

The process of drafting a new Vision document – Vision 2020 is nearing completion. An important component of the Vision 2020 document is the Citizens' Charter 2010. As a part of Vision 2020, the Citizens' Charter 2007 was revisited by a Working Group constituted by the CBDT. A massive exercise was undertaken of conducting interactive sessions with members of trade associations, bodies of industry, chamber of commerce, associations of Chartered Accountants/Advocates, IRS Officers associations, employees and staff associations etc. This had thrown up a plethora of issues relating to the charter and also to the wider Vision 2020. After incorporating the feedback from all stakeholders, the Working Group prepared a draft Citizens' Charter 2010. The draft Citizens' Charter was further modified incorporating the suggestions of the Drafting Committee. Since the Citizens' Charter is a set of commitments to be adhered to by the entire organization, the final draft Citizens' Charter 2010 is being brought before all the stakeholders for their comments/ feedback latest by 30th June, 2010 through e-mail at itd.sevottam@gmail.com.