



# **Manual of Office Procedure for Directorate of Income Tax**

**(Tax Payer Services – II  
and Recovery)**

**[Tax Payer Services – II]**

## **2024**

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





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## Table of Contents

| Sr. No. | Description                                     | Page No. |
|---------|---|----------|
| 1       | Message from Chairman                           | i        |
| 2       | Foreword  | ii       |
| 3       | Preface   | iii      |
| 4       | Introduction                                    | 1        |
| 5       | Broad Functions                                 | 1        |
| 6       | Role of Pr. DGIT (Admin & TPS)                  | 2        |
| 7       | Role of Pr. ADG/ADG (TPS-II)                    | 2        |
| 8       | Role of Addl. DIT/Jt. DIT                       | 4        |
| 9       | Role of DDIT/ADIT                               | 5        |
| 10      | Role of AADIT/ITO/ITO(HQ)                       | 6        |
| 11      | Role of Administrative Officer                  | 7        |
| 12      | Role of Sr. Private Secretary/Private Secretary | 8        |
| 13      | Role of Inspector of Income Tax (ITI)           | 8        |
| 14      | Role of Office Superintendent                   | 9        |
| 15      | Role of Tax Assistant                           | 11       |
| 16      | Role of Stenographer                            | 11       |
| 17      | Role of Notice Server                           | 12       |
| 18      | Role of MTS                                     | 12       |

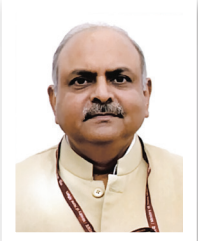


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Chairman, CBDT



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.

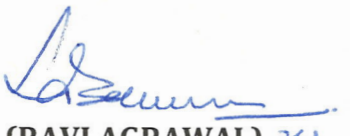
In view of these advancements, the department decided to undertake a comprehensive review of its organizational structure and processes. To steer this initiative, a committee was constituted with the objective of redefining, realigning, and reassigning roles at all levels within different verticals of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







सत्यमेव जयते



## 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. Manual of Office Procedure for the Directorate of Income Tax (Tax Payer Services)-II is part of 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 (Tax Payer Services)-II 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**

## **(TAX PAYER SERVICES-II and RECOVERY)**

### **[TAXPAYER SERVICES-II]**

#### **1. Introduction**

The Directorate of Income Tax (TPS)-II[DIT(TPS)-II] was created on 26.02.2016 vide Central Board of Direct Taxes (CBDT) Order Number 01/Ad. VII/2016. It is responsible for delivering and monitoring of Tax Payer Services in attached Directorates of CBDT as well as field offices of Income Tax Department. The DIT (TPS)-II is headed by Principal Additional Director General (Pr. ADG)/Additional Director General (ADG). This Directorate reports to the Member (TPS), CBDT through Principal Director General of Income Tax (Administration and Tax Payer Services) [Pr. DGIT (Admin & TPS)]. Public grievances are received on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) Portal (<https://pgportal.gov.in/cpgoffice>) which is maintained and governed by Department of Administrative Reforms and Public Grievances (DARPG). The grievances related to the Income Tax Department received by the DARPG and Department of Pensions and Pensioners Welfare (DOP&PW) are forwarded to the CBDT. The Directorate functions as Nodal office on behalf of the CBDT for monitoring and timely resolution of these CPGRAMS grievances. The Additional Director of Income Tax/ Joint Director of Income Tax (TPS)-II acts as the Nodal officer for coordinating the movement of CPGRAMS within the various verticals of the Department. The officers and officials working earlier under the hierarchy of erstwhile Additional Director General (Recovery) were mandated to monitor and review the dossier cases across the country on behalf of the CBDT. They now also report to Pr.ADG/ADG (TPS-II) vide Order dated 28.04.2021 of Directorate of Income Tax (Human Resource Development), Central Board of Direct Taxes. This manual outlines functions of the Directorate in respect of TPS-II.

#### **2. Broad Functions**

- (i) Coordination with DARPG or any other government department with respect to CPGRAMS on behalf of CBDT.
- (ii) Preparation of monthly reports regarding disposal and pendency of the CPGRAMS grievances and placing them before Pr. DGIT (Admin & TPS).

- (iii) Any other function relating to delivery and monitoring of e-Services.

