



Income Tax Gazetted Officers' Association (Delhi Unit)

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13th April 2016

To

**The Pr. Chief Commissioner of Income-tax,
Delhi.**

Madam,

Sub – Orientation Programme / Training on soft skills to the Officers posted in the field – regarding

Kindly refer to the discussions the Principal Office Bearers of the Association had with you on 8th April 2016 on above mentioned subject. As per past practices, the Department has organized Orientation Courses of few weeks for some of the newly promoted ITOs. Though our faculty members at DTRTIs under the guidance of the NADT definitely put in their best for these courses, it is still felt that there is a lot of scope for improvement to cope up with present days' challenges to be faced by these officers when they are posted in field.

You will appreciate that the duty to be discharged by Income Tax Officers is presently more challenging than ever, considering the prevailing approach of non-adversarial non-intrusive tax regime. It demands the right mix of knowledge, investigative skill, perseverance to serve etc.

The Association feels that there is an immediate need to revamp and redesign the training programmes not just to enable our Officers to adapt to the fast changing environment but also to improve upon their soft skills to administer and implement the Law in a manner so as to leave no scope for grievances / complaints/ resentment in the tax payers.

It is suggested that a committee with representation from ITGOA may please be set up immediately in order to make it happen in the first quarter of the financial year when the work pressure is low.

Thanking you.

Yours faithfully,

(AJAY GOYAL)
General Secretary, Delhi Unit