

भारत सरकार
प्रधान मुख्य आयकर आयुक्त का कार्यालय
आंध्रप्रदेश व तेलंगाना
9 वीं मंजिल, 'C' ब्लॉक, आयकर शिखर,
ऐ. सी. गार्ड्स, हैदराबाद-500004



GOVERNMENT OF INDIA
Office of the
Pr. Chief Commissioner
of Income Tax,
Andhra Pradesh & Telangana
TECHNICAL SECTION,
9th Floor, 'C' Block,
IT Towers, A.C.Guards,
Hyderabad – 500 004.

F.No.Pr.CCIT/AP&TS/Tech/CPGRAMS/2023-24.

Dated 17th July-2023.

MEMORANDUM

Sub:- CPGRAMS grievances—quality of disposal—Grievance Redressal
Index[GRI]—adherence to the timelines fixed for disposal
of grievances—suggestions—regarding.

I am directed to bring to the notice of all the Officers the importance attached to the matter of timely disposal of CPGRAMS grievances besides the need for quality disposal.

2. As per the extant instructions in vogue, the CPGRAMS grievances must be redressed within the stipulated timeframe. In case the redressal is delayed, negative weightage in the Grievance Redressal Index [GRI] is evaluated for the Department. In the GRI, as more weightage is being given for the quality of disposal of the grievances, it is requested to ensure satisfactory redressal of the grievances after careful consideration of the issues involved therein. It may also be noted that the quality of disposal of grievances would reduce the number of appeals. Escalating the grievance in a routine manner to other officers would increase the turnaround time to dispose the grievance, thereby resulting in negative weightage in the GRI.

3. As the grievance redressal mechanism is considered one of the tools to measure the efficiency and effectiveness of the Department, the grievances received may be examined thoroughly, and forward the grievances which do not pertain to us within the shortest possible time. The key areas like disposal rate, average grievances per day, the average disposal time and the quality of disposal may be periodically checked by the officers for strict adherence to the service standards mandated in this regard. The CBDT is taking a very serious view on the non-adherence of timelines prescribed.

4. I have been directed to request that the above suggestive measures may please be followed for procedural improvement in the grievance redressal mechanism. The same may be taken note of.


[C.R. SEKHAR]

Income-Tax Officer[H.qrs][Technical&TPS]
O/o Pr.Chief Commissioner of Income-Tax,
AP & Telangana :: Hyderabad.

To: All the Officers of AP&TS for necessary action.

Uploaded on www.incometaxhyderabad.com for information to all the Officers working in the Principal Chief Commissioner of Income-Tax, Andhra Pradesh and Telangana Region.