### **3. Roles for different levels in the TPS-II**

#### **3.1 Role of Principal Director General of Income Tax (Pr. DGIT) (Admin & TPS)**

The Officers of Directorate of Tax Payer Services-II report to Pr. DGIT (Admin & TPS). The Pr. DGIT (Admin & TPS) monitors and supervises the duties and functions performed by the Directorate of TPS-II.

#### **3.2 Role of Principal Additional Director General of Income Tax (Pr. ADG)/ Additional Director General of Income Tax (ADG)**

##### **3.2.1 Administrative Functions**

- (i) Liaisoning with higher authority office.
- (ii) Motivating, guiding and providing leadership to officers working under him.
- (iii) Supervision of office infrastructure including security of premises & information security as per existing policies.
- (iv) Ensuring creation of a conducive working environment, optimal allocation of resources and supervision of subordinate officers/officials and for efficient and effective outcomes.
- (v) Monitoring and reviewing expenditure/ Budget including allocation of funds, finalising budget estimates, revised estimates, Government eMarketplace (GeM) functions, administrative and financial sanctions for purchase of goods and services as per GFR, constitution of purchase committee, supervision of Drawing and Disbursing Officer (DDO).
- (vi) Inspection of subordinate offices as per instructions issued by CBDT.
- (vii) Monitoring proper record keeping and maintenance of office files, records and Dak.
- (viii) Performing establishment and personnel functions including allocation of work, sanction of leaves, reporting and reviewing performance, redressal of staff grievances and welfare measures, transfer and posting of officers and officials, training needs and skill enhancement of subordinates, determining representations.
- (ix) Implementation of Official Language Policy.

- (x) Implementation of computerization, digitalization, information security and e-office as per policies and procedures laid down by CBDT.
- (xi) Performance of vigilance functions including processing & reporting on vigilance proceedings, appointment of inquiry officers, intimations under CCS (Conduct) Rules, determining proceedings under CCS (Conduct) Rules as Disciplinary Authority.
- (xii) Monitoring compliance of Swachh Bharat Mission and ensuring office hygiene and general cleanliness.
- (xiii) Implementation of various government schemes and reviewing organisation of meetings and workshops.
- (xiv) Organising events relating to Hindi Pakhwada, Vigilance Awareness Week, Swachh Bharat Abhiyan, Azadi ka Amrit Mahotsav, Harit Diwas, Yoga Diwas, Income-Tax Day celebrations, and other government initiatives from time to time.
- (xv) Any other work and duty assigned by the higher authority or under Central Action Plan.

### **3.2.2 Technical Functions**

- (i) To oversee, monitor and coordinate all matters relating to CPGRAMS grievances on the PG Portal (<http://pgportal.gov.in/cpgoffice>) on behalf of CBDT.
- (ii) Monitoring the CPGRAMS disposal and coordinating with the Grievance Redressal Officers (GROs) for speedy resolution of grievance.
- (iii) Representing the Department on issues involving CPGRAMS before various Departments/Ministries, attending meetings and coordinating with the GROs on issues involved.
- (iv) To supervise monthly reports regarding CPGRAMS and grievances received through e-mail or post and put up a consolidated report to Member (TPS & R) on a quarterly basis through Pr. DGIT (Admin & TPS).
- (v) To supervise effective co-ordination with Directorate of Income Tax (TPS-II).
- (vi) Any other function related to delivery and monitoring of Tax Payer Services.



### **3.3 Role of Additional Director of Income Tax (Addl. DIT)/Joint Director of Income Tax (Jt. DIT)**

#### **3.3.1 Administrative Functions**

- (i) Supervision of work of subordinate officers.
- (ii) Inspection of subordinate offices as per the instructions issued by CBDT.
- (iii) Monitoring proper record keeping and maintenance of office files and records.
- (iv) Performing establishment and personnel functions including allocation of work, sanction of leaves, reporting and reviewing performance, skill enhancement of subordinates, transfer and postings.
- (v) Implementation of Official Language Policy.
- (vi) Implementation of Digitalization and Information Security.
- (vii) Performance of vigilance functions including processing of vigilance matters and reports on vigilance proceedings, intimations under CCS (Conduct) Rules.
- (viii) Performance of all budgetary functions and according financial sanctions including utilization of GeM.
- (ix) Ensuring office hygiene and cleanliness.
- (x) Development and maintenance of Infrastructure in respective charge including security of premises.
- (xi) Motivating, educating and providing leadership to officers working under him.
- (xii) Ensuring that movement of files and Dak is recorded in Dak Dispatch and Receipt registers.
- (xiii) Implementation of various government schemes and organizing meetings and functions.
- (xiv) Any other work and duty assigned by the higher authorities or under Central Action Plan.

