



DIRECTORATE OF INCOME TAX
HUMAN RESOURCE DEVELOPMENT ; (CBDT)
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New Delhi – 110070

F.No.HRD/CM/SCSR/DARPG/2009-10/1041

Dated:19/11/2009

STATE OF THE CIVIL SERVICES REPORT : ONLINE SURVEY

The Department of Administrative Reforms and Public Grievances, Government of India, have commissioned an on line survey of officers belonging to ten civil services including those from the IRS. While such surveys of civil servants take place periodically in some countries viz. Australia, U.K. and the USA, this is the first time that such a survey of civil servants is taking place in India.

The purpose of the Survey is obtain data on the structural and personnel aspects of the civil services in general and also each of the specified services which would *enable the government and the policy makers to assess the enabling factors with respect to personnel policies and work environment in meeting the objectives of the civil services.*

The Survey is being conducted by the Centre for Good Governance (CGG), Hyderabad, an autonomous body established by the Government of Andhra Pradesh in 2003 to further the governance reform process. The CGG has been selected by the DARPG for carrying out this survey that includes Income Tax and Customs & Central Excise Departments. Accordingly,


You will receive an email from socss@cgg.gov.in sent by Centre for Good Governance (CGG) in the next few days on your email id;

- i) In the email, CGG will provide you the web address (URL) and a password to access the questionnaire.
- ii) Please click on the URL provided, and you will be taken to the SoCS Survey website.
- iii) Your email id will be the default user id. Sign in using the password. You will be required to set a new password.
- iv) You can access the partially filled questionnaire anytime by using your user id and the password.

It has been assured by the DARPG and CGG that the responses will remain completely confidential.

This survey is very important as it would provide valuable feedback on various issues affecting our Service and would also provide Government an opportunity to improve the conditions of Service taking the feedback into consideration.

I am directed to request you to take time to fill in the questionnaire as soon as possible, in any case before 30th November 2009.


(Binay K. Jha)
DIT (HRD)
19th November, 2009