



Manual of Office Procedure for Directorate of Income Tax (Tax Payer Services-I, TDS and BIFR) 2024

**DIRECTORATE OF INCOME TAX
(ORGANISATION & MANAGEMENT SERVICES)**

**CENTRAL BOARD OF DIRECT TAXES
DEPARTMENT OF REVENUE
GOVERNMENT OF INDIA**



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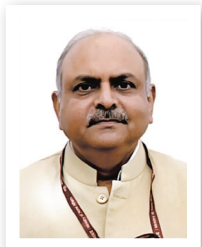
**DIRECTORATE OF INCOME TAX
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CENTRAL BOARD OF DIRECT TAXES
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सत्यमेव जयते

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. Manual of Office Procedure for the Directorate of Income tax (Tax Payer Services)-I 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)-I 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.



प्रवीण कुमार, भा.रा.से.

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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.

(Prawnin Kumar)

DIRECTORATE OF INCOME TAX

(TAX PAYER SERVICES-I, TDS and BIFR)

1. Introduction

The Directorate of Income Tax (TPS-I, TDS and BIFR), which is headed by Pr.ADG/ADG is an attached office of the Board. This office mainly aids and assists the Board in policy formulation as well as in the formulation of schemes for better Tax Payer Services related to e-Nivaran services.

2. Broad Functions

- (i) Delivering and monitoring of Tax Payer Services for entire Department including the Directorates by co-ordinating with CsIT (TPS) in 20 regions across the country and the Systems Directorate and devising effective monitoring and reporting mechanism.
- (ii) Monitoring of Online Grievance Redressal System (e-Nivaran) on behalf of CBDT.
- (iii) Devising effective monitoring and reporting mechanism for Tax Payer Services in field offices.
- (iv) Coordinating with the CsIT (Admin & TPS) working under Pr. CCsIT/CCsIT across the country, collating the monthly reports received from them and putting up a consolidated report.
- (v) Supervising grievances of taxpayers relating to matters such as processing of return of income, issue of refund, demands verification and PAN, TAN & CPC-TDS related grievances.
- (vi) Coordinating with the Directorates under Pr. DGIT(Systems) including Centralized Processing Centre-ITR and Centralized Processing Centre-TDS to ensure delivery standards of e-enabled Tax Payer Services.
- (vii) Coordinating with Directorate of Systems regarding instructions for monitoring of grievances and setting up of timelines for various actions to be taken by Directorate of Systems.
- (viii) Monitoring All India TDS collection, consolidation of Statistical data from field formations relating to TDS, prosecution and compounding, TDS Surveys / spot verification and outreach/awareness programmes in the area of TDS,

compilation of TDS monthly D.O. and submission to Member (TPS), CBDT through Pr. DGIT (Admin & TPS).

- (ix) Holding All India Annual TDS Conference and preparation of booklet for the Conference.
- (x) Providing inputs for seamless processing of erstwhile BIFR cases subsequent to notification of IBC, 2016 as per territorial jurisdiction of NCLT/NCLAT.
- (xi) Collection of the monthly statistical report related to Taxpayers' Charter Cells on 16 Key Service Deliverables and submission of consolidated report to Member (Tax Payer Services) through Pr. DGIT (Admin & TPS).
- (xii) To monitor and process the work related to functioning and BIS Certification of ASK centres and ensuring Internal Audit and Management review of ASK centres across the country.
- (xiii) The work related to training of officers/staff posted in ASK centres across the country.
- (xiv) Any other function relating to delivery and monitoring of taxpayer services.

3. Roles for different levels in the TPS-I

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

The officers of Directorate of Tax Payer Services-I report to Principal Director General of Income Tax (Pr. DGIT) (Admin & TPS). The Pr. Director General of Income Tax (Admin & TPS) monitors and supervises the duties and functions performed by the Directorate of Income Tax (Tax Payer Services-I).

