



# **Manual of Office Procedure for Directorate of Income Tax (Research & Statistics) 2024**

**DIRECTORATE OF INCOME TAX  
(ORGANISATION & MANAGEMENT SERVICES)  
CENTRAL BOARD OF DIRECT TAXES  
DEPARTMENT OF REVENUE  
GOVERNMENT OF INDIA**





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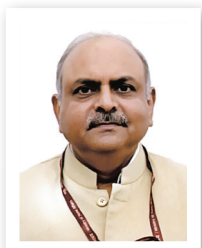
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**Ravi Agrawal, I.R.S.**  
Chairman, CBDT



सत्यमेव जयते

भारत सरकार  
Government of India

विशेष सचिव  
वित्त मंत्रालय/राजस्व विभाग  
केन्द्रीय प्रत्यक्ष कर बोर्ड  
**Special Secretary**  
Ministry of Finance / Department of Revenue  
Central Board of Direct Taxes

## **MESSAGE**

The revised Manual of Office Procedure published in 2019 provided a framework for carrying out various operations in the Income Tax Department. Since its release, the department has undergone substantial transformation with a renewed focus on taxpayer services through enhanced digitalisation of processes and elimination of face to face interactions in the assessment and appellate proceedings.


In view of these advancements, the department decided to undertake a comprehensive review of its organizational structure and processes. To steer this initiative, a committee was constituted with the objective of redefining, realigning, and reassigning roles at all levels within different verticals of the department.

Following the report submitted by the Committee, to provide clear guidance, ensure consistency and transparency, and to have standard operating procedures for functionaries at different levels, separate Manuals of Office Procedure are being published for different verticals.

I compliment the committee for conducting an extensive research and preparing a comprehensive report. I also compliment the heads of each vertical of the Department for ensuring wholehearted participation in this exercise of creation of dedicated, vertical-specific Manuals.

Entire team of the Directorate of Organisation & Management Service (DOMS) also deserves appreciation for painstakingly co-ordinating with each vertical of the Department and bringing this task to a fruitful conclusion.

It is expected that these vertical-specific Manuals outlining the roles and responsibilities at each level will ensure clarity in operations, and serve as a useful tool in enhancing the efficiency, productivity, and overall functioning of the Department.

  
(RAVI AGRAWAL) 26/12







### **FOREWORD**

The functions of Income Tax Department have diversified and increased multifold over the last decade. For being responsive and adaptive to the changing business environment, complex and novel business structures, new technological development and accelerated globalisation, it is imperative that policies and operating procedures of the department are constantly reviewed. It is also important that the structure and functions of the Department are aligned with the latest developments and the contemporary realities. A need was therefore felt to delineate the role and functions in a granular manner at all levels in the Department.

2. A Committee was accordingly constituted on 27.07.2022 by the Board to enumerate the roles and functions of the officers and officials working at different levels, analyse the new functions of each position, and redefine, realign and reassign the roles of each position in the Department. Inputs were sought from the field formations, attached Directorates, employee associations before the Committee finalized and submitted its report on 10.11.2023. The report was circulated to different verticals of the department for drafting and finalization of a separate Manual of Office Procedure at their end.
3. After Manual of Office Procedure for the Directorate of Income-tax (Intelligence & Criminal Investigation), Board for Advance Rulings and Directorate of Income-tax (Infrastructure), Manual of Office Procedure for the Directorate of Income-tax (Research & Statistics) is next in the series of such manuals to be released for different verticals.
4. The accomplishment of this task would not have been possible without the sincere efforts of the members of the Committee who were tasked with the responsibility of submitting their recommendations on redefining Roles and Functions of all levels in the Department. Officers of Directorate of Income-tax (Research & Statistics) and Directorate of Organization and Management Services (DOMS) also deserve appreciation for their efforts in finalization of this Manual.
5. It is expected that the manual would enhance the standards and efficiency of the department and help the employees at different levels in discharging their functions in a more meaningful manner.





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## Preface

It gives me immense pleasure to present the Manuals of Office Procedure 2024 which are being published separately for different verticals of the Department.

These MOPs are designed to describe the broad tasks being performed, and to delineate the roles and functions of all levels in a granular manner, in each vertical of the Department.

I express my sincere thanks to all the concerned Directorates and offices for their contribution in the whole exercise, and urge them to sensitise each and every official working in different verticals to make use of these manuals.

I extend my heartiest congratulations to the officers of the Directorate of Organization and Management Services for their sincere efforts and hard work in preparation of these manuals.

(Prawn Kumar)



## **DIRECTORATE OF INCOME TAX (RESEARCH & STATISTICS)**

### **1. Introduction**

**1.1** Directorate of Inspection (Research, Statistics & Publications) was set up in 1960 in the Income Tax Department. Research & Statistics Wing was functioning under administrative control of Directorate of Income Tax (RSP&PR), headed by a DIT. Research & Statistics Wing further came under administrative control of Director General of Income Tax (Logistics). Later on, this Wing headed by Deputy Director General (DDG) came under administrative control of Pr. Director General of Income-tax (Pr.DGIT)(Admin. & TPS) with effect from 03.05.2017. This Directorate disseminates the statistics on various aspects of Direct Taxes based upon data received from field establishments which are used by the Central Board of Direct Taxes (CBDT) for monitoring & evaluation of existing policies and for formulation of new policies.

