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F.No.296/205/2015-CX-9
Government of India
Ministry of Finance
Department of Revenue
CBEC

New Delhi, Dated: 02.12.2015

OFFICE MEMORANDUM

Subject:–Facilitating Taxpayers' electronic interface with the Department – Note from Revenue Secretary – reg.

The undersigned is directed to forward herewith a copy of the note dated 27.11.2015 received from Revenue Secretary on the above subject for information and necessary action.

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Encl: as above.

(Surendra Singh)
Under Secretary to Govt. of India
Tel No.: 23092413

To

(i) All JS/Commissioners in CBEC
(ii) DG Systems (CBEC), New Delhi.
(iii) All Pr. Chief Commissioners/Pr. Director General.
(iv) All Chief Commissioners and Directors General.

Dt:18th Nov.2015

The Hon.Prime Minister of India
New Delhi

The Hon.Finance Minister
Govt. of India, New Delhi

The Revenue Secretary
Dept. of Revenue, New Delhi

The Chairperson
Central Board of Direct Taxes, New Delhi

The Times of India
The Economics Times

Respected Sir / Madam,

It has been the mandate of our beloved Prime Minister Shri Narendra Modi to uplift the economic conditions of this country through various mediums including technology and communication.

If one sees the statement of Mark Zuckerberg, CEO of Face Book that one cannot ignore India and India is the power which is going to be the world power soon. With this environment in our country now-a-days it is noticed that the communications/notices/letters received from various tax departments 'mainly income tax department' wherein neither the e-mail ID nor mobile number/ landline number are given in the communication.

For example, Kolkata face 13 days State Holidays and if one has to attend a matter in West Bengal one has to think twice as to how to go about the same as we are unable to communicate with the department in the absence of any telephone number or e-mail ID or Mobile No. on the letter/notice itself.

Needless to say that now every government officials have the landline dedicated to them including the mobile telephone which is also provided by the government. Of course all other facilities are given to them which we appreciate.

Be that so, a suitable communication should be addressed to all the Income tax officials to mention the telephone number [mobile as well as land-line] and e-mail ID. One is not asking these details to seek adjournments but only for confirmation of the date and time. Precedents are there in Income Tax Appellate Tribunal whereby the telephone numbers of the Registrar/Asst Registrar, all the Hon'ble Members/Departmental representatives are provided in the public domain.

In the absence of communication link causes the problem to the taxpayers, their representative and it will be advisable that it should be ensured in future that all from the department should have the proper address, telephone numbers and e-mail as mentioned above. This will go a long way to facilitate smooth operation.

In any case of the event, if the AO is not available on a particular day and time then they (AO) should advise their office to inform he assessee or their CA about such non-availability of the AO or senior officers. This will save lot of time and harassment to the taxpayers and their representatives.

With regards.

Yours faithfully,

V.K. Beswal

Any notice or any letter sent by any IT/~~E~~ tax/tribunal customs/Excise/service should have office address & office e-mail invariably.