

**Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Direct Taxes**

**PRESS RELEASE**

New Delhi, 7<sup>th</sup> March, 2016

**Sub: Setting up of a dedicated structure for delivery and monitoring of tax payer services in the Income Tax Department- regarding.**

Grievance redressal is a major aspect of citizen centric governance and is an important feature of the activities of the Income Tax Department. The Income-tax Department is addressing grievances through a multi-layered grievance redressal machinery including Centralised Public Grievance Redress and Monitoring System (CPGRAMS), Aayakar Seva Kendras (ASK), online grievance redressal through Central Processing Centre (CPC), etc.

Taking another step in this direction, the Central Board of Direct Taxes has issued an Order setting up a dedicated structure for delivery and monitoring of tax payer services in the Income Tax Department. Member (Revenue and Tax Payer Services) will oversee the delivery and monitoring of taxpayer services in CBDT. Two separate Directorates, called Directorate of Tax Payer Services I and Directorate of Tax Payer Services II have been set up. Together, these Directorates will be responsible for delivery and monitoring of taxpayers services in the field offices and e-services deliverable through various electronic platforms of the Department. They will oversee and co-ordinate all matters relating to grievances of taxpayers and ensure their timely redressal. These Directorates will report to the Member (R and TPS), CBDT through the Principal Director General of Income Tax (Administration).

The responsibility for delivery of tax payer services has also been specifically assigned at every level in the field offices. This will ensure accountability of officials in redressing grievances in a time bound manner.

The Tax Administration Reforms Commission's (TARC) Report has also accorded considerable importance to redressal of grievances and a customer focussed approach in the Department through creation of a tax payer services vertical. The creation of this structure will fulfill some of the most significant recommendations of the TARC.

With this initiative the CBDT expects a noteworthy reduction in taxpayer grievances and enhanced taxpayer satisfaction.

ORDER No. 01/Ad.VII/2016 of 26<sup>th</sup> February 2016 is available on the website of the Department at [www.incometax.gov.in](http://www.incometax.gov.in).

**(Shefali Shah)  
Pr. Commissioner of Income Tax  
(Media and Technical Policy)  
and Official Spokesperson, CBDT**