### **1.2 Broad Functions of the Directorate are as follows: -**

- i. Responsible for collection, compilation and dissemination of statistics on various aspects of Direct Taxes. Statistics are being collected from the field establishments i.e. from the offices of Pr. Chief Commissioners of Income Tax/Pr. Director General of Income Tax and Commissioners of Income Tax (Appeals). Further, this Directorate is also responsible for undertaking research on available database pertaining to Direct Taxes.
- ii. Based on the statistics collected from the field establishments, this Directorate prepares various periodical reports, (as below) which are used by the Central Board of Direct Taxes (CBDT) for monitoring & evaluation of existing policies and for formulation of new policies;
  - a. Monthly Report (MDR) on Disposal of Appeals by Commissioners of Income Tax (Appeals/Appeals Units).
  - b. Quarterly Progress Report (QPR) on Appeals/writs & Other Matters before ITAT/High Court/Supreme Court.
  - c. Quarterly Progress Report (QPR) on Tax Recovery Officers (TRO) Work.
  - d. Quarterly Progress Report (QPR) on Aggregation of Agricultural

Income with Non-Agricultural Income.

- e. Quarterly Progress Report (QPR) on Write-off of Arrear Demand upto Rs.1,00,000/-.
  - f. Annual Report on Income Tax (IT), Corporate Tax (CT) & Other Taxes (OT).
- iii. Ad-hoc technical reports/ works and Analysis of data & findings thereon for submission to CBDT.
  - iv. Furnish information relating to the statistics on Direct Taxes to CBDT as well as different organisations/ offices as per requirements.
  - v. Coordination with CBDT/ Directorates/ DGIT(Systems)/ Regions/ Field Offices/ Other Departments.
  - vi. Management of Independent Administration and Budget Controlling Authority.
  - vii. Furnishing the material for Annual Report of the Ministry.

## **2. Role of Principal Director General of Income Tax (Pr. DGIT)**

The officers of Directorate of Income-tax(R&S) report to Principal Director General of Income Tax (Pr. DGIT) (Admn. & TPS). The Pr. DGIT (Admn. & TPS) monitors and supervises the duties and functions performed by the Directorate of Income-tax(R&S).

## **3. Role of Additional Director General (ADG)**

### **3.1 Technical Functions**

- i. Monitor/ supervision of all the matters related to Technical reports/ research and analysis of data pertaining to Direct Tax.
- ii. Responsible for collection, compilation and dissemination of Statistics on various aspects of Direct Taxes from field establishments i.e. from the offices of Pr. Chief Commissioners/ Chief Commissioners of Income Tax/ Director General of Income Tax and Commissioners of Income Tax (Appeals).
- iii. Responsible to undertake research on available database pertaining to Direct Taxes.
- iv. Based on the statistics collected from field establishments, prepares various periodical reports, which are used by the Central Board of Direct Taxes for monitoring & evaluation of existing policies and for formulation of new policies.

- v. To generate ad-hoc technical reports/ works and analysis of data & findings thereon for submission to CBDT.
- vi. To furnish statistics on various aspects of Direct Taxes to CBDT as well as different organisations/ offices as per requirements.
- vii. To coordinate with CBDT/ Directorates/ DGIT (Systems)/Regions/ Field establishments/ other offices for timely generation of technical reports.
- viii. The management of Independent Administration and Budget Controlling Authority.
- ix. Follow up of directions provided by the CBDT.
- x. Monthly DOs.

### **3.2 Administrative Functions**

- i. To monitor/ supervision of Independent Administration and Budget Controlling Authority.
- ii. To control and supervise the overall work as Head of the Department for Research & Statistics Wing.
- iii. Administrative work related to transfer/ posting within the R&S Wing.
- iv. To monitor all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- v. Matters pertaining to leave of officers and staff.
- vi. To monitor all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements, property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone registers, preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- vii. To monitor all the matters related to generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars.
- viii. To monitor the issue of CGHS/ identity cards.
- ix. To monitor all the matters related to issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- x. To monitor work of annual physical verification and stock taking of records and



stationery, dealing with references relating to Conduct Rules, including immovable property returns.

- xi. To monitor work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xii. Preparation of all schedules and statements for recovery of loans and advances.
- xiii. To monitor all the work related to maintenance of service books, stock register, leave register, asset register, verification of service particulars in APARs of officers and staff.
- xiv. To monitor preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff members written and countersigned in time.
- xv. To monitor purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xvi. To monitor establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay.
- xvii. Sanction of advances.
- xviii. To monitor maintenance of office buildings/ payment of rents, water electricity and telephone bills, compilation of figures from ZAO and Banks.
- xix. To monitor functions related to GeM, PFMS and e-Bhavishya.
- xx. To monitor calculation & deduction of Income-tax.
- xxi. To monitor preparation of expenditure budget.
- xxii. To monitor the binding of service books, registers.

