



**Addl. DIRECTOR GENERAL OF INCOME TAX**

(Tax Payer Services)-II, Ministry of Finance, Govt. of India

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Phone No. 011-23519117, Fax No. 011-23593268

F.No. Tax Payers' education/e-services/ADG(TPS-II)/2016-17

Dated: 05.12.2016

To,

The Pr. Chief Commissioners (CCA)/Chief Commissioners of Income Tax,  
Ahmedabad/Allahabad/Amritsar/Banglore/Baroda/Bhopal/Bhubneshwar/  
Bareilly/Chandigarh/Chennai/Cochin/Coimbatore/Dehradun/Delhi/  
Durgapur/Guwahati/Hubli/Hyderabad/Indore/Jaipur/Jalpaiguri/Jodhpur/  
Kanpur/Kolkata/Lucknow/Ludhiana/Madurai/Meerut/Mumbai/Nagpur/  
Nashik/Panaji/Panchkula/Patna/Pune/Raipur/Rajkot/Ranchi/Shimla/  
Shilong/Surat/Thane/Trichy/Trivandrum/Udaipur/Vishakhapatnam

Sir/Madam,

**Sub:- Organizing workshops for Tax Payers education during F.Y. 2016-17-  
reg.**

Vide CBDT Order F.No. A-11011/02/2015 Ad.VII dated 26.02.2016, the Directorate of Income Tax (Tax Payer Services-II) has been given mandate to educate Tax Payers in respect of e-services by organizing workshops/Seminars across the country. In Para 5 of the said order (copy enclosed), it is stated that Pr. Chief Commissioners of Income Tax of each region will be responsible for dissemination of information with respect to Tax Payer Services initiatives. The vision document submitted by the department of revenue to NITI AYOg contains certain milestones to be achieved in 15 years, 7 years and 3 years time. To extend the outreach program to all major cities having income tax offices' is one of the goals set forth in the document. It may be appreciated that the field of tax payer services in the IT Department has become very important with new initiatives and emphasis of the Government of India on e-governance.

This is observed that the tax payers and professionals have not been able to keep up the pace with the changes. As a result, a wide gap has emerged between the initiatives

undertaken by the Income Tax Department and acceptance thereof in terms of practices by the stake holders. The success of the initiatives of e-governance lies on the intensive regular efforts of the Department to bridge up the gap between the technological changes and the usage thereof. Unless people are driven home with the new initiatives in the field of tax payer services and got used to working therewith, the objectives of e-governance will get defeated. Therefore, the CBDT Order has highlighted the need to educate the tax payers by organizing regular seminars and workshops at each station in India. The workshops/Seminars should comprise of all the stake holders including the Professionals, representatives of ICAI, CII, ASSOCHAM, Trade and specific business associations/unions besides the tax payers. The workshops/Seminars will aim at educating the tax payers and professionals about E-filing of Returns, Online filing of rectification application, Online filing of TDS returns, single point service centers – Aayakar Seva Kendras, resolution of nagging issues like credit of TDS, mis-match of TDS entries, filing and processing of PAN/TAN Applications, Redressal of Grievances on e-nivaran, use of National Call Centers etc.

In the seminar/workshops the speakers may be from the field, directorate of Systems and directorate of TPS. There may also be volunteers outside the Department who are well Conversant with the tax payer services initiatives being undertaken by the Income Tax Department. But the content and correctness of the speeches/presentations must be checked beforehand by some senior officer of the Department. Such events should be advertised well in advance to optimize the benefits. The field formation is desired to record the proceedings (Audio/Video) of meetings on the electronic devices and send it to the Directorate of Tax Payer Services-II for compilation and analysis. The Directorate of TPS-II will always be available to extend necessary help in this regard. Events may be used for distribution of literature relating to tax payer services. For this purpose, information kiosks may be set up at the venues.

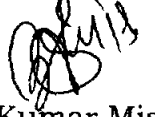
You are requested to direct the Officers responsible in the field to make necessary arrangements for organizing the events. The efforts should be made to ensure that each station of your region is covered at least once in the current Financial Year. The schedule of such events may be sent to the Directorate of TPS-II at an early date on :

ADG(TPS-II):Phone: 011-23519117, Fax: 011-23593268, Mobile No.: 91-8005446924, E-Mail: [anil.k.misra@incometax.gov.in](mailto:anil.k.misra@incometax.gov.in).

