optimally utilized by field formations. It is reiterated that from the current Financial Year, all Central Scrutiny Reports are duly reported on ITBA. Pr.CsIT are to ensure that CSRs are prepared by the AOs and submitted on ITBA.

7.3 There are a large number of cases where appeals for various assessment years involving similar issues, are pending for several years at different levels in the ITAT/High Court/Supreme Court. This back-log of litigation not only blocks collectible revenues, but also generates further litigation due to similar issues arising in subsequent assessments. Thus, even though there is a reduction in the number of appeals being filed by the Department, the number of disputes pending in Courts/ITAT increased in the past. A procedure for handling such litigation in a concerted and focused manner is to be adopted. Appeals with similar issues in the High Court should be bunched together by the office of CIT(Judicial) or any other Pr.CIT/CIT nominated by the Pr. CCIT and the Departmental Counsel may be asked to request the Courts to hear them together, if possible.

7.4 Towards avoiding repetitive appeals, Section 158AB has been inserted into Income-tax Act, 1961 by Finance Act, 2022. In this respect, collegiums

have to be constituted under each Pr. CCIT as mandated by Order F. No. 370133/13/2022-TPL dated 28.09.2022. Further, vide Notification No. 83/2022/ F. No. 370142/30/2022-TPL dated 12.07.2022, Form 8A has been notified. For operationalizing Section 158AB and to guide field formations in taking up deferral of appeals in right earnest, vide letter F. No./279/Misc./M-96/2021/ITJ dated 23.01.2023 relevant directions have been issued for due compliance.

7.5 For proper litigation management, a master list of appeals pending at ITAT, HC, SC as is prepared at the level of each Pr. CCIT is required to be updated every quarter. The updated list is to be forwarded to Pr. DGIT (L&R) by 15th day from the end of the quarter along with the certificate of updation on LIMBS as per the proforma prescribed by O/o, Pr. DGIT(L&R). **Further, it is reiterated to the field formations that proposals for fresh empanelment of Standing Counsels/Special Public Prosecutors (SPPs) and / or renewal of SPPs must invariably be forwarded to the ITJ Division, CBDT at least 3 months prior to the date of expiry of the concerned panels.**

7.5 Timelines for submission of proposals for appeals / SLP before Supreme Court may be noted as under: -

S. No.	Levels	No. of Days
1.	Transit of SLP Proposals with CCIT's view & Specific Comments to the Directorate of Income Tax (L & R)	20*

*Time to be counted from the date of the High Court Order.

8. PERFORMANCE OF CIT(DRs)/Addl. CIT(DRs)

The Committee constituted on 5.9.2016 by the Board to chart out a comprehensive roadmap to minimize Litigation and Strengthen Litigation Management suggested a proactive role for CIT(DRs) and posting of sufficient number of officers on rotational duty at ITAT. These directions should be followed.

8.1 The CIT(DR)(Admn.) shall ensure that critical and high demand Central Circle cases are not argued by CsIT posted on rotational basis. It shall also be his responsibility to ensure liaison with Pr.CsIT concerned in important cases. On receipt of orders of CIT(A) in such cases, the Pr.CIT, in co-ordination with DGIT/CCIT(Central) should decide if the case is fit enough for engaging a special counsel at the time of filing of such appeal itself. Necessary procedural formalities should be completed well in advance to engage a Special Counsel for the case. The Pr.CIT should ensure regular communication with CIT(DR) with respect to such appeals. The CIT(DRs) are required to peruse the orders passed by ITAT and prepare a summary of significant orders for circulation in the field.

Chapter IV

SERVICE DELIVERY STANDARDS AND REDRESSAL OF GRIEVANCES

1. The Taxpayers' Charter has been enshrined in Chapter-XIII, section 119A of the Income Tax Act, 1961.
2. The Service Delivery set in the Taxpayers' Charter should be fully adhered to by field formations. The delivery of services to the Taxpayers is a key paradigm of the Department, and the Taxpayers' Charter is the flagship initiative in this regard. Early disposal of grievances and expeditious issuance of due refunds to aid the taxpayers is crucial. There should be a structured and systematic effort across the field formations for efficient delivery of taxpayer services enshrined in the Taxpayers' charter.
3. The following 16 keys standards for delivery of service to the taxpayer by the Department along with timelines are as below: -

STANDARDS FOR SERVICE DELIVERY

Sl. No.	Key Services	Timelines (after the date of passing/ receipt of the order or application).
1.	Issue of refund along with interest u/s 143(1) of the Income-tax Act, 1961	3 months.
2.	Issue of refund including interest from proceedings other than section 143(1) of the Income-tax Act, 1961	1 month.
3.	Decision on rectification application	3 months from the end of the month in which application is received.
4.	Giving effect to appellate/revision order except in cases where i. any issue is set aside, or ii. verification of any issue by way of submission of any document by the assessee or any other person is involved, or	3 months from the end of month in which order is received

	iii. where opportunity of being heard is to be provided, or iv. Extension is granted by the PCIT or CIT.	
5.	Acknowledgement of communications received through electronic media or by hand.	Not Beyond One Week.
6.	Decision on application seeking extension of time for tax payment or for grant of instalment.	1 month.
7.	Issue of Tax Clearance Certificate u/s 230 of the Act	Within one week.
8.	Decision on application for recognition/approval to provident fund/superannuation fund/gratuity fund	3 months.
9.	<u>Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the Act.</u>	
(a)	Institutions having existing approval	3 months from the end of the month in which application is received.
(b)	(i). In cases where approval is provisional or is about to expire (ii). Institutions where activities have already commenced and applied directly for regular registration without filing for provisional registration	6 months
(c)	In any other case	1 month
10.	Decision on application for approval to a fund under section 10(23AAA) of the Act	3 months
11.	<u>Decision on application for registration of charitable or religious trust or institution</u>	
(a)	Trust or Institution having existing registration u/s 12A or 12AA	Within 3 months from the end of the month in which the application was received.
(b)	(i) Trust or institution is registered under section 12AB and the period of the said registration is due to expire (ii) Trust or institution has been provisionally registered under section 12AB, Registration of the trust or institution has become inoperative due to the first proviso to sub-section (7) of section 11. (Registration u/s 12A or	Within 6 months from the end of the month in which the application was received

	<p>12AA shall become inoperative from the date on which the trust or institution is approved under clause (23C) of section 10 or notified under clause (23EC), 46, (46A) of section 10)</p> <p>Trust or institution has adopted or undertaken modifications of the objects which do not conform to the conditions of registration</p> <p>(iii) Institutions where activities have already commenced and applied directly for regular registration without filing for provisional registration</p>	
	In any other case	Within 1 month from the end of the month in which the application was received
12.	Decision on application for approval of Hospitals in respect of medical treatment of prescribed diseases under section 17(2) of the Income-tax Act, 1961	3 Months
13.	<u>Decision on application for grant of approval to institution or fund under section 80G (5) of the Act.</u>	
(a)	Trust or Institution having existing approval u/s 80G(5)(vi) of the Income-tax Act, 1961.	Within 3 months from the end of the month in which the application was received
(b)	<p>(i) Trust or institution already granted exemption u/s 80G and the period of the said exemption is due to expire</p> <p>(ii) Trust or Institution has been provisionally approved under section 80G(5)</p> <p>(iii) Institutions where activities have already commenced and applied directly for regular approval without filing for provisional approval</p>	Within 6 months from the end of the month in which the application was received.
(c)	In any other case	Within 1 month from the end of the month in which the application was received.

14.	Decision on application for no deduction of tax or deduction of tax at lower rate	1 month
15.	Redressal of grievance -	
	(i) Grievance received from PMO/FMO/MPs/CBDT/ any other higher priority source	Within 15 days of receipt by the CBDT
	(ii) Grievance received through CPGRAMs online portal	Within 30 days of receipt by CBDT
	(iii) any other grievance	30 days from the date of receipt
16.	Decision on application for transfer of case from one charge to another	2 months

4. Considering the importance of Taxpayers' Charter, the Pr. CCsIT has to ensure proper monitoring of time-bound grievance redressal. The Pr. CCsIT shall submit the monthly report by 10th of every month for the preceding month with regard to resolution of grievances and sent it to the Zonal Member with a copy to Pr. DGIT (Admn. & TPS). In the cases where pendency exceeds beyond 60 days, the reasons for delay must be specifically mentioned in the said monthly report along with an explanation of the officer/official concerned.

5. The Taxpayers' Charter Cells (TPCCs) have been created at Pr.CCIT level at each of the 18 Regions/Zones, (International Taxation) and (Exemptions) to act as the access point to taxpayers at field level for ensuring compliance of the commitments specified in the Taxpayers' Charter. The TPCCs have been mandated to ensure that the Taxpayers' Charter is implemented at the field level for the benefit of all taxpayers. This is an initiative to include all the 599 income tax offices and 457 ASK Centers spread across the country. It is the endeavor of the department to ensure that the taxpayer can access the benefit of service delivery as per the Taxpayers' Charter from any of the nearest Income-tax offices or ASK centre.

6. To ensure the same, Key result areas and Targets for the Pr.CCIT, with regards to the activation of Taxpayers' Charter Cell, are stipulated as under:

S. No	Key Result	Target	Timeline
1.	Creation of basic infrastructure for the Taxpayers Charter Cell <i>(These points are required when New Offices or ASK Centres are opened)</i>	Creation of dedicated Email ID by PCCIT for the Nodal Taxpayers' Charter Cells.	Within the second quarter of this F.Y
		Display of TPCC email-id at all ASK centres and at all Income Tax offices.	Within the second quarter of this F.Y
		Allotment of room for the official/officers of Nodal Taxpayers' Charter Cell in order to facilitate the taxpayers to meet the officers or to register/lodge their grievances related to Taxpayers' Charter.	Within the second quarter of this F.Y
		Display of Taxpayers' Charter and details of Nodal Officers of TPCCs at all ASK Centers and Income-tax Offices	Within the second quarter of this F.Y
		Allotment of a daily fixed time window to the taxpayers to meet the officers of Taxpayers' Charter Cell without any prior appointment in order to enable taxpayers to raise their grievances related to Taxpayers Charter and to provide resolution into same. Creation of register of data in respect of grievances received related to Taxpayers' Charter during the fixed time window or otherwise.	Within the second quarter of this F.Y
		Awareness campaign for publicizing among taxpayers by TPCC details of all ASK Centres and of all Income Tax offices	One interactive session/outreach program every month
2.	Creation of monitoring mechanism for enforcing Taxpayers Charter	Sensitization of all assessing officers about the Taxpayers' Charter and issuance of due instructions to track and observe the compliance of service deliverables as per time limits of Taxpayers Charter.	One session every month
		Creation and updation of Mechanism for proper monitoring of service deliverables by the Nodal Taxpayers' Charter Cells. Ensuring that reasons for the delay in redressal of grievance within the timeline, are being called for, from field officers and corrective measures are being taken.	Review on the first week of every quarter of F.Y.

(Action: Pr.CCIT)

CHAPTER V

FACELESS CHARGES

1. Detailed plan of action and timelines for faceless units have been laid out in SOP dated 03.08.2022 issued by the Pr. CCIT, National Faceless Assessment Centre (NFAC) under section 144B(6)(xi) of the Income-tax Act, 1961 (hereafter ‘Act’) with the approval of the CBDT. This SOP for Assessment Unit, Verification Unit, Review Unit and Technical Unit provides step by step actions to be taken for completion of a fair assessment compliant with principle of natural justice, including essential elements of the assessment order that must form part of the assessment orders passed by the AU. The Faceless Units shall comply with the steps and timelines given in the said SOP.
2. SOP for Faceless Penalty Scheme-2021 dated 07.09.2021 for Penalty Unit, Verification Unit, Technical Unit and Review Unit handling penalties has been issued. This SOP similarly provide the step by step processes and timelines for deciding penalty proceedings, which are required to be complied with.
3. SOP for Handling of writs has been issued on 01.08.2022, which is to be followed in case of Writ Petitions against Assessment Proceedings conducted under section 144B of the Act and against Penalty proceedings conducted under FPS 2021.
4. Schedules of time lines in respect of inter faces between JAO-FAO-Systems in following critical areas:

S No	Key Result Area		Time Frame	Action by
(1)	(2)		(3)	(4)
1.	(i)CASS and (ii)Compulsory Scrutiny	Allocation of Assessment Work item to AU	Within 7 days of selection	Systems Directorate
	(iii) Set aside	Creation of pendency	JAO to create Set-aside Work Item in ITBA and send request to NaFAC for transfer of case to FAU, within 10 days of	JAO

			receipt of the order vide which the assessment was set-aside	
2.	Transfer out of exception cases excluded from scope of Faceless Assessment/penalty to JAO		Within 5 days of assignment or receipt of information on the basis of which the case is identified for exclusion (as applicable)	AU
3.	Identification of Non Digital Foot Print cases		Compiled list of cases without digital footprint pending in faceless, to be shared with NaFAC by 10 th of each month	Systems Directorate
4.	Transfer of cases/ Work items received from other charges to JAO: JAO to transfer all such relevant cases to AU within 2 days of receipt.			JAO
	(i) Cases of Central Charges to be decentralized		By 31 st July, 2023	Central Charges
	(ii) Cases of residents lying with International Taxation charges		Cases of residents to be identified by International Taxation charges and transferred to JAO within 5 days of assignment or receipt of information on the basis of which the cases is identified as resident	International Taxation charges
5.	Uploading of all base and related documents by JAO (i) Compulsory Scrutiny cases (ii) Re-assessment cases (iii) Set aside cases		At the time of creation of work item.	JAO
6.	Uploading of appellate orders which are relevant for the pending faceless		Within 2 days of receipt of the order	JAO

	penalty proceedings before the Penalty Unit		
7.	Response to any other information required by Faceless Units from JAO	The response/requisite information to be provided within 3 days of receipt of request.	JAO
8.	Take action for withholding/release of refund under Section 245 w.e.f. 01.04.2023 for AY 2022-23 onwards as per Instruction No. 1 of 2023 dated 13.06.2023 and Systems Instruction No. 1 of 2023 dated 31.05.2023	AO to respond within 21 days to intimation issued by CPC u/s 245(1) from date of processing/issue of notice u/s 143(2), whichever is later	AO
9.	Reference to Transfer Pricing Officer (TPO) in case of specified domestic transaction or international transaction	Within 30 days from date of allocation of case.	AU
10.	TPO References- Validity	Within 30 days of receipt of a TP reference, TPO to examine the said reference and inform to TU if there is any material defect having a bearing on the validity of the reference.	TPO
11.	Handling of judicial orders by JAO in proceedings pending with faceless units	The direction/ order of Judicial Authorities or any communication from Sr. Standing Counsel to be uploaded within 1 day of receipt.	JAO
12.	Dry Run	Within a month of assignment	AU

13.	Application for immunity	Application filed before JAO for immunity u/s 270AA of the Act to be intimated to AU/FPU within 3 days of its receipt.	JAO
14.	Staggered disposal of Time Barring Assessment	Timeline for Disposal	
	(i) 25% of Cases getting barred on limitation as on 31.03.24	30.09.2023	
	(ii) 70% of Cases getting barred on limitation as on 31.03.24	31.12.2023	
	(iii) 100% of Cases getting barred on limitation as on 31.03.24	31.03.2024	

5. Each AO shall pass at least 10 quality assessment orders during the year. Such cases shall be marked by AO in ITBA as Quality Orders.

5.1 Pr.CsIT shall undertake a half-yearly and Annual review of adherence to Central Action Plan.

6. Knowledge Management & Capacity Building

a) Each CCIT should organize at least four in-house workshops/ seminars in a year for capacity building on issues/ sections /sector/ trade that the subordinate faceless units may be dealing with. Officers shall make presentations on important issues. Updated FAQs and issues communicated by NaFAC based on the periodic analysis of the grievances and the writ petitions received in NaFAC, must also be a subject matter of discussion during such workshops.

b) The Units should ensure that assessment orders passed in all cases are speaking orders and compliant with the principles of natural justice. The ILDP and the final assessment order must contain all the essential details listed in the SOP for the AU dated 03.08.2022. The penalty order must contain all the essential items listed in the SOP for the PU dated 06.09.2022.

c) The powers of inspection by the superior authorities should be utilized in an effective and timely manner as an instrument of ensuring quality assessments, as per schedule issued by CBDT for Faceless Units.

e) Pr.CsIT shall monitor, supervise and sensitize the subordinate faceless units under them for:

i. Adherence to principles of natural justice: Give adequate time to respond to notice, deal promptly with adjournment requests, VC requests etc.

ii. Passing of demonstrably reasoned orders: Sensitizing Unit Head to check compliance with SOP including specific mention of dates of notices/ VC, record of compliances/ non compliances, summarization of assessee's submissions, and reasons for variation in ILDP and draft order while granting approval.

CHAPTER VI

JURISDICTIONAL AND CENTRAL CHARGES

1. The jurisdictional charges act as an important interface between taxpayers and the department striving towards faceless regime. From providing various services to the taxpayers including grievances redressal to enforcing demand, they perform many important functions. They also play a key role in appellate and judicial functions, from decision making to file appeals before various appellate forums to the effective representation before them. To sum up, the jurisdictional charges play a very crucial and constructive role towards coordinated, efficient and effective tax administration.

2. Role and functions of the jurisdictional charges:

At the time of restructuring of the department towards faceless regime, CBDT vide guidelines (F.No.173/165/2020-ITA-A) dated 14th August 2020 prescribed various functions to be performed by field formations outside the NaFAC/hierarchy. Subsequently, the jurisdictional charges were assigned few more statutory and other functions also. Presently, their main functions are as under:

i. Taxpayer services:

- Taxpayer outreach and education
- Taxpayer facilitation
- Grievance handling
- Publicity

ii. Pre-assessment work:

- To conduct enquiries and issue show-cause notices under section 148A of the Act, preparing and passing draft orders under section 148A(d) of the Act and issuing notices under section 148 of the Act wherever applicable.
- To upload information in VRU/CRIU modules of Insight portal.
- To select cases for compulsory scrutiny as per the guidelines framed by the CBDT in this regard.