3.2 Role of Pr. ADG/ADG (TPS-I, TDS & BIFR)

3.2.1 Administrative Functions

- (i) To maintain effective co-ordination of work within the Directorate as HOD of the office of the Pr. DGIT (Admin & TPS).
- (ii) General supervision, ensuring discipline and punctuality.
- (iii) To process/attend all the Dak/letters received through e-mail, Dak including grievances, TEPs & complaints.
- (iv) To monitor smooth functioning of Dak counters, including supervision of receipt and dispatch of Dak papers and prompt distribution thereof.

- (v) To attend establishment functions like Transfer & Posting of Addl. DIT/Joint DIT, DDIT/ADIT, AADIT/ITO and Group- C officials and monitoring of their dates of joining and relieving.
- (vi) To monitor matters pertaining to Leave, CCS(Conduct) Rules and other administrative matters including immovable property returns pertaining to the officers/officials.
- (vii) To monitor preparation of pension and other retirement related papers and forwarding thereof, getting APARs of officers/officials written and countersigned within the stipulated time.
- (viii) To monitor all the work related to maintenance of service books, stock register, leave register, asset register.
- (ix) Verification of service particulars in APARs of officers and officials.
- (x) To monitor establishment/ administrative matters related to maintenance of attendance registers, sanction of advances, fixation of pay.
- (xi) To monitor all the matters relating to preparation of pay bills, TA bills, LTC bills, contingent bills, bills of various advances, bills of OTA, tuition fee, medical reimbursement, maintenance of allied registers.
- (xii) To monitor calculation & deduction of Income-tax, matters related to the issue of tax deduction statements, LPC, salary certificates & service certificates of officers/officials of the Directorate.
- (xiii) To monitor matters related to maintenance of guard files regarding circulars, assisting in the issue of CGHS/Identity cards.
- (xiv) To monitor all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted Personnel of the Directorate and matters pertaining to leave of staff and officers.
- (xv) To monitor all the matters related to record management like maintenance of property register, register of records destroyed, dead stock register, service books, personal files, GPF account of staff, leave accounts, telephone register, cash book, contingent register, stamp registers and incidental correspondence, statements including getting binding of service books, registers.
- (xvi) To monitor proper maintenance of all records/registers and all the matters related to annual physical verification and stock taking of record and stationery in the Directorate.

- (xvii) To monitor purchase/ distribution/ maintenance of stationery, forms/books/newspapers/ sanitary articles/ electrical goods/ calculators/ air conditioners/transformers/ room desert coolers/ water coolers/water dispenser /computers/ photocopy machines/ pedestal fans/ first aid box/ day-to-day articles for office use/ miscellaneous items.
- (xviii) To monitor functions related to GeM, PFMS and e-Bhavishya.
- (xix) To monitor work of drawing up of contingent bills within the limit of sanction of budget allotted to the Directorate.
- (xx) To monitor preparation of all schedules and statements for recovery of loans and advances.
- (xxi) To perform duties as the buyer and consignee for the office of the Pr. ADG/ADG (TPS-1) regarding placing of orders related to purchase of items for the office use through GeM portal.
- (xxii) To monitor & supervise the quality of local purchases and ensure observance of laid down instructions & procedures while making purchases.
- (xxiii) To attend Correspondences/Liaisoning with the Expenditure Budget Directorate and the Sub-Budgetary Authorities, DDO, Cashier relating to the matters of Budget/funds sanctioned, expenditure incurred.
- (xxiv) To monitor weeding out of old and obsolete records and obsolete forms as per existing instructions.
- (xxv) To review and monitor implementation of the Tax Payer Charter Cell (TPCC) and holding annual TDS conference.

3.2.2 Technical Functions

TPS-I

- (i) To oversee and coordinate all matters relating to e-Nivaran grievances of taxpayers falling within the jurisdiction of Assessing Officers across the country.
- (ii) To supervise redressal of grievances of taxpayers relating to matters such as processing of return of income, issue of refunds, demand verification, PAN, TAN and CPC-TDS related grievances.
- (iii) To coordinate with all the CsIT (Admin & TPS)/ Addl. CIT (HQ & TPS) working under Pr. CCsIT/CCsIT across the country and collate the monthly reports received from them regarding redressal of grievances and put up a consolidated

report to Member (TPS & Revenue) on a quarterly basis through Pr. DGIT (Adm. & TPS), dissemination of data relating to TDS.