JDIT(e-services):Phone:011-23684414, Fax:011-23593268, Mobile No.: 91-9810634881, E-Mail: [satish.gupta@incometax.gov.in](mailto:satish.gupta@incometax.gov.in).

Encl: As above.

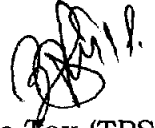
Yours faithfully,



(Anil Kumar Misra)  
Addl. Director General of Income Tax (TPS-II)  
New Delhi.

Copy to:

1. PS, Member (Revenue & TPS), CBDT, North Block, New Delhi for kind information
2. PS, DGIT(Admn. & TPS), Mayur Bhawan, New Delhi for kind information.
3. Web Manager [irsofficersonline.gov.in](http://irsofficersonline.gov.in) for uploading the communication.



Addl. Director General of Income Tax (TPS-II)  
New Delhi.

ORDER No. 01/Ad.VII/2016  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Direct Taxes

New Delhi, the 26<sup>th</sup> February, 2016

**ORDER No. 01/Ad.VII/2016**

**Subject: Dedicated structure for delivery and monitoring of Tax Payer Services in the Income Tax Department – reg.**

The Competent Authority has accorded approval for setting up a dedicated structure for delivery and monitoring of taxpayer services in the Central Board of Direct Taxes (CBDT) and its attached and subordinate offices, with immediate effect and until further orders.

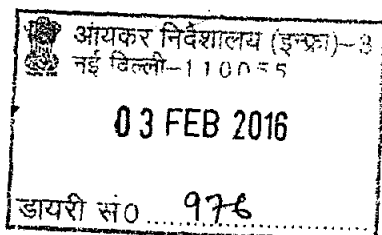
2. Member (Revenue), Central Board of Direct Taxes will oversee the delivery and monitoring of taxpayer services. Member (Revenue) is re-designated as Member (Revenue and Tax Payer Services).

3. Principal Director General of Income Tax (Administration) will be responsible for delivery and monitoring of Tax Payer Services in attached directorates of CBDT as well as field offices of Income Tax Department and will report to Member (Revenue and Tax Payer Services), CBDT. Principal Director General of Income Tax (Administration) is re-designated as Principal Director General of Income Tax (Administration and Tax Payer Services).

4. There will be two separate Directorates for delivery and monitoring of tax payer services viz. Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Tax Payer Services-II) headed by Additional Director General of Income Tax (TPS-I) and Additional Director General of Income Tax (TPS-II) respectively. These two Directorates will report to Principal Director General of Income Tax (Administration and Tax Payer Services).

4.1 The functions of the Directorate of Income Tax (Tax Payer Services-I) shall be as under:

- (i) Oversee and co-ordinate all matters relating to grievances/issues pertaining to taxpayers falling within the jurisdiction of Assessing Officers across the country.



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- (ii) Oversee and co-ordinate all matters being dealt by Aayakar Seva Kendras.
- (iii) Devise an effective monitoring and reporting mechanism for Tax Payer Services in field offices.
- (iv) Co-ordinate with all the Commissioners of Income Tax (Admin & Tax Payer Service)/Addl. Commissioners of Income Tax (Headquarters & Tax Payer Services) working under Pr. Chief Commissioners of Income Tax /Chief Commissioners of Income Tax across the country and collate the monthly reports received from them and put-up a consolidated report to Member, (Revenue & Tax Payer Services) on a quarterly basis through Pr. DGIT (Administration and Tax Payer Services).
- (v) Maintain effective co-ordination with Directorate of Income Tax (Tax Payer Services-II).
- (vi) Review & monitor the implementation of the Citizens' Charter.
- (vii) Carry out research and surveys on taxpayer satisfaction.
- (viii) Monitor the Tax Return Preparer (TRP) Scheme.
- (ix) Any other function relating to delivery and monitoring of Tax Payer Services.