- To complete the confirmatory check list as provided on the ITBA work item before assignment of the case to NaFAC.
- To create pendency on ITBA of set-aside cases by ITAT, High Court, revision orders under section 263 of the Act, etc.
- To process non-PAN cases and cases where PAN is not registered on the e-filing account as per CBDT's Instruction dated 8th December 2020 and 19th March 2021 in F. No. 187/4/2020-ITA-I

iii. Assessment related work:

- To complete the scrutiny in specified categories of cases as well as cases specially assigned to the JAOs.
- To upload all base and related documents including documents/orders like valuation report, special audit report, transfer pricing orders, DRP orders, and any other information relevant to the case received manually, etc. of all assessments/penalties assigned to NaFAC.
- To upload all documents/information/remarks that are relevant for completion of proceedings under section 143(3)/147 of the Act.
- To undertake immediate compliance, within five working days, to any query from NaFAC seeking information/document/clarification during faceless assessment /penalty proceedings.
- Uploading of paper returns and processing of returns in special circumstances.
- To initiate the proceedings under section 269SS/T of the Act, wherever applicable.
- To take remedial action, wherever applicable, in Revenue and Internal audit objections/observations.

iv. Other statutory functions:

- To process petitions for condonation of delay under section 119(2)(b) of the Act

- Exercising statutory powers under section 263 and section 264 of the Act
- Survey u/s 133A of the I.T. Act.
- Prosecution and compounding

v. Collection, recovery and management of demand:

- To achieve the budget collection target.
- To monitor the advance tax collection.
- To collect demand from arrear as well as current demand.
- To carry out rectifications under section 154 of the Act.
- To give Timely effect to the appellate orders.
- To decide the petitions for stay of demand as per the guidelines issued in this regard by the CBDT.
- To draw Tax Recovery Certificates (TRCs).
- Recovery of taxes through coercive actions.

vi. Appellate and judicial functions:

- To submit remand reports in timely manner.
- To assist DRs & Standing Counsels in defending cases filed by Revenue before various Appellate forums.
- To give effect to the Appellate Orders of CsIT (A), ITAT, High Court, Supreme Court and Settlement Commission.
- To create penalty proceedings on ITBA in orders confirmed by CIT(A) where proceedings have not been created by NaFAC.
- To prepare CSR (Central Scrutiny Reports) in respect of orders of Appellate Authorities within the stipulated time as prescribed in relevant circulars/instructions, and file appeals in suitable cases.
- To assist Counsels in defending writ petitions, recommending SLPs etc.

vii. Miscellaneous functions:

- Custody and management of records.

- To send various reports including reports on parliamentary questions.
- PAN transfer and PAN deactivation.
- Centralisation / decentralisation of cases
- RTI matters
- GEP reports
- Reports for appointment of valuer, TPs, antecedent reports, etc.
- Information sharing as mandated under section 138 of the Act.
- Maintenance of PD A/c including adjustment of seized cash against demand or release.

3. TARGETS FOR JURISDICTIONAL AND CENTRAL CHARGES

S. No.	Key Result Area	Target/Activity	Time frame (by)
A.	Budget Collection	100% Collection of Budget Targets fixed (Region-wise Targets are as per CBDT's communication in this regard)	31.03.2024
B1. Recovery/Reduction of Demand			
1	Cash Collection	100% of the target fixed for cash collection of arrear demand (Region-wise targets are as per Chapter II)	Upto 30% of target by 30.09.2023
			Upto 60% of target by 31.12.2023
			Upto 100% of target by 31.03.2024
2		20% of the current demand raised during the year (excluding pre-paid taxes, demand not fallen due and demand raised due to non granting of credit of prepaid taxes)	31.03.2024
3	Reduction of Arrear Demand	40% reduction in arrear demand as on 01.04.2023	Upto 50% of target by 30.09.2023

			Upto 70% of target by 31.12.2023
			Upto 100% of target by 31.03.2024
		Reduction of Brought Forward Arrear Demand Entries- Minimum 15% for Corporate & International Taxation Charges, Minimum 25% for Non-Corporate Charges	Upto 50% of target by 30.09.2023
			Upto 100% of target by 31.03.2024 (earlier the target was only for the financial year)
4	NCLT matters	1. Identification, processing and filing of petitions before NCLT in all cases requiring restoration of companies in the records of ROC	Continuous Process
		2. Timely notifying the demand and pending proceedings, if a case has gone to NCLT under IBC	Within 30 days from admission of application
		3. Matters relating to merger & de-merger, amalgamation, etc. of companies	As per time given by NCLT
5	TRO's Action Plan: The work of the TRO will be monitored by the PCIT from time to time	Reconciliation of demand in TRC with actual demand	Upto 70% of target by 30.09.2023
			Upto 100% of target by 31.12.2023
		Disposal of 20% of brought forward TRCs or 150 TRCs by each TRO whichever is less	31.03.2024
		Cash collection of 5% of brought forward demand indicated in the TRCs	31.03.2024
		Attachment of properties – one per Range	31.03.2024

		Auction of properties for recovery – one per PCIT/CIT	31.03.2024
6	Write-off	For ITO-Write off of demand of Rs.5000 to Rs.25,000 - 2 per Non-corporate/Mixed charge and 1 per Corporate Charge	31.03.2024
		For ACIT/DCIT-Write off of demand of Rs.5001 to Rs. 25,000 – 2 per Non-corporate/ Mixed charge and 1 per Corporate Charge	31.03.2024
		For Range Head-Write off of demand of Rs. 25,001 to Rs.1,00,000 – 1 per Range	31.03.2024
		Submission of 2 proposals per PCIT/CIT Charge for write off including one in a dossier case	31.03.2024
B2. Arrear Demand Reporting			
1.	Reconciling Dossier Data with CPC-Financial Accounting System (CPC-FAS)	Preparation of Dossier cases with demand exceeding Rs.25cr (earlier Rs. 3 cr)	From quarter ending 30.06.2023
2.		Preparation of Dossier cases with demand exceeding Rs 1 cr but less than Rs 25 cr based on data available with CPC-FAS (earlier Rs.30 lakh to Rs. 3cr for Pr.CIT)	From quarter ending 30.06.2023
B3- Demand Verification and Clean Up.			
1	Checking of all demand PAN-wise and year-wise from Systems, AST/TMS or Manual demand wherever remaining and removal of all duplicate entries.		30.06.2023 (as per Interim Action Plan issued on 11.04.2023)

2	Verification and certification in CPC Financial Accounting System (FAS) in cases where notice u/s 245 was issued by CPC up to <u>March 31, 2023</u>	30.06.2023 (as per Interim Action Plan issued on 11.04.2023)
3	Demand cleaning by disposal of application filed by the assessee and giving appeal effects in all eligible cases as on <u>01.04.2023</u>	As per statutory time limits.

C. ASSESSMENT (FOR JAO)

1.Completion of All Pending Partly Set Aside Orders Pending as 01.04.2023	Within the period of limitation as per the Relevant provisions of the Act
1(a). Create Pendency on System in all cases Set aside and Reopened Cases	Within 7 days of receipt of Order in Set Aside cases and as per procedure and time lines for 148A for reopened cases
1(b). Complete Assessments in all cases transferred u/s 144B (8) and pending as on 1st June 2023	Within the period of limitation as per the Relevant provisions of the Act
3. Compliance to any query from NaFAC seeking information, document, or any clarification during Faceless assessment/ Penalty proceedings	Within Five working days

C1. ASSESSMENT RELATED (FOR CENTRAL CHARGES)

I.	Time Limit for Completion of Time Barring Assessments	Timeline for Disposal
1.	Cases getting barred by limitation as on 31.03.2024	
(i)	25% of such cases to be completed by	30.09.2023
(ii)	70 % of such cases to be completed by	31.12.2023
(iii)	100 % of such cases to be completed by	31.03.2024

D. LITIGATION MANAGEMENT

1. Remand Reports	All pending Remand Reports as on 01-04-2023 to be submitted by 30.09.2023. Thereafter, all remand reports to be submitted within 60 days
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	(earlier 30 days) of the receipt of the requisition (c) Remand Reports under section 250(4) in stay granted matters to be submitted within 30 days.
2. ITNS 51	JAO to respond to ITNS 51 sent by the CIT (A)/Appeal Unit within 15 days.
3. Giving Effect to all Pending Appellate /Revision Orders	30.06.2023
4. Giving Effect to Appellate /Revision Orders	Within statutory time limit prescribed in the Income-tax Act, 1961 or within 3 months from the end of the month in which order is received, whichever is earlier
5. Issue of refund including interest from Proceedings other than section 143(1) of the Act, 1961.	1 Month
6. Decision on time limit seeking extension of time of tax payment or grant of instalment.	1 Month
7. Decision on petition seeking rectification	Within statutory time limit prescribed in the Income-tax Act, 1961 or within 3 months from the end of the date of receipt of application, whichever is earlier
8. Demand Stayed by Courts/ITAT	Identification of all the stay granted matters by 31-07-2023 & further action as per Chapter II

E. REDRESSAL OF GRIEVANCES

1. Grievances received from PMO/ FMO/ MPs/ CBDT/ any other high Priority source	Within 15 days of receipt by CBDT
2. Grievances received through CPGRAMS Online portal	Within 30 days of receipt by CBDT

3. Any other Grievances received directly by the Assessing Officer or Grievance Cell through any other source	Within 30 days of receipt from the date of receipt
4. Acknowledgement of communication received through electronic media or by hand	Within one week

F. AUDIT

1.	Receipt/ Revenue Audit	Brought forward pendency of Receipt/Revenue Audit Objections and Draft Paras – C & AG/LAR as on 01.04.2023	Final reply incorporating details of remedial action to be sent by 31.12.2023.
2.		Receipt/Revenue Audit (Major & Minor Objections received after 01.04.2023 and where Receipt /Revenue Audit objections have been accepted.	Remedial action to be initiated within 3 months and to be completed within a further period of 6 months from initiation as prescribed in Instruction No.07/2017 A. Interim reply to be sent within 3 months of receipt of audit objection. B. Final reply incorporating details of remedial action taken to be sent within further period off 6 months from initiation of remedial measures
3.		Receipt/Revenue Audit (Major & Minor) Objections received after 01.04.2023 and where the Receipt/Revenue Audit	Replies to the objections to be sent within 2 months of receipt of LAR as prescribed in Instruction No.07/2017

		objections have NOT been accepted.	
4.		Draft Paras of C&AG received during Financial Year	Report on Draft Paras to be sent through Pr. CCIT to the CBDT-Within 6 weeks of receipt of Draft para as prescribed in Instruction No.07/2017
5.	Internal Audit	Brought forward pendency of Internal Audit Objection as on 01.04.2023	Final reply incorporating details of remedial action taken for settlement to be sent through ITBA by 31.12.2023.
6.		Internal Audit Objections (Major) received on or after 01.04.2023 and where the Audit objections have been accepted.	<p>Remedial action to be initiated within 3 months and completed within further period of 6 months from initiation as prescribed in Instruction No.06/2017</p> <p>A. Interim reply to be sent through ITBA within 1 month of receipt of audit objection.</p> <p>B. Final reply incorporating details of remedial action taken for settlement to be sent through ITBA within 9 months of the receipt of the Audit Objection</p>
7.		Internal Audit Objections (Major) received on or after 01.04.2023 and where the Audit objections have NOT been accepted.	Replies to be Objections to be sent within 1 month or receipt of the Audit Objection as prescribed in Instruction No.06/2017.

8.		Internal Audit Objections (Minor) received on or after 01.04.2023 and where the Audit objections have been accepted.	Remedial action to be initiated within 3 months and completed within further period of 6 months from initiation as prescribed in Instruction No.06/2017 A. Interim reply to be sent through ITBA within 1 month of receipt of audit objection. B. Final reply incorporating details of remedial action taken for settlement to be sent through ITBA within 9 months of the receipt of the Audit Objection
9.		Internal Audit Objections (Minor) received on or after 01.04.2023 where the Audit objections have NOT been accepted.	Replies to the Objections to be sent through ITBA within 1 month of receipt of Audit Objection as prescribed in Instruction No.06/2017
10.	Disposal of references for Audit Certificates for disposal of reward claims [(For CIT(Audit))]	a) In pending references brought forward as on 1st April b) Other cases	31.07.2023 Within 01 month from the date of receipt of request from the concerned Pr. CIT
11.	Reference to TPO	1. The following time line for making a reference to TPO shall be adhered to i) when case is selected for	

		scrutiny on the CASS reason of TP Risk Parameters.	within 60 days from the end of the month in which notice u/s 143(2) is issued;
		ii) in set aside cases;	within 30 days from the date of receipt of set-aside order by the CIT/PCIT concerned
		iii) in all other cases,	within 30 days from the end of the relevant month, subject to statutory timelines, if any. (Action – PCIT /CIT concerned)
12.	Uploading of documents relating to Enforcement Action		
	Uploading / handing over of all Survey Reports (Preliminary / Final) completed on or after 01.04.2023 alongwith relevant documents including Impounding Order / Statements / Inventories / Working sheets including Impounded materials, etc.		– Within 60 days from the date of Survey
13.	CRIU/VU		
	Uploading of actionable information received from LEAs / any other authority on VRU / CRIU functionality		- Within 15 days of receipt
G. <u>PROSECUTION AND COMPOUNDING</u>			
Sr. No.	Key Result Area	Target /Activity	Time frame (by)
1.	Processing of cases of prosecution u/s.276CC for defaults in filing of return of income, already identified by	Completion of processing and filing of prosecution complaint in appropriate cases a) identified till 31.03.2023.	30.06.2023 (as per Interim Action Plan dated 11.04.2023)

	Systems Directorate or identified manually.	b) Identified during the year	Within 180 days
2.	(i)Processing of all cases where penalty has been confirmed by ITAT during FY.2022-23, for prosecution u/s 276C(1).	Completion of processing and filing of prosecution complaint in appropriate cases identified during the year	30.06.2023 (as per Interim Action Plan dated 11.04.2023)
	(ii)Processing of all cases where penalty has been confirmed by ITAT during the current year , for prosecution u/s 276C(1).	Completion of processing and filing of prosecution complaint in appropriate cases identified during the current year	Within 120 days from receipt of the order of ITAT.
3.	Processing of all cases of willful attempt to evade the payment of tax, penalty or interest u/s.276C(2)	Completion of processing and filing of prosecution complaint in appropriate cases- a) Identified till 31.03.2023.	30.06.2023 (as per Interim Action Plan dated 11.04.2023)
		b) Identified during the year	Within 180 days
4.	Other cases identified during the year	Identification of fresh cases by AO in each quarter and submission to Range head	Within 15 days of the end of each quarter (cases identified in first two quarters to be submitted by 31.10.2023.
		Processing of proposal and passing of sanction	By end of quarter immediately succeeding

		orders by Pr. CIT/CIT in appropriate cases	quarter in which proposal is received.
		Filing of prosecution complaints, complete in all respects	Within 30days of sanction accorded by Pr.CIT/CIT
5.	Identification of prosecution case pending in the respective Courts	Prosecution launched prior to 01.04.2018	30.09.2023
		Prosecution launched prior to 01.04.2013	
6.	Compounding	a) Disposal of all compounding applications pending as on 01.04.2023	30.06.2023 (as per Interim Action Plan dated 11.04.2023)
		b) Disposal of all compounding applications received during the year	Within 180 days of application

H (i) CENTRALIZATION (FOR JAO)

1. Sending Proposals for Centralization in all pending cases	31.08.2023
1A. Issue of centralization order in all cases pending as on 30th June, 2023	31.07.2023
1B. Issue of centralization order in all cases received from investigation wing	Within one month of receipt from Investigation Wing
2. Ensuring Transfer out of International Tax cases	31.08.2023

I. RELEASE OF ASSETS

Release of seized assets due for release as per section 132B	Within 3 months from the date of identification
6. Information from foreign jurisdictions	

Information should be sought only through ITBA by AO	1 month before last date of expiry of limitation period.
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4. Each AO shall pass at least 10 quality assessment orders during the year. Such cases shall be marked by AO in ITBA as Quality Orders.

Knowledge management and capacity building

1. Financial Statements of last published annual report and quarterly reports through the year, along with notes on accounts, of the top 100 listed Corporate cases to be studied/analyzed, based on which each Pr.CCIT/Pr.CIT to monitor Advance tax collections of their charges.
2. Each CCIT should recognize quality work done by her/his officers, in diverse areas such as collection, assessment, prosecution, outreach etc. Appreciation certificates and recommendation for regional/national level departmental award, Let us Share etc. should be made preferably through a committee to oversee these matters.
3. Each PCIT should organize at least three in-house workshops/seminars in a year for capacity building. Selected officers shall make presentations on important issues and discuss relevant case laws.
4. The Units should ensure that assessment orders passed in all cases should be (i) speaking orders, (ii) compliant with the principles of natural justice and (iii) having appropriate detailing and marshalling of facts and relevant legal provisions wherever additions/disallowances are being made.
5. The powers of review and inspection by the superior authorities should be utilized in an effective and timely manner as an instrument of ensuring quality assessments, and to bring out the strengths and weaknesses of the work practices being followed in the offices, including maintenance of registers and records and managing workload with a view to strengthen the administrative machinery.
6. Pr. CITs shall also send suggestions to the Regional Campuses (RCs) of National Academy of Direct Taxes (NADT) for training regarding their

specific needs so that the NADT-RCs can incorporate such needs in their programmes.

7. Pr. CITs shall continuously monitor, supervise and sensitize the units under them for adherence to the Central Action Plan.
8. Pr. CITs shall undertake a half-yearly and annual review of adherence to the Central Action Plan.