- (iv) To supervise monthly reports regarding e-Services and grievances related to e-Services and put up a consolidated report to Member (TPS & R) on a quarterly basis through Pr. DGIT (Admin & TPS).
- (v) To coordinate with the Directorates under Pr. DGIT(Systems) including Centralized Processing Centre-ITR and Centralized Processing Centre-TDS to ensure delivery standards of e-enabled Tax Payer Services.
- (vi) To coordinate with the Directorates of Systems regarding instructions for monitoring of grievances and setting of timelines for various actions to be taken by the Directorate of Systems pertaining to resolution of grievances.
- (vii) To supervise effective co-ordination with Directorate of Income Tax (TPS-II).
- (viii) To monitor functioning of Aaykar Seva Kendras (ASK) across all the Pr. CCIT regions and to coordinate matters being dealt by ASK including their certification and training of ASK personnel.
- (ix) Any other function related to the delivery and monitoring of Tax Payer Services.

TDS & BIFR

- (i) To devise an effective monitoring and reporting mechanism for Tax Payer Services in field offices, surveys/spot verifications, outreach programmes/seminars in respect of TDS.
- (ii) To take initiatives to carry out research and surveys on taxpayer satisfaction.
- (iii) To oversee and coordinate matters pertaining to TDS related complaints and grievances.
- (iv) To monitor TDS collection, new development in TDS administration, holding of all India TDS conference.
- (v) To monitor work related to BIFR, IBC & NCLT, NCLAT cases and related court cases filed in the High Court and the Supreme Court.

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

3.3.1 Administrative Functions

- (i) To monitor 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.
- (ii) To monitor matters related to maintenance of guard files regarding circulars, assisting in the issue of CGHS/ Identity cards.
- (iii) To monitor work of annual physical verification and stock taking of records and stationery.
- (iv) To monitor all the work related to maintenance of service books, stock register, leave register, asset register.
- (v) Verification of service particulars in APARs of officers and staff.
- (vi) To monitor preparation of pension and other retirement related papers and forwarding thereof, get APARs of staff members written and countersigned in time.
- (vii) To monitor payment of rents, water, electricity and telephone bills.
- (viii) To monitor functions related to GeM, PFMS and e-Bhavishya.
- (ix) To attend establishment functions like Transfer & Posting of DDIT/ADIT, AADIT /ITO and Group- C officials posted in the office of the Pr. ADG/ADG(TPS-1).
- (x) To attend leave matters, CCS(Conduct) Rules matters and other administrative matters pertaining to the officers/officials including immovable property returns.
- (xi) To perform all duties as the buyer and consignee for the office of the Pr. ADG /ADG regarding placing of orders relating to purchase of items for the office on GeM portal.
- (xii) To coordinate the functioning of Pr. ADG/ADG (TPS-I) as well as General Administration matters related to discipline of officers & officials posted in the Directorate.
- (xiii) To process/ attend all the letters received through e-mail/ Dak including grievances, TEPs, complaints.
- (xiv) To assist Pr. ADG/ADG in monitoring all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.

- (xv) To assist Pr. ADG/ADG in monitoring all the matters related to record management like proper maintenance of cash book, contingent register, stamp registers, incidental correspondence, statements, getting the binding of service books, registers.
- (xvi) To assist Pr. ADG/ADG in monitoring all the matters related to record management like proper maintenance of property register, register of records destroyed, dead stock register, service books, GPF account of staff, leave accounts, telephone register.
- (xvii) To assist Pr. ADG/ADG in monitoring all the matters related to the issue of tax deduction statements, LPC, salary certificates, calculation & deduction of Income-tax & service certificates.
- (xviii) To assist Pr. ADG/ADG in monitoring establishment/administrative matters i.e., maintenance of attendance registers, fixation of pay.
- (xix) Monitoring of All India TDS Collection, consolidation of Statistical Data from field formations relating to TDS prosecution and compounding, TDS Surveys / spot verification and outreach/awareness programmes in the area of TDS. After receipt of TDS monthly D.O. the same is compiled and submitted to Member (TPS &R), CBDT through Pr. DGIT (Admin & TPS).
- (xx) Holding All India Annual TDS Conference & preparation of booklet for the conference.
- (xxi) To provide inputs for seamless processing of erstwhile BIFR cases subsequent to notification of IBC, 2016 as per territorial jurisdiction of NCLT/NCLAT.
- (xxii) Collection of the monthly statistical report related to Taxpayers' Charter Cells on 16 Key Service Deliverables and put up a consolidated report to Member (Tax Payer Services & Systems) through Pr. DGIT (Admin & TPS).
- (xxiii) To monitor and process the work related to functioning & BIS certification of ASKs & Audit of ASK centers across the country.
- (xxiv) The work related to training of officers/staff posted in ASK centers across the country.

