

o/c



सत्यमेव जयते

**NEENA KUMAR**

प्रधान महानिदेशक

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प्रधान आयकर महानिदेशक (प्रशा. एवं करदाता सेवाएं)

पांचवी मंजिल, मयूर भवन, कनाट सर्कस,

नई दिल्ली-110001

PRINCIPAL DIRECTOR GENERAL OF INCOME-TAX  
(ADMN. & TPS)

5th Floor, Mayur Bhawan,

Connaught Circus, New Delhi-110001

D.O.F.No.Pr. DGIT(Admn. & TPS)/DO/2018-19/

Date: 16.04.2018

Dear

**Sub: Misconduct and high handedness by Sr. Officers of the Department-reg.**

The Board has constantly impressed upon the officers in the field formations the necessity of soft skills while dealing with taxpayers or their representatives. It is important that the behavior of officers and staff should be courteous, polite and above reproach. However, a number of complaints are being received in the Tax Payer Services Directorate and CBDT regarding harassment, misconduct and high handedness of Officers and staff. Such incidents damage the image and reputation of the Income Tax Department and dent the efforts of the Department to position itself as a service oriented organization.

May I, therefore request you to issue necessary instructions to your officers and staff to deal with public not only with administrative efficiency but also with the requisite soft skills. Their behaviour needs to be impeccable not only in the performance of their official duties but also decorous outside the office. Clause 3 and 3A (extract enclosed) and other applicable rules of the Central Civil Service (CCS) Conduct Rules, 1964 may kindly be reiterated in this regard.

Enclosed: As above

Yours

(Neena Kumar)

(As per list enclosed)

Shri. Prasana Kumar Dash  
Pr. Chief Commissioner of Income Tax  
(MP & CG)  
Aayakar Bhavan  
Hoshangabad Road  
BHOPAL.

Shri. S.P. Choudhury  
Pr. Chief Commissioner of Income Tax  
(Odisha)  
Aayakar Bhavan  
Rajaswa Vihar  
BHUBANESHWAR.

Shri. L.C. Joshi Ranee  
Pr. Chief Commissioner of Income Tax  
(NER, Guwahati)  
Aayakar Bhavan  
Christian Basti, G.S. Road,  
GUWAHATI.

Shri. Shyama P. Choudhury  
Pr. Chief Commissioner of Income Tax,  
(Andhra Pradesh & Telegana)  
10<sup>th</sup> Floor, I.T. Towers  
HYDERABAD.

Shri. Abhay Tayal  
Pr. Chief Commissioner of Income Tax  
(UP West & Uttarakhand)  
Aayakar Bhavan  
Civil Lines,  
KANPUR.

Shri. Pranab Kumar Das  
Pr. Chief Commissioner of Income Tax  
(Kerala)  
C.R. Building  
I.S. Press Road  
KOCHI.

Shri. R.P. Srivastava  
Pr. Chief Commissioner of Income Tax  
(UP East & Lucknow)  
Aayakar Bhavan  
5-Ashok Marg  
LUCKNOW.

Shri. Sushil S. Rathore,  
Pr. Chief Commissioner of Income Tax-Delhi,  
3<sup>rd</sup> floor, C.R. Bldg., IP Estate,  
New Delhi.

Shri. P.C. Mody  
Pr. Chief Commissioner of Income Tax, Mumbai  
Aayakar Bhavan  
Maharishi Karve Road,  
MUMBAI

Shri. Rajnish Kumar  
Pr. Chief Commissioner of Income Tax,  
(Karnataka & Goa)  
C.R. Building  
BENGALURU.

Shri. Sushil Kumar  
Pr. Chief Commissioner of Income Tax,  
(Tamil Nadu & Puducherry)  
121, Mahatma Gandhi Road,  
Nungambakkam Road  
CHENNAI.

Smt. Meeta Nambiar  
Pr. Chief Commissioner of Income Tax,  
(Rajasthan)  
New C.R. Building  
JAIPUR.

Ms. Madhu Mahajan  
Pr. Chief Commissioner of Income Tax,  
(NWR, Chandigarh)  
Aayakar Bhavan, Sector-17E,  
CHANDIGARH.

Smt. Seema Khorana Patra  
Pr. Chief Commissioner of Income Tax,  
(WB & Sikkim)  
Aayakar Bhavan,  
P-7, Chowringhee Square  
KOLKATA.

Shri. A.K. Jaiswal  
Pr. Chief Commissioner of Income Tax  
Aayakar Bhavan  
Ashram Road  
AHMEDABAD.

Shri. Pushpinder Singh Puniha  
Pr. Chief Commissioner of Income Tax  
(Nagpur)  
Aayakar Bhavan  
Telankhedi Road,  
Civil Lines  
NAGPUR.

Shri. K.C. Ghumaria  
Pr. Chief Commissioner of Income Tax  
(Bihar & Jharkhand)  
Central Revenue Building  
Birchand Patel Marg,  
PATNA.

Shri. Vinodanand Jha  
Pr. Chief Commissioner of Income Tax  
(Pune)  
Aayakar Bhavan  
12, Sadhu Vaswani Chowk,  
PUNE.

Shri Akhilesh Ranjan  
Pr. Chief Commissioner of Income-tax (Intl. Taxation)  
3<sup>rd</sup> Floor, E2-Block  
Civic Centre  
New Delhi.

Shri S.D. Jha  
Chief Commissioner of Income-tax (Exemptions)  
Civic Centre  
New Delhi.