



कार्यालय प्रधान मुख्य आयकर आयुक्त, आन्ध्र प्रदेश व तेलंगाना, हैदराबाद
Office of the Pr. Chief Commissioner of Income Tax,
Andhra Pradesh & Telangana, Hyderabad,
दसवीं तल, आयकर शिखर / 10TH Floor, Income Tax Towers,
ए.सी.गार्ड्स, हैदराबाद / AC Guards, Hyderabad – 500 004.
टेलि.नं./Tel. No. 040 – 23425474, फैक्स /Fax 040-23241427
email Id: hyderabad.dcit.hq.admin@incometax.gov.in

F.No.Pr.CCIT/AP&TS/Estt/iGOT/2023-24

Date:23.11.2023

To
All the Heads of Departments/Offices,
Andhra Pradesh & Telangana.

Sir/Madam,

Subject: Completion of course by all the Government employees on iGOT Platform-
‘Grievance Redressal Module’ - reg.

Ref : 1. This Office Memorandum dated 16.10.2023

2. JDIT(DBC), CBDT, New Delhi’s letter in F.No.

Dir(Hqrs)/Ch(DT)/07(112)/2022 dated 11.10.2023.

3. DDIT, TCB, HRD, New Delhi’s letter in F.No. 608/01/2021-TCB/5991 dated
21.11.2023

Kindly refer to the above.

2. Vide the above referred letters cited in references(1) & (2), this office has requested all the Heads of Offices to direct officers and officials of your office to complete the course on ‘Grievance Redressal Mechanism’. However, most of the Heads of Offices have not sent the compliance report till date.

3. In this regard, I am directed to request all Heads of Offices to inform all the officers/officials including AOs and Range Heads of your offices to enroll and complete the e-learning module on **Grievance Redressal Mechanism in Income Tax Department**, on priority basis. This module is accessible at the following link:-

https://portal.igotkarmayogi.gov.in/app/toc/do_1138971170102067201418/overview

4. I am further directed to request all the Heads of Offices to submit a compliance report in this regard along with course completion certificates to this office by **07.12.2023** in the following format in excel by return of email for compilation and onward transmission to Board.

S.No	Name of Officer/Official	Employee Id	Office in which working	Course(s) enrolled

भवदीय/Yours faithfully,


(थंबा महेंद्र/THAMBA MAHENDRA)

(आयकर उप आयुक्त) मुख्या)(.प्रशा)

Dy. Commissioner of Income Tax(Hqrs)(Admn.),

कार्या.प्रमुआआ, आन्ध्र प्रदेश व तेलंगाना, हैदराबाद

O/o. Pr.CCIT, AP&TS, Hyderabad.

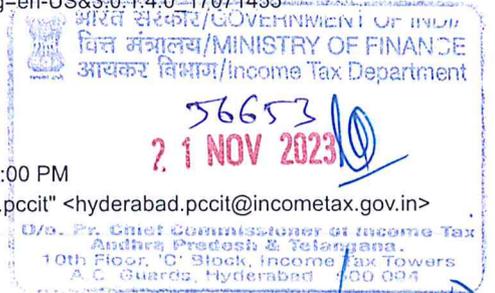
Encl: As above

Subject: **Fwd: Completion of courses by all the government employees on iGOT platform -reg.**

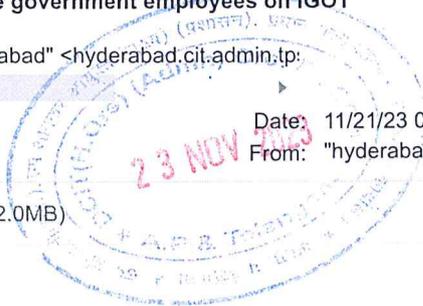
To: "Hyderabad CIT (ADMIN & TPS), Hyderabad" <hyderabad.cit-admin.tp>

Date: 11/21/23 01:00 PM

From: "hyderabad.pccit" <hyderabad.pccit@incometax.gov.in>



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i-Got Grievance Redressal Module 21.11.23.pdf (2.0MB)

Add CIT (Admin)

DCIT (Admin)

----- Original Message -----

From: "Delhi TCB[HRD]" <HRD.TCB@incometax.gov.in>

Date: Nov 21, 2023 12:54:05 PM

Subject: Completion of courses by all the government employees on iGOT platform -reg.