3.3.2 Technical Functions

- (i) To supervise all matters related to dealing with RTI appeals.

- (ii) Monitoring the work related to collation of submission of misc. reports sought by CBDT.
- (iii) To ensure timely submission of all monthly, quarterly and annual reports to the office of the Pr. ADG/ADG (TPS-1).
- (iv) Overall coordination, supervision & monitoring of all the functions enumerated in Board's Order No. 01/AD.VII/2016 dated 26.02.2016.
- (v) Monitoring the work of e-Nivaran grievances.
- (vi) Monitoring of grievances relating to e-filing of Return of Income, processing of ITR, PAN/TAN, issue of refunds, demand verification, adjustment against refunds, CPC-TDS.
- (vii) To supervise coordination with Directorate of Systems including CPC-ITR/TDS to ensure delivery standard of e-enabled Tax Payer Services and regarding instructions for monitoring of grievances and setting up of timelines for various actions to be taken by the Directorate of Systems.
- (viii) Collation of data for preparation of format regarding e-Services and grievances relating to e-Services and consolidation thereof after getting data from ADIT (e-Services), ITO-I (e-Services) & ITO-II (e-Services).
- (ix) Any other function relating to delivery and monitoring of e-Services.
- (x) Supervision and monitoring of work related to collation and submission of various reports to CBDT related to TDS matters.
- (xi) Supervision of the work related to collection and preparation of data/ reports regarding prosecution, compounding, TDS surveys /outreach programmes.
- (xii) Holding of all India Annual TDS conferences & preparation of booklet for same.
- (xiii) Supervision and monitoring of all work related to old BIFR/IBC cases.
- (xiv) To look after the work of capacity building of the ASK centers by ensuring training of personnel posted/likely to be posted in the ASK centers.
- (xv) To look after the work of monitoring of ASK centers and ensuring half yearly internal audit and management review.
- (xvi) Monitoring the work of certification by BIS standards of ASK centers.
- (xvii) Work related to TDS AO Manual.
- (xviii) To assist Pr. ADG in supervision and monitoring work related to TDS reports, TDS Annual Conference, BIFR cases, TPCC monthly report, ASK centers audit, certification and monitoring.

3.4 Role of Deputy Director of Income Tax/Assistant Director of Income Tax/Additional Assistant Director of Income Tax/Income tax Officer (DDIT/ADIT/AADIT/ITO)

3.4.1 Administrative Functions

- (i) To assist Pr. ADG/ADG and Addl. DIT/JDIT in supervision, monitoring and processing of work related to e- Nivaran grievances, functioning and certification of ASKs including training of ASK personnels.
- (ii) To attend establishment functions like Transfer & Posting of Addl. DIT/Joint DIT, DDIT/ADIT, AADIT/ITO and Group-C officials.
- (iii) To attend leave matters, CCS (conduct) Rules matters and other administrative matters pertaining to the officers/officials in the Directorate of TPS-I as per extent rules and procedure.
- (iv) To perform all duties as the Buyer and Consignee for the office of the Pr. ADG/ADG regarding placing of orders relating to purchase of items for the office on GeM portal.
- (v) To assist Pr. ADG/ADG (TPS-I) in discharging duties and functions assigned with respect to administration, budget, statistical data and submission of reports and processing of bills.
- (vi) To monitor and process the work related to e- Nivaran grievances and RTI matters.
- (vii) To look after the administration, headquarter work in the office of the Pr. ADG /ADG (TPS-I).
- (viii) To perform additional responsibilities as and when required by higher authorities.
- (ix) To assist Addl. DIT in Swachh Bharat Mission.
- (x) To assist Addl. DIT in administrative work of his office.
- (xi) To assist Addl. DIT in vigilance matters.
- (xii) To assist Addl. DIT in RTI matters.
- (xiii) To assist Addl. DIT in all the functions of Drawing and Disbursing Officer for gazetted and non-gazetted personnel of the Directorate.
- (xiv) To assist in matters pertaining to leave of staff and officers.

