

भारतसरकार
प्रधान मुख्य आयकर आयुक्त
का कार्यालय
आंध्रप्रदेश व तेलंगाना, हैदराबाद
'बी' ब्लॉक, नवी तल, आयकर शिखर
१०-२-३, ऐ सी गार्ड्स, हैदराबाद-५००
००४



GOVERNMENT OF INDIA
Office of the
Pr. Chief Commissioner of Income Tax,
AP & Telangana, Hyderabad
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Office Order

F. No. Pr. CCIT/HYD/Charter Cell/2020-21

Dated: 10.05.2021

In compliance to CBDT's Letter Vide F.NO.ADG(TPS-I)2021-22/65 Dated 7.5.2021, a Taxpayers' Charter Cell is constituted for the AP & TS region under CIT (Admin & TPS) to facilitate the Taxpayers to report any issue where she/he finds the department unable to fulfill the commitments made in the Taxpayers' Charter.

The members of the Taxpayer's Charter Cell are as under.

Designation	Name of the officer/Official
Joint Commissioner of Income Tax (Hqrs.)(Tech)	Neeju Gupta
Deputy Commissioner of Income Tax (Hqrs.)(Admin)	B Srinivas Rao
Deputy Commissioner of Income Tax (Hqrs.)(Tech.)	P Krishna Kumar
Income Tax Officer (Hqrs.)(PRO)	Manas Ranjan Behra
Income Tax Officer (Hqrs.)(Tech.)	Jagan Mohan Rao
Income Tax Inspectors	1. Tharun 2. Vibhav Pratap Singh 3. Manjari 4. Snehalatha

The functions of the Taxpayers' Charter Cell shall be to act as nodal office at field level for:

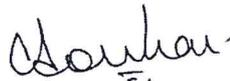
1. Implementation and compliance of the Taxpayers' Charter.
2. Handling all the issues related to Taxpayers' Charter and grievances in the form of e-nivaran/CPGRAMS
3. Monitoring the standards for service delivery as decided and published by CBDT/Directorates of O&MS/Systems from time to time.
4. To provide a fair and impartial system to the Tax payers and monitor to resolve their tax issues in a time-bound manner.
5. Provide a fixed time window daily for any taxpayer having any grievance to meet the officers in the cell without prior appointment.
6. Co-ordinate all matters relating to issues regarding redressal of grievances/complaints pertaining to Taxpayers' charter cells with the Directorate of Tax Payer Services-I (TPS-I), which shall be the designated nodal point of CBDT for over all monitoring of the cells at the field level.

(Signature)

7. Submit a monthly report in a prescribed format to Directorate of TPS-I by 10th of every month so that a consolidated report to CBDT may be sent by 15th of every month through Pr.DGIT (Administration & Tax Payer Services).

The fixed time window for the Taxpayer to meet the officers in the Taxpayers' Charter Cell regarding redressal of grievances/complaints pertaining to Taxpayers' charter is between 11AM to 12PM on every working day.

This is issued with the approval of the competent authority.



(PEEYUSH SONKAR)
Commissioner of Income Tax (Admin & TPS)
AP & TS, Hyderabad.