To: kochi.pccit@incometax.gov.in, ahmedabad.pccit@incometax.gov.in, bangalore.pccit@incometax.gov.in, bhopal.pccit@incometax.gov.in, bhubaneswar.pccit@incometax.gov.in, ccit.guwahati@incometax.gov.in, chennai.pccit@incometax.gov.in, delhi.pccit@incometax.gov.in, hyderabad.pccit@incometax.gov.in, jaipur.pccit@incometax.gov.in, kanpur.pccit@incometax.gov.in, kolkata.pccit@incometax.gov.in, lucknow.pccit@incometax.gov.in, mumbai.pccit@incometax.gov.in, nagpur.pccit@incometax.gov.in, patna.pccit@incometax.gov.in, pune.pccit@incometax.gov.in, pdgit.vig@incometax.gov.in, delhi.pdgit.admin.tps@incometax.gov.in, dgithrd@incometax.gov.in, dgit.lr@incometax.gov.in, delhi.pccit.nfac@incometax.gov.in, delhi.pccit.neac@incometax.gov.in, Delhi.pccit.it@incometax.gov.in, dgit.icinv@incometax.gov.in, "Chandigarh Principal CCIT, Chandigarh" <Chandigarh.pccit@incometax.gov.in>
Cc: rajesh mahajan <delhi.addldit.tcb@incometax.gov.in>

Dear Sir/Madam

Please find attached the letter on the above mentioned subject for the necessary action at your end.

Regards

Training and Capacity Building Division
 Directorate of HRD, CBDT
 New Delhi



2
Signature



भारतसरकार

Government of India

वित्तमंत्रालय/ राजस्वविभाग

Ministry of Finance/ Department of Revenue

मानवसंसाधनविकासनिदेशालय/ Directorate of Human Resource Development

केंद्रीयप्रत्यक्षकरबोर्ड/ Central Board of Direct Taxes

गेटन०१, द्वितीयतल, जवाहरलालनेहरूस्टेडियम /Gate No.-1, 2nd Floor, Jawaharlal Nehru Stadium,

नईदिल्ली-११०००३/ New Delhi-110003

Dated: 21.11.2023

F.No.608/01/2021-TCB/599/

To

All the Pr.CCsIT/ Pr. DGsIT/ CCsIT/ DGsIT

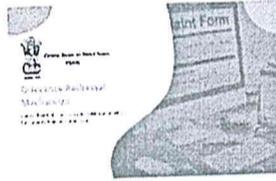
Madam/ Sir,

Subject: Completion of course by all the government employees on iGOT platform – ‘Grievance Redressal Module’ -reg.

Ref: letters dated 12.10.2023 issued by Directorate of HRD.

2. In continuation to the above referred letter, I am directed to request you to direct all the officers/officials to enrol and complete the e-learning module on Grievance Redressal Mechanism in Income Tax Department. This module was launched by Hon'ble FM on 05.10.2023 and uploaded on i-Got Platform of Karmayogi Bharat and will be helpful in motivating the officers/officials for proactive grievance redressal. This module is accessible at the following link:-

https://portal.igotkarmayogi.gov.in/app/toc/do_1138971170102067201418/overview



Grievance Redressal Mechanism



3. Total number of enrolled officers/officials in various regions of the department for this module:

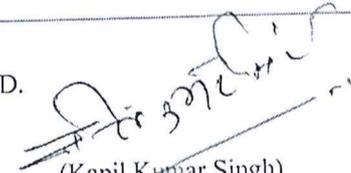
S.No.	Total Enrolled	Not Started	In Progress	Completed
1	769	103	265	399

It is hereby requested to direct all the officers/officials of the region to complete the above-mentioned course.

4. It is further requested that the compliance report in this regard may be submitted to this Directorate by 08.12.2023 in the following format:

S.No.	Name of Officer/ Official	Employee Id	Course(s) enrolled in

5. This is issued with the approval of the Pr. DGIT, Directorate of HRD.


(Kapil Kumar Singh)
Dy. Director of Income Tax
TCB, HRD, New Delhi

Copy to: Database Cell to upload on irs.officersonline.gov.in portal.