- (xv) To assist Addl. DIT 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.
- (xvi) To assist Addl. DIT 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.
- (xvii) To assist Addl. DIT in all the matters related to generation and distribution of monthly pay slip for each employee.
- (xviii) Maintenance of guard files regarding circulars.
- (xix) Assisting in the issue of CGHS/identity cards.
- (xx) To assist Addl. DIT in all the matters related to issue of tax deduction statements, L.P.C, salary certificates, service certificates.
- (xxi) To assist Addl. DIT in work of annual physical verification and stock taking of records and stationery.
- (xxii) Dealing with references relating to conduct rules, including immovable property returns.
- (xxiii) To assist Addl. DIT in all the work related to maintenance of service books, stock register, leave register, asset register.
- (xxiv) Verification of service particulars in APARs of officers and staff.
- (xxv) To assist Addl. DIT in preparation of pension and other retirement related papers and forwarding thereof.
- (xxvi) Getting APARs of staff members written and countersigned in time.
- (xxvii) To assist Addl. DIT in purchase/ distribution/ maintenance of stationery, forms/ books/ pamphlets/ newspapers/ periodicals/ 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.
- (xxviii) To assist Addl. DIT in dealing with establishment/ administrative matters i.e. maintenance of attendance registers, sanction of advances, fixation of pay.
- (xxix) To assist Addl. DIT in calculation and deduction of Income Tax.

- (xxx) Matters relating to vigilance and disciplinary proceedings and complaints against the officers and members of staff (both gazetted and non-gazetted) working under the ADG's Administrative control.
- (xxxi) Assisting the Pr. ADG/ADG in transfer and posting of officers/ officials in the Pr. ADG/ADG charge.
- (xxxii) To look into the staff related grievances.
- (xxxiii) Matters relating to all kinds of leave of both gazetted officers and non-gazetted staff.
- (xxxiv) Matters relating to approval of bills in respect of purchases made with respect to miscellaneous items of official use.
- (xxxv) Supervision and smooth functioning of administrative matters.
- (xxxvi) Gazetted officers joining works, leave, Transfer & Posting, charge, vigilance and other matters.
- (xxxvii) Vigilance matters, FR 56 (j) matters and MACPs.
- (xxxviii) Non-gazetted Officials joining works, Transfer & Posting, relieving, leave, vigilance, misc. correspondence.
- (xxxix) APARs, Admin related RTI matters.
- (xl) All DDO matters of the Directorate and reporting to Addl. DIT (Admin).
- (xli) Supervision of overall functioning of the DDO charge and ensuring maintenance of all necessary registers.
- (xlii) Any other work assigned by the higher authorities.

3.4.2 Technical Functions

- (i) Ensuring the digitization of the manual Dak related to grievances received.
- (ii) Monitoring of grievances relating to functions of CPC-ITR/ TDS involving refund/ demand exceeding of Rs. 5 Lakh.
- (iii) Coordination with Directorate of Systems including CPC-ITR/TDS to ensure delivery standard of e-enabled taxpayer services and regarding instructions for monitoring of grievances and setting timeline for various actions to be taken by the Directorate of Systems for resolution of grievances.
- (iv) Maintaining effective Coordination with Directorate of Income Tax (TPS-II).
- (v) The work related to collection and preparation of data/ reports regarding prosecution, compounding, TDS surveys /Outreach programmers.