CHAPTER VII

INTERNATIONAL TAXATION & TRANSFER PRICING

I. INTERNATIONAL TAXATION

1. A Non-resident is liable to tax in India in a limited way; that is, only in respect of income sourced/ received in India. Taxability of income of a non-resident is decided as per source rules provided under the Income-tax Act and under the relevant provisions of the DTAA. Under subsection (2) of section 5 of the Act, a foreign company or any other non-resident person is liable to tax on income which is received or is deemed to be received in India by or on behalf of such person, or income which accrues or arises or is deemed to accrue or arise to it in India. Section 9 of the Act, thereafter, specifies certain types of income that are deemed to accrue or arise in India in certain circumstances.

2. The Cases of non-resident are assigned to charges under Pr. CCIT(International Taxation)

The key result areas and targets for the International Taxation and Transfer Pricing Vertical for F.Y. 2023-24 are as under:

A. BUDGET COLLECTION TARGETS:

1. Direct Tax Collection:

As allocated by the Pr. CCIT (IT) for FY 2023-24 based on the targets mentioned in Chapter I.

2. Reduction and Cash Collection of Arrear Demand:

As allocated by the CBDT/ Pr. CCIT for FY 2023-24 based on the targets mentioned in Chapter II.

B. TARGETS FOR TDS UNITS IN INTERNATIONAL TAXATION:

The targets will be same as mentioned in Chapter IX (Chapter on TDS).

C. ASSESSMENT:

1. It must be ensured that normally all scrutiny assessments are completed one month before the limitation date.

2. It should be further ensured that for the date of limitation of cycle of assessment being 31.03.2024, atleast 70% of the total cases are completed by 31.12.2023 and 100% of the total cases by 29.02.2024.
3. Each AO shall pass at least 10 quality assessment orders during the year. Such cases shall be marked by AO in ITBA as Quality Orders.

All other targets for the JAOs mentioned in Chapter VI will apply to AOs in International Taxation.

D. VERIFICATION OF HIGH-RISK REMITTANCE DATA

S. No	Key Result Area and Target/Activities	Time Frame
	International Taxation	
1.	<u>High Risk Foreign Remittance transactions captured in Form 15CA</u>	
1.1	High risk foreign remittance data in Form 15CA for FY 2020-21 and for FY 2021-22 to be pushed by the Directorate of Systems by Systems to AOs.	31.08.2023
2.	<u>High Risk Foreign Remittance transactions captured in Form 15CC</u>	
2.1	Constitution of Committee and review/ revision of Rules for selection of high risk foreign remittance data captured in Form 15CC for the purpose of para 2.2 below	- 31.08.2023
2.2	High risk data in Form 15CC for FY 2021-22 to be pushed by Systems to AOs	- 15.10.2023
3.	<u>High Risk 49C data</u>	
3.1	Finalisation of Rules for selection of high risk Form 49C data for the purpose of para 3.2 below	31.07.2023
3.2	High risk Form 49C data for FY 2021-22 to be pushed by Systems to AOs as per the Rules in item 3.1 above	31.08.2023
4.	<u>Verification of high-risk data</u>	

4.1	Verification of high-risk remittance data in Form 15CA for FY 2019-20 by AOs and initiation of action by AOs	31.08.2023
4.2	Verification of high-risk remittance data in Form 15CA for FY 2020-21 and initiation of action by AOs	30.11.2023
4.3	Verification of high-risk remittance data in Form 15CA for FY 2021-22 and initiation of action by AOs	31.01.2024
4.-4	Orders u/s 201(1)/201(1A) in all appropriate cases for FY 2019-20	31.12.2023
4. 5	Orders under Section 201(1)/ 201(1A) in all appropriate cases for F.Y. 2020-21	- 31.01.2024
4.6	Orders u/s 201(1)/201(1A) in all appropriate cases for FY 2021-22	31.03.2024
4.-7	Verification of data in Form 15CC pertaining to FY 2019-20	30.09.2023*
4.-8	Verification of at least 50% data in Form 15CC pertaining to FY 2020-21 and FY 2021-22	31.01.2023*
4.-9	Verification of data in Form 49C for F.Y. 2021-22	31.12.2023
6	Information from foreign jurisdictions	
	Information should be sought only through ITBA by AO	1 month before last date of expiry of limitation period.
7	Capacity Building Measures	
7.1	Regional Campuses of NADT in consultation with FT&TR Division should conduct workshop/training on “Exchange of Information”	Once in Every Quarter

* 15CC data to be verified as per SOP to be formulated by the Committee constituted by Pr. CCIT (IT), New Delhi in item 2.1 above by 31.08.2023.

ACTION ITEMS

1. Verification of high-risk remittance data in Form 15CA/CB

A large part of collections in international taxation charges comes from TDS, i.e. taxes withheld from remittances made to non-residents. The strategy to augment revenue through TDS requires a combination of proactive measures related to enforcement, capacity building and leveraging of available information. Experience gained from the verification of remittance data carried out in the past years has highlighted the need to apply more focused and effective risk parameters in selecting high-risk data for verification. Equally important is the need to process more current information and gradually progress to a state where high-risk information is identified, processed and acted upon on a real time basis. At the same time, the pending workload of earlier years needs to be finished first. The Action Plan in para D above has been accordingly formulated and FY 2022-23 has not been covered.

A set of revised risk parameters for selecting high-risk remittance data from Forms 15CA/CB was formulated in FY 18-19 by a team of officers nominated by Pr. CCIT(IT), in consultation with the Directorate of Systems. These parameters have been improved upon by the Committee already constituted by Pr. CCIT(IT) and applied to the data for FY 19-20 which has already been disseminated to the field formations. Revised rules for selection of high risk remittance cases from analysis of Form 15CA data have already been formulated. The data of high-risk remittances in Form - 15CA/CB for FY 2020-21 and FY 2021-22 is required to be identified by the Directorate of Systems in accordance with revised rules and made available to AOs by 31.08.2023.

(Action –Systems Directorate)

2. Processing of information in Form 15CC

With effect from 01.04.2016, the furnishing of information in Form 15CA has been classified into 4 parts- Part A, Part B, Part C and Part D. If the remitter/deductor certifies in part D of the form that the remittance is not

chargeable to tax under the Act, there is no requirement of furnishing other details of the transaction specified in Form 15CA/CB. Further, rule 37BB (3) provides a list of payments of specified nature that do not require submission of Forms 15CA and 15CB. It is therefore imperative that monitoring of such payments should be carried out to check misuse of these relaxations provided in the Rules. This would need processing of information contained in Form 15CC, which is a quarterly statement required to be filed electronically by every authorized dealer and provides basic details of all foreign remittances made through that dealer.

A set of revised risk parameters for selecting high-risk remittance data from Forms 15CC was formulated in FY 2021-22 by a committee nominated by Pr. CCIT (IT), in consultation with the Directorate of Systems. The Committee has already submitted its report. Data for FY 2019-20 & FY 2020-21 has already been disseminated to the field authorities. It is planned to review the risk parameters for Form 15CC for FY 2021-22 as per Action Plan item 2.1 in para D above. The Selected data for FY 2021-22 shall be made available to the Assessing Officers by the Directorate of Systems by 15.10.2023 who will then complete verification and take action in accordance with the SOP.

An SOP for risk-based analysis of Form 15CC data is being formulated by the Committee set up by Pr. CCIT(IT) in consultation with Directorate of Systems.

(Action – PCCIT (IT) & Systems Directorate)

3. Analysis of data in Form 49C (Liaison offices)

Information in Form 49C is required to be filed electronically by Non-residents having Liaison office(s) in India. It is an annual return, to be filed in pursuance of Section 285 of the Act and within 60 days from the end of the financial year in accordance with Rule 114DA. Form 49C is a strong tool for procuring information about the activities of Liaison Offices, so as to verify the claim of the non-resident that its activities in India are not taxable.

Rules for selection of high risk Form 49C data for FY 2021-22 are to be formulated by 31.07.2023 and accordingly, data for FY 2021-22 is to be pushed

by Directorate of Systems to AOs by 31.08.2023 (items 3.1 & 3.2 of para D above).

(Action –Systems Directorate & All AOs)

4. Action taken on uploaded Information on “Verification Module” of Insight portal u/s148/148A:

Cases pushed to the AOs as per Risk Management Strategy formulated by the CBDT for the high-risk cases- Verification report upload (VRU) and Case Related Information upload (CRIU) on verification module of insight portal need to be taken up for appropriate action. Proceedings u/s 148A and 148 are to be initiated by respective assessing officers on such information within the prescribed statutory time limits mentioned under the Act.

(Action – All AOs)

5. Certificate/determination under section 197 or 195

These certificates and orders should be issued expeditiously and in any cases within one month from the date of receipt of application.. Certificates u/s 197 and 195(2) of the Act are compulsorily required to be issued on TRACES and offline applications should not be entertained. Where orders under section 195 are passed determining an amount of tax to be deducted, a copy of the order should be endorsed to the Assessing Officer of the deductor for the purpose of section 40(a)(i) of the Act.

W.e.f. AY 2023-24, Annual Tax Statement (Part X) (erstwhile Form 26AS-Part G) reflects various TDS/TCS demands raised by the CPC(TDS) on processing of TDS/TCS statements in respect of TANs mapped with the PAN. Aggregated TDS Compliance view is also available in form of MIS reports to field TDS Officers (Range Heads and above) on the AO Portal of the CPC(TDS). In addition, demand outstanding against PAN of the applicant is also available on the system. The same has also been made available in the functionality for issuance of Lower/Nil Deduction Certificates on the TRACES AO portal. These features will help the AOs in visualizing the demands against the tax payer, and should be used for recovery and also while considering issuance of certificates u/s 197/195 of the Act.

[Action – All AOs (TDS)]

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6. All cases of individuals and foreign companies who have mentioned their residential status as ‘Non-resident’ in their Returns of Income for A.Y. 2022-23 should be pushed to the respective Assessing Officers of International Taxation by - 31.08.2023 by the Systems Directorate.

(Action – Systems Directorate)

II. TRANSFER PRICING

In a globalised world, Transfer Pricing provisions of the Income-tax Act and relevant rules are key instruments to protect the tax base while not hampering foreign direct investment and cross-border trade. These provisions have been updated regularly in tune with the emerging standards and consensus at the global level. CBDT Instruction No. 3/2016, requires an Assessing Officer to refer international as well as specified domestic transactions to the Transfer Pricing Officer for Transfer Pricing Audit under specified circumstances.

2. Targets for different areas of work are as under-

Sl No.	Key Result Area	Target and Timelines	Officer concerned
(i)	Completion of the exercise related to the assignment of cases to Additional/Joint CsIT (TPOs) for AY 2021-22	- by -31 st July -2023	CCsIT (IT)
	(a) Framing of guidelines for assignment by the CCsIT (International Taxation)		
	(b) Assignment of cases by the CsIT (TP) on the basis of the extant guidelines.	- -by 15 th August 2023.	CsIT(IT&TP/TP)

(ii)	Completion of Transfer Pricing audits for A.Y. 2020-21	- 100%, atleast a week prior to the limitation date	TPO and Approving authority
(iii)	Completion of Transfer Pricing Audits for A.Y. 2021-22	- -25% by 31 st August, 2023 - 50% by 30 th September, 2023 - 100%, atleast 10 days prior to the limitation date	TPO and Approving authority
(iv))	Transfer Pricing Audits for A.Y. 2022-23	- Questionnaire to be sent in all TP audit cases by 31 st March 2024. - 25% cases to be completed by 31 st March 2024.	TPO and Approving authority
(v)	Completion of Set Aside & Reopened Cases	- - - 100%, atleast 10 days prior to the limitation date	TPO and Approving authority
(vi)	Compliance Audit Report U/R 10P	- Must be submitted to the CIT within 5 months from the end of the month in which form 3CEF is received by TPO	TPO
(vii)	Audit Objections	- As per the target set for JAO	TPO
(viii)	Submission of comments on the Transfer Pricing issues involved in the appeal	- - - Within 21 days of the receipt of the appeal order by the transfer pricing officer from the Assessing Officer. These timelines shall be subject to timelines, if any, as per CBDT's instructions.	TPO & CIT(TP/IT&TP) concerned

3. Each TPO shall pass at least 10 quality TP orders during the year. Such cases shall be marked by TPO in ITBA as Quality Orders.

4. The following time line for making a reference to TPO shall be adhered to

- i. within 60 days from the end of the month in which notice u/s 143(2) is issued, when case is selected for scrutiny on the CASS reason of TP Risk Parameters.
- ii. in set aside cases, within 30 days from the date of receipt of set-aside order by the CIT/PCIT concerned

- iii. in all other cases, -within 30 days from the end of the relevant month, subject to statutory timelines, if any.

(Action –CIT concerned)

5. Request for provision of comments by the TP wing on TP issues for filing appeals before Hon. ITAT/High Court:

- to be sent within two weeks of the receipt of the order by the office of the PCIT/CIT concerned through CIT(TP/IT&TP) concerned

(Action – AO & CIT concerned)

6. -The System Wing should ensure that

- (i) Within one month of selection of case for TP Audit, the TPO gets access to 3CEB Report, ITR along with financial statements, Master File, and Country by Country Report, if applicable. Simultaneous access of these records to be made available to the senior authorities in the hierarchy involved in the TP Audit, keeping in view the Instruction/Guidelines of the Board in this regard.

- (ii) In case the TPO has not received any of the documents mentioned in (i) above, it should provide the same within 30 days of receiving a letter from the TPO.

- (iii) Maintenance of database of International Transactions and Specified Domestic Transactions, as per Para 6 of Instruction No.3/2016 dated 10/03/2016.

(Action – CIT (ITBA), ADG System 2,3)

Knowledge Management and Capacity building

- 1.** Each CCIT should recognize quality work done by his officers, in diverse areas such as collection, assessment, prosecution, outreach etc. Appreciation certificates and recommendation for regional/national level departmental award, Let Us Share etc. should be made preferably through a committee to oversee these issues.

2. Each CCIT should organize at least four in-house workshops/ seminars in a year for capacity building. Officers shall make presentations on important issues and discuss relevant case laws.
3. The assessment orders passed in all cases should be (i) speaking orders **on the basis of accurate delineation and marshalling of facts**, (ii) compliant with the principles of natural justice and (iii) after considering relevant legal provisions wherever additions/disallowances are being made. Similarly, Penalties should be decided in judicious and fair manner.
4. The powers of review and inspection by the superior authorities should be utilized in an effective and timely manner as an instrument of ensuring quality assessments as per schedule issued by CBDT.
5. CsIT shall also send suggestions to Regional Campus of National Academy of Direct Taxes (NADT) for training regarding their specific needs so that the Regional Campuses of NADT can incorporate such needs in their programmes.
6. CsIT shall continuously monitor, supervise and sensitize the Units under them for adherence to Central Action Plan.
7. CsIT shall undertake a half-yearly and Annual review of adherence to Central Action Plan.

CHAPTER VIII EXEMPTIONS VERTICAL

1. Assessment of exempt entities:

Since the assessment functions for charitable entities is now undertaken by the Faceless Assessment Units, the targets set for the Faceless Assessments Units [Chapter V] shall apply for the assessment of charitable entities as well.

2. Grant of provisional registration/ provisional approval/ registration/ approval to charitable entities:

Central Board of Direct Taxes has authorized the Director of Income Tax (Centralized Processing Centre), Bengaluru for issuing Unique Registration Number (URN) to all charitable entities and for receiving applications and passing orders granting provisional registration or registration or provisional approval or approval in Form No. 10AC under sub-rule (5) of rule 2C of the rules, sub-rule (5) of rule 11AA of the rules or sub-rule (5) of rule 17(A) of the Rules. Further, the applications in Form no. 10AB for regular registration or regular approval are now made available on CPC 2.0 portal which need to be processed by the jurisdictional CIT(Exemptions).

