

F.No. A-11011/02/2015-Ad.VII
Government of India
Ministry of Finance
Department of Revenue
Central Board of Direct Taxes

New Delhi, the 26th 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.



- (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:

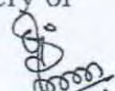
- (i) Educate taxpayers in respect of E-services being provided to the taxpayers.
- (ii) Deal with grievances of taxpayers relating to matters such as processing of returns of income, issue of refunds, demand verification, PAN, TAN, CPC-TDS related grievances.
- (iii) Co-ordinate with the Directorates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



- (iv) Coordinate with Directorate of Systems regarding instructions for monitoring of grievances and setting of timelines 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, working of Aayakar Seva Kendras, redressal of grievances pertaining to Pr. Chief Commissioner 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.

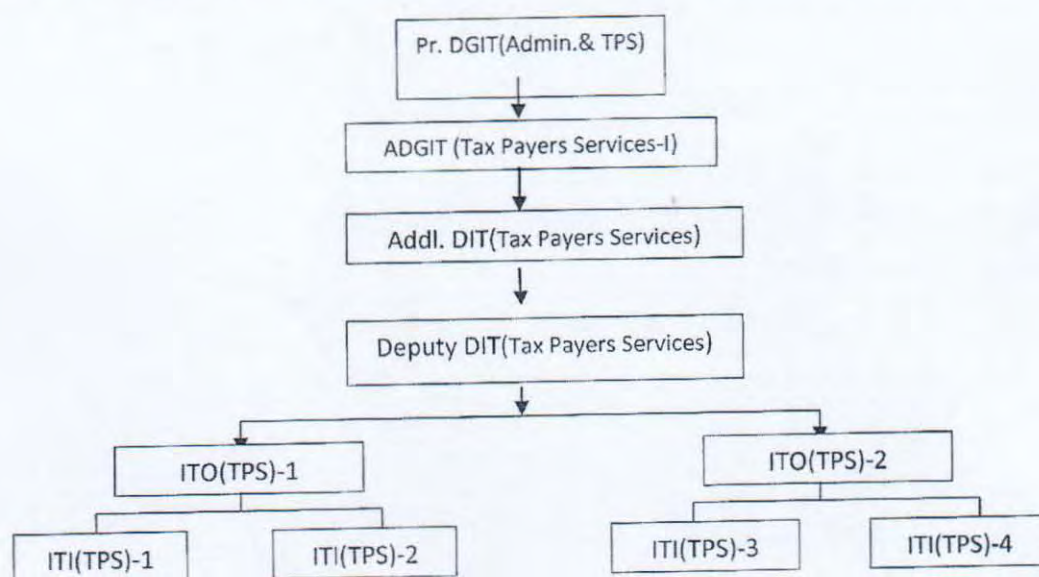


ANNEXURE - I

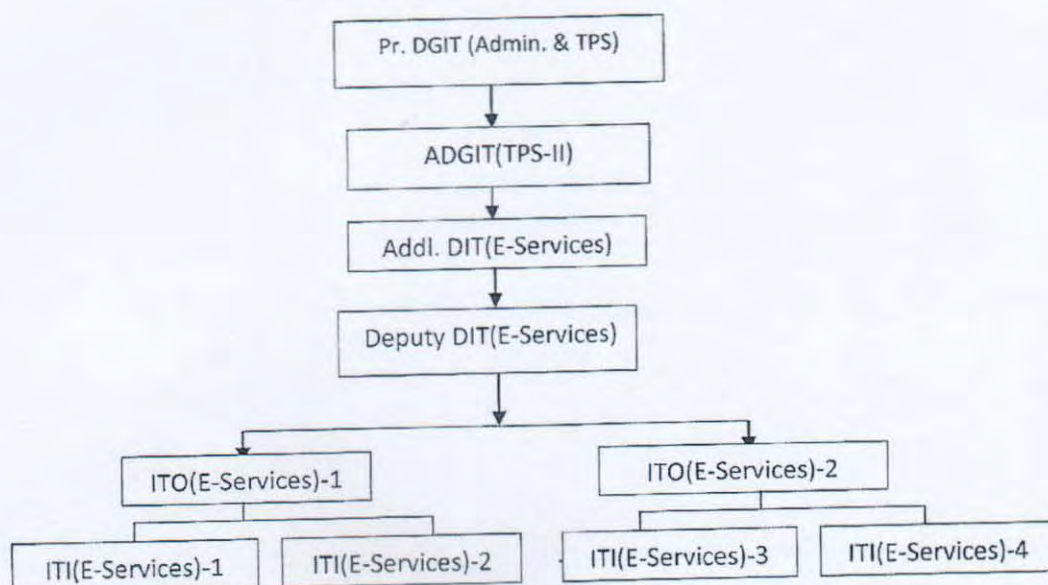
Annexure - I to Order No. 01/Ad.VII/2016 dated 24th February, 2016 issued vide F.No.A-11011/02/2015-Ad.VII