- (vi) Preparation of draft monthly DO letter for the Pr. ADG/ADG (TPS-I, TDS & BIFR).
- (vii) To assist in holding All India Annual TDS conferences & preparation of Booklet for same.
- (viii) To assist in all work related to old BIFR/IBC cases.
- (ix) To look after the work of capacity building of the ASK centers by ensuring training of personnel posted/likely to be posted in the ASK centers and ensuring half yearly internal audit and management review of ASK centers.
- (x) The work of certification by BIS standards of ASK centers.
- (xi) The work related to TDS AO Manual.
- (xii) To deal with all the e- Nivaran grievances received in the Directorate from the tax payers across the country.
- (xiii) To take stock of all grievances/ applications received from the tax payers across the country either manually or through email, keep record of all such applications/ grievances in the digital form.
- (xiv) To forward all such received grievances to the concerned Commissioner of Income Tax (Admin & Tax Payer services) after obtaining prior approval of Pr.ADG/ADG (TPS-I).
- (xv) Collation of data for preparation of periodic and miscellaneous reports in prescribed format regarding e-Services and grievances relating to e- Services and consolidation thereof.
- (xvi) Any other work assigned by the higher authorities.

3.5 Role of DDO/Administrative Officer (AO)

3.5.1 Administrative Functions

- (i) Looking after the upkeep of office and arranging necessary items for office use.
- (ii) Maintaining service book and pay fixation work and reporting to ITO (DDO).
- (iii) To procure stationery and other items required for the functioning of office through GeM/other online platforms.
- (iv) General supervision of administration /establishment and accounts personnel and ensuring discipline and punctuality in office.
- (v) Supervision over the work of Administrative Officer Grade-III.
- (vi) Matters relating to staff grievances, action thereon, follow-up and disposal thereof.

- (vii) Custody of all important documents including annual confidential reports of non-gazetted personnel.
- (viii) To procure the items for cleaning and proper maintenance of the office, to supply the material requisitioned by the officers/officials for proper functioning.
- (ix) To maintain assets register of all the items in the office after getting it properly marked.
- (x) Supervision of Admin work relating to HBA advance, Budget.
- (xi) Service Book, Leave Account. E.U. C.L. & Stationery Work.
- (xii) GPF advance and withdrawal, arrear.
- (xiii) Maintenance of Service Book of all Group A and B officers and Group C officials, fixation of pay, MACP matters.
- (xiv) Entry of leave in Service Book, entry of LTC, LTC advance & leave encashment in service book.
- (xv) Any other work assigned by the higher authorities.

3.5.2 Technical Functions

- (i) Running the Mobile App 'AaykarKutumb' (the digital version of AHB).
- (ii) Ensuring the creation of high-quality social media creative through the Social Media Agency for creating impactful and informative engagement with taxpayers on the Department's social media handles.
- (iii) Editing, proposing and executing innovative approaches to publicise new policies, decisions, laws portal to Direct Taxes.
- (iv) Any other work assigned by the higher authorities.

3.6 Role of Sr. Private Secretary (Sr. PS)/Private Secretary (PS)

3.6.1 Technical Function

- (i) Taking dictation and transcription.
- (ii) Any other work of official nature specifically entrusted by the officer.

3.6.2 Administrative Functions

- (i) Attending to inward and outward telephone calls.
- (ii) Attending to visitors and fixation/cancellation of appointments.
- (iii) Keeping note of engagements, meetings and reminding the officer well in time.

- (iv) Getting required papers ready for meetings and appointments.
- (v) Maintaining files relating to minutes of meetings and discussion and sending intimations regarding follow up action.
- (vi) Keeping record of files moving to and from the officer.
- (vii) Keeping track of follow up action in regard to matters marked by the officer to officials under him.
- (viii) Circulation of tour programme and attending to arrangements relating to tours.
- (ix) Maintenance of officers' personal library and updating of reference books therein.
- (x) Dispatch and receipt of DO Letters and confidential Dak.
- (xi) Maintenance of confidential files including APARs.
- (xii) Maintenance of personal files of the officer.
- (xiii) Destroying by burning stenographic record of confidential and secret letters after typing and issuing the letters.
- (xiv) Bringing to the notice of the officer important pending matters which require his urgent attention.

