



सत्यमेव जयते

NEENA KUMAR

प्रधान महानिदेशक

PRINCIPAL DIRECTOR GENERAL

o/c

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प्रधान आयकर महानिदेशक (प्रशा. एवं करदाता सेवाएं)
पांचवी मंजिल, मयूर भवन, कनाट सर्कस,

नई दिल्ली-110001

PRINCIPAL DIRECTOR GENERAL OF INCOME-TAX
(ADMN. & TPS)

5th Floor, Mayur Bhawan,

Connaught Circus, New Delhi-110001

D.O.F.No.Pr. DGIT(Admn. &TPS)/DO/2018-19/

Date: 16.04.2018

Dear

Sub: Misconduct and high handedness by Sr. Officers of the Department-reg.

The Board has constantly impressed upon the officers in the field formations the necessity of soft skills while dealing with taxpayers or their representatives. It is important that the behavior of officers and staff should be courteous, polite and above reproach. However, a number of complaints are being received in the Tax Payer Services Directorate and CBDT regarding harassment, misconduct and high handedness of Officers and staff. Such incidents damage the image and reputation of the Income Tax Department and dent the efforts of the Department to position itself as a service oriented organization.

May I, therefore request you to issue necessary instructions to your officers and staff to deal with public not only with administrative efficiency but also with the requisite soft skills. Their behaviour needs to be impeccable not only in the performance of their official duties but also decorous outside the office. Clause 3 and 3A (extract enclosed) and other applicable rules of the Central Civil Service (CCS) Conduct Rules, 1964 may kindly be reiterated in this regard.

Enclosed: As above

Yours

(Neena Kumar)

(As per list enclosed)

Shri. Prasana Kumar Dash
Pr. Chief Commissioner of Income Tax
(MP & CG)
Aayakar Bhavan
Hoshangabad Road
BHOPAL.

Shri. S.P. Choudhury
Pr. Chief Commissioner of Income Tax
(Odisha)
Aayakar Bhavan
Rajaswa Vihar
BHUBANESHWAR.

Shri. L.C. Joshi Ranee
Pr. Chief Commissioner of Income Tax
(NER, Guwahati)
Aayakar Bhavan
Christian Basti, G.S. Road,
GUWAHATI.

Shri. Shyama P. Choudhury
Pr. Chief Commissioner of Income Tax,
(Andhra Pradesh & Telegana)
10th Floor, I.T. Towers
HYDERABAD.

Shri. Abhay Tayal
Pr. Chief Commissioner of Income Tax
(UP West & Uttarakhand)
Aayakar Bhavan
Civil Lines,
KANPUR.

Shri. Pranab Kumar Das
Pr. Chief Commissioner of Income Tax
(Kerala)
C.R. Building
I.S. Press Road
KOCHI.

Shri. R.P. Srivastava
Pr. Chief Commissioner of Income Tax
(UP East & Lucknow)
Aayakar Bhavan
5-Ashok Marg
LUCKNOW.

Shri. Sushil S. Rathore,
Pr. Chief Commissioner of Income Tax-Delhi,
3rd floor, C.R. Bldg., IP Estate,
New Delhi.

Shri. P.C. Mody
Pr. Chief Commissioner of Income Tax, Mumbai
Aayakar Bhavan
Maharishi Karve Road,
MUMBAI

Shri. Rajnish Kumar
Pr. Chief Commissioner of Income Tax,
(Karnataka & Goa)
C.R. Building
BENGALURU.

Shri. Sushil Kumar
Pr. Chief Commissioner of Income Tax,
(Tamil Nadu & Puducherry)
121, Mahatma Gandhi Road,
Nungambakkam Road
CHENNAI.

Smt. Meeta Nambiar
Pr. Chief Commissioner of Income Tax,
(Rajasthan)
New C.R. Building
JAIPUR.

Ms. Madhu Mahajan
Pr. Chief Commissioner of Income Tax,
(NWR, Chandigarh)
Aayakar Bhavan, Sector-17E,
CHANDIGARH.

Smt. Seema Khorana Patra
Pr. Chief Commissioner of Income Tax,
(WB & Sikkim)
Aayakar Bhavan,
P-7, Chowringhee Square
KOLKATA.

Shri. A.K. Jaiswal
Pr. Chief Commissioner of Income Tax
Aayakar Bhavan
Ashram Road
AHMEDABAD.

Shri. Pushpinder Singh Puniha
Pr. Chief Commissioner of Income Tax
(Nagpur)
Aayakar Bhavan
Telankhedi Road,
Civil Lines
NAGPUR.

Shri. K.C. Ghumaria
Pr. Chief Commissioner of Income Tax
(Bihar & Jharkhand)
Central Revenue Building
Birchand Patel Marg,
PATNA.

Shri. Vinodanand Jha
Pr. Chief Commissioner of Income Tax
(Pune)
Aayakar Bhavan
12, Sadhu Vaswani Chowk,
PUNE.

Shri Akhilesh Ranjan
Pr. Chief Commissioner of Income-tax (Intl. Taxation)
3rd Floor, E2-Block
Civic Centre
New Delhi.

Shri S.D. Jha
Chief Commissioner of Income-tax (Exemptions)
Civic Centre
New Delhi.