4.2 The functions of the Directorate of Income Tax (Tax Payer Services-II) shall be as under:

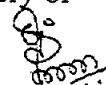
- (i) Educate taxpayers in respect of E-services being provided to the taxpayers.
- (ii) Deal with grievances of taxpayers relating to matters such as processing of returns of income, issue of refunds, demand verification, PAN, TAN, CPC-TDS related grievances.
- (iii) Co-ordinate with the Directorates under Pr. DGIT (Systems) including Centralised Processing Centre-ITR and Centralised Processing Centre -TDS to ensure delivery standards of e-enabled Taxpayer Services.

  
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- (iv) Coordinate with Directorate of Systems regarding instructions for monitoring of grievances and setting of guidelines for various actions to be taken by the Directorate of Systems.
- (v) Provide taxpayer feedback to Directorate of Systems for development of new methods of providing services to taxpayers through apps and mobile telephony, SMS alerts etc.
- (vi) Coordinate with Directorate of Systems for effective functioning of the National Call Centre of the Department (Telephone No. 1961).
- (vii) Prepare monthly reports regarding E-services and grievances relating to E-services and put-up a consolidated report to Member (Revenue and Tax Payer Services) on a quarterly basis through Pr. DGIT (Administration and Tax Payer Services.)
- (viii) Maintain effective co-ordination with Directorate of Income Tax (Tax Payer Services-I).
- (ix) Any other function relating to delivery and monitoring of E-Services.

4.3 Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Tax Payer Services-II) will be set up by re-designating Directorate of Income Tax (TDS) as Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Infra-3) as Directorate of Income Tax (Tax Payer Services-II).

5. At the field level, Pr. Chief Commissioner of Income Tax of each Region will be responsible for provision and monitoring of time bound delivery of taxpayer services, dissemination of information with respect to tax payer services initiatives being rolled out, holding of camps etc., within the Region. In this task, they will be assisted by the Commissioner of Income Tax (Admin & CO) who will be responsible for the work of tax payer services in addition to his responsibilities of administration and computer operations. This post is re-designated as Commissioner of Income Tax (Administration & Tax Payer Services). Similarly, the Addl. Commissioner of Income Tax (HQs) in the office of Pr. Chief Commissioner of Income Tax will be re-designated as Addl. Commissioner of Income Tax (HQ & Tax Payer Services). He will assist the Commissioner of Income Tax (Administration & Tax Payer Services) along with a team of officers. These officers will be responsible to oversee delivery of



taxpayer services, work of Saye Seva Kendras, redressal of grievances pertaining to Pr. Chief Commissioners of Income Tax of the Region, and to co-ordinate with ADGIT(TPS-I) and ADGIT(TPS-II).

6. A similar arrangement will be created at every level of responsibility in the field i.e. Chief Commissioners of Income Tax, Pr. Commissioners of Income Tax, Addl. Commissioners of Income Tax /Joint Commissioners of Income Tax, Deputy Commissioners of Income Tax /Assistant Commissioners of Income Tax and ITOs for their respective jurisdictions.

7. The detailed structural changes/modifications are given in Annexure-I attached, for clear understanding of the hierarchical structure.

8. The staff requirement of the Directorates and the approved structure for field offices will be met from within the overall sanctioned strength of the Income Tax Department.



**(Jati Singh Meena)**

Under Secretary to the Govt. of India

Telefax: 24122759

To

1. All Principal Chief Commissioners of Income Tax/Chief Commissioners of Income Tax/Principal Commissioners of Income Tax/ Commissioners of Income Tax
2. All Principal Director Generals of Income Tax /Director Generals of Income Tax/ Principal Directors of Income Tax/Directors of Income Tax:
3. PS to FM/PS to MOS(F)
4. PS to Secretary Revenue.
5. PPS to AS Revenue.
6. PPS to Chairman, CBDT.
7. PPS to Member (Inv.)/ Member(P&V)/ Member(R)/ Member (IT)/ Member(L&C)/ Member(A&J).
8. PS to JS (Admn)/DT
9. DS(Ad.VI), JCIT(V&L), DS(HQ), CIT(C&S)
10. Pr.DGIT (Systems), (Webmaster) with request to upload the order on the official website of CBDT.
11. AD (OL), Hindi Section for providing Hindi Version.
12. Guard file.

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