For operationalizing Order No.01/Ad.VII/2016 dated 26th February 2016 the Vertical for Tax Payer Services in CBDT and its attached and subordinate offices will have the structure as given below:

I. Structure of Directorate of Income Tax (Tax Payer Services I):

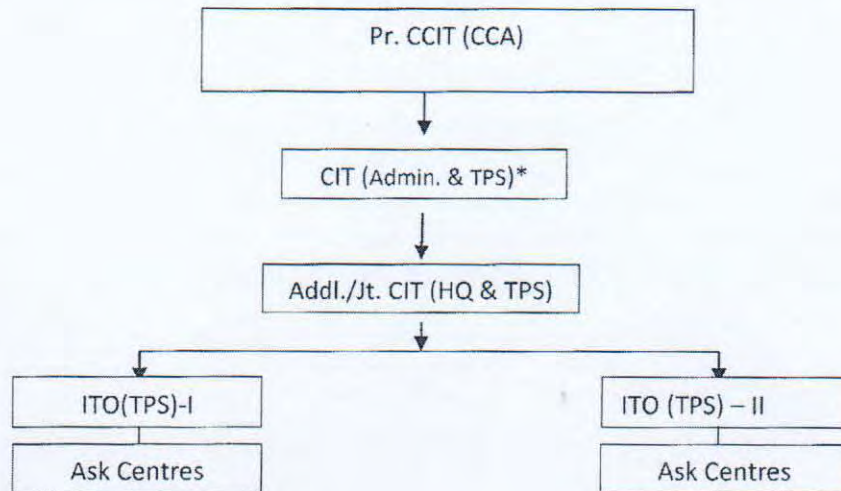


II. Structure of Directorate of Income Tax (Tax Payer Services- II):



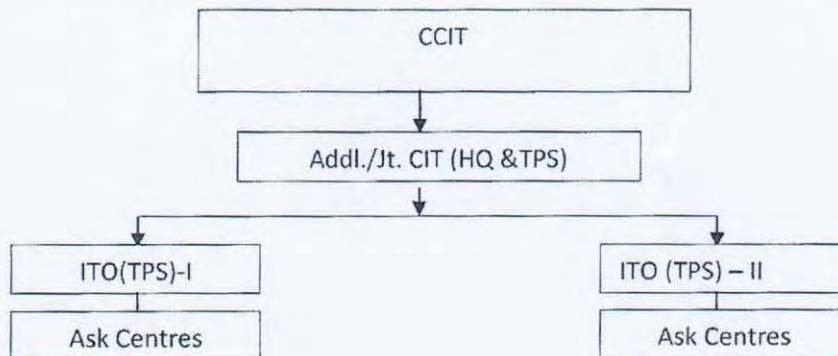
III. Structure for delivery of taxpayer services in the field formation will be as below:

A. For Regions under Pr. CCIT (CCA) with multiple CCsIT Charges:

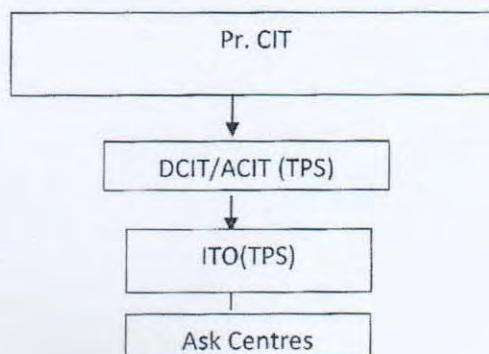


**This structure is the general structure for all regions, but in regions having large number of taxpayers, an exclusive CIT(TPS) will be posted through diversion of posts of CsIT (Appeals).*

B. For charges with single CCIT & having multiple Pr. CsIT :

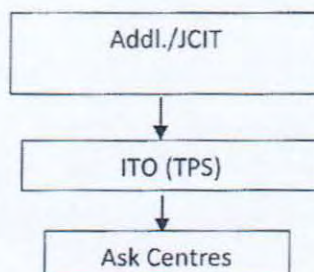


C. For charges with single Pr. CIT:



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D. For other smaller stations with single Addl./Jt. CIT:



E. For further smaller stations with single DCIT/ ACIT/ ITO:

In such stations, the DCIT/ACIT/ITO shall also double up as nodal officer for Tax Payer Services and will specifically send a monthly report to his supervisory authority about grievances received and resolved. In case of pending grievances, factual report should be made to the supervisory authority clearly highlighting the level at which the grievance can be resolved. With respect to such unresolved grievances, the said supervisory authority may seek assistance of Addl. CIT (HQ & TPS) of the region and/or can directly seek guidance from ADGIT (TPS-I) functioning at national level under Pr. DGIT (Admin. & TPS), Delhi.