#### **4. Role of Director/Joint Director**

##### **4.1 Technical Functions**

- i. To assist the ADG(R&S) in discharging various duties and functions assigned by ADG(R&S), supervision of all technical works done by Deputy Directors/Assistant Directors and the subordinates and Administrative matters, ad-hoc and any other reports as assigned by ADG or higher authorities.
- ii. To generate Technical Reports as below:



- a. Monthly Report (MDR) on Disposal of Appeals by Commissioners of Income Tax (Appeals/Appeals Units).
- b. Quarterly Progress Report (QPR) on Appeals/writs & Other Matters before ITAT/High Court/Supreme Court.
- c. Quarterly Progress Report (QPR) on Tax Recovery Officers (TRO) Work.
- d. Quarterly Progress Report (QPR) on Aggregation of Agricultural Income with Non-Agricultural Income.
- e. Quarterly Progress Report (QPR) on Write-off of Arrear Demand upto Rs.1,00,000/-.
- f. Annual Report on Income Tax (IT), Corporate Tax (CT) & Other Taxes (OT).
- iii. Ad- hoc reports and Research Analysis.
- iv. To direct and supervise the work of collection, compilation and dissemination of Statistics on various aspects of Direct Taxes and follow up with field establishments i.e. from the offices of Pr. Chief Commissioners/Chief Commissioners of Income Tax/Director General of Income Tax and Commissioners of Income Tax (Appeals).
- v. Coordination with CBDT/ Directorates/ DGIT (Systems)/Regions/ Field establishments/ other offices for timely generation of technical reports.
- vi. Furnish statistics on various aspects of Direct Taxes to CBDT as well as different organisations/ offices as per requirements.
- vii. Furnish information/ statistics to C&AG for their annual report.
- viii. To deal with matters related to Hindi Rajbhasha.
- ix. Parliament Questions.
- x. To work as First Appellate Authority for RTI matters.
- xi. Sending Monthly DO letter to ADG (R&S) in respect of Original work being handled at his/ her level.
- xii. Any other technical work assigned by the ADG (R&S) or superior officers.

## **4.2 Administrative Functions**

- i. To assist the ADG (R&S) in discharging various duties & function assigned by ADG(R&S), supervision of all administrative matters and financial matters.
- ii. To deal with matters related to general administration of the office.
- iii. To work as Chairman of the Purchase Committee.

- iv. To assist ADG in Transfer and posting of the officers/officials posted in this Directorate.
- v. To assist ADG in monitoring of all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- vi. To deal with matters pertaining to leave of staff and officers.
- vii. To assist ADG in monitoring of all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements.
- viii. Getting the binding of service books, registers.
- ix. To assist ADG in monitoring of all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register, preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- x. To assist ADG in monitoring of all the matters related to generation and distribution of monthly pay slip for each employee.
- xi. Maintenance of guard files regarding circulars, assisting in the issue of CGHS/ identity cards.
- xii. To assist ADG in monitoring of all the matters related to issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- xiii. To assist ADG in monitoring of work of annual physical verification and stock taking of records and stationery.
- xiv. Dealing with references relating to Conduct Rules, including immovable property returns.
- xv. To assist ADG in monitoring of work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xvi. Preparation of all schedules and statements for recovery of loans and advances.
- xvii. To assist ADG in monitoring of all the work related to maintenance of service books, stock register, leave register, asset register.
- xviii. Verification of service particulars in APARs of officers and staff.
- xix. To assist ADG in monitoring of preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff members written

and countersigned in time.

- xx. To assist ADG in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xxi. To assist ADG in monitoring the establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay.
- xxii. Sanction of advances.
- xxiii. To assist ADG in monitoring of maintenance of Office buildings/ payment of rents, water electricity and telephone bills, compilation of figures from ZAO and Banks.
- xxiv. To assist ADG in monitoring of functions related to GeM, PFMS and e-Bhavishya.
- xxv. To assist ADG in monitoring of calculation & deduction of Income-tax.
- xxvi. To assist ADG in monitoring of preparation of expenditure budget.

## **5. Role of Deputy Director**

### **5.1 Technical Functions**

- i. To assist the ADG/ Director/ Joint Director in generating Technical Reports as below:
  - a. Monthly Report (MDR) on disposal of Appeals by Commissioners of Income Tax (Appeals/Appeals Units).
  - b. Quarterly Progress Report (QPR) on Appeals/writs & Other Matters before ITAT/High Court/Supreme Court.
  - c. Quarterly Progress Report (QPR) on Tax Recovery Officers (TRO) Work.
  - d. Quarterly Progress Report (QPR) on Aggregation of Agricultural Income with Non-Agricultural Income.
  - e. Quarterly Progress Report (QPR) on Write-off of Arrear Demand up to Rs.1,00,000/-.
  - f. Annual Report on Income Tax (IT), Corporate Tax (CT) & Other Taxes (OT).
- ii. To Assist ADG in generation of Ad-hoc reports and Research Analysis.
- iii. To carry out the work of collection, compilation and dissemination of Statistics on various aspects of Direct Taxes, coordination with field establishments of Chief Commissioners of Income Tax/Director General of Income Tax and

Commissioners of Income Tax (Appeals).

- iv. To coordinate with CBDT/ Directorates/ DGIT (Systems)/Regions/ Field establishments/ other offices for timely generation of technical report.
- v. Coordination with ITAT, Mumbai Registry and O/o DGIT (L&R).
- vi. To ensure smooth functioning and necessary coordination in work.
- vii. Furnish statistics on various aspects of Direct Taxes to CBDT as well as different organisations/ offices as per requirements.
- viii. Furnish information/ statistics to C&AG for their annual report.
- ix. Sending monthly DO letter to ADG (R&S) through Director/ Joint Director in respect of original work being handled at his/ her level.
- x. Any other report/ MIS related to any report including analysis.
- xi. Prepare monthly DO letters with respect to work done during the month.
- xii. Any other work assigned by the Director/ Joint Director or his/her superior officers.
- xiii. To assist the ADG (R&S) and Director/ Joint Director in discharging various duties & function.
- xiv. Management of Independent Administration and Budget Controlling Authority.
- xv. Parliament and RTI matters.
- xvi. To assist ADG/ Director/ Joint Director in follow up of directions provided by the Directorate.
- xvii. To assist ADG/ Director/ Joint Director to monthly DOs.
- xviii. Hindi matters.
- xix. Any other technical work assigned by the ADG (R&S) or superior officers.

## **5.2 Administrative Functions**

- i. To assist the ADG (R&S)/ Director/ Joint Director in discharging various duties & function assigned by ADG(R&S).
- ii. Member of Purchase Committee.
- iii. To assist Director/ Joint Director in Swachh Bharat Mission.
- iv. To assist Director/ Joint Director in administrative work of this Office.
- v. To assist Director/ Joint Director in RTI matters, vigilance matters.
- vi. Looking after duties of Head of Office (HoO).
- vii. To monitor all the matter related to record management.

- viii. To monitor Functions related to GeM, PFMS and e-Bhavishya.
- ix. Processing of contract agreements in respect of DEOs/Unskilled workers/ Vehicles/Cleanliness of the office.
- x. To assist Director/ Joint Director in Transfer and posting of the officers/officials posted in this Directorate.
- xi. To assist Director/ Joint Director in all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- xii. Matters pertaining to leave of staff and officers.
- xiii. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements.
- xiv. Getting the binding of service books, registers.
- xv. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register, preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- xvi. To assist Director/ Joint Director in all the matters related to generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars.
- xvii. Assisting in the issue of CGHS/ identity cards.
- xviii. To assist Director/ Joint Director in all the matters related to issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- xix. To assist Director/ Joint Director in work of annual physical verification and stock taking of records and stationery, dealing with references relating to Conduct Rules, including immovable property returns.
- xx. To assist Director/ Joint Director in work of Drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xxi. Preparation of all schedules and statements for recovery of loans and advances.
- xxii. To assist Director/ Joint Director in all the work related to maintenance of service books, stock register, leave register, asset register.
- xxiii. Verification of service particulars in APARs of officers and staff.

- xxiv. To assist Director/ Joint Director in preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff members written and countersigned in time.
- xxv. To assist Director/ Joint Director in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xxvi. To assist Director/ Joint Director in dealing with establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay, sanction of advances.
- xxvii. To assist Director/ Joint Director in maintenance of Office buildings/ payment of rents, water electricity and telephone bills, compilation of figures from ZAO and Banks.
- xxviii. To assist Director/ Joint Director in functions related to GeM, PFMS and e-Bhavishya.
- xxix. To assist Director/ Joint Director in monitoring of calculation & deduction of Income-tax.
- xxx. To assist Director/ Joint Director in monitoring of preparation of expenditure budget.

## **6. Role of Assistant Director/Income Tax Officer (ITO)**

### **6.1 Technical Functions**

- i. To assist the ADG/ Director/ Joint Director in generating Technical Reports as below:
  - a. Monthly Report (MDR) on Disposal of Appeals by Commissioners of Income Tax (Appeals/Appeals Units).
  - b. Quarterly Progress Report (QPR) on Appeals/writs & Other Matters before ITAT/High Court/Supreme Court.
  - c. Quarterly Progress Report (QPR) on Tax Recovery Officers (TRO) Work.
  - d. Quarterly Progress Report (QPR) on Aggregation of Agricultural Income with Non-Agricultural Income.

- e. Quarterly Progress Report (QPR) on Write-off of Arrear Demand up to Rs.1,00,000/-.
- f. Annual Report on Income Tax (IT), Corporate Tax (CT) & Other Taxes (OT).
- ii. Ad-hoc report and Research Analysis.
- iii. To assist in the work related to collection, compilation and dissemination of Statistics on various aspects of Direct Taxes, coordination with field establishments of Chief Commissioners of Income Tax/Director General of Income Tax and Commissioners of Income Tax (Appeals).
- iv. To assist in technical report on Direct Taxes and coordination with field offices for data.
- v. To assist in management of Independent Administration and Budget Controlling Authority.
- vi. To assist in furnishing statistics on various aspects of Direct Taxes to CBDT as well as different organisations/ offices as per requirements.
- vii. To assist in furnishing information/ statistics to C&AG for their annual report.
- viii. To coordinate with CBDT/ Directorates/ DGIT (Systems)/Regions/ Field establishments/ other offices for timely generation of technical report.
- ix. To provide data analysis to CBDT for policy decision making and other matters as desired by CBDT.
- x. To assist ADG/ Director/ Joint Director in follow up of directions provided by the Directorate.
- xi. To assist ADG/ Director/ Joint Director in monthly DOs.
- xii. Any other technical work assigned by the ADG (R&S) or his/her superior officers through Director/ Joint Director.
- xiii. Assisting in sending monthly DO letter to ADG (R&S) through Director/ Joint Director in respect of original work being handled at his/ her level.
- xiv. Any other report/ MIS related to any report including analysis.
- xv. Prepare monthly DO letters with respect to work done during the month.
- xvi. To assist the ADG (R&S)/ Director/ Joint Director in discharging various duties & function.
- xvii. Assisting in Parliament and RTI matters.
- xviii. To assist and perform all the functions related to various reports of R&S Wing.
- xix. Hindi matters.

- xx. Any other work assigned by the Director/ Joint Director or superior officers.

## **6.2 Administrative Functions**

- i. To assist the ADG (R&S)/ Director/ Joint Director in discharging various duties & function assigned by ADG (R&S).
- ii. To assist in functioning of all administrative and Budgetary/ finance matters.
- iii. To assist Director/ Joint Director in Swachh Bharat Mission.
- iv. To assist Director/ Joint Director in Administrative work of this Office.
- v. To assist Director/ Joint Director in RTI matters.
- vi. To assist Director/ Joint Director in Vigilance matters.
- vii. Looking after duties of Drawing & Disbursing Officer (DDO).
- viii. To assist and perform all the functions related to various works of R&S Wing and processing of all contract agreements in GeM or otherwise if required, purchase of equipment and maintenance thereof, Parliament Questions, Vigilance matters, other administrative & establishment matters and any other work assigned by the higher authorities.
- ix. To monitor all the matters related to record management.
- x. To monitor Functions related to GeM, PFMS and e-Bhavishya.
- xi. Processing of Contract agreements in respect of DEOs/Unskilled workers/ Vehicles/Cleanliness of the office.
- xii. To assist Director/ Joint Director in Transfer and Posting of the officers/officials posted in this Directorate.
- xiii. To assist Director/ Joint Director in all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- xiv. Matters pertaining to leave of staff and officers.
- xv. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements.
- xvi. Getting the binding of service books, registers.
- xvii. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register, preparation of pay bills,



TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.

- xviii. To assist Director/ Joint Director in all the matters related to generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars.
- xix. Assisting in the issue of CGHS/ identity cards.
- xx. To assist Director/ Joint Director in all the matters related to Issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- xxi. To assist Director/ Joint Director in work of annual physical verification and stock taking of records and stationery, dealing with references relating to Conduct Rules including immovable property returns.
- xxii. To assist Director/ Joint Director in work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xxiii. Verification of service particulars in APARs of officers and staff.
- xxiv. To assist Director/ Joint Director in preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff members written and countersigned in time.
- xxv. To assist Director/ Joint Director in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xxvi. To assist Director/ Joint Director in establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay.
- xxvii. Sanction of advances.
- xxviii. To assist Director/ Joint Director in maintenance of Office buildings/ payment of rents, water electricity and telephone bills.
- xxix. Compilation of figures from ZAO and Banks.
- xxx. To assist Director/ Joint Director in functions related to GeM, PFMS and e-Bhavishya.
- xxxi. To assist Director/ Joint Director in calculation & deduction of Income-tax.
- xxxii. To assist Director/ Joint Director in preparation of expenditure budget.

## **7. Role of Pr. Administrative Officer (Pr.AO)/ Administrative Officer (AO)/ Drawing & Disbursing Officer (DDO)**

- i. To function as Drawing and Disbursing Officer (DDO).
- ii. Supervision of operational vehicles, all works related to administration and coordination including establishment matters pertaining to the all the officers and officials of the Directorate, any other related work assigned by the superior authorities.
- iii. To function as Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate, matters pertaining to leave of staff and officers.
- iv. Maintenance of Office buildings/ payment of rents, water electricity and telephone bills, compilation of figures from ZAO and Banks.
- v. Proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements.
- vi. Getting the binding of service books, registers.
- vii. Preparation of pension and other retirement related papers and forwarding thereof.
- viii. Proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register.
- ix. Preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- x. Getting APARs of staff members written and countersigned in time.
- xi. Generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars.
- xii. Assisting in the issue of CGHS/ identity cards.
- xiii. Issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- xiv. Matters relating to allotment of residential accommodation.
- xv. Purchase and printing/ indenting of forms and stationery.
- xvi. Annual physical verification and stock taking of records and stationery.
- xvii. Dealing with references relating to Conduct Rules, including immovable property returns.
- xviii. Drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate, preparation of all Schedules and statements for recovery of

loans and advances.

- xix. Assistance in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xx. Dealing with establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay.
- xxi. Sanction of advances.
- xxii. Maintenance of service books, stock register, leave register, Asset Register.
- xxiii. Verification of service particulars in APARs of officers and staff.
- xxiv. Function related to GeM, PFMS and e-Bhavishya.
- xxv. Calculation & deduction of Income-tax.
- xxvi. Preparation of periodical statements/ returns.
- xxvii. Preparation of expenditure budget.

## **8. Role of Sr. Private Secretary/ Private Secretary (Sr.PS/PS)**

- i. To perform the various works assign by the ADG (R&S) like taking dictation, typing, attending phone calls, checking of official mails, secretarial work.
- ii. Maintenance of all the office records.
- iii. To assist the ADG in all secretarial matters including taking dictation and transcription.
- iv. Checking of official mails.
- v. Maintenance of confidential files/correspondence relating to APAR.
- vi. Attending to inward and outward telephone calls.
- vii. Attending to visitors and fixation/cancellation of appointments.
- viii. Keeping note of engagements, meetings and reminding the officer well in time.
- ix. Getting required papers ready for meetings and appointments.
- x. Maintaining files relating to minutes of meetings and discussion and sending intimations regarding follow up action.
- xi. Keeping record files moving to and from the officer, keeping track of follow up action in regard to matters marked by the officer to officials under him.

- xii. Circulation of tour programme and attending to arrangements relating to tours.
- xiii. Maintenance of officer's personal library and updating of reference books therein.
- xiv. Dispatch and receipt of DO Letters and confidential dak.
- xv. Maintenance of confidential files.
- xvi. Maintenance of personal files of the officer.
- xvii. Destroying by burning stenographic record of confidential and secret letters after typing and issuing the letters.
- xviii. Bringing to the notice of the officer important pending matters which require his urgent attention.
- xix. Taking dictation and transcription.
- xx. Any other work of official nature specifically entrusted by the officer.

## **9. Role of Inspector of Income-Tax (ITI)**

### **9.1 Technical Functions**

- i. Assistance in matters related to technical reports of Research & Statistics Wing through Deputy Director/ Assistant Director.
- ii. Improvement in Analysis of Reports to be submitted to the CBDT by this directorate.
- iii. To assist in preparation of reports and other miscellaneous works reporting to concerned Deputy Director/ Assistant Director and any other works assigned by the superior authorities.
- iv. Maintaining, processing and putting up of files, drafting letters/reports.
- v. Work related to DDO Section.
- vi. Providing data analysis to CBDT for policy decision making and other matters as desired by CBDT.
- vii. To assist in follow up of directions provided by the CBDT.
- viii. To assist in Monthly DOs.
- ix. Any other miscellaneous/ technical work assigned to him/ her.

## 9.2 Administrative Functions

- i. Administration & Coordination including establishment matters.
- ii. Assisting in matters related to administration and budget.
- iii. Any other work assigned by the Director/ Joint Director or his/her superior officers.
- iv. Digitization of Records,
- v. To assist Director/ Joint Director in Swachh Bharat Mission.
- vi. To assist Director/ Joint Director in RTI matters.
- vii. To assist Director/ Joint Director in administrative work of this Office.
- viii. To assist Director/ Joint Director in Vigilance matters.
- ix. Processing of Contract agreements in respect of DEOs/Unskilled workers/ Vehicles/Cleanliness of the office.
- x. To assist Director/ Joint Director in Transfer and posting of the officers/officials posted in this Directorate.
- xi. To assist Director/ Joint Director in all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- xii. Matters pertaining to leave of staff and officers.
- xiii. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements.
- xiv. Getting the binding of service books, registers.
- xv. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register, preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- xvi. To assist Director/ Joint Director in all the matters related to generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars.
- xvii. Assisting in the issue of CGHS/ identity cards.
- xviii. To assist Director/ Joint Director in all the matters related to issue of tax deduction statements, L.P.C, salary certificates, service certificates.

- xix. To assist Director/ Joint Director in work of annual physical verification and stock taking of records and stationery, dealing with references relating to Conduct Rules, including immovable property returns.
- xx. To assist Director/ Joint Director in work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xxi. Preparation of all schedules and statements for recovery of loans and advances.
- xxii. Verification of service particulars in APARs of officers and staff.
- xxiii. To assist Director/ Joint Director in preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff members written and countersigned in time.
- xxiv. To assist Director/ Joint Director in all the work related to maintenance of service books, stock register, leave register, asset register.
- xxv. Assistance in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xxvi. To assist in dealing with establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay.
- xxvii. To assist in sanction of advances.
- xxviii. To assist in functions related to GeM, PFMS and e-Bhavishya.
- xxix. To assist in calculation & deduction of Income-tax.
- xxx. To assist in preparation of periodical statements/ returns.
- xxxi. To assist in preparation of expenditure budget.
- xxxii. Preparation and Processing of TA/LTC/OTA/Tuition fee bills/ Medical reimbursement/Advance bills/any other bills (viz advance of TA/LTC Festival / House/Computer/Scooter/Cycle), weekly updation of EL/CL/RH of the officials.
- xxxiii. Maintenance of Control Chart for Quarterly Progress Report before ITAT/HC /SC.
- xxxiv. Preparation of salary bills, Monthly/ Quarter Statement of Expenditure Provisional Tax Statement and Filing of Income Tax Returns on Quarterly Basis,

- preparation of RE/ BE Estimates.
- xxxv. Matters related to Pay Fixation, License Fees updating, Pension Paper and payments like Gratuity, Leave Encashment, GPF and Commuted Pension.
- xxxvi. To assist Director/ Joint Director in maintenance of Office buildings/ payment of rents, water electricity and telephone bills, compilation of figures from ZAO and Banks.

## **10. Role of Office Superintendent (OS)**

- i. Work as Care Taker.
- ii. Maintenance of office assets and fixture, Cleanliness and Plantation, work relating to BSES, MTNL, Electricity, Water Supply.
- iii. Maintenance and upkeep of office and its assets.
- iv. Payment of electricity & telephone bills, professional bills, LTC, uploading of all bills, payment and reimbursement of all Officers Residential Telephone bills.
- v. Water & potted plant bills.
- vi. Issue of stationery & other items.
- vii. Any other work assigned by the higher authorities.

## **11. Role of Senior Tax Assistant (Sr. TA) (now OS)**

### **11.1 Technical Functions**

- i. Ensuring completeness, accuracy and timely submission of all the statistical reports and proper maintenance of the supporting registers.
- ii. Any technical work assigned by senior authorities.

### **11.2 Administrative Functions**

- i. Work as Care Taker, responsible for Swachhata Abhiyan.
- ii. Preparation of all bills.
- iii. Ensuring proper maintenance and checking of all records/ registers.
- iv. Ensuring maintenance of guard files of circulars, notifications and instructions, register of registers and register of files, attendance register, casual leave register, service book.
- v. Ensuring proper maintenance and checking of cashbook, contingent expenditure register, stock register, properties register, stamp register,

stationary register, register of records destroyed, dead stock register, register of books and publications, service books, register of advance, pay bills, TA bills, LTC bills, medical bills, contingent bills, personal files, leave accounts, receipt and dispatch register, stamp accounts.