3.7 Role of Inspector of Income Tax (ITI)

3.7.1 Technical Functions

- (i) Follow up with the field officers regarding status of grievances, pending on e-Nivaran Portals.
- (ii) Condemnation/auction of furniture/machinery.
- (iii) Work related to the e-Nivaran grievances/complaints.
- (iv) RTI matters, Parliament Questions.
- (v) To ensure timely submission of all monthly, quarterly and annual reports to the office of Pr. ADG/ADG(TPS-1).
- (vi) Assistance in coordination with the office of Pr. DGIT (Admin and TPS) relating to administration work/ handing over the urgent Dak/letters.
- (vii) Assistance in coordination with C.B.D.T. relating to administration work/handing over the urgent Dak/letters.
- (viii) Preparation of all administrative correspondence and reporting to concerned officers.
- (ix) Preparation and compiling monthly DO/RFD/quarterly/annual report.

- (x) Hindi, quarterly and half yearly report.
- (xi) To assist in the work related to ASK centers, TPCC, TDS and BIFR/IBC.
- (xii) To assist in making arrangements for smooth conduct of Annual TDS Conferences.
- (xiii) The work related to collation and submission of various reports to CBDT related to TDS matters and Parliament Questions.
- (xiv) Preparation of draft monthly DO Letter.
- (xv) To look after the work of monitoring of ASK centers and ensuring half yearly internal audit and management review.
- (xvi) The work of certification by BIS standards of ASK centers.
- (xvii) To assist in the work related to TDS AO Manual.
- (xviii) Any other work assigned by the higher authorities.

3.7.2 Administrative Functions

- (i) To assist in the work in the office of JDIT(TPS-1) in discharging assigned duties and functions.
- (ii) Work relating to gazetted officers' leaves, Transfer & Posting, charge report, vigilance and other matters.
- (iii) To assist general administration matters related to leave/attendance/office discipline of officers and officials posted in the directorate.
- (iv) Matters relating to all kinds of leaves of both gazetted officers and non-gazetted staff, non-gazetted official joining works, Transfer & Posting, relieving, leave, vigilance, miscellaneous correspondence, circulars/notifications.
- (v) Forwarding of APARs.
- (vi) Admin related RTI matters.
- (vii) Purchase of stationery and items related to OE, OAE and preparation of their bills, purchase of I.T. and SAP items and preparation of their bills.
- (viii) Overall supervision of purchase, payment of monthly bills of operational, legal and contractual staff.

3.8 Role of Office Superintendent (OS)

3.8.1 Administrative Functions

- (i) Maintenance and upkeep of office and its assets.
- (ii) Duties relating to Swachhata Abhiyan.
- (iii) General supervision, ensuring discipline and punctuality and checking of attendance register.
- (iv) Ensuring proper maintenance and checking all records/registers.
- (v) Ensuring maintenance of guard files of circulars, notifications and instruction, register of registers and register of files, attendance register, casual leave register, service book.
- (vi) Ensuring proper maintenance and checking of cashbook, contingent expenditure register, diet money register, stock register, properties register, stamps register, stationary register, register of records destroyed, dead stock register, register 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, stamps accounts.
- (vii) Ensuring proper and timely distribution of liveries.
- (viii) Checking the quality of local purchases and ensuring observance of proper procedure while making purchases.
- (ix) Ensuring timely submission of indent for forms and stationary, timely procurement, proper distribution thereof and proper maintenance of the register.
- (x) Ensuring smooth functioning of Dak counters, including supervision of receipt and dispatch, marking of Dak paper to the functionaries and prompt distribution thereof.
- (xi) Ensuring annual physical verification and stock taking of records, and all movable/ immovable assets i.e. computers, printers, furniture, calculators, photocopying machines, FAX, PCs.
- (xii) Ensuring proper arrangements for repair of furniture, photocopying machines, FAX, PCs.
- (xiii) Ensuring auction sale of condemned typewriters, furniture, waste papers and other useless articles.
- (xiv) Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, records rooms, store rooms, corridors, bathrooms in the office building.

