

PROFORMA-1
For Grievance MIS
EXCISE AND TAXATION DEPARTMENT, HP

Language	OFFICE LEVEL	GRIEVANCE TYPE	Maximum time for redressal of Grievance	Maximum time for redressal of Grievance by Next Higher level
	LEVEL-I			
English	Excise & Taxation Commissioner	1. Corruption complaints against DETCs/AETCs/ETOs & Inspectors	1 month	
		2. Complaints relating to tax evasion	1 month	
		3. Shifting/closing of vends/sub-vends	20 days	
		4. Representation for reduction of tax rates.	1 month	
		5. Clarification on tax matters	20 days	
		6. Delay in refund cases.	10 days	
		7. Complaints relating to barriers.	10 days	
	LEVEL-II			
English	Dy. Excise & Taxation Commissioner (Zone level)	1. Regarding delay in registration	10 days	3 days
		2. Availability of C/F forms	10 days	3 days
		3. Clarification on tax matters.	20 days	7 days
		4. Delay in refund cases	10 days	3 days
		5. Complaints regarding tax evasion	20 days	7 days
		6. Shifting/closing of vends	10 days	3 days
	LEVEL-III			
English	Assistant Excise and Taxation Commissioner (District level)	1. Regarding delay in registration	7 days	3 days
		2. Availability of C/F forms	7 days	2 days
		3. Clarification on tax matters.	10 days	3 days
		4. Regarding tax evasions	10 days	7 days
		5. Shifting/closing of vends	10 days	3 days
		6. complaints regarding illicit liquor	7 days	3 days
		7. Complaints of contractors against each other.	7 days	3 days

lk&1
f'kdk; r ds fy, , e vkbz, l
vkcckjh , oa dj k/kku foHkkx] fgekpy i n's k A

Hkk"kk	Dk; kzy; Lrj	f'kdk; r dh fdLe	f'kdk; r fuokj .k dh vf/kdre l hek	vfxæ mPp Lrj ij f'kdk; r fuokj .k dh vf/kdr e l hek
	Lrj , d			
fglnh	vkcckjh , oa dj k/kku vk; Ør	1- mi vk0 d0vk0 @l 0vk0d0vk0@ vk0d0v0 o vk0d0fu0 ds fo: } Hk"Vkp kj l s l EcfU/kr	, d ekl	
		2- dj p kj h l s l Ecf?kr ekeys	, d ekl	
		3- 'k j k c dh n p k u k a @ mi n p k u k a d k s c l n @ cnyus l s l EcfU/kr	20 fnu	
		4- d j k a d k s d e d j u s l s l EcfU/kr v h ; k o n u	, d ekl	
		5- d j l s l EcfU/kr e k e y k a d s c k j s l i "V h d j . k	20 fnu	
		6- f j Q U M e k e y k a e s n j h l s l EcfU/kr	10 fnu	
		7- i M r k y u k d k v k a l s l EcfU/kr f'kdk; r a	10 fnu	
	Lrj nks			
fglnh	mi vkcckjh , oa dj k/kku vk; Ør Tkuy Lrj	1- i a t h d j . k e a n j h d s e k e y k a l s l EcfU/kr	10 fnu	3 fnu
		2- l h o , Q i a = k a dh mi y c / k r k l s l EcfU/kr	10 fnu	3 fnu
		3- d j l s l EcfU/kr e k e y k a d s c k j s l i "V h d j . k	20 fnu	7 fnu
		4- f j Q U M e k e y k a e s n j h l s l EcfU/kr	10 fnu	3 fnu
		5- d j p k j h l s l Ecf?kr ekeys	20 fnu	7 fnu
		6- 'k j k c dh n p k u k a @ mi n p k u k a d k s c l n @ cnyus l s l EcfU/kr	10 fnu	3 fnu
	Lrj rhu			
fglnh	Lkgk; d vkcckjh , oa dj k/kku vk; Ør f tyk Lrj	1- i a t h d j . k e a n j h d s e k e y k a l s l EcfU/kr	7 fnu	3 fnu
		2- l h o , Q i a = k a dh mi y c / k r k l s l EcfU/kr	7 fnu	2 fnu
		3- d j l s l EcfU/kr e k e y k a d s c k j s l i "V h d j . k	10 fnu	3 fnu
		4- d j p k j h l s l Ecf?kr ekeys	10 fnu	7 fnu
		5- B e d k a d s c n y u s @ c l n d j u s c k j s	10 fnu	3 fnu
		6- v o \$ ' k j k c l s l EcfU/kr	7 fnu	3 fnu
		7- B e d n k j k a dh , d n i l j s d s f o : } f'kdk; r l s l EcfU/kr	7 fnu	3 fnu