#### **3.3.2 Technical Functions**

- (i) Monitoring and handling of CPGRAMS as Nodal Officer on behalf of CBDT and reporting to Pr.ADG/ADG.
- (ii) To monitor the time bound action taken by the concerned officers/officials who are handling the Tax Payer grievances on CPGRAMS Portal.
- (iii) To monitor the work behaviour of officers/officials who are involved in handling the grievances of the Tax Payers on CPGRAMS Portal and who are attending the



phone calls received from the Tax Payers filing grievances on the above Portal.

- (iv) To monitor the preparation of periodical reports and other reports called for the higher authorities.
- (v) To supervise the effective co-ordination with Directorate of Income Tax (TPS-II).
- (vi) Any other function related to delivery and monitoring of Tax Payer Services.

### **3.4 Role of Deputy Director of Income Tax (DDIT)/Assistant Director of Income of Income Tax (ADIT)**

#### **3.4.1 Administrative Functions**

- (i) Motivating, educating and providing leadership to officials working under him and supervising the maintenance of infrastructure of the office and ensuring security including information security.
- (ii) Performing establishment and personnel functions including allocation of work, sanction of leaves, reporting and reviewing performance, skill enhancement of subordinates, transfer and postings.
- (iii) Ensuring discipline and monitoring work of officials.
- (iv) Implementation of Official Language Policy.
- (v) Implementation of Digitalization and Information Security.
- (vi) Performance of vigilance functions.
- (vii) Performance of all budgetary functions and according financial sanctions.
- (viii) Ensuring office hygiene and cleanliness.
- (ix) Monitoring proper record keeping and maintenance of office files and records.
- (x) Ensuring that movement of files and Dak is recorded in Dak Dispatch and Receipt registers.
- (xi) To monitor the time bound action taken by the officers and officials who are handling the Tax Payer grievance on CPGRAMS Portal.
- (xii) Implementation of various government schemes.
- (xiii) Any other work and duty assigned by the higher authority or under Central Action Plan.

#### **3.4.2 Technical Functions**

- (i) Monitoring and Handling of CPGRAMS related to the work allocation order passed by the higher authorities.

- (ii) Monitoring the CPGRAMS grievances from the taxpayers across the country irrespective of Pr.CCsIT regions /Directorates, co-ordinating with them through e-mails, letters and telephonic calls for timely resolution of CPGRAMS and ensuring quality of CPGRAMS redressal.
- (iii) Monitoring and disposal of grievances received on Twitter(X) and preparation of status report of such grievances for submission to the CBDT.
- (iv) Collation and compilation of data for preparation of periodic and miscellaneous reports in prescribed format regarding CPGRAMS grievances for submission to the CBDT through Pr. DGIT (Admn & TPS).
- (v) Preparation of various reports as called for from different departments involved in redressal of grievances and attending meetings as and when scheduled.
- (vi) Preparation of data for fortnightly /monthly/ quarterly review meetings chaired by higher authorities.
- (vii) Preparation of data and power point presentations for Pension Adalat, Annual Review Meetings and National Workshop on effective redressal of Public Grievances organized by DOP&PW and DARPG.
- (viii) Attending to all correspondences with CBDT and field formations.
- (ix) Any other work assigned by the higher authorities.

### **3.5 Role of Additional Assistant Director of Income Tax (AADIT)/ Income Tax Officer (ITO)/ ITO(HQ)**

#### **3.5.1 Administrative Functions**

- (i) To assist Pr. ADG / ADG and Addl. DIT(TPS-II) in discharging duties and functions assigned with respect to administration, budget, statistical data and submission of reports and processing of bills.
- (ii) Additional responsibilities as and when required by higher authorities.
- (iii) To assist Addl. DIT in Swachh Bharat Mission, administrative work of this office, vigilance matters, Right to Information (RTI) matters.
- (iv) Supervision of work of subordinates.
- (v) Implementation of Official Language Policy.
- (vi) Implementation of Digitalization and Information Security.

- (vii) Ensuring office hygiene and cleanliness.
- (viii) To look into the staff related grievances.
- (ix) Any other work assigned by the higher authorities.