S. No	Scenario	Limitation for Grant of URN & Registration / Provisional Registration / Approval / Provisional Approval
I.	<u>Approval under Section 10(23C)</u>	
(a)	Institution's approval is about to expire and applied under clause (ii) of the first proviso of section 10(23C)	Within 6 months from the end of the month in which the Application is received
(b)	Institutions where approval is provisional and applied under clause (iii) of the first proviso of section 10(23C)	Within 6 months from the end of the month in which the Application is received

(c)	In any other case under clause (iv) of the first proviso of section 10(23C)	Within 1 month from the end of the month in which the Application is received
(d)	Institutions whose activities have not commenced and applied for provisional registration under sub clause (A) of clause (iv) of the first proviso of section 10(23C)	Within 1 month from the end of the month in which the Application is received
(e)	Institutions whose activities has already commenced and applied for regular registration under sub clause (B) of clause (iv) of the first proviso of section 10(23C)	Within 6 months from the end of the month in which the Application is received
II.	Registration under section 12AB	
(a)	Trust or Institution is registered under section 12AB and the period of the said registration is due to expire. Institutions applied under sub-clause (ii) of clause (ac) of section 12A(1)	Within 6 months from the end of the month in which the Application is received
(b)	Trust or Institution has been provisionally registered under section 12AB and applied under sub-clause (iii) of clause (ac) of section 12A(1)	Within 6 months from the end of the month in which the Application is received
(c)	Registration of the Trust or Institution is inoperative due to provisions of section 11(7) of the Act and applied under sub-clause (iv) of clause (ac) of section 12A(1) [Registration u/s 12A or 12AA shall be inoperative from the date on which the Trust or Institution is approved under clause (23C) of section 10 or notified under clause (23EC),(46),(46A) of section 10 of Income-tax Act, 1961]	Within 6 months from the end of the month in which the Application is received
(d)	Trust or Institution has adopted or undertaken modifications of the objects which do not conform to the conditions of registration Granted and applied under sub-clause (v) of clause (ac) of section 12A(1)	Within 6 months from the end of the month in which the Application is received

(e)	Any Other case under sub-clause (vi) of clause (ac) of section 12A(1)	Within 1 month from the end of the month in which the Application is received
(f)	Institutions whose activities have not commenced and applied for provisional registration under sub clause (A) of sub-clause (vi) of clause (ac) of section 12A(1)	Within 1 month from the end of the month in which the Application is received
(g)	Institutions whose activities has already commenced and applied for regular registration under sub clause (B) of sub-clause (vi) of clause (ac) of section 12A(1)	Within 6 months from the end of the month in which the Application is received
III.	Cancellation of registration u/s 12A / 10(23C)	
(a)	Issue of notice in cases where intimation about the “specified violation” is received from the Assessing Officer under the second proviso of sub-section (3) of section 143 / suo-moto u/s 12AB(4) or Fifteenth proviso to Section 10(23C).	Within 3 months from the end of the month in which the intimation is received.
(b)	Passing of order of rejection and also cancelling registration or dropping the proceedings u/s 12AB(4) or Fifteenth proviso to Section 10(23C).	Within 6 months from the end of the quarter in which the notice was issued.
IV.	<u>Approval u/s.80G(5)</u>	
(a)	Trust or Institution is Approved under section 80G and the period of the said approval is due to expire. Institution applied under clause (ii) of first proviso to section 80G(5)	Within 6 months from the end of the month in which the Application is received
(b)	Trust or Institution has been provisionally approved under section 80G and applied under clause (iii) of first proviso to section 80G(5)	Within 6 months from the end of the month in which the Application is received

(c)	Any other case under clause (iv) of first proviso to section 80G(5)	Within 1 month from the end of the month in which the Application is received
(d)	Institutions whose activities have not commenced and applied for provisional approval under sub clause (A) of clause (iv) of first proviso to section 80G(5)	Within 1 month from the end of the month in which the Application is received
(e)	Institutions whose activities has already commenced and applied for regular approval under sub clause (B) of clause (iv) of first proviso to section 80G(5)	Within 6 months from the end of the month in which the Application is received
V	Information from foreign jurisdictions	
	Information should be sought only through ITBA by AO,	1 month before last date of expiry of limitation period

[Action: DIT(CPC), Bengaluru, All CsIT(Exemptions)]

3. Disposal of petitions seeking condonation of delay in filing Form 9A/Form 10/Form 10B/Form 10BB

CBDT has, under section 119 of the Act, authorised CsIT (Exemptions) to admit and dispose of petitions seeking condonation of delay in filing Form 9A/ Form 10 /Form 10B / Form 10BB in respect of the relevant Assessment Years. These petitions may be disposed of within the timelines specified in the extant Circulars issued by the CBDT.

Consequential rectification by JAO (Exemptions):

(a) The JAOs (Exemptions) shall ensure passing of consequential orders suo moto within 30 days from the end of the month in which the order condoning such delay is passed by the CIT (Exemptions) to clean the demand held up due to pending delay condonation application.

(b) All the targets for JAOs mentioned for Jurisdictional Charges [Chapter VI] shall apply to JAOs (Exemptions).

[Action: All JAOs (Exemptions)]

4. Transfer of jurisdiction:

The database of PANs not pertaining to the Exemptions jurisdiction,

but lying in Exemptions Charges shall be made available by CIT (CPC), Bengaluru to Pr.CCIT (Exemptions), New Delhi by 31.08.2023, so that PANs in all such cases can be transferred by the Exemptions charges to the correct jurisdiction.

Similarly, database of PANs of persons (Trusts / Companies / AOPs) claiming Exemption under clauses (21), (22), (22A), (22B), (23), (23A), (23AAA), (23B), (23C), (23F), (23FA), (24), 46A and (47) of section 10, section 11, section 12, section 13A and section 13B of the Income-tax Act, 1961 but not under the jurisdiction of CIT (Exemptions) shall be made available by CIT (CPC), Bengaluru to Pr. CCIT (Exemptions), New Delhi by 31.08.2023 so that PANs in all such cases can be transferred to the jurisdiction of the relevant CIT(Exemptions).

This exercise of transfer of jurisdiction may be completed by 30th September, 2023. Physical records/old records are also required to be transferred immediately upon transfer of a particular case from or to Exemptions charge, as the case may be.

[Action: DIT(CPC), Bengaluru, All CsIT(Exemptions)]

5. Database of exempt entities:

A new searchable URN database of charitable entities granted provisional registration or registration or provisional approval or approval under various sections of the Act needs to be updated frequently on the official website of the Income-tax Department.

A database of exempt institutions granted provisional registration or registration or provisional approval or approval in Form 10AC & Form 10AD and issued URNs may be updated regularly every month so that information in the public domain is available up to date.

[Action: DIT(CPC), Bengaluru & CIT(ITBA)]

6. Tax Payer Awareness – Outreach programme:

Outreach programmes should be conducted regularly to ensure tax

payer awareness so as to reduce grievances and ensure better voluntary compliance. At least two outreach programmes should be conducted in each quarter. The CsIT(Exemptions) having multi-station Ranges shall conduct such programs at different stations.

[All CsIT(Exemptions)]

7. In house training of officers:

Keeping in view that the Exemption Charge is unique & “niche” sector of Income-tax Administration, and performs specialized function under altogether different legal & enforcement work environment, it requires in- depth knowledge and capacity building on regular basis as the income-tax provisions to deal with exemption cases are unique and code in itself. Considering the same, at least one in-house workshop and webinar for developing domain expertise amongst the Officers shall be conducted in each quarter.

[All CsIT (Exemptions)/Pr.CCIT(Exemptions)]

8. Apart from the targets discussed in Paras supra, the targets for Exemptions charge and timelines for the same are as under

Sl. No	TARGET/ACTIVITY	TIME FRAME
1	Transfer of PAN jurisdiction to and from Exemptions	30.09.2023
2	Updating of Charitable Entities Database on the Official website	31.08.2023 and thereafter on monthly basis. (Action point : Systems Directorate)
3	Verification of all cases approved u/s 35(1)(ii)/(iii) with regard to the compliance of requirements of rules 5D(5)/5E(4A)	By 31.08.2023 for the pending cases as on 01.04.2023, and within four months from the end of the month in which return of income is filed by the assessee in all other cases.

3a	Processing of all the pending applications in Form 3 CF for seeking approval u/s 35(1)(ii)/(iii) of the Act.	Reports in all the pending applications filed till 31.03.2023 to be submitted to Member (IT & R), CBDT by 31.07.2023. For applications filed on or after 01.04.2023, reports to be submitted as per time period prescribed in Rule 5C(8) of the Rules.
4	References received in the office of the CIT (Exemptions) for withdrawal of approval under section 10(23C) (iv), (v), (vi) or (via) of the Act or for registration under section 12AB or for rescinding of notification u/s 10(21), 10(22B), 10(23A), (1023B) in terms of first and second proviso to section 143(3) of the Act by the FAOs /suo-motu	<p>References received up to 31.03.2023 but pending as on 01.04.2023:</p> <p>First notice to be issued by 30.07.2023. Order to be passed by 31.12.2023.</p> <p>References received on or after 01.04.2023:</p> <p>First notice to be issued within 3 months from the end of the month in which reference /intimation is received.</p> <p>Order to be passed before expiry of the period of six months, calculated from the end of the quarter in which the first notice is issued by the CIT(Exemptions) under clause (i) of fifteenth proviso to section 10(23C) or section 12AB(4).</p> <p>In respect of rescinding of notification, the proposal shall be forwarded by the CIT(Exemptions) to the approving authority within one month from the end of the month in which proposal is received.</p>

5	Disposal of proposals for cancellation of registration u/s 12A by invoking provisions of section 12AB (4) and 12AB (5) / suo-motu	<p>Proposals received up to 31.03.2023 but pending as on 01.04.2023: First notice to be issued by 30.07.2023. Order to be passed by 31.12.2023.</p> <p>Proposals received on or after 01.04.2023: First notice to be issued within 3 months from the end of the month in which the proposal / intimation is received.</p> <p>Order to be passed before expiry of the period of six months, calculated from the end of the quarter in which the first notice is issued by the IT(Exemptions) under clause (i) of sub-section (4).</p>
6	Disposal of applications of condonation of delay in filing Form No 9A / 10 / 10B / 10BB.	<p>(i) All pending applications as on 01.04.2023 may be disposed by 31.07.2023.</p> <p>(ii) All new applications may be decided within three months from the end of the quarter in which the application is received, as per schedule in Para 3 supra.</p>
7	Grant of URN & provisional registration or registration or provisional approval or approval under various sections of the Act as per the Amended Scheme	As per the schedule in Para 2 supra.
8	Giving Consequential Effect to the Condonation of delay granted by CIT (Exemptions)	(i) The JAOs (Exemptions) shall ensure passing of consequential orders <i>suo motu</i> within 30 days from the end of the month in which the order condoning such delay is passed by the CIT (Exemptions).
9	In cases where registration u/s 12A has been cancelled after 01.06.2016, it may be ensured that in appropriate cases, where no appeal is filed against the cancellation order or where cancellation order is upheld by ITAT, provisions of section 115TD are invoked	<p>(i) In a case where no appeal has been filed - within 3 months from the end of the month in which the period for filing appeal expires.</p> <p>(ii) In a case where ITAT upholds the cancellation order - within 3 months from the end of the month, in which the ITAT order is received by the CIT (Exemptions).</p>

10	Completion of consequential actions, viz. verifications / issuance of order granting registration / approval u/s 12A /10(23C)/80G(5) in pursuance of directions / orders of Appellate authorities.	Within 6 months from the end of the month in which the appellate order is received by the CIT(Exemptions).
11	Decision on application for recognition / approval to provident fund / superannuation fund / gratuity fund.	Within 3 months from the end of the month in which application is received.
12	Processing of application for grant of approval to a Hospital under clause (ii)(b) of First Proviso to Section 17(2)(viii) of I T Act, in respect of medical treatment of prescribed diseases.	(i) Reports on all pending applications as on 01.04.2023, may be submitted to the PCCIT(Exemptions) by 31.07.2023. (ii) Reports on subsequent applications may be submitted within 3 months from the end of the month in which the directions from the PCCIT(Exemptions) office are received.
13	Replies to Audit in respect of Audit Objections raised by IAP /RAP.	Within 1 month from the date of receipt of Audit Objection.
14	Outreach programmes for tax payer awareness	02 in each quarter.
15	In-house training of Officers	01 in each quarter.

Knowledge Management and Capacity building

1. Each CCIT should recognize quality work done by his officers, in diverse areas such as collection, assessment, prosecution, outreach etc. Appreciation certificates and recommendation for regional/national level departmental award, Let Us Share etc. should be made preferably through a committee to oversee these issues.

2. Each CCIT should organize at least four in-house workshops/ seminars in a year for capacity building. Officers shall make presentations on important issues and discuss relevant case laws.
3. The assessment orders passed in all cases should be (i) speaking order **on the basis of accurate delineation and marshalling of facts**, (ii) compliant with the principles of natural justice and (iii) after considering relevant legal provisions wherever additions/disallowances are being made. Similarly, Penalties should be decided in judicious and fair manner.
4. The powers of review and inspection by the superior authorities should be utilized in an effective and timely manner as an instrument of ensuring quality assessments as per schedule issued by CBDT.
5. CsIT shall also send suggestions to Regional Campus of National Academy of Direct Taxes (NADT) for training regarding their specific needs so that the Regional Campuses of NADT can incorporate such needs in their programmes.
6. CsIT shall continuously monitor, supervise and sensitize the Units under them for adherence to Central Action Plan.
7. CsIT shall undertake a half-yearly and Annual review of adherence to Central Action Plan.

CHAPTER IX

TAX DEDUCTED AT SOURCE (TDS)

The share of TDS collection in the All India Total Net Collection is a significant percentage which is increasing every year. This has been possible largely due to placing TDS as an important tool to combat tax evasion. TDS is non-intrusive, but extremely powerful instrument to check tax evasions and augment our revenues and also help in identifying new tax payers, thereby keeping a tab on domestic base erosion and profit shifting. TDS compliance also helps naturally in widening and deepening of tax base. TDS has seen a steady growth in all facets over the years, supplemented by well thought of amendments to plug breakage of revenue in contemporary emerging areas by introducing tax withholding provisions for income from online gaming, crypto currencies etc. TDS also provides a whole lot of information which enables data mining and analysis to be utilized by the other wings of the department extensively. Thus, the emphasis rightly on TDS to boost its collection and exceed the targets allocated.

2. The action items are laid down as guidance to the field officers though they may formulate area specific strategies as per specific local needs and priority. Where no local need specific changes are made, the key result areas and action to be taken are to be followed. These are as under:

Sl. No	Key Result Area	Target/Activity	Action to be taken by	Time frame by
1	To ensure compliance by Govt. Principal Account Officers/ Deductors	(a) Reconciliation of TDS reported by AINs with payments through OLTAS by State AGs based on report available on TRACES portal	CIT (TDS)	One month after the end of due date of filing TDS statement
		(b) Notices to AIN defaulters and cleaning up of AIN database by getting the data of AINs who are non-filers/have requested for closure	AO (TDS)	31.12.2023

		(c) Identification of defunct Government TANs (i.e. Government TANs which have not filed TDS returns for the last 4 quarters) and sending notices and deactivation of defunct TANs	AO (TDS)	31.12.2023
2	Collection and reduction of demand (Arrear Demand)	(a) 5% of Manual uploaded demand as on 01.04.2023.	AO (TDS)	31.03.2024
		(b) 20% of short payment demand as on 01.04.2023 (System Generated)	AO(TDS)	31.03.2024
		(c) 30% of Late Payment Interest Demand as on 01.04.2023 (System Generated)	AO (TDS)	31.03.2024
		(d) 25% of Late Filing Fees demand as on 01.04.2023	AO (TDS)	31.03.2024
		(e) Disposal of stay applications	AO(TDS)/ CIT(TDS)	Within one month from the end of the month in which the application was filed
		(f) Disposal of rectification applications for rectification of demand and communication of rectified demand	AO(TDS)	Within two months from the end of the month in which the application was filed or as per statutory time limit, whichever is earlier.
		(g) Classification of arrear demand as on	AO(TDS)	By the end of every month

		01.04.2023 as collectible demand or of demand difficult to recover and furnishing of progressive status report by the AO to the Supervisory Authority		
		(h) Uploading of Manual Demand on TRACES Portal	AO(TDS)	<p>(i) All the manual demands raised till 31.03.2023 should be uploaded on TRACES portal by 30.06.2023;</p> <p>(ii) Any new manual demand raised in F.Y. 2023-24 should be uploaded within 5 working days on TRACES portal.</p>
		(i) Tagging of Unconsumed Challans	AO(TDS)	At least 15% of available unconsumed challans as on 01.04.2023 pertaining to last Four F.Ys (F.Y.2019-20 to F.Y.2022-23) has to be tagged by 31.03.2024
3	Collection and reduction of demand (Current Demand)	(a) Collection of 20% of demand in cases where appeal is filed as per CBDT's guidelines issued in this regard from time to time.	AO (TDS)	31.03.2024
		(b) Disposal of stay applications	AO (TDS) / CIT (TDS)	Within one month from the end of the month in which the application was filed

		(c) Disposal of rectification applications for rectification of demand and communication of rectified demand	AO (TDS)	Within two months from the end of the month in which the application was filed
		(d) Classification of current demand as collectible demand or demand difficult to recover and furnishing of progressive status report by the AO to the Supervisory Authority	AO (TDS)	Within 180 days of demand fallen due
4	Capacity Building of Stakeholders	(a) Organize focused sector specific and provision specific TDS awareness seminars, webinars, outreach programmes including for Government deductors associations, professional organizations, state and district administration.	Addl.CIT/ JCIT (TDS)	At least 10 in a year through physical mode and online platform. Outreach Programmes to be conducted covering various sectors inter-alia including the deductors from Local Bodies, State Government, trade/ business associations and PSUs as well as covering newly introduced provisions including those as highlighted in para no.10(g), 10(h) and 10(i) of action items of this chapter.
		(b) Conducting Minor TDS Awareness Programmes, webinars, outreach programmes	AO (TDS)	At least 10 in a year including the use of online platform
		(c) Corporate connect for TDS compliance by CIT(TDS) for		At least 3 in a year

		PANs mapped to respective TDS charges.	CIT(TDS)/CPC(TDS)	
		(d) Training and feedback on legal, technical aspects also about new functionalities on TRACES to field formations through partnership with Regional Campuses of NADT/MSTU/CPC (TDS)	CIT(TDS)	At least two in a year.
		(e) Conducting capacity building Programmes on TDS provisions for the Officers and Officials especially after joining of officers/officials after the Annual General Transfers	Range Head	At least two in a year
5	Enforcement Action	(a) Surveys u/s 133A(2A) of the Act/Spot Verification	AO(TDS)	CCIT (TDS) to issue guidance as per the prevailing situation in a city. All surveys/spot verification are to be undertaken with prior approvals as per instruction/guidance issued in this regard.
		(b). Online TDS Verification	AO(TDS)	At least 50 online TDS verifications have to be completed based on the list of information made available to the AO by CPC(TDS).

				<p>(i) All the online TDS verifications pending as on 31.03.2023, should be completed by 30.09.2023;</p> <p>(ii) All the new online TDS verifications initiated in FY 2023-24 should be completed within 6 months of initiation;</p> <p>(iii) Pending cases where proceedings u/s 133(6) has already been initiated in preceding year(s) based on manual analysis of TDS variations / information should be completed by 30.09.2023</p>
		(c) Passing of Order u/s 201 and 201(1A) in all appropriate cases preferably in TRACES portal including Survey cases for all the financial years having same issue.	AO (TDS)	<p>Within 6 months from the end of the month in which Survey took place or before the end of Financial Year in which survey is conducted,</p> <p>whichever is later, preferably in TRACES portal.</p>
		(d) Passing of 201(1)/201(1A) orders preferably in TRACES portal	AO (TDS)	<p>50 % of brought forward cases as on 01.04.2023 pertaining to F.Y.2020-21 & earlier years on priority by 31.12.2023, preferably in TRACES portal. 100% of brought forward cases as on 01.04.2023 pertaining to F.Y.2020-21 & earlier years on priority</p>

				by 31.3.2024, preferably in TRACES portal.
		(e) Verifications of mismatch in 3CD reports and TDS returns in top 100 cases in each CIT charge	Addl. CIT TDS	By 31.03.2024.
6	Tax Payer Services	(a) Disposal of application for Nil/Lower rate TDS certificate u/s. 197.	AO(TDS)	30 days from the day of receipt by the AO.
		(b) Disposal of applications related to TDS mismatch grievance, Challan Correction, TAN closure/ Refund approval pending as on 01.04.2023	AO(TDS)	By 31.08.2023
		(c) Disposal of Applications related to TDS mismatch, Challan Correction, TAN closure/ Refund approval received during the year	AO (TDS)	Within 60 days from the end of the month when application is received
		(d) All eligible brought forward & pending rectifications as on 01.04.2023	AO (TDS)	To be monitored by the supervisory authority to ensure compliance and send the report within the fortnight. CIT to review and submit report on regular basis.
7	Audit Compliance	Action of observations/ objections raised in	AO (TDS)	

		Internal and Revenue Audit (i) in respect of audit objections pending as on 01.04.2023 (ii) In respect of other objections received during the year		(i) By 31.08.2023 (ii) As per the time lines given in the Audit Manual.
8	Prosecution & Compounding	(a) Processing of identified cases for prosecution u/s 276B/BB in accordance with Scheme approved by disseminated to CsIT (TDS)	CIT (TDS)	a) Identified till 31.03.2023: a) 30.06.2023 Identified during the year- within 180 days from the date of dissemination
		(b) Identification of potential cases for prosecution as a result of survey or other information or verification or proceedings carried out in F.Y. 2022-23 & earlier years.	CIT (TDS) with Addl. CIT (TDS) and AO (TDS)	30.06.2023
		(c) Dispose of all pending prosecution proposals received up to 31.03.2023	CIT(TDS)	30.06.2023
		(d) AOs to timely submit the compounding reports	AO (TDS)	Compliance of timeline given in compounding guidelines to be adhered to
		(e) Issue of notices u/s 2(35) to Principal Officers and sending proposals in Form-T		a) Identified till 31.03.2023: 30.09.2023

		to CIT(TDS) in cases prosecution identified and disseminated by CPC(TDS) and identified by field AO (during current year and earlier) up to 2021-22		b) Identified during the year-
		(f) Filing of complaint in all the cases where order u/s 279 is passed by the CIT (TDS) and no compounding application has been filed		Timelines for submitting prosecution proposal according sanction/ launching prosecution to be adhered to as per the extant guidelines
		(g) Identification of prosecution cases pending in the respective courts	Prosecution launched prior to 01.04.2018	30.09.2023
		(h) Finalization of Compounding Proposals <ul style="list-style-type: none"> • pending as on 31.03.2023 • received during the year 	CCIT/CIT (TDS)	Identified till 31.03.2023: 30.06.2023 Identified during the year- within 180 days of receipt of application
9	TRACES Tickets	Settlement of Tickets	AO(TDS) /CPC(TDS)	i) Settlement of Tickets pending as on 01.04.2023 – by 30.06.2023 (ii)Settlement of Tickets raised during the year –

				within 90 days of raise of tickets
10	Providing reports	<p>(a) Top 100 cases per AO in CIT (TDS) charge of current demand.</p> <p>(b) Top 100 cases per AO in CIT(TDS) charge of short payment demand</p> <p>(c) Top 100 cases per AO in CIT(TDS) charge of late payment interest demand.</p> <p>(d) Top 100 cases per AO in CIT(TDS) charge of late filing fees.</p>	CPC (TDS)	By 15th of every month
		(e) Furnishing of report on TDS defaults reported in point no.21&34 of Form No.3CD for the A.Y.2022-23 by CPC(ITR) to CPC(TDS) or alternatively to CIT(ITBA) for further dissemination to TDS AOs.	CPC(ITR)/ CPC(TDS)/ CIT(ITBA)	By 31.10.2023.
		(f) Furnishing of report on TDS defaults reported in point no.21&34 of Form No.3CD for the A.Y.2023-24 by CPC(ITR) to CPC(TDS) or alternatively to	CPC(ITR)/ CPC(TDS)/ CIT(ITBA)	Within two months of last date for filing of return for corporate taxpayers.

		CIT(ITBA) for further dissemination of TDS AOs.		
1	Budget	Issue of notices in decline cases where decline percentage is more than 50%	AO	By 20th of every month
1	Collection	Ensuring the compliance of TDS deduction as per the latest TDS sections introduced in the Finance Acts including those as highlighted in para no.10(g), 10(h) and 10(i) of action items of this chapter. through seminars/outreach/verification	AO	31.12.2023
		Sectoral Analysis and identification of potential sectors and reach out to assessee of such sector through outreach and seminars	Range Head	31.12.2023
12	Information from foreign jurisdictions			
		Information should be sought only through ITBA by AO, if any		1 month before last date of expiry of limitation period.

ACTION ITEMS

3. DEMAND COLLECTION/REDUCTION:

AOs shall ensure that all the manual demand raised as a result of passing of orders u/s 201/201(1A), penalty, compounding fee etc. is compulsorily

updated on TRACES portal, before **30.06.2023**. In case where there is a duplicate/erroneous demand, the same should be reconciled with CPC (TDS) by **31.12.2023** and effect of the same should be given.

It is advisable that orders u/s 201/201(1A), penalty orders etc. are passed on the TRACES AO Portal. Further all the orders u/s 201/201(1A), penalty orders etc. consequent to survey actions should be passed for all the years of one assessee on TRACES AO Portal.

In all the cases where the company is under liquidation or has been admitted to the National Company Law Tribunal (NCLT), claim of the department in appropriate form should be filed before NCLT as per target date mentioned for JAOs.

It is seen that large number of demands are shown as outstanding in the system pertaining to FY 2007-08 onwards, whereas there also exist a number of unconsumed challans. The AOs should make efforts to match these unconsumed challans by tagging the same following prescribed procedure. The AOs should generate the list of defaulters from TRACES and issue letters to them. In case of challans pertaining to earlier years which are unconsumed but have been frozen by CPC (TDS), AOs can unfreeze the challans using the functionality available on AO portal and the relevant demand can then be tagged with the challans.

CIT-CPC shall ensure that reports required by field formation are updated and available for download by 31.07.2023 for arrear demands that are outstanding as on 01.04.2023.

W.e.f. AY 2023-24, Annual Tax Statement (Part X) (erstwhile Form 26AS-Part G) reflects various TDS/TCS demands raised by the CPC(TDS) on processing of TDS/TCS statements in respect of TANs mapped with the PAN. Aggregated TDS Compliance view is also available in form of MIS reports to field TDS Officers (Range Heads and above) on the AO Portal of the CPC(TDS). In addition, demand outstanding against PAN of the applicant is also available on the system. The same has also been made available in the functionality for issuance of Lower/Nil Deduction Certificates on the TRACES

AO portal. These features will help the AOs in visualizing the demands against the tax payer, and should be used for recovery and also while considering issuance of certificates u/s 197/195 of the Act.

[Action – All AOs (TDS)]

4. CAPACITY BUILDING:

TDS workshops and awareness programs should be conducted for all categories of deductors including government deductors, PSUs, Banking Sector, Trade/Professional organizations etc. for giving wide publicity. The programs can be targeted for those deductors who were not exposed to such programs earlier or those categories of deductors where there is less compliance. In corporate connect programs for companies, banks etc., it should be ensured that the senior functionaries attend the meetings to understand compliance requirements and the serious consequences of TDS violations for the entity as well as the principal officers. Priority should be given to conduct webinar and seminars (as the case may be) in the Tier 2 and Tier 3 cities under the charge.

Initiatives should be taken to educate defaulters regarding filing of correction statements for liquidating huge in fructuous demands pending on TRACES since long, related to short deductions, short payments, non- payment of interest, late filing fee etc. The demands pending thereafter should be collected expeditiously.

Meetings, with priority to online video conferencing should also be conducted with the Chartered Accountants, corporate lawyers, Company secretaries, accountants and TDS Consultants regarding the preparation, submission and correction of TDS statements and payments. Auditors should be reminded of notifying the TDS violations clearly in the audit reports.

CCsIT / CsIT(TDS) to regularly exchange amongst all the regions either through meetings or online conferences, best practices, areas of concern, areas of focus, new findings, various questions of law framed in appeal, research on finding new areas to apply the TDS provisions and also the success of

application of new sections of TDS in their respective regions. CPC(TDS) and CIT (TDS) should conduct regular workshops, tutorials and troubleshooting guidance through video conferencing, conference calls and other online facilities. TDS officers should make use of these avenues to clarify their doubts so as to be more efficient and provide better services to deductors and taxpayer.

4. ISSUANCE OF CERTIFICATES UNDER SECTION 197:

Certificate u/s 197 should be decided promptly. Detailed scrutiny like questionnaire as in 143(3) proceedings or 201 proceedings should be avoided. Instructions issued by CBDT should be followed.

6. ENFORCEMENT ACTIONS: Surveys/Online TDS verification

At least 50 cases per AO to be picked up with the approval of CIT(TDS)/Pr. CIT, based on reports made available by CPC(TDS) or information from investigation wing/TEP/insight portal/ other organization and information received on sharing of information. After preliminary examination of the facts; subsequently, notice u/s 201/201(1A) may be issued and action completed as per time line given in this Action Plan.

CPC (TDS) and DGsIT (Inv.) would regularly provide useful reports/ inputs to the TDS field officers that may be used for identifying survey cases. The following indices may be useful for selecting a case for survey/online TDS verification:

- (i) Cases in prosecution list (Cases where TDS/TCS not deposited after deduction)
- (ii) Trend of TDS payment in contrast to other deductors in similar business;
- (iii) Cases showing negative trend in payment (under a particular Section as compared to preceding FY);
- (iv) Tax evasion petitions (regarding non-deduction of TDS);
- (v) Cases reported by the Assessing Officer with huge disallowance u/s 40(a) (ia) of the Act;
- (vi) Habitual late filers/non-filers of TDS Statement (late filing/non-filing is closely linked to late payment or non/short deduction);
- (vii) Negative growth in TDS payment as against healthy growth in

Advance tax payment;

- (viii) Cases wherein deductor have availed lower deduction certificate but are remitting substantial advance tax in the Financial Year;
- (ix) Cases wherein deductors availed lower deduction certificate in FY 2022-23 and have paid substantial self-assessment tax for AY 2023-24;
- (x) Cases where frequent corrections have taken place and also where the name of deductees is changed on regular basis;
- (xi) Cases of sick units or units with negative operating margins (as indicated in Audit report u/s 44AB of the Act);
- (xii) Grievance petition filed by the deductee;
- (xiii) Analysis of case laws decided in favour of Revenue.
- (xiv) TDS evasion found during the search u/s. 132 and survey u/s. 133A by the Investigation wing of the department.
- (xv) Information available on TDS module of Insight portal.
- (xvi) In cases where TDS returns have been revised multiple times in the previous years and where there is substantial decrease in the default amount.

7. ACTION ON INFORMATION OF DEFAULTERS AVAILABLE IN 3CD REPORTS:

In online 3CD Reports, the information is available on non-deduction, short deduction, failure to deduct, failure to deposit, short deposit and delay in deposit. Moreover, the information of failure to deduct and lower deduction under wrong section is not available in TDS statements. Therefore, the data of 3CD reports is very useful. CPC(ITR) to generate a list based on column no. 21 & 34 of 3CD Reports & provide the same to CIT(CPC) TDS or alternatively to CIT(ITBA) for further dissemination. The Reports pertaining to AY 2022-23 to be provided to TDS AO by 31.10.2023. Further report pertaining to AY 2023-24 must be provided within two months of last date for filing of return for corporate tax payers. Verifications of mismatch in 3CD reports and TDS returns must be carried out in top 100 cases in each CIT charge by the Addl. CIT TDS.

8. ACTION AGAINST NON-FILERS

Non-filing of TDS statements results in consequential mismatch of TDS in the case of deductee taxpayers and avoidable grievances. Taxpayer can raise grievance at TRACES website to flag missing credit in Form 26AS due to non-compliance on the part of the deductor. This grievance is forwarded to the relevant field TDS officer in the form of tickets for further action. List of non-filers of TDS statements is also available to the field TDS Officers on the MIS section of the AOs portal. The AO should use these two facilities to take action against non-filers.

9. MONITORING OF GOVT. DEDUCTORS

In order to ensure correct and prompt reporting and collection of TDS by state governments, the Range heads should closely interact with the State Accountant General and treasuries, and provide necessary guidance to minimize errors and delays. Minimum two meetings with State AG should be organized during the year.

To collect information from the State Government about the Plan Outlay of all major contracts in the various departments and monitor TDS payments from the same and also the sub-contracts involved therein. Focus should be made on compensations paid by the State and Central Governments especially for land acquisition and other types of rewards.

It is settled law that State Government undertakings are separate legal entities and are therefore, liable to Income-tax. It has been observed that the Banks have been defaulters in non-deduction of TDS on interest to these State Governments PSUs, Corporations, Autonomous Bodies and Development Authorities. This area needs sensitization and education of deductors.

Large scale non-compliance of TDS Provisions by local bodies (especially Panchayats) has been noticed in some regions. A special drive to ensure compliance by the local bodies can be helpful in boosting revenue. Such drive can have three-pronged strategy to ensure (i) that all local bodies having liability to deduct TDS obtain TAN (ii) coordination with their administrative department and special drive for their education and (iii) surveys.

Collection of tax at source is an area to augment considerable revenue as more areas have been included under this provision.

10. FOLLOW UP OF IMPORTANT SECTIONS INTRODUCED IN RECENT YEARS

TDS on payment of certain sums by Individual or HUF (Section 194M) was introduced in TDS for the Individuals / HUF which were not covered under s. 44AB (in case of turnover less than 1 crore) but has incurred expenditure more than Rs. 50 lakhs under the head ‘contract, commission or professional fees’ are required to deduct TDS at 5%. The necessary verification of such type of cases may be carried out whenever possible.

a. TDS on Cash Withdrawals (section 194N):

- (i) Conscious attempts to sensitise the banks, especially cooperative banks of this new provision by organising meetings /webinars.
- (ii) Letters to the local branches of banks intimating them on the applicability of the section and the consequences thereof in case of failure to perform the duty will have significant deterrence effect.
- (iii) Regular exercises of compliance check through spot verification can help in enforcing the provision to its fullest potential.

b. TDS on payments to e-commerce participants (section 194O):

- (i) Concerted efforts to collect the list of e-Commerce operators based in the jurisdiction from the RoC and GST Offices be made.
- (ii) Constructive exercises in the form of online TDS verifications to collect relevant details such as total sales turnover, e-Commerce participant wise split of sales turnover and subsequent comparison of data where 194O should have been deducted and necessary actions in case of mismatch be done.
- (iii) Sensitization through awareness programmes for the e-commerce Operators and participants may ensure improved compliance.

Guidelines issued vide CBDT Circular No. 17 of 2020 dated 29th September 2020 needs to be followed.

c. TDS on payment for purchase of goods (section 194Q):

A buyer whose turnover exceeds 10 crores in the preceding year is required to deduct TDS @0.1% of sales if aggregate value of sales to a party exceeds Rs.50lakh.

Systematic enquiries on a regular basis might be constructive in terms of improving the compliance behaviour among sellers and buyers. Awareness programmes may be organised in coordination with other departments like GST Offices which are frequently visited by the parties relevant to these provisions. Analysis of GST data of the buyers would help find non deductors.

d. Higher rate of TDS/TCS for Non-filers (section 206AB & section 206CCA):

Provisions of section 206AB and section 206CCA being recently introduced and have come into effect from 01.07.2021, the AOs may devote special attention to this area and carry out periodical compliance check exercises. They should also hold webinars to create awareness of this provision.

e. TDS on benefits& perquisites (section 194R)

Section 194R is applicable from 1st July, 2022. CBDT has also issued circular no. 12 dated 16th June, 2022 for removal of difficulty in implementing this provision. This provision has been introduced to check huge revenue leakage in this area. Special attention may be given to ensure its implementation. Steps may also be taken to spread awareness.

f. TDS on transfer of Virtual Digital Assets under section 194S:

The Finance Act 2022 inserted a new section 194S in the Income-tax Act, with effect from 1st July 2022. The section mandates a person, who is responsible for paying to any resident any sum by way of consideration for transfer of a virtual digital asset (VDA), to deduct an amount equal to 1% of such sum as income tax thereon. CBDT has issued Circular No. 13 of 2022 dated 22nd June, 2022 for removal of difficulty in implementing this section.

Special attention may be given to ensure effective implementation of this provision as also to take steps to spread awareness.

g. Section 194BA – Introduction of withholding tax provisions for income from online gaming

In view of the surge in online gaming, a specific provision for TDS deduction on winnings from online games has been introduced by the Finance Act 2023 w.e.f.01.04.2023. The payer needs to deduct tax at the rate of 30% on the 'net winnings' in the user account at the end of the Financial Year (FY) or at the time of withdrawal by the user. The method for computing the net winnings will be prescribed.

h. Section 193 – Tax to be deducted on interest on specified securities

Finance Act 2023 provides for TDS deduction on the interest payable on listed securities in dematerialized form which was previously excluded from the ambit of this Section 193. This will be effective from 01.04.2023.

(i) Section 206C(1G) – Enhanced TCS rate on certain remittances under LRS Scheme

Rate of Tax Collection at Source Tax has been increased to rate of 20% as against the existing rate of 5% in case of all the remittances under Liberalised Remittance Scheme (LRS) and overseas tour package. However, the TCS rate on remittances made for medical and education purposes in excess of INR 7 lakh continues to be at 5%. Further, in case remittance in excess of INR 7 lakh is made for educational purpose out of loan obtained from financial institution, the TCS rate of 0.5% remains unchanged. This amendment will be applicable from 1 July 2023.

