



SUSHIL CHANDRA

Chairman, CBDT &
Special Secretary to the Government of India

भारत सरकार

GOVERNMENT OF INDIA

(वित्त मंत्रालय/ राजस्व विभाग)

Ministry of Finance/Department of Revenue

केन्द्रीय प्रत्यक्ष कर बोर्ड

Central Board of Direct Taxes

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DO No. Dir.(Hqrs.)/Ch.(DT)/39(2)/2015

New Delhi, 24th April, 2017

Dear Pr. CCIT/Pr. DGIT/CCIT/DGIT

Sub: Timely and proper redressal of public grievances

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

2. CBDT is one of the 20 Government Departments/Ministries receiving the maximum number of public grievances on the online Public Grievances portal (CPGRAMS). Currently there are 3431 pending grievances which include the following number of overdue grievances, i.e., pending for more than 30 days:

31-60 days	61-90 days	91-180 days
942	281	91


3. On going through subordinate-wise status report, it is noticed that many Regions have quite substantive number of grievances pending for more than 30 days. This is a cause of series concern.

4. Time and again it has been impressed upon all the Pr. Chief Commissioners, Chief Commissioners and their subordinate officers to attend to these grievances on priority. It was also conveyed that the senior officers shall personally monitor specified number of grievances and shall ensure that the grievances in their Region/Charge are resolved within the prescribed timeline of 30 days. I have personally written DO letters to all Pr. Chief Commissioners delineating the steps to be taken for expeditious resolution of the grievances. In almost every video-conference this issue is being highlighted by the Board. In the action plan for the

first quarter of F.Y. 2017-18, target has been given to clear all the grievances pending for more than 60 days.

5. I would like you to ensure that all the grievances pending in your Region for more than 60 days are resolved within a week and grievances pending for 30-60 days are resolved before 30th June, 2017 and a report in this regard is sent to me through your Zonal Member. I would also like to impress upon the field formation that matter of resolution of grievances on CPGRAMS portal should be given top priority as this aspect will be given due importance while evaluating the annual performance of the officers.

With *Best wishes.*

Yours *Sincerely*

(Sushil Chandra)

All Pr. CCIT/ CCIT
All Pr. DGIT/DGIT