### **3.5.2 Technical Functions**

- (i) Transfer of CPGRAMS received in CBDT to subordinates having PAN jurisdiction and subsequent monitoring.
- (ii) Monitoring and handling of CPGRAMS and reporting to the concerned higher authorities.
- (iii) Working on CPGRAMS Portal to collect data as per different parameters and preparing various reports.
- (iv) Regularly issuing reminders after approval from the higher authorities to expedite the disposal of CPGRAMS.
- (v) Any other work assigned by the higher authorities.

### **3.6 Role of Administrative Officer (AO)**

- (i) Looking after the upkeep of office and arranging necessary items for office use.
- (ii) General supervision of administration and establishment and ensuring discipline and punctuality in office.
- (iii) Supervision over the work of junior Administrative Officers.
- (iv) Matters relating to staff grievances, action thereon, follow-up and disposal thereof.
- (v) To procure the items for cleaning and proper maintenance of the office, to supply the material requisitioned by the officers and officials for proper functioning.
- (vi) To maintain assets register of all the items in the office after getting it properly marked.
- (vii) Leave account like Earned Leave and Casual Leave.
- (viii) Monitoring of GPF Advance withdrawal and Arrear payment.
- (ix) Any other work assigned by the higher authorities.

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

#### **3.7.1 Administrative Functions**

- (i) Maintenance of all the office records for the office of Pr. ADG/ADG.
- (ii) Attending to inward and outward telephone calls.
- (iii) Taking dictation and transcription.
- (iv) Attending to visitors and fixation/cancellation of appointments.
- (v) Keeping note of engagements, meetings and reminding the officer well in time.
- (vi) Getting required papers ready for meetings and appointments.
- (vii) Maintaining files relating to minutes of meetings and discussion and sending intimations regarding follow up action.
- (viii) Keeping record of files moving to and from the officer.
- (ix) Keeping track of follow up action in regard to the matters marked by the officer to the officials under him.
- (x) Circulation of tour programme and attending to arrangements relating to tours.
- (xi) Maintenance of officer's personal library and updating of reference books therein.
- (xii) Dispatch and receipt of DO letters and confidential Dak.
- (xiii) Maintenance of confidential files including Confidential Character Rolls (CCR).
- (xiv) Destroying by burning stenographic record of confidential and secret letters after typing and issuing the letters.
- (xv) Bringing to the notice of the officer important pending matters which require his urgent attention.
- (xvi) Maintenance of personal files of the officer.

### **3.8 Role of Inspector of Income Tax (ITI) working under DDIT/ADIT/AADIT/ITO**

#### **3.8.1 Administrative Functions**

- (i) Preparation of all administrative correspondence and reporting to concerned officers.
- (ii) Gazetted officers and non-gazetted staff related works like joining, leave, transfer and posting, charge report, vigilance and other matters.
- (iii) To assist in general administrative matters related to leave, attendance, office discipline of officers and officials posted in the Directorate.
- (iv) Matters relating to vigilance and disciplinary proceedings and complaints against

the officers and members of staff, both gazetted and non-gazetted, working under the Pr. ADG/ ADG administrative control.

- (v) To assist in work of annual physical verification and stock taking of records and stationery.
- (vi) Dealing with references relating to CCS (Conduct) Rules including immovable property returns.
- (vi) To assist in dealing with establishment and administrative matters.
- (vii) To assist in maintenance of office building and payment of rents, water electricity and telephone bills.
- (viii) Reports like FR 56 (j) and purchase committee related matters.

### **3.8.2 Technical Functions**

- (i) Follow up with the field officers regarding status of grievances pending on CPGRAMS and e-Nivaran portals.
- (ii) RTI matters, Parliamentary Questions.
- (iii) Outside enquiries, if required.
- (iv) To attend the phone calls of the Tax Payers filing grievances on the CPGRAMS Portal and update them about the status of their CPGRAMS in polite manner.
- (v) To offer proper advice to the Tax Payers calling over phone to know the status of CPGRAMS in polite manner.
- (vi) To assist in the work in the office of TPS-II in discharging assigned duties and functions, handling of CPGRAMS and reporting to DDIT/ADIT/AADIT.
- (vii) Assistance in coordination with CBDT relating to administrative work, handing over the urgent Dak and letters.
- (viii) Preparation and compilation of Monthly DO, weekly and monthly report.
- (ix) Preparation of Hindi quarterly and half yearly report.
- (x) Any other work assigned by the higher authorities.