Knowledge Management and Capacity Building

1. Each CCIT should recognize quality work done by his officers, in diverse areas such as collection, assessment, prosecution, outreach etc. Appreciation certificates and recommendation for regional/national level departmental award, Let Us Share, etc. should be made preferably through a committee to oversee these issues.

2. Each CCIT should organize at least four in-house workshops/ seminars in a year for capacity building. Officers shall make presentations on important issues and discuss relevant case laws.
3. The officers should ensure that assessment orders passed in all cases should be (i) speaking orders, (ii) compliant with the principles of natural justice and (iii) having appropriate detailing and marshalling of facts and relevant legal provisions wherever additions/disallowances are being made. Similarly, Penalties should be decided in judicious and fair manner.
4. The powers of review and inspection by the superior authorities should be utilized in an effective and timely manner as an instrument of ensuring quality assessments as per schedule issued by CBDT.
5. CsIT(TDS) shall also send suggestions to Regional Campus of National Academy of Direct Taxes (NADT) for training regarding their specific needs so that the Regional Campuses of NADT can incorporate such needs in their programmes.
6. CsIT(TDS) shall continuously monitor, supervise and sensitize the Units under them for adherence to Central Action Plan.
7. CsIT(TDS) shall undertake a half-yearly and Annual review of adherence to Central Action Plan.

CHAPTER X

WIDENING AND DEEPENING OF TAX BASE

Widening and deepening of Tax Base is one of the key policy objectives of the CBDT. Vide recent Finance Acts, various tax base broadening measures have been taken by making suitable amendments in the Act. The Covid-19 Pandemic and the resulting economic distress have dampened the increase in new filers. This is amply borne out from the fact that new filers grew at the rate of 17-20 percent, whereas, it was around 10 percent in the Covid impacted years. However, as the economy is on the path to recovery, the growth in tax base is expected to grow in the coming years.

2. Collection of data through various sources and its analysis is the key to effective widening of tax base. Organized data collection in the Department is mainly through following methods:

- Electronic filing of IT Returns and Forms (e-filing).
- Submission of TDS/TCS statements by deductors in electronic form (eTDS).
- Mandatory furnishing of statement by various agencies for specified financial transactions.
- Collection of information by way of automatic exchange of information under FATCA and CRS.
- Collection of information from third parties under Approved projects of I & CI.
- Compulsory quoting of PAN for certain specified transactions.

3. New opportunities for identification of potential taxpayers have opened up due to data mining and data analytics conducted by the Systems Directorate, Directorate of I & CI, Investigation Wing and TDS / TCS charges. The effective utilization of these data by the field officers would result in identification of a large number of potential taxpayers.

3.1. In addition to use of disseminated data as aforesaid, local intelligence, inputs from market associations, trade bodies and professional bodies should also be gathered and used to identify non-filers. The awareness meetings and Outreach Programmes may also be used to encourage voluntary compliance. These

programmes may also be conducted in coordination with I&CI, Exemption and TDS wing of the Department.

4. The transactions in sale/purchase of goods or services exceeding Rs. 2 lakhs in cash, is required to be reported through SFT-013. While examining such reports, it is noticed that the circumvention of these provisions is widely prevalent. Further, although section 139A requires PAN to be provided / obtained in specified transactions, there is no reporting/verification mechanism for determining the compliance with this obligation. In any case, high value consumption expenditure needs to be verified with information about the tax payer available with the Department. Therefore, it is imperative to identify the sources which could be involved in possible circumvention, such as Hotels, Banquets, Luxury Brand retailers, IVF clinics, Hospitals, Designer Clothing stores, NRI quota medical college seats, etc. Such sources will have to be identified and a verification exercise could be conducted by calling for information in a non-intrusive manner.

(Action Points: I&CI)

5. Section 139A provides for allotment of PAN to various persons under different situations. It also provides for compulsory quotation of PAN for various specified transactions carried out as provided in the section. A specified Person, who does not have a PAN has to fill Form 60 while carrying out these transactions and these Forms are submitted to the Department by the reporting authorities in Form No. 61. Effort should be made to link these transactions with PAN database (the Department has allotted 67,77,39,868 PANs till 31.03.2023). In case of PAN not been allotted to that person, it should be allotted as per the provisions of the Act. In other transactions, where PAN is quoted by a person, such reporting authorities are not validating it for authenticity at the time of carrying out the transaction, except for certain banks. The Directorate of System and the Directorate of I & CI should identify such authorities, who are not validating the PAN at the time of transaction by 30.09.2023 and facilitate them in carrying out 100% validation by 31.03.2024.

6. Filers base consists of persons, who have filed return in any of the preceding three financial years. A new filer is defined as a person, who is not included in the filer base at the beginning of the year, but has filed return in the current financial

year. Over the years, while fixing the Pr. CCIT(CCA) Region wise targets of widening of tax base, the CBDT had been taking into account, the buoyancy in economy, both in organized as well as unorganized sector, filer base at the beginning of financial year, new filers added in immediate previous year and Non-filers identified through the latest NMS Cycle.

7. In the current Financial Year, the target for adding new filers is fixed at 10% (of the filer base at the end of year 2022-23) as compared to 10.60% achieved in Financial Year 2019-20, 10.18% achieved in FY 2020-21 and 8% achieved in FY 2021-22. (Targets have been fixed considering base effect and above parameters mentioned). The Directorate of Systems will co-ordinate with each Pr.CCIT Region and provide data with regard to NMS Cycle/ Stop Filers / Non-filers etc., by 30.09.2023.

(Action point: Systems Directorate)

CHAPTER XI

INTELLIGENCE AND CRIMINAL INVESTIGATION

Directorate of Intelligence and Criminal Investigation plays a pivotal role in promotion of voluntary compliance through non-intrusive tax administration and strengthening the mechanism for tax deterrence. The emphasis is on data analytics-based tax law enforcement.

2. The Directorate of Intelligence and Criminal Investigation (I&CI) is entrusted with the responsibility of ensuring timely, complete and accurate filing of Statement of Financial Transaction (SFT)/Statement of Reportable Accounts (SRA). The core responsibility of I&CI Directorate relates to effective compliance of Section 285BA of the Act, 1961 read with Income Tax Rules, 1962 (here after referred to as ‘Rules’) related to the filing of SFT/SRA by various Reporting Entities (REs).

3. As per Rule 114E, a RE is obliged to file statement of financial transaction in Form 61A in respect of transactions of the nature specified in the Rules. Further, under various international agreements, India provides financial information related to tax payers of other countries having reportable accounts in Indian jurisdiction. This information is required to be provided by REs through Form 61B in accordance with Rules 114F, 114G and 114H.

4. Monitoring of compliance by REs for submission of non-PAN transactions is critical for widening and deepening of tax base. These transactions are reported in Form 61. The Directorate of I&CI is required to ensure that REs fulfill their obligation to file Form 61 in time.

5. Organizing outreach programs and educating the REs is a critical compliance management function of Directorate of I&CI. Further, undertaking of Specific Pilot Projects to identify areas, which can be of importance for deepening and widening of the tax base is another important aspect of working of I&CI Directorate.

6. Under the e-Verification Scheme, 2021 notified on 13.12.2021, the Directorate of I&CI has been assigned the responsibility of conduct of verification of information. The entire process of e-Verification is digital, with notices issued electronically and responses by the taxpayers also submitted electronically. On

completion of the enquiry, a verification report is prepared electronically without any physical interface with the taxpayer in a time bound manner as per the SOP issued separately.

S No.	Activity	Directorate of Systems		Directorate of I&CI	
		Role	Compliance	Role	Target
A	Reporting Compliance Management				
A.1	Outreach and Training				
A.1.1	Conducting seminars and interaction programs for Reporting Entities (REs) of Form 61 and Form 61A (SFT) and e-Verification .			Outreach with focus on: 1. Special campaign for correct and timely filing of SFTs. 2. Removal of Defects, Error free filing and DQR. 3. Popularise PAN Validation Facility, use of Dummy Filing Facility to be used by officers of I&CI on INSIGHT portal, for training of Reporting Entities, Form 61 cases- legal obligations of REs. 4. e-Verification.	Every DIT charge to conduct 10 outreach events covering all major REs from July, 2023 to December, 2023. At least 6 events outreach per DI per quarter. (covering all major stations/entities).
A.1.2	Conducting seminars and interaction programs for filers of Form 61B.			Outreach with focus on: 1. Removal of Defects, Error free filing and DQR.	DIT charges having Form 61B Reporting entities and potential Reporting Entities to conduct atleast 3 outreach per quarter.

				Use of Dummy Filing Facility to be used by officers of I&CI on INSIGHT portal for training of Reporting Entities.	
A.2	Monitoring of Enlisted Non-Registered Entities				
A.2.1	Verification of identified potential Reporting Entities(REs) liability to file by issue of notice u/s 133(6).				<p>List of entities being taken up for verification to be shared with office of DGIT (I&CI) by 30.06.2023.</p> <p>Verification to be completed by 31.10.2023.</p>
A.2.2	Initiate proceedings u/s 285BA(5) of the Act in cases where entity found to be liable to file from the verification under activity at A.2.1, and has not complied with the obligation of reporting.				To be completed by 30.11.2023.
A.3	Registration Monitoring for Form 61				
A.3.1	Creation of list of				By 31.07.2023.

	potential Reporting Entities for Form 61.				
A.3.2	Issue of notice u/s.133(6) to the identified potential Reporting Entities to verify liability to report.				<p>List of entities being taken up for verification to be shared with office of DGIT (I&CI) by 30.06.2023</p> <p>Verification to be completed by 31.10.2023.</p>
A.3.3	Data Clearing of Registered Reporting Entities (REEs)- All non-filer cases to be examined for obligation of filing SFT. Non-labile cases to be identified.	Systems to provide creation of a basket for wrongly registered persons. Identified cases to be hidden in database by Systems.	31.08.2023		By 30.09.2023.
A.4	Non-Filer Verification				
A.4.1	Selection of registered reporting entities which have not filed SFT (Form 61A) and SRA (Form 61B) for reporting period FY 2021-22 &	Directorate of Systems to identify non-filers which have not filed SFT (Form 61A) and SRA (Form 61B) for	31.07.2023	<p>Notice u/s 285BA(5) to be issued for cases created by Systems.</p> <p>Additional/missing cases to be identified by DIT charges and case creation on Insight.</p>	<p>By 15.08.2023.</p> <p>By 30.09.2023.</p>

	2022-23 and CY 2021 & 2022.	reporting period FY 2021-22 & 2022-23 and CY 2021 & 2022 using system-based rules			
A.4.2	In cases of information received/gathered of incomplete reporting of transactions, to be verified u/s 133(6) and in appropriate cases notice u/s.285BA(5) to be issued.				Process of verification and issue of notice to be completed within 2-4 weeks from the availability of the information.
A.4.3	Initiation of penalty u/s 271FA in appropriate cases				As per law.
A.4.4	Spot verification in case of non-filers and defaulting REs.				31.03.2024 in cases for reporting period F.Y.2022-23 and earlier.
A.5	Reporting Compliance Verification				
A.5.1	Selection of reporting entities with defective reporting of SFT (Form 61A) and SRA (Form	Directorate of Systems to identify defective filers of SFT (Form 61A)and	31.07.2023	Notice u/s 285BA(4) to be issued for cases created by Systems.	By 31.08.2023.

	61B) for reports received in F.Y. 2022-23 and FY 2023-24 using system-based rules.	SRA (Form 61B) for reporting period F.Y. 2022-23 and FY 2023-24 using system based rules.			
A.5.2	Initiation of penalty u/s 271FAA in appropriate cases.				As per law.
A.6	Compliance verification of Form 61B.				
A.6.1	Finalization of SOP on the overall risk assessment of Reporting Financial Institutions (RFIs) reporting CRS data.				By 31.07.2023.
A.6.2	Closure of all Form 61B matters pending verification.				By 30.06.2023 for cases brought forward on 01.04.2023. Ongoing activity for other cases.
B	Preliminary Verification under e-Verification Scheme, 2021				
B.1	Completion of e-verification by Prescribed Authority and other cases assigned by Systems.				Timelines as per approved SOP.

B.2	Redressal of grievances by Supervisory Authority.				Timelines as per approved SOP.
C	Capacity Building				
C.1	Conducting regular trainings and workshops for officers and officials of I&CI.			Training and workshop shall be focussed on: System, utilities, Compliance Management, e-Verification Scheme, 2021. Training to be organized by DGIT (I&CI) in coordination with DGIT(Systems).	Atleast 1 per quarter for training on system and utilities. Atleast 3 training sessions by 30.09.2023 for training on compliance management. Atleast 3 training session by 30.09.2023 and thereafter atleast 2 more on e-Verification Scheme, 2021.
D	Special Pilot Project				
D.1	Completion of data collection and submission of Special Pilot Project Report to the Board.				Completion within the timeline as approved by the Board.

CHAPTER XII

EXCHANGE OF INFORMATION UNDER TAX TREATIES

Tackling offshore tax evasion, tax avoidance and unearthing of unaccounted money stashed abroad have become a pressing concern for governments all around the world. Tax Treaties are the legal instruments which provide a legal obligation on a reciprocal basis for providing various forms of administrative assistance, including Exchange of Information.

2. Despite the existence of legal instruments for administrative assistance and the willingness of our treaty partners to provide information, these provisions are still underutilized, largely because officers of the tax department are not fully aware of the provisions and need guidance for framing effective requests for information under appropriate legal instruments. There is also a need to streamline our processes with a view to respond to clarification queries / feedback requests / information requests of FT&TR Division of CBDT and/or foreign authorities in a timely manner.

In view of the above, the Key Result Areas are as under:

A. Making and Responding to requests for information under Exchange of Information provisions of tax treaties

Sl. No.	Key Result Area	Target/ Activity	Timeframe by	Reporting
1.	Making requests for information under Exchange of Information provisions of the tax treaties	Where information/ evidence available in foreign Countries / jurisdictions may be necessary for the purposes of assessment/ investigation, request for information in time-barring cases should be made under the provisions of tax treaties through the FT&TR Division, as per the procedure prescribed in the Manual on Exchange of Information, at least one month before the time barring date.	At least one month before the time barring date. Where time available is less than one month, request to be sent only with the approval of CCIT/DGIT(Inv.) concerned.	Quarterly, in the prescribed formats by each Pr.CIT/ Pr.DIT/ CIT/DIT as applicable by 15th of the month following the quarter.

2		Clarification sought by foreign authorities in respect of EOI requests should be provided in time.	Within 15 days of receipt Pr. CIT/ Pr. DIT/CIT/DIT concerned.	
3		Initial feedback on completeness of information and/or closure of request	Within 15 days of receipt by Pr. CIT/ Pr.DIT/CIT/DIT concerned.	
4		Final feedback on utilization of information including additional income assessed /addition to returned income made/ additional tax demand raised on completion of assessment or information about launching of prosecution should be provided to FT&TR Division.	Within one month of completion of assessment or launching of prosecution.	Annually, by 15th April of the succeeding year by each Pr.CIT/ Pr.DIT/ CIT/DIT as applicable.
5	Handling requests made by tax authorities of foreign countries	Requests received from foreign tax authorities for information to tackle tax evasion and avoidance in their country under the provisions of the tax treaties should be given high priority by the officer concerned and all efforts should be made to provide comprehensive and quality information in a timely manner.	In cases, where the information can be provided by accessing the database of the Income Tax Department, for example, current address or taxes paid by the assessee in India, the same must be provided within 15 days. In other cases, information should be provided within 30 days. In case information cannot be provided within 30 days, on completion of 30 days, an interim report must be sent immediately which may contain the information collected so far, difficulties in collecting the information, further	Quarterly report to be submitted by each Pr. CCIT /DGIT (Inv) by 15 th of the month following the quarter.

			efforts being / to be made for collecting the requisite information, likely date by which the full and complete information will be provided, etc.	
B.	Capacity Building			
1	Training on making requests under tax treaties and maintaining confidentiality	Each Pr.CIT/Pr.DIT/ CIT/DIT shall conduct one-day training (online or offline) programme for the officers of his/her charge on Exchange of Information (EOI) including drafting of EOI requests. The training programme should also cover data protection safeguards and guidelines to maintain the confidentiality of information exchanged under tax treaties.	30.09.2023	Consolidated annual report to be submitted to FT&TR Division by 31.10.2023 by each Pr.CCIT/ DGIT(Inv.)

CHAPTER XIII COMPUTER OPERATIONS

Section	Key Result Area	Sl. No.	Functions	Time Frame	Remarks
A.	I.T. INFRASTRUCTURE	1	Preparation and updating of Hardware and software inventory and linkage to HRMS hierarchy on ITBA system as per process or on stand-alone basis. (Separately for network and non-network devices).	31.07.2023 and then quarterly	To be done by RCCs.
		2	Assessment of additional requirement of IT Infrastructure including RSA tokens, Desktop PCs, DSC and related equipment, Bandwidth. Identification of requirement of new network nodes and sending the requirement.	31.07.2023 and then quarterly	To be done by RCCs.
		3	Review and reporting of bandwidth congestion at any site in the region through R-NOC facility.	Monthly	To be done by RCCs.
		4	Preparation, review and correction of linkage of HRMS hierarchy with room and building to facilitate online building wise address book.	31.07.2023 and then quarterly	To be done by RCCs.
		5	Communication of minimum configuration of Desktop PCs for accessing ITBA, Insight etc. so that the field formations can purchase/upgrade the	31.07.2023	Systems Directorate

			same, if required, at their end.		
B	I.T. SECURITY	1	Implementation of Security Policy as per ITD Information Security Policy issued with CISO Instruction No. 2/2020 dated 27 November 2020).	31.07.2023 and continuous review.	Work From Home and access of ITBA over internet using VPN, requires strict adherence to the Instructions issued by the Systems Directorate from time to time. To be done by DIT(S) & RCCs.
		2	Implementation and maintenance of desktop policy which includes removal of unauthorized hardware and software on all networked PCs.	31.07.2023 and then quarterly	To be done by CsIT (Admin & TPS).
		3	Appointment of Nodal Offices (by Designation) in each Office Building (under intimation to Systems Directorate) and assigning the security, upkeep of Communication Room and other IT infrastructure. Inspection and upgrade, if required, of Communication Rooms as per the advisory of the Directorate of Systems.	31.07.2023 and then quarterly	To be done by CsIT (Admin & TPS).
		4	Inspection of Network Communication Rooms across all locations and verification of Checklist parameters.	31.07.2023 and then quarterly	To be done by RCCs.