PROFORMA-I I
For Grievance MIS
EXCISE AND TAXATION DEPARTMENT, HP

Language	Office Level	District	Constituency	Location of the office that will deal the grievance (Name & Address)	Nodal Officer Name & Designation	Nodal Official E-mail address	Name of Next Higher Office
English	AETC	Shimla	Shimla(U)	Kasumpti Block No.5 SDA Complex	Shri D.T.Negi AETC	aetc_sml@yahoo.co.in 9418470007	Addl.ETC(SZ)
	AETC	Solan	Solan	Solan	Shri Rohit Chauhan AETC	aetcsolan@yahoo.com 9418124270	Addl.ETC(SZ)
	AETC	Sirmour	Nahan	Gunughat Nahan	Shri Suresh Sood AETC	aetc_sirmour@yahoo.com 9418465999	Addl.ETC(SZ)
	ETO Incharge	Kinnaur	Kinnaur	DC Office Complex, Reckong Peo	Shri Himanshu Panwar, ETO	eto-kinnaur@yahoo.com 9418234060	Addl.ETC(SZ)
	AETC	Bilaspur	Bilaspur	Bilaspur	Shri Inder Rana, AETC	aetc_blp@yahoo.com 9418452336	Dy.ETC(CZ)
	AETC	Hamirpur	Hamirpur	Hamirpur Near DC Office	Shri Dev Raj Sharma, AETC	aetc_hmr@yahoo.com 9418453150	Dy.ETC(CZ)
	AETC	Kullu	Kullu	Kullu	Shri Hitesh Sharma, AETC	aetc_kullu@yahoo.com 9418069100	Dy.ETC(CZ)
	AETC	Mandi	Mandi (Sadar)	Mandi	Shri Karam Chand, AETC	aetc-mnd@yahoo.co.in 9816136880	Dy.ETC(CZ)
	AETC	Kangra	Dharamshala	Dharamshala	Shri Sanjay Bhardwaj, AETC	Sanbhard2005@yahoo.co.in 9816033312	Dy.ETC(NZ)
	AETC	Chamba	Chamba	Chamba	Shri Shashi Bhushan Bhargava	aetc_cba@yahoo.com 9816089130	Dy.ETC(NZ)
	AETC	Una	Una	Una near DC Office.	Shri K.D.P.S. Chauhan AETC	aetc_una@yahoo.com 9418451052	Dy.ETC(NZ)

lk: lk&2
f'kdk; r ds fy, , e vkbz l
vkcdkjh , oa dj k/kku foHkkx] fgekpy i ns'k A

Hkk"kk	dk; kzy; Lrj	ftyk	fuok pzu {ks=	Dk; kzy; LFkku Ukke o irk	UkkMy vf/kdkjh dk uke o irk	UkkMy vf/kdkjh dk b esy irk	vfxæ mPp dk; kzy; dk uke
fglunh	Lkgk; d vkcdkjh o dj k/kku vk; Ør	f'key k	f'ke yk 1/2kg jh½	dI i Vh cykd I d; k% 5 , l Mh , dEi yDI	Jh Mh Vh usxh Lk0 vk0 d0 vk0	aetc_sml@yahoo. co.in 9418470007	vfr0 vk0d0vk0 1/n0{k0½ f' keyk
	Lkgk; d vkcdkjh o dj k/kku vk; Ør	Lkkyu	Lkky u	Lkkyu	Jh jkfgr pkjku Lk0 vk0 d0 vk0	aetcsolan@yahoo. com 9418124270	vfr0 vk0d0vk0 1/n0{k0½ f' keyk
	Lkgk; d vkcdkjh o dj k/kku vk; Ør	fl jekS j	ukg u	xuqkkV ukgu	Jh l g's k l n Lk0 vk0 d0 vk0	aetcsirmour@yah oo.com 9418465999	vfr0 vk0d0vk0 1/n0{k0½ f' keyk
	vkcdkjh o dj k/kku vf/kdkjh	fdUukS j	fdU ukj	mi k; Ør dk; kzy; dEi yDI fj dkaæfi vks	Jh fgeka kq i dkj vk0 d0 vk0	eto- kinnaur@yahoo.c om 9418234060	vfr0 vk0d0vk0 1/n0{k0½ f' keyk
	Lkgk; d vkcdkjh o dj k/kku vk; Ør	fcyk l ig	fcyk l ig	fcykl ig	Jh blnz jk.kk Lk0 vk0 d0 vk0	aetc_bilaspur@ya hoo.com 9418452336	mi 0vk0d0vk0 1/e0{k0½ e. Mh
	Lkgk; d vkcdkjh o dj k/kku vk; Ør	gehji q j	gehj ig	Gehji g utnhd Mh0l h0 vkfQl	Jh nð jkt 'kekZ Lk0 vk0 d0 vk0	aetc_hmr@yahoo. com 9418453150	mi 0vk0d0vk0 1/e0{k0½ e. Mh
	Lkgk; d vkcdkjh o dj k/kku vk; Ør	dÿyw	dÿ yw	dÿyw	Jh fgrs'k 'kekZ Lk0 vk0 d0 vk0	aetc_kullu@yaho o.com 9418069100	mi 0vk0d0vk0 1/e0{k0½ e. Mh

Lkgk; d vkcdