

Take his help to
redress your
Grievances
Meet the

INCOME TAX OMBUDSMAN



You, or your authorized representative, can bring your Income Tax related complaints to the Taxpayer-friendly Income Tax Ombudsman, for redressal.



Income Tax Department

www.incometaxindia.gov.in

Grievances that you or your authorized representative can refer to the Ombudsman

- Delay in disposal or settlement of claims regarding:
 - Issue of refunds
 - Interest waiver petitions
 - Giving effect to appellate orders
 - Rectification of applications
 - Release of seized books of accounts and assets
 - Allotment of PAN/Issue of PAN cards
- Sending of envelopes without refund vouchers, in cases of refund.
- Non-adherence to the principle of 'First Come First Served' in sending refunds
- Non-acknowledgement of letters or documents
- Non-updating of demand and other registers
- Lack of transparency in identifying cases for scrutiny
- Non-credit of tax paid
- Non-adherence to prescribed working hours
- Rude behaviour of Income Tax Officials
- Any other matter where Govt. instructions have been contravened or not followed.

Procedure to be followed

- The complaint must be duly signed by the complainant or his/her authorized representative.

For Online complaints, print-outs must be signed and sent to the Ombudsman.

- The complaint should clearly indicate:
 - (a) The name, address and PAN of the complainant.
 - (b) The name and designation of the official who is being complained against.
 - (c) The facts on which the complaint is based – along with supporting documents.
 - (d) The relief sought from the Ombudsman.

No complaint to the Ombudsman shall stand unless:

- you have made a written representation to the Income Tax Authority superior to the one complained against and your grievance remains unredressed
- the complaint is made not later than one year after you have received the reply of the Department to your representation and
- the complaint is not in respect of the same subject matter which was settled through the office of the Ombudsman in any previous proceedings.

There are 12 Income Tax OMBUDSMAN across the country at:

- Mumbai • Delhi • Bengaluru • Lucknow • Chennai • Pune • Kolkata
- Ahmedabad • Hyderabad • Chandigarh • Bhopal • Kochi

For details about their jurisdiction log on to
www.incometaxindia.gov.in/ombudsman.html

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