



भारत सरकार / Govt. of India

आयकर विभाग / Income Tax Department

कार्यालय प्रधान मुख्य आयकर आयुक्त कार्यालय; उ. प. क्षेत्र, आयकर भवन, सेक्टर-17-ई, चण्डीगढ़

O/o the Pr. Chief Commissioner of Income Tax (NWR), Aayakar Bhawan,

Sector-17-E, Chandigarh. Tel./Fax- 0172-2544244/2544626

Email:-chandigarh.pccit@incometax.gov.in

F.No.Pr.CCIT/NWR/Misc 42/2021-22/1077

Dated:02.12.2021

Office Order

Sub:Taxpayers' Charter Cell-Reg

Kindly refer to this office order F.No.Pr.CCIT/NWR/Misc.42/2021-22/142 dated 10.05.2021 vide which the Taxpayers' Charter Cell was created in the North West Region of Income Tax.

Further, due to transfer of incumbent officer/officials the Taxpayers' Charter Cell has been reconstituted as per the table mentioned below.

The officers/officials as mentioned in the table below shall perform their duties in the Taxpayers' Charter Cell in addition to their duties in substantive capacity as under:-

S.No.	Nominated Officer/Official	Office Address
1	Addl/Jt.CIT(Hq)(Tech&TPS), Chandigarh	Room No.113, Aayakar Bhawan, Sector-17, Chandigarh
2	DCIT/ACIT(Hq)(Judl), Chandigarh	Room No.104, Aayakar Bhawan, Sector-17, Chandigarh
3	DCIT/ACIT(Hq)(Admn), Chandigarh	Room No.103, Aayakar Bhawan, Sector-17, Chandigarh
4	ITO(TPS), Chandigarh	Room No.108, Aayakar Bhawan, Sector-17, Chandigarh
5	ITO(Hq)(Tech&Stat), Chandigarh	Room No.107, Aayakar Bhawan, Sector-17, Chandigarh
6	ITI O/o ITO(TPS), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh
7	ITI O/o ITO(Hq)(Tech&Stat), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh
8	ITI O/o ITO(Hq)(Tech&Stat), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh
9	ITI O/o DCIT/ACIT(Hq)(Judl), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh
10	Sr.TA/TA O/o ITO(TPS), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh
11	Sr.TA/TA O/o DCIT/ACIT(Hq)(Judl), Chandigarh	1 st Floor, Aayakar Bhawan, Sector-17, Chandigarh

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

- Implementation & compliance of the Taxpayers' Charter.

- ii. Handling all the issues related to Taxpayers' Charter & grievances in the form of e-Nivaran/CPGRAMs.
- iii. Monitoring the standards for service delivery as decided & published by CBDT/Directorate of O&MS/Systems from time to time.
- iv. To provide a fair & impartial system to the taxpayers & monitor to resolve their tax issues in a time-bound manner.
- v. Provide a fix time window daily for any taxpayer having any grievance to meet the officers in the cell without prior appointment.
- vi. 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 overall monitoring of the Cells at the field level.
- vii. Submit a monthly report in a prescribed format to Directorate of Tax Payer Services-I (TPS-I) by 10th of every month.

Taxpayers are hereby informed that any taxpayer having grievance can meet any of the above mentioned officers regarding their grievance without any prior appointment on any working day (except public holidays) between 3PM to 4PM. Further, the official email address for the Taxpayers' Charter Cell is chandigarh.tpcell@incometax.gov.in.

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(Manu Malik)

Commissioner of Income Tax (Admn & TPS),
Chandigarh

Copy to:-

1. The ADG (TPS-I, TDS & BIFR), Delhi.
2. The CCsIT-Amritsar/Panchkula.
3. The CCsIT(ReFAC)-Shimla/Ludhiana.
4. The DGIT(Inv.), Chandigarh.
5. All the Pr.Commissioners/Directors of Income Tax, NWR, Chandigarh.
6. All the Pr.Commissioners/Directors of Income Tax(ReFAC)(AU/RU/VU), NWR, Chandigarh.
7. All the Commissioners/Directors of Income Tax, NWR, Chandigarh.
8. The Addl.CIT(International Taxation), Chandigarh.
9. The Officer(s)/Official(s) concerned.
10. The Concerned Zonal Accounts Officers, CBDT.
11. The President/Secretary, IRS Association/ITGOA/ITEF, NWR, Chandigarh
12. The Hindi Section for Hindi version.
13. Data Base Cell of this office for posting the order on www.incometaxchandigarh.org

(Zahid Parvez)

Dy. Commissioner of Income Tax (Hq)(Admn),
Chandigarh