C	I.T. TRAINING	1	CsIT (Admin & TPS)/RTIs/MSTUs to organize training programmes for ITBA applications including HRMS.	On regular basis.	—
		2	CsIT (Admin & TPS) along with RTIs/ MSTUs to organize and manage training for Project Insight.	As per Training plan, to be circulated by Project Insight team.	—
		3	CsIT (Admn. & TPS) along with RTIs/ MSTUs to organize and manage training for: General Computer proficiency and usage for users of all levels. Sensitising the users on security of computer/ system to avoid any data breach. Use of secured access of ITBA through IPsec VPN.	On a fortnightly basis.	With Faceless Schemes, use of computer by the Officers and Staff has increased manifold. It is essential that the officers/staff are competent in working on computers.
D	PAN AND AIS	1	Migrating of PANs from OLD and ORPHAN Jurisdictions to jurisdictional AO.	Monthly.	To be done by RCCs.
		2	PAN-Aadhar-Deactivation of duplicate PAN (in accordance with SOP)	Within 15 days of receipt of request	To be done by JAOs
		3	Inspection of TIN Facilitation Centres of Service Providers in the jurisdiction of the RCCs and submission of check list/Inspection report.	Monthly.	To be done by RCCs.

		4	PAN Core-field updation requests and grievances received online through Service Providers on daily basis.	Pendency report should be submitted by 10th of every month to the Pr. DGIT (System).	To be done by RCCs.
		5	Circulation of lists of deleted/deactivated PANs received from PAN Service Providers to the respective AOs, train the AOs on restoration of deleted /deactivated PANs, if needed and send back the response received from AOs to the respective Service Providers on regular basis.	Pendency report should be submitted by 10th of every month to the Pr. DGIT (System).	To be done by RCCs.
		6	Event marking of PANs (like death, fake PAN, dissolution, liquidation, merger etc.) as per AIS Instruction No. 70 of 2007 dated 09.05.2007 (Refer AIS User Manual para 4.9)	Pendency report should be submitted by 10th of every month to the Pr.DGIT (System).	RCC Within 15 days of receipt of information by JAO
		7	Compliance of the Third-Party Verification report received from PAN Service Providers.	Pendency report should be submitted by 10th of every month to the DGIT (System).	—
E	Problem Resolution	1	Updation of Instructions, FAQs, video tutorials, list of resource persons etc. on	Within one week of issue	TBA/Insight/IEC

			ITBA, Insight platforms etc.		
F	HRMS	1	Updating/Correction Standardization of hierarchy, roles, privileges, AO codes/Position codes for all the offices on ITBA system.	31.07.2023 & then quarterly.	To be done by RCCs.
G	TDS	1	Allotment of TAN, Core field correction and Address updating.	Pendency report should be submitted by 10th of every month to the Pr. DGIT (System).	To be done by RCCs.
H	E-verification		<p>For curbing tax evasion and facilitating widening and deepening of tax base, the e-Verification Scheme, 2021 was notified on 13.12.2021.</p> <p>2. For implementing the e-Verification Scheme, required functionalities including automatic source confirmation, mismatch identification, rule formulation and execution for identifying high risk cases shall be enabled. Phase-wise implementation of automated communication for reconciliation of mismatches shall be implemented.</p>	31.12.2023	To be done by RCC

			3. Development of a training module for field formulations to implement e- Verification	Training programme one every Quarter	To be done by RCC
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Chapter XIV

COMMUNICATION STRATEGY

1. It is the constant endeavor of the Department to clearly communicate the tax administration efforts to all the stakeholders in the system. In this regard, it is crucial to ensure engagement with citizens through public outreach programs. The need for effective communication is accentuated by the far-reaching reforms undertaken by the Department such as faceless assessment, faceless appeal, updated return, e-verification scheme, avoiding repetitive appeals, dispute resolution scheme, rationalization of provisions pertaining to charitable institutions and trusts etc. Effective communication is essential for ensuring that all stake-holders, the tax-professionals, the tax-payers, the citizens at large, trade bodies, representatives of commerce & industry etc. repose trust in tax-administration. Communication is also key to reach out to the future taxpayers of the country.

2. The Department runs a year-long campaign on conventional media including TV, Radio and Print in respect of important due dates and deadlines including Advance-tax, return filing, TDS statements etc. In addition, it is also aired on social media including Twitter, Facebook, Instagram, YouTube and LinkedIn through official handles. While Twitter is handled by CIT (M&TP), the other handles are looked after by the Directorate of Income-tax (PR, P&P), CBDT, New Delhi. Social Media is being actively used to spread tax awareness and do public outreach. Colorful still creatives, quizzes, gifs, videos, etc. are posted regularly as part of various campaigns. The Department also undertakes taxpayer outreach through taxpayer lounges in trade fairs, taxpayer zones etc. and by developing innovative products like comic books, board games etc. related to taxation to reach out to the taxpayers in a fun manner.

3. Samvaad, a sound proof communication centre has been set up by Directorate of Income-tax (PR, P&P) at Mayur Bhawan, New Delhi which is used to hold discussions where senior officers of the Department explain the most common issues and changes in law for the benefit of taxpayers. These sessions are aired on social media handles of the Department. The Pr.CCsIT/CCsIT/Pr.CsIT/CsIT may actively disseminate the links to the sessions as and when they are aired in their regions.

4. The Pr.CCsIT/CCsIT/Pr.CsIT/CsIT/s play a pivotal role in ensuring that the policies and decisions of the Government are widely disseminated among the taxpayers and all other stake-holders. Thus, to make certain that Public Outreach Programmes reach the taxpayers and other stakeholders, Key Result Areas and Targets are stipulated as under:

Sl. No.	Key Result Area	Target	Action By
1	Organizing Interactive sessions with stake holders	The Pr.CCsIT / CCsIT should identify the top 25 taxpayers of their charge and hold an interactive session, through electronic mode, viz. Webinar/VC etc, to assess the general trend in the economy, especially the areas in which the taxpayers are engaged and bottlenecks/problems faced by them in achieving optimal growth. Grievances to be redressed in the manner possible/desirable. Policy issues raised to be brought to the notice of the CBDT. Such interactions should be held once every quarter.	Pr.CCsIT/ CCsIT
		The Pr.CsIT/CsIT should carry out a sectoral analysis of their charge and identify top 10 assesseees in each sector. ONE interactive session, through electronic mode, viz. Webinar/VC etc, every month should be carried out with these sectors (one sector in one month) assessing the performance of the sector and identifying the difficulties faced and other grievance areas for expeditious redressal. Policy issues raised to be brought to the notice of the CBDT.	Pr.CsIT/ CsIT
2.	Organize interactive outreach sessions for taxpayers to educate them on specific initiatives/provisions/procedures/schemes	ONE programme every month in each Pr.CsIT/CsIT Charge, through electronic mode, viz. Webinar/VC etc.	Range Heads

3.	Talks in schools and other educational institutions	ONE digital/physical session every quarter by way of Webinar/VC with School and other educational Institutions	Range Heads
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ACTION ITEMS

1. Taxpayer outreach programs shall be conducted in a manner such as interactive sessions/workshops to educate taxpayers on new provisions and initiatives taken by the Department. Specific focus may be rendered on various aspects of the faceless regime.

2. The topics for interaction should be identified based on parameters such as low tax awareness, amendments in IT Act, new procedures/schemes, sectors where there is low tax compliance etc. Sessions may also be conducted in co-ordination with Industry/ Trade/Professional associations. Focus may be given on wider geographical distribution within the territorial jurisdiction, including in towns and areas without an Income Tax Office.

3. The educational institutions to be covered should include different kinds of institutions i.e. Professional Colleges, Management Institutions, School etc. to be decided by the Pr. CsIT/CsIT from among the Institutions falling within their territorial jurisdiction so as to avoid any overlap. In case a Pr. CIT/CIT does not have any institutions in his territorial jurisdiction or does not have territorial jurisdiction, the institution to be covered by his officers/officials should be decided by the concerned CCIT in consultation with the Pr. CCIT keeping in mind practical aspects and to ensure maximum coverage within the region.

4. Internal communication:

Internal communication amongst the officers & officials within the department is crucial. The Pr.CsIT/CsIT should, therefore, ensure through regular interactions/ seminars/ workshops (at least once in a month), that the officers and officials are made aware of the latest developments in terms of provisions of law and pronouncement of the appellate authorities. Further, such interactions should strive to ensure that the conduct of the officers and officials is non-adversarial but alert & efficient.

CHAPTER XV

HUMAN RESOURCE MANAGEMENT

People are our greatest Asset for any organization. Viewed in that perspective, Human resource (HR) management assumes much more importance. In order to discharge duties efficiently and effectively, our workforce needs to be imparted with functional and technological competencies. There is thus an obligation to nourish our Human Capital.

CBDT has embraced the philosophy of “**Mission Karmayogi**” with the motto of “**Yogah Karmasu Kaushalam**” with the view to improving efficiency in action maintaining high standard of conduct and behavior.

2. CAPACITY BUILDING:

Capacity-building develops and strengthen skills, instincts, abilities, processes and resources of organizations with the view to adapting, and thriving in a fast-changing and globalized world.

3. QUALITY ENCLAVE:

As the mission “**KARMAYOGI**” needs a work force that should be responsive and responsible, to ensure it, the Key result areas and Targets in this segment are stipulated as under:

Sl. No	Key Result Area	Target
1	Organizing interactive sessions on “Courtcraft”/Representation.	One program every half yearly for each PCCIT.
2	Organizing brainstorming sessions with CIT(A), CIT (DR) and other resource persons.	One program every quarter for each PCIT /CIT Charge
3	Organize Sessions on Best Practices, Out of Box Ideas	One annual program by each Pr. CCIT by 31-03- 2024

4. TRAINING:

Training helps learn activities of specific useful competencies and helps sharpen them with a view to imparting and enriching knowledge.

Sl. No	Key Result Area	Target
1	Information Security Training	<p>Aiming to build capacities and make the department compliant with global information security norms, all HODs would ensure that all the newly transferred in/joined resources are trained as per their sensitivity grading in accordance with CISO Instruction No.3/2023 dated 17.03.2023.</p> <p>All HODs to ensure that all officers/officials/contractual staff having sensitivity grading upto 2 are made aware in respect of the Information Security Policy by 15.07.2023</p> <p>The PrCCITs, CISO, LISOs and BISOs to ensure that:</p> <ul style="list-style-type: none"> • All officers/officials/contractual staff having sensitivity grading of 5 to 6 are trained by 15.07.2023 • All officers/officials/contractual staff having sensitivity grading of 3 to 4 are trained by 30.07.2023
2	Implementation of e-office in a phased manner with a view to bring in larger workforce in to the e-office ecosystem	31.12.2023 [All Officers up to the level of ITOs/AOs]
3	Continuous “e-office” training for all administrative units	Every Quarterly for each PCCIT
4	Skill development trainings for each vertical/domain.	Every Half Yearly for each PCIT/CIT in association with NADT Regional Campus and Resource Persons
5	Soft Skill, Software and Office Procedures training.	Every Half Yearly for each PCIT/CIT in association with iGoT, ISTM and NADT Regional campus

5. HUMAN CAPITAL RECOGNITION:

It is imperative to acknowledge and reward the efforts, accomplishments, and contributions of our workforce when they reflect the values, mission, or goals of the

organization. They will be motivated to work with a sense of belonging by catering to their esteem needs as per Maslow's hierarchy of needs, ought to be fulfilled.

Institution of Pr.CC's Certificate of Excellence:

S.No	Award	Target
1.	"Pr.CC's Certificate for Merit" during Independence Day	Finalisation of Nomination by 5th August 2023
2.	"Pr.CC's Certificate for Distinguished Service", on Republic Day	Finalisation of Nomination by 15th January 2024

Nomination for the above shall be based upon objective criteria to be drawn regionally by the Pr. CCITs.

6. SERVICE MATTERS

The career advancement plays a key role in employee – employer relation and to ensure timely promotion, the following Key areas are identified as below,

S.No	Key Result Area	Target
1	Departmental Screening Committee should be convened for MACPS.	Every Quarter by each PCCIT.
2	Compassionate Appointment	Constitution of Committees by Pr. CCIT on or before 31st July 2023. Notification of vacancies under Compassionate Appointment Quota by 30th September 2023. Disposal of Compassionate appointment applications before 31.03.2024
3	IDeAS -IRS Deputation e-Application System	Clearance within 7 working days of application by each Pr.CCIT

7. PERFORMANCE EVALUATION:

Performance Evaluation, in an objective and timely manner, is a huge incentive for employees. Collection and the maintenance of APAR is sine qua non for

timely promotion as well as career progression of officers/officials. It is also important because APARs are required for various purposes including (i) deputation, (ii) nomination for training (iii) empanelment of officers at the level of JS and above etc.,

Migrating to Online APAR for Group ‘C’ on HRMS:

Sl. No	Key Result Area	Target
1	Moving to Online APAR for Group ‘C’ on HRMS	To be onboarded by 31.12.2023 in coordination with HRD/Systems

The Pr. CCsIT may also ensure that the timeline as laid down for the entire APAR process for all Cadres as per the DOPT OM No. 21011/1/2005- Estt (A)(Pt-II) dated 23.07.2009 is adhered to.

8. The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

To give further impetus to ensure timely and proper implementation of the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013(referred to as ‘POSH Act’;), the following action points are made as part of Central Action Plan targets for FY 2023-24:

No.	Action Point	Time Frame
1	Constitution of one Local Complaints Committee (LCC) in the headquarters of Pr. CCIT region. The Internal Complaint Committee (ICC) to be constituted in all the Independent office under the Pr. CCIT region.	Details of LCC and all ICCs to be conveyed to Pr. DGIT (HRD) by 30th September, 2023.
2	Completion of Inquiry on a complaint by the ICC or LCC within 90 days.	To be strictly completed within the timeline laid down in extant instructions/guidelines/Circular in the matter.

3	Organize workshops and awareness programmes at regular intervals for sensitizing the employees with the provisions of the POSH Act, 2013	One workshop/awareness program to be organized in each Pr. CCIT region by 30th September, 2023.
4	Submission of Annual Report by the Internal Complaint Committee as mandated in the POSH Act.	Annual Reports received by the Pr. CCIT from the LCC/ICC in their region to be sent to Pr. DGIT(HRD) by 30th September, 2023.

CHAPTER XVI VIGILANCE

Every organisation requires to be watchful of the ongoing within and also should take steps to make its employees aware through training programmes. This is what is known as Vigilance. Vigilance is an essential part of any Organisation, to maintain proper conduct, ethics and probity in public life to be observed by a government servant. Hence, continued vigil and preventive vigilance is required to enhance the employees' ethics and work culture in our organisation. To this effect, the Key result areas to achieve these are given as under:

S. No.	Key Result Area	Target/Activity		Time Frame
1	Preventive Vigilance	Seminar on Preventive Vigilance		One seminar for each CCIT charge during every six months period.
2	Processing/Handling of Complaints by field formations	Complaints received up to 31.03.2023		100% of pending complaints to be processed and finalized by 31.03.2024
		Complaints received after 01.04.2023		To be processed and finalized within 06 months from date of receipt
3	Disposal of DPs by field formation	A	DP pertaining to period upto 2018	80% Disposal by 31.03.2024
		B	DP pertaining to period from 2018-2022	75% Disposal by 31.03.2024
		C	Providing relied upon Documents to IO/PO/CO	<ul style="list-style-type: none"> All Relied upon documents to CO along with charge memorandum All relied upon documents to IO/PO within 15 days from appointment of IO/PO.

