

Director General of Income Tax (Logistics)
Central Board of Direct Taxes

D.O. DG(Logistics)/48/3/20 15/ ASK/DOMS/162

Dated. 22 April, 2015

Dear

Subject :- Effective monitoring and disposal of grievances.

You may be aware that all dak including grievances are being received through Sevottam software in Income tax offices across the country, wherever this software has been made available by the Directorate of Systems. In all buildings of the Income tax Department where Aayakar Sewa Kendras have been setup, the Sevottam software has been mandatorily made available.

2. Timely disposal of grievances has been a subject of continuous emphasis and the disposal of grievances is now being monitored at the highest level in the Income tax Department. The pendency and disposal of grievances can be monitored through the Sevottam software at your end too and I am enclosing a series of screen shots to elucidate the procedure of carrying out this task. You may appreciate that regular monitoring of the disposal of grievance at your end will ensure that the process of grievance redressal in your region is always prompt and is scaled up to the desired level.

3. I am also enclosing a chart containing aging analysis of grievances pending and resolved upto 31-03-2015. This data has been provided by the Directorate of Systems. It is very much possible that in many cases the disposals are not entered into the system by the concerned offices. I would therefore request you to kindly issue necessary directions to all the offices in your jurisdiction that resolution entries in respect of all grievances received through Sevottam should be mandatorily entered in the system once the grievances have been disposed off.

Yours
(K. C. Jain)**Grievance - Pendency aging analysis up to 31-03-2015**

Office Designation	Total	With No Timeline	Not Overdue	Pending After Due Date (days)				
				1-15	15-30	31-45	46-60	>=60
Pr. CCIT (INT taxation),New Delhi	239	0	0	3	0	3	0	233
Pr. CCIT, Mumbai	182	0	0	8	0	1	0	173
Pr. CCIT, Gujarat	664	0	0	66	0	56	0	542
Pr. CCIT, AP & Telangana	2442	0	0	6	0	0	0	2436

This document has been compiled as service to our clients. We recommend that you seek professional advise prior to initiating action on specific issues.

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Pr. CCIT, Rajasthan	453	0	0	80	0	38	0	335
Pr. CCIT, Nagpur	253	0	0	0	0	3	0	250
Pr. CCIT, Pune	1111	0	0	0	0	0	0	1111
Pr. CCIT, UP West & Uttarakhand	2763	0	0	74	0	58	0	2631
Pr. CCIT, Lucknow UP East	2125	0	0	121	0	213	0	1791
Pr. CCIT Bhopal (MP & CG Region)	646	0	0	11	0	11	0	624
Pr. CCIT, Bengaluru	3085	0	0	152	0	53	0	2880
Pr. CCIT, Tamilnadu	7704	0	0	85	0	113	0	7506
Pr. CCIT, Kerala	1840	0	0	12	0	9	0	1819
Pr. CCIT, Bhubaneswar	1234	0	0	86	0	95	0	1053
Pr. CCIT, NER	1443	0	0	13	0	7	0	1423
Pr. CCIT, West Bengal & Sikkim	913	0	0	1	0	0	0	912
Pr. CCIT, Bihar & Jharkhand	3606	0	0	123	0	127	0	3356
Pr. CCIT, Delhi	24637	0	0	1956	0	1295	0	21386
Pr. CCIT, North West Region	5783	0	0	205	0	140	0	5438
Total	61123	0	0	3002	0	2222	0	55899

Grievance - Resolution aging analysis up to 31-03-2015

Office Designation	Total	With No Timeline	Resolution on Time	Pending After Due Date (days)					
				Late Disposal	Days 1-15	Days 16-30	Days 31-45	Days 46-60	Days >= 60
Pr. CCIT, (INT. taxation), New Delhi	132	0	83	49	4	3	6	2	34
Pr. CCIT, Mumbai	691	0	393	298	52	47	21	20	158
Pr. CCIT, Gujarat	38867	0	27053	11814	2247	1475	1281	1020	5791
Pr. CCIT, AP & Telangana	686	0	204	482	49	67	52	36	278
Pr. CCIT, Rajasthan	11844	0	8130	3714	662	532	418	345	1757
Pr. CCIT, Nagpur	268	0	173	95	15	19	8	2	51
Pr. CCIT, Pune	3493	0	2192	1301	215	162	109	91	724
Pr. CCIT, UP West and Uttarakhand	8319	0	4330	3989	388	312	282	243	2764
Pr. CCIT, Lucknow UP East	3082	0	1215	1867	240	160	82	80	1305
Pr. CCIT, Bhopal (MP & CG Region)	4303	0	2262	2041	243	247	193	209	1149

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Pr. CCIT, Bengaluru	1249	0	431	818	50	58	58	63	589
Pr. CCIT, Tamilnadu	4967	0	1847	3120	343	307	322	262	1886
Pr. CCIT, Kerala	10665	0	3141	7524	474	459	417	479	5695
Pr. CCIT, Bhubaneswar	2167	0	523	1644	130	92	95	87	1240
Pr. CCIT, NER	3551	0	1083	2468	148	149	117	124	1930
Pr. CCIT, West Bengal & Sikkim	1091	0	384	707	98	48	51	55	455
Pr. CCIT, Bihar & Jharkhand	2329	0	1425	904	141	81	72	83	527
Pr. CCIT, Delhi	23289	0	16090	7749	981	714	702	536	4816
Pr. CCIT, North West Region	26736	0	15590	11146	1499	1171	893	714	6869
Total	148279	0	86549	61730	7979	6103	5179	4451	38018

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