

**Part-II** : Implementation of BPR.

1. A presentation was made before the CBDT in March 08 by the consultants and most of the recommendations were accepted. Thereafter some of the recommendations of the study have been approved for implementation, on pilot basis, in first phase, by CBDT in July, 2009. The Pilots of the projects are expected to be started by soon and All- India roll out is expected in the next Financial year.

**2. Pilot Projects**

2.1 The CBDT has approved launch of following three Pilots

- Front Office
- Central Appeals Registry
- Record Management

- **Front Office Project:** Pilot project for Front Office is scheduled to be launched in various stations of varying sizes under the guidance of respective CCsIT. Blue print for the project has been prepared by the Directorate of BPR. The Front Office envisages a diary receipt and dispatch system as well as tracking of documents. Its success on various parameters will be evaluated by DGIT (BPR) before its all India Rollout.
- **Central Appeals Registry :** It has been decided to implement the pilot in stations where three or more CITs (A) are located . The CCITs will constitute a panel for allocating the appeals to the CITs (A) based on workload, revenue/issue involved etc. The objective is to ensure speedy, and consistent disposal of appeals through equitable distribution of workload. Blue print for the project has been prepared by the Directorate of BPR. After 12 months these pilots shall be evaluated by DG (BPR) against success criteria before the all India Rollout.
- **Record Management:** A Committee has been formed to finalise "Weeding Out and Archiving Policy" of the department to reflect the changing needs of the organization. The task force for finalizing the manner and information required to be captured for the new record management project will be formed thereafter. At the end of the project it will be evaluated by the DGIT (BPR) before implementing it all over India.

**2.2** A steering committee under the chairmanship of the Chairman, CBDT and having Member (IT), Member (L&C), DGIT (Sys) , DGIT (BPR) as members will monitor progress and grant requisite approvals for the various decisions in respect of BPR. It will be assisted by a Project Implementation Cell, which would be

different for each of the pilot projects and would be headed by DGIT(BPR) and will comprise of nominees of Systems, nominees of the Stations identified for the pilot and nominees from the field along with the DITs (BPR) and Addl.DITs (BPR) concerned .

### **3. New Directorates**

It has also been decided by the CBDT to have Directorates for Risk Management, Continuous Improvement, TDS and PAN.

### **4. Team BPR**

**Sh C.S. Kahlon**, Member (Legislation & Computerization), Central Board of Direct Taxes, New Delhi

#### **Directorate of Business Process Re-engineering, New Delhi**

**Mr Qaiser Shamim**, Director General of Income Tax

**Mrs Arti Handa**, Director Of Income Tax-I

**Mrs.Rashmi Saxena Sahni**, Director Of Income Tax-II

**Mr Ashok Saroha**, Addl. Director of Income Tax

**Sh K.C. Gupta**, Asst. Director of Income Tax

**5. Change is inevitable and need of the hour is to change for the better.** The success of BPR initiatives will depend on each of us working in the Department.

For background of the project please [click here](#).

**Our Motto: "We are in it together."**

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Comments can be sent on bprproject @ gmail.com