5	Vigilance Clearances	In Individual cases	Within 7 working days of receipt of request
		In Group cases	Within 15 working days of receipt of request
6	Appeals	Appeals filed against penalty orders in case of Group B & Group C.	To be disposed of within 01 month from the date of receipt
7	Training Session	Session on CCS(CCA) Rules & CCS(Conduct) Rules	Every Quarter by each Pr.CCIT in association with Zonal ADG(Vigilance) & NADT Regional Campus
		Training of IOs/POs/Vigilance Workforce	Once in 6 months in association with Zonal ADG(Vigilance)

Chapter XVII INFRASTRUCTURE

To augment physical infrastructure of the Income Tax Department, the following actions are to be taken by the Principal Chief Commissioners of Income Tax and the Directorate of Infrastructure for the F.Y. 2023-24 within the time frame as stipulated below:

(a) On the part of Pr. Chief Commissioners of Income Tax		
Sl. No.	Key Result Area	Time frame
(1)	Submission of proposals to the Directorate of Infrastructure for construction of Office building / Residential accommodation	By 30.09.2023 in respect of land parcels acquired before 01.04.2023
		Within 9 months of the acquisition of land parcel acquired after 31.03.2023
(2)	Submission of proposal to the Directorate of Infrastructure regarding Repair & Maintenance to be undertaken during F.Y. 2023-24	30.09.2023
(3)	Digitization of ownership documents in respect of land /buildings owned by the Department and submission of information to the Directorate of Infrastructure	30.09.2023
(4)	Submission of revalidation proposals to the Directorate of Infrastructure	31.08.2023
(5)	Submission of Rent revision proposals to the Directorate of Infrastructure	6 Months prior to the expiry date of earlier agreement
(6)	Report relating to Updation of Asset Register to Directorate of Infrastructure	31.08.2023
(7)	All old pending matters pertaining to Infrastructure on issues of compliance, documentation, etc. as on 01.04.2023	To be completed by 30.09.2023

(b). On the part of Directorate of Infrastructure		
Sl. No.	Key Result Area	Time frame
(1)	Operational Vehicles Redesigning/Redrafting of Standard Operating Procedure (SOP)	31.12.2023
(2)	Submission of all Infra proposals brought forward as on 01.04.2023 to the Competent Authority	31.07.2023
(3)	Submission of 100% of the fresh Infra proposals received up to 31.12.2023 to the Competent Authority	28.02.2024
(4)	Submission of rent revision proposals received from field offices to the Competent Authority	Within 3 Months of receipt of the proposal
(5)	Organization of sessions/workshops on Infrastructure issues during F.Y. 2023-24	3 workshops between 01.07.2023-31.03.2024
(6)	Revision of Manual on Infrastructure	31.12.2023
(7)	All old pending matters pertaining to Infrastructure on issues of compliance, documentation, etc. as on 01.04.2023	To be completed by 30.09.2023

Action Points :

1. Directorate of Infrastructure in coordination with the Systems Directorate roll out a National Asset Management Module for use by all the Pr.CCsIT regions and to function as a Database Registry with key fields for recording all properties belonging to the Department and/or properties taken on lease/rent. Provision should be made available to upload scanned copies of all important property related sale deeds, agreements, etc.

(ADG-Infrastructure / ADG-Systems concerned)

CHAPTER XVIII MISCELLANEOUS

A. ACTIONS ON GLOBAL ENTRY PROGRAM (GEP)

Global Entry Program (GEP) is a US Customs and Border Protection (CBP) program that allows expedited clearance for pre-approved and low risk travellers for entering the US through automatic kiosks. India became a participant country in the GEP and it has been operationalized with effect from 3rd July, 2017. The CBDT gives its recommendation to CEIB on the status of GEP applications filed by Indian citizens as **CLEARED/ NOT RECOMMENDED**, after verifying the credentials of the applicant on certain specified parameters.

2. An SOP dated 04.12.2017 regarding offline verification of GEP applications was issued which has been revised on 03.06.2022 making it easier for expeditious verification of GEP applications. For the Pr. CCIT charges, the revised SOP mandates verification of only 5 critical parameters (Name, Date of Birth, Father's Name, Gender and PAN). Based on this, targets for disposal of GEP applications are as under:

Authority	Report to be submitted	Time Frame
Pr. CCIT	Report in Annexure-A after verification through jurisdictional Pr. CIT/CIT or CCIT(Central) and CIT(TDS)	Within seven working days of the receipt of GEP application from CBDT.
DGIT (Investigation)	Report in Annexure-B after verification of issues in SOP	

B. ANTECEDENT VERIFICATION

CBDT receives request from various department such as DOPT, RBI etc for antecedent verification in time bound manner. Timeline to complete such requests are as below-

Key Result Area	Target	Timeline
Antecedent verification from DoPT, RBI, etc.	100%	Within 15 days from the date of receipt

अध्याय 19

राजभाषा

हिंदी को देश की राजभाषा के रूप में 14 सितंबर-1949 को स्वीकार किया गया और संविधान के अनुच्छेद 343 से 351 तक, राजभाषा के संबंध में व्यवस्था की गई जिसके अंतर्गत राजभाषा नीति संबंधी दिशानिर्देश दिए गए हैं। संविधान में हिंदी भाषा को स्थान देने का प्रमुख उद्देश्य हिंदी का प्रसार बढ़ाना, उसका विकास करना, जिससे वह भारतीय संस्कृति के सभी तत्वों की अभिव्यक्ति का माध्यम बन सके। इसी उद्देश्य के पालन हेतु 1963 में, राजभाषा अधिनियम बनाया गया, जिसके अंतर्गत 9 धाराएं हैं। राजभाषा अधिनियम 1963 की धारा 8(1) में दिए गए प्रावधानों के अनुसार ही, 1976 में राजभाषा नियम बनाए गए, जिसके अंतर्गत 12 नियम हैं।

राजभाषा नीति का अनुपालन करना सभी केंद्र सरकार के कार्यालयों का दायित्व है। इसी दायित्व का निर्वहन करते हुए केंद्रीय प्रत्यक्ष कर बोर्ड ने राजभाषा हिंदी को केंद्रीय कार्य योजना का अभिन्न अंग बनाने का महत्वपूर्ण निर्णय लिया है। राजभाषा हिंदी में विभागीय कार्यों को करने हेतु राजभाषा विभाग, गृह मंत्रालय द्वारा समय समय पर दिए गए दिशा निर्देशों व सुझावों को ध्यान में रखते हुए केंद्रीय प्रत्यक्ष कर बोर्ड के संबद्ध एवं अधीनस्थ कार्यालयों में राजभाषा नीति के कार्यान्वयन के लिए वर्ष 2023-24 की कार्य योजना निम्नानुसार है-

1. राजभाषा संबंधी तिमाही प्रगति रिपोर्ट में सही आंकड़े दर्शाए जाएं और प्रत्येक तिमाही की 10 तारीख से पूर्व मुख्यालय भिजवाना सुनिश्चित करें।
2. राजभाषा कार्यान्वयन समिति की बैठक प्रत्येक तिमाही में नियमित रूप से, प्रत्येक स्तर पर, आयोजित करवाई जाए और बैठक में लिए गए निर्णयों पर उचित कार्रवाई सुनिश्चित की जाए।
3. सभी कार्यालय प्रमुख माननीय सदस्य (प्रशासन), केंद्रीय प्रत्यक्ष कर बोर्ड की अध्यक्षता में, प्रत्येक तिमाही में आयोजित प्रत्यक्ष कर राजभाषा कार्यान्वयन समिति की बैठकों में भाग लें और बैठक में लिए गए निर्णयों का अनुपालन सुनिश्चित करें।
4. राजभाषा विभाग, गृह मंत्रालय, द्वारा जारी वार्षिक कार्यक्रम 2023-24 के अनुपालन में, मूल हिंदी पत्राचार के लिए निर्धारित लक्ष्य, 'क' क्षेत्र में 100%, 'ख' क्षेत्र में 90% तथा 'ग' क्षेत्र में 55%, प्राप्त किए जाएं।

5. राजभाषा अधिनियम की धारा 3(3) के अंतर्गत जारी किए जाने वाले सभी दस्तावेज़ द्विभाषी रूप में तैयार किए जाएं तथा आदेशों के लिए गार्ड फाइल अलग से बनाई जाए।
6. हिंदी में प्राप्त पत्रों के उत्तर अनिवार्य रूप से हिंदी में ही दिए जाएं।
7. कार्यालय में सभी मैनुअल, रजिस्ट्रों के प्रारूप और शीर्षक, नामपट्ट, साइन बोर्ड, लेटर हेड, लिफाफों पर छपाई इत्यादि, हिंदी और अंग्रेजी (डिग्लॉट फॉर्मेट) में छपवाई जाएं।
8. प्रत्येक तिमाही में राजभाषा हिंदी के कामकाज को बढ़ाने के लिए हिंदी कार्यशाला/ सेमीनार या संगोष्ठी का आयोजन नियमित रूप से, सभी कार्यालयों में किया जाए।
9. प्रत्येक कार्यालय में हिंदी में कामकाज सुनिश्चित करने हेतु जांच बिन्दु निर्धारित किए जाएं।
10. प्रत्येक कार्यालय में, प्रवीणता प्राप्त अधिकारियों व कर्मचारियों को अपना सभी कार्य, हिंदी में करने के लिए व्यक्तिशः आदेश, नियम 8(4) के तहत जारी किए जाएं।
11. केंद्र सरकार के जिन कार्यालयों के 80 प्रतिशत कर्मिकों ने, हिंदी का कार्यसाधक ज्ञान प्राप्त कर लिया हो, उन कार्यालयों भारत के नाम राजपत्र में अधिसूचित किए जाएं।
12. सितम्बर माह में हिंदी दिवस/ पखवाड़े का आयोजन करवाया जाए।
13. सभी अधिकारियों व कर्मचारियों को कंप्यूटर पर हिंदी में काम करने के लिए प्रेरित और प्रशिक्षित किया जाए।
14. वरिष्ठ अधिकारियों द्वारा कार्यालयों का निरीक्षण करने के दौरान हिंदी के प्रगामी प्रयोग और कार्यान्वयन की स्थिति का भी निरीक्षण किया जाए।
15. संसदीय समिति द्वारा किये जाने वाले निरीक्षणों के लिए, निरीक्षण प्रश्नावली को सही तरीके से भरा जाए और यह सुनिश्चित किया जाए कि भरे गए आंकड़ों में किसी भी प्रकार का विरोधाभास न हो। निरीक्षण के पश्चात् दिए गए आश्वासनों का समय से अनुपालन सुनिश्चित किया जाए।
16. मुख्यालय के तौर पर निदेशालय द्वारा किए जाने वाले राजभाषा निरीक्षणों के दौरान सभी रिकॉर्ड प्रस्तुत किए जाएं और निरीक्षण के दौरान दिए गए सुझावों को कार्यालय में लागू किया जाए।
17. नगर राजभाषा कार्यान्वयन समिति की बैठकों में कार्यालय प्रमुख ही भाग लें। असाधारण परिस्थितियों को छोड़ कर ही, किसी कनिष्ठ सहयोगी/अधिकारी को भाग लेने के लिए नामित न करें।

- 18.राजभाषा विभाग द्वारा जारी प्रोत्साहन पुरस्कार योजना को कार्यालय में लागू किया जाए।
- 19.राजभाषा विभाग द्वारा हिंदी पुस्तकों की खरीद के लिए 50% लक्ष्य निर्धारित किया गया है। सभी कार्यालय हिंदी पुस्तकों की खरीद के लिए कम से कम 50% व्यय सुनिश्चित करें।
- 20.हिंदी में किए गए कार्यों की उपलब्धियों का ब्यौरा ई-पत्रिका के माध्यम से प्रकाशित किया जाए।
- 21.हिंदी प्रशिक्षण संबंधी रोस्टर बनाया जाए और हिंदी प्रशिक्षण के लिए अधिकारियों/ कर्मचारियों को बारी-बारी से नामित किया जाए।
- 22.राजभाषा नीति के कार्यान्वयन की प्रगति के लिए, वार्षिक कार्यक्रम 2023-24 में निर्धारित सभी लक्ष्यों की प्राप्ति हेतु, सकारात्मक एवं ठोस प्रयास किए जाएं।
- 23.प्रशासनिक कार्य से जुड़े सभी अधिकारी एवं कर्मचारी यह सुनिश्चित करें कि वे अपना प्रशासनिक कार्य शत-प्रतिशत हिंदी में ही करें।
- 24.कनिष्ठ अनुवाद अधिकारी से वरिष्ठ अनुवाद अधिकारी के पद पर पदोन्नति हेतु डी.पी.सी. समय से आयोजित की जाए।

Chapter XIX

OFFICIAL LANGUAGE

(English Version of the above)

The Hindi was accepted as an Official Language of the Union on 14th September, 1949 and provision was made in the Constitution, in Article 343 to 351, for Official Language, wherein the guidelines related to the Official language Policy were laid down. The main purpose of placing the HINDI Language in the Constitution is to propagate and develop the Hindi, so that it becomes a medium of expression of all the facets of Indian Culture. To meet the above objectives, the Official Language Act was enacted in 1963 comprising of 9 sections. As per the provision of Section 8(1) of the Official Language Act, 1963, the Official Language Rules were framed in 1976, which contain 12 Rules.

It is the responsibility of all the Central Government Offices to ensure the proper implementation of the Official Language Policy in their Offices. To discharge this very responsibility, the Central Board of Direct Taxes has taken an important decision to include the targets for Official language/Hindi, as an integral part of the Central Action Plan. Keeping in mind the Official Language policies, guidelines and suggestions, etc., issued from time to time, by the Official Language Department, Ministry of Home Affairs, for proper implementing the Official Language i.e. Hindi, in the Subordinate and attached offices of the Central Board of Direct Taxes, the Central Action Plan for the year 2023-24 has been prepared and produced here, as under:-

1. Correct facts & figures relating to Official Language/ Hindi, based on the records maintain in the offices, shall be incorporated in the Quarterly Progress Report. The Quarterly report shall be submitted to the Headquarters, before 10th of every quarter.
2. The Official Language Implementation Committee Meetings may be convened in every quarter, at regular interval, every level and follow-up action, on the decisions taken in the meeting, may be ensured.
3. The head of the Office shall participate in the meetings, convened in every quarter, under the Chairmanship of the Hon'ble Member (Admin), Central Board of Direct Taxes and compliance of the decisions taken in the meeting, may be ensured.
4. In Annual Programme-2023-24, issued by the Ministry of Home Affairs, the Official Language Department, has fixed the targets for Hindi Correspondences to

be initiated by the Offices i.e, 100% for A Region, 90% for B Region and 55% for C Region, shall be achieved.

5. All the documents, issued under Section 3(3) of the Official Language Act, may be prepared bilingually and a separate Guard file may be maintained.
6. Letters received in Hindi shall be replied in Hindi only.
7. All the Manual, Formats and Headings of the Registers, Nameplates, Sign Board, Letter Heads, Envelopes, etc. shall be printed in both i.e. Hindi and English (Diglot Form).
8. All the offices may organise Hindi Workshops/ Seminar or Conferences in every quarter, regularly, for improving the work of the Official Language.
9. Every office may prescribe Check points, for ensuring work in Hindi.
10. The order under Rule 8(4), shall be issued by every office, to all the proficient officers and employees, individually, to discharge their entire work in Hindi Language.
11. The name of the offices, whose 80 Percent personnel possess the working knowledge in Hindi, shall be notified in the Gazette.
12. Hindi Day /fortnight workshop in Hindi, may be organized in the month of September.
13. All the Officers and employees may be motivated and trained to work in Hindi Language on computer.
14. The inspection regarding the progressive use and implementation of Hindi work may also be done, by the Senior Officers, during their regular inspection of the offices.
15. The inspection questionnaire of the Parliamentary Committee may be filled properly and ensure that there is no contradiction of the Data, furnished therein. The timely compliance of the assurances, given during inspections, may be ensured.
16. All the records shall be provided to the Inspection Team, during the Official Language inspection, carried out by the Headquarters (Directorate) and suggestions given during inspection, shall be implemented in the time bound manner.
17. The Head of the Office shall attend the meeting of the Town Official Language Implementation Committee. In case of extreme situation only, the Junior Colleague/equal level Officer may be nominated for the Meeting.
18. The incentive scheme, issued by the Department of Official Language, may be implemented.

19. The prescribed target i.e. 50 % of the total budget, allotted for "books and publications", fixed by the Department of Official Language, for purchase of Hindi books shall be ensured.
20. The outstanding achievements made in the field of Rajbhasha, may be published /circulated, through the publication of E-Magazine.
21. The roster for training in Hindi may be prepared and the Officers/employees may be nominated, for the training, in a phased manner.
22. The effective measures may be taken for implementation of Official Language Policy to achieve all the targets, prescribed in the Annual Programme- 2023-24, issued by Rajbhasha Vibhag.
23. The officers and employees, engaged/deployed for administrative work, shall ensure to perform their 100 percent work in Hindi only.
24. The D.P.C for the promotion from Junior Translation officer to Senior Translation officer may be conducted in the time bound manner.



TAXPAYERS' CHARTER

THE INCOME TAX DEPARTMENT

is committed to

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| <ol style="list-style-type: none"> provide fair, courteous, and reasonable treatment
The Department shall provide prompt, courteous, and professional assistance in all dealings with the taxpayer. treat taxpayer as honest
The Department shall treat every taxpayer as honest unless there is a reason to believe otherwise. provide mechanism for appeal and review
The Department shall provide fair and impartial appeal and review mechanism. provide complete and accurate information
The Department shall provide accurate information for fulfilling compliance obligations under the law. provide timely decisions
The Department shall take decision in every income-tax proceeding within the time prescribed under law. collect the correct amount of tax
The Department shall collect only the amount due as per the law. respect privacy of taxpayer
The Department will follow due process of law and be no more intrusive than necessary in any inquiry, examination, or enforcement action. | <ol style="list-style-type: none"> maintain confidentiality
The Department shall not disclose any information provided by taxpayer to the department unless authorized by law. hold its authorities accountable
The Department shall hold its authorities accountable for their actions. enable representative of choice
The Department shall allow every taxpayer to choose an authorized representative of his choice. provide mechanism to lodge complaint
The Department shall provide mechanism for lodging a complaint and prompt disposal thereof. provide a fair & just system
The Department shall provide a fair and impartial system and resolve the tax issues in a time-bound manner. publish service standards and report periodically
The Department shall publish standards for service delivery in a periodic manner. reduce cost of compliance
The Department shall duly take into account the cost of compliance when administering tax legislation. |
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and expects taxpayers to

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| <ol style="list-style-type: none"> be honest and compliant
Taxpayer is expected to honestly disclose full information and fulfil his compliance obligations. be informed
Taxpayer is expected to be aware of his compliance obligations under tax law and seek help of department if needed. keep accurate records
Taxpayer is expected to keep accurate records required as per law. | <ol style="list-style-type: none"> know what the representative does on his behalf
Taxpayer is expected to know what information and submissions are made by his authorised representative. respond in time
Taxpayer is expected to make submissions as per tax law in timely manner. pay in time
Taxpayer is expected to pay amount due as per law in a timely manner. |
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Taxpayers can approach the Taxpayers' Charter Cell under Principal Chief Commissioner of Income tax in each Zone for compliance to this charter. For more information, visit <http://incometaxindia.gov.in>