- vi. Ensuring timely preparation of pension, gratuity and provident fund papers in respect of all retiring officials so that payment of retirement benefits is made to the person concerned by the date of retirement.
- vii. Ensuring timely submission of indent for forms and stationary, timely procurement, proper distribution thereof and proper maintenance of the registers.
- viii. Ensuring annual physical verification and stock taking of records, and all moveable/ immoveable assets i.e. computers, printers, furnitures, calculators, photocopying machines, FAX, PCs.
- ix. Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, record rooms, store rooms, corridors, bathrooms in the office building.
- x. Providing facilities like lights, fans, drinking water to the officers, staff members.
- xi. Maintenance of particulars of dates of joining and relieving of officers and staff.
- xii. Checking of magazines and newspaper accounts and disposal of the waste/ scrap, miscellaneous correspondence with the higher authorities.
- xiii. Ensuring proper handing/ taking over of files and also ensuring that pending actions are duly indicated.
- xiv. Assisting Officers and maintenance of office records and registers.
- xv. Assistance related to establishment matters.
- xvi. Assisting the administration for making necessary arrangements for important events and meetings.
- xvii. Ensuring smooth functioning of dak counters, including supervision of receipt and dispatch, marking of dak papers to the functionaries and prompt distribution thereof.
- xviii. Ensuring proper maintenance of registers.
- xix. Checking of all reports and files submitted to higher authorities.
- xx. To assist Director/ Joint Director in Swachh Bharat Mission, RTI matters, Vigilance matters and administrative work of this Office.



- xxi. Processing of Contract agreements in respect of DEOs/Unskilled workers/ Vehicles/Cleanliness of the office.
- xxii. To assist Director/ Joint Director in transfer and posting of the officers/officials posted in this Directorate.
- xxiii. To assist Director/ Joint Director in all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate, matters pertaining to leave of staff and officers.
- xxiv. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers and incidental correspondence, statements, getting the binding of service books, registers.
- xxv. To assist Director/ Joint Director in all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, register of books and publications, service books, personal files, GPF account of staff, leave accounts, telephone register.
- xxvi. To assist Director/ Joint Director in all the matters related to record management like preparation of pay bills, TA Bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement and maintenance of allied registers.
- xxvii. To assist Director/ Joint Director in all the matters related to generation and distribution of monthly pay slip for each employee, maintenance of guard files regarding circulars, assisting in the issue of CGHS/ identity cards.
- xxviii. To assist Director/ Joint Director in all the matters related to Issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- xxix. To assist Director/ Joint Director in the work of annual physical verification and stock taking of records and stationery.
- xxx. Dealing with references relating to Conduct Rules including immovable property returns.
- xxxi. To assist Director/ Joint Director in work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- xxxii. Preparation of all schedules and statements for recovery of loans and advances.
- xxxiii. To assist Director/ Joint Director in preparation of pension and other retirement related papers and forwarding thereof, getting APARs of staff

members written and countersigned in time.

- xxxiv. To assist Director/ Joint Director in all the work related to maintenance of service books, stock register, leave register, asset register, verification of service particulars in APARs of officers and staff.
- xxxv. Assistance in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ articles/ liveries/ sanitary articles/ electrical goods/ typewriters/ calculators/ air conditioners/ transformers/ room desert coolers/ water coolers/ computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- xxxvi. To assist in dealing with establishment/ administrative matters i.e. maintenance of attendance registers, fixation of pay, sanction of advances.
- xxxvii. To assist in functions related to GeM, PFMS and e-Bhavishya.
- xxxviii. To assist in calculation & deduction of Income-tax, preparation of periodical statements/ returns, preparation of expenditure budget.
- xxxix. Preparation and processing of TA/LTC/OTA/Tuition fee bills/ Medical reimbursement/Advance bills/any other bills (viz advance of TA/LTC Festival / House/Computer/Scooter/Cycle), weekly updation of EL/CL/RH of the officials.
- xl. Preparation of salary Bills, Monthly/ Quarter Statement of Expenditure Provisional Tax Statement and Filing of Income Tax Returns on Quarterly Basis, Preparation of RE/ BE Estimates.
- xli. Matters related to pay Fixation, License Fess updating, Pension Paper and payments like Gratuity, leave encashment, GPF and Commuted Pension.
- xlii. To assist in maintenance of Office buildings/ payment of rents, water electricity and telephone bills.
- xlili. Compilation of figures from ZAO and Banks.
- xliv. Any other work/ duties assigned by the higher authorities.

## **12. Role of Tax Assistant (TA)**

### **12.1 Technical Functions**

- i. Ensuring completeness, accuracy and timely submission of all the statistical reports and returns and proper maintenance of the supporting registers.

- ii. Any other technical work assigned by senior authorities.

## **12.2 Administrative Functions**

- i. Work as caretaker, assistance in Swachhata Abhiyan.
- ii. Receipt and Dispatch of dak.
- iii. Ensuring proper maintenance and checking of all records/ registers.
- iv. Ensuring maintenance of guard files of circulars, notifications and instructions, register of registers and register of files, attendance register, casual leave register, service book.
- v. Ensuring proper maintenance and checking of cash book, contingent expenditure register, diet money register, stock register, properties register, stamp register, stationary register, register of records destroyed, dead stock register, register of books and publications, service books, register of advances, pay bills, TA bills, LTC bills, medical bills, contingent bills, personal files, leave accounts, receipt and dispatch register, stamp accounts.
- vi. Checking the quality of local purchases and ensuring observance of proper procedure while making purchases.
- vii. Ensuring timely preparation of pension, gratuity and provident fund papers in respect of all retiring officials so that payment of retirement benefits is made to the person concerned by the date of retirement.
- viii. Ensuring timely submission of indent for forms and stationary, timely procurement, proper distribution thereof and proper maintenance of the register.
- ix. Ensuring annual physical verification and stock taking of records, and all moveable/ immoveable assets i.e. computers, printers, furnitures, calculators, photocopying machines, FAX, PCs.
- x. Ensuring proper arrangements for repair of furniture, photocopying machines, FAX, PCs.
- xi. Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, record rooms, store rooms, corridors, bathrooms in the office building.
- xii. Providing facilities like lights, fans, drinking water to the officers, staff members.
- xiii. Implementation of all roles assigned to Office Superintendent in departmental

- application software.
- xiv. Maintenance of particulars of dates of joining and relieving of officers and staff.
  - xv. Ensuring proper handing/ taking over of files and also ensuring that pending actions are duly indicated.
  - xvi. Arrangement of proper binding of registers, service book.
  - xvii. Checking of magazines and newspaper accounts and disposal of the waste/ scrap.
  - xviii. Miscellaneous correspondence with the higher authorities.
  - xix. Other duties as assigned from time-to-time by superior authorities.

### **13. Role of Stenographer**

- i. Receipt and Dispatch of dak, assistance in Swachhata Abhiyan.
- ii. To assist the officers of the Directorate in all secretarial matters.
- iii. Ensuring proper maintenance and checking of all records/ registers.
- iv. Ensuring maintenance of guard files of circulars, notifications and instructions, register of registers and register of files, attendance register, casual leave register, service book.
- v. Ensuring completeness, accuracy and timely submission of all the statistical reports and returns and proper maintenance of the supporting registers.
- vi. Ensuring proper maintenance and checking of cash book, contingent expenditure register, diet money register, stock register, properties register, stamp register, stationary register, register of records destroyed, dead stock register, register of books and publications, service books, register of advances, pay bills, TA bills, LTC bills, medical bills, contingent bills, personal files, leave accounts, receipt and dispatch register, stamp accounts.
- vii. Checking the quality of local purchases and ensuring observance of proper procedure while making purchases.
- viii. Ensuring timely preparation of pension, gratuity and provident fund papers in respect of all retiring officials so that payment of retirement benefits is made to the person concerned by the date of retirement.
- ix. Ensuring timely submission of indent for forms and stationary, timely procurement, proper distribution thereof and proper maintenance of the register.

- x. Ensuring annual physical verification and stock taking of records, and all moveable/ immovable assets i.e. computers, printers, furnitures, calculators, photocopying machines, FAX, PCs.
- xi. Ensuring proper arrangements for repair of furniture, photocopying machines, FAX, PCs.
- xii. Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, record rooms, store rooms, corridors, bathrooms in the office building.
- xiii. Providing facilities like lights, fans, drinking water to the officers, staff members.
- xiv. Implementation of all roles assigned to Office Superintendent in departmental application software.
- xv. To take dictation, maintenance of files and any other work assigned by ADG(R&S)/concerned officers.
- xvi. Attending to inward and outward telephone calls.
- xvii. Keeping note of engagements, meetings and remaining the officer well in time.
- xviii. Getting required papers ready for meetings and appointments.
- xix. Maintaining files relating to minutes of meetings and discussions and sending intimations regarding follow up action.
- xx. Keeping a record of files moving to and from the officer.
- xxi. Circulation of tour programme and attending to arrangements relating to tours.
- xxii. Bringing to the notice of the officer important pending matters which require his urgent attention.
- xxiii. Any other work of official nature specifically assigned (including typing and comparison work, maintenance of confidential files, maintenance of copying register).

#### **14. Role of Notice Server**

- i. Service of Notices, Letters and other official communications, assistance in Swachhta Abhiyan.
- ii. Proper maintenance of Notice Server's diary and its submission to supervisory officers, when ever asked for.
- iii. Maintenance of self -diary.
- iv. Assistance in general office work in the office.

- v. Service of Notices, Letters and other official communications.
- vi. Any other work of official nature, specifically assigned.

## **15. Role of Multi-Tasking Staff (MTS)**

- i. Assistance in general office work in the office.
- ii. Movement of files /daks and cleaning of office, work for Swachhata Abhiyan.
- iii. Supervising general cleanliness and upkeep of the Section/units done by contractual staff.
- iv. Arranging the furniture, records and other documents/ registers in the office rooms, dusting of furniture.
- v. Opening and closing of rooms.
- vi. Physical maintenance of records of the section/office.
- vii. Making available record as and when required.
- viii. Placing of papers in relevant files.
- ix. Attending to the Officers.
- x. Carrying of files and other papers within the building.
- xi. Operating and maintaining Photocopier machine and sending of FAX.
- xii. Other non-clerical work in the Section/unit/office.
- xiii. Assisting in routine office work like diary, dispatch including on computer.
- xiv. Timely Delivery of dak.
- xv. Movement of files and dak internally.
- xvi. Responsible for carrying Office files/ records to CBDT or any other office, when required.
- xvii. Entering details of outward files in File movement register and receipt of dak in the dak movement register in the Office.
- xviii. Assisting the officer in maintenance of records and safe custody of the same.
- xix. Cleaning of office.
- xx. Day to day office maintenance related work.
- xxi. Receiving stationary and refilling the same from the office of DDO.
- xxii. Receiving other office equipment such as computer, printer for the office use and ensuring proper functioning of these equipment.
- xxiii. Other duties as assigned from time-to-time by superior authorities.

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