- (xv) Providing facilities like lights, fans, drinking water to the officers, staff members and assesses.
- (xvi) 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.
- (xvii) Arrangement of proper binding of registers, service books.
- (xviii) Checking of magazines and newspapers accounts and disposal of the waste/scrap.
- (xix) Getting APARs of staff members written and countersigned in time.
- (xx) Ensuring regular and proper weeding out of old and obsolete records and obsolete forms as per existing instructions.
- (xxi) Monitoring of work relating to implementation of Official Language Policy.
- (xxii) Maintaining particulars to address and telephone numbers of officers and staff.
- (xxiii) Assistance in public relations and grievances redressal, taxpayer education and taxpayer assistance, work relating to staff welfare and staff association, departmental examinations and protocol work.
- (xxiv) Implementations of all roles assigned to office superintendent in departmental application software.
- (xxv) Work as caretaker, maintenance of office assets and fixture, cleanliness and plantation, MTNL, Electricity, Water Supply.
- (xxvi) Maintenance of office assets and fixture.
- (xxvii) Payment of electricity & telephone bills, professional bills, LTC uploading of all bills.
- (xxviii) Issue of stationery & other items.
- (xxix) Water and potted plant bills.
- (xxx) Payment and reimbursement of all officers residential telephone bills.
- (xxxi) Any other work of official nature specifically assigned.

3.9 Role of Sr. Tax Assistant (now OS)

3.9.1 Administrative Functions

- (i) Duties relating to Swachhata Abhiyan.
- (ii) Preparation of all bills.
- (iii) Ensuring proper maintenance and checking of all record/ registers.

- (iv) Ensuring maintenance of guard files of circulars, notifications and instruction, register of register 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 registers, stamp registers, stationary register, register of records destroyed, dead stock register, register of books and publications, service books, register of advance, pay bills, TA 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 movable/ immovable assets i.e. computers, printers, furniture, calculators, photocopying machines, FAX, PCs.
- (ix) Ensuring proper arrangements for repair of furniture, photocopying machines, FAX PCs.
- (x) Ensuring cleanliness and general maintenance of all staff rooms, officers' rooms, records rooms, store rooms, corridors, bathrooms in the office building.
- (xi) Providing facilities like lights, fans, drinking water to the officers, staff members.
- (xii) Maintenance of particulars of dates of joining and relieving of officers and staff.
- (xiii) Checking of magazines and newspaper accounts and disposal of the waste/ scrap.
- (xiv) Miscellaneous correspondence with the higher authorities.
- (xv) Ensuring proper handing/ taking over of files and also ensuring that pending actions are duly indicated.
- (xvi) Preparation of all bills.
- (xvii) Ensuring proper maintenance and checking of all records/ registers.
- (xviii) Any other work of official nature specifically assigned.

3.10 Role of Tax Assistant

3.10.1 Administrative Functions

- (i) Duties relating to 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, 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, stationery 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 account.
- (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 stationery, 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, furniture, 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, implementation of all roles assigned to office superintendent in departmental application software.

- (xiii) Maintenance of particulars of dates of joining and relieving of officers and staff, ensuring proper handing/ taking over of files and also ensuring that pending actions are duly indicated.
- (xiv) Arrangement of proper binding of register, service book, checking of magazines and newspaper accounts and disposal of the waste/ scrap.
- (xv) Miscellaneous correspondence with the higher authorities.
- (xvi) Assisting in typing work as and when assigned.
- (xvii) Other duties as assigned from time-to-time by superior authorities.

3.10.2 Technical Functions

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

3.11 Role of Stenographer

3.11.1 Administrative Functions

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

3.12 Role of Notice Server

3.12.1. Administrative Functions

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

3.13. Role of MTS

3.13.1. Technical Functions

- (i) Assistance in general office work in the office.

3.13.2. Administrative Functions

- (i) Duties relating to Swachhata Abhiyan.
- (ii) Supervising general cleanliness and upkeep of the Section/units done by contractual staff.
- (iii) Arranging the furniture, records and other documents/ registers in the office rooms.
- (iv) Dusting of furniture.
- (v) Opening and closing of rooms.
- (vi) Physical maintenance of records of the Section/Office.
- (vii) Making available records 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 Machines 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) Supervising general cleanliness and upkeep of the section/units done by contractual staff.

(xvi) Any other work of official nature specifically assigned.



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