## **3.9 Role of Office Superintendent (OS) working under DDIT/ADIT/AADIT/ITO**

### **3.9.1 Technical and Administrative Functions**

- (i) Maintenance and upkeep of office and its assets.
- (ii) Assistance in Swachhata Abhiyan.
- (iii) General supervision, ensuring discipline and punctuality.

- (iv) Ensuring proper maintenance and checking of all records and registers.
- (v) Ensuring maintenance of guard files of circulars, notifications and instructions, registers and files, attendance record, casual leave register.
- (vi) Issue of stationery and other items.
- (vii) Checking the quality of local purchases and ensuring observance of proper procedure while making purchases.
- (viii) Ensuring timely submission of indent for stationery, timely procurement, proper distribution thereof and proper maintenance of the registers.
- (ix) Ensuring smooth functioning of Dak counters, including supervision of receipt and dispatch, marking of Dak papers to the functionaries and prompt distribution thereof.
- (x) Ensuring annual physical verification and stock taking of records, and all moveable and immovable assets like computers, printers, furniture, calculators, photocopying machines, FAX, PCs.
- (xi) Ensuring proper arrangements for repair of furniture, photocopying machine, FAX, PCs.
- (xii) Ensuring auction sale of condemned typewriters, furniture, waste papers and other useless articles.
- (xiii) Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, record rooms, store rooms, corridors, bathrooms inside the office building.
- (xiv) Providing facilities like lights, fans, drinking water to the officers and staff members.
- (xv) Rendering assistance to the administrative officers regarding posting and transfer of officers and staff members and maintenance of particulars of their dates of joining and relieving.
- (xvi) Monitoring of work relating to implementation of Official Language Policy.
- (xvii) Maintaining particulars of address and telephone numbers of officers and staff.
- (xviii) Work as Care Taker.
- (xix) Payment of electricity and telephone bills, water and potted plant bills.
- (xx) Payment and reimbursement of all officers' residential telephone bills.
- (xxi) Any other work of official nature specifically assigned.

### **3.10 Role of Tax Assistant (TA)**

#### **3.10.1 Technical and Administrative Functions**

- (i) Receipt and dispatch of Dak.
- (ii) Ensuring proper maintenance and checking of all records and registers.
- (iii) Ensuring maintenance of guard files of circulars, notifications and instructions, register of registers and files, attendance register, casual leave register, service book.
- (iv) Assisting in annual physical verification and stock taking of records of all moveable and immovable assets i.e. computers, printers, furniture, calculators, photocopying machines, FAX, PCs.
- (v) Ensuring proper arrangements for repair of furniture, photocopying machines, FAX, PCs.
- (vi) Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, record rooms, store rooms, corridors, bathrooms inside the office building.
- (vii) Maintenance of particulars of dates of joining and relieving of officers and staff.
- (vii) Assisting in typing work as and when assigned.
- (ix) Other duties as assigned from time to time by superior authorities.

### **3.11 Role of Stenographer**

- (i) To take dictation, maintenance of files and any other work assigned by Pr. ADG/ ADG /concerned officers.
- (ii) Attending the inward and outward telephone calls.
- (iii) Keeping note of engagements, meetings and reminding the officer well in time.
- (iv) Getting required papers ready for the meetings and appointments.
- (v) Maintaining files relating to the minutes of meetings and discussions and sending intimations regarding follow up action.
- (vi) Keeping a record of files moving to and from the officer.
- (vii) Circulation of tour programme and attending to the arrangements relating to tours.
- (viii) Bringing important pending matters to the notice of the officer which require his urgent attention.
- (ix) Any other work of official nature specifically assigned (including typing and comparison work, maintenance of confidential files).

### **3.12 Role of Notice Server (NS)**

- (i) Service of notices, letters and other official communications.
- (ii) Proper maintenance of Notice Server's diary and its submission to supervisory officers, whenever asked for.
- (iii) Maintenance of self-diary.
- (iv) Assistance in general office work in the office.
- (v) Any other work of official nature, specifically assigned.

### **3.13 Role of Multi-Tasking Staff (MTS)**

- (i) Assistance in general office work in the office.
- (ii) Supervising general cleanliness and upkeep of the sections/units done by the contractual staff.
- (iii) Arranging the furniture, records and other documents and registers in the office rooms.
- (iv) Dusting of furniture.
- (v) Opening and closing of rooms.
- (vi) Physical maintenance of records of the 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 office.
- (xiii) Assisting in routine office work like diary, dispatch including on computer.
- (xiv) Timely Delivery of Dak.
- (xv) Any other work of official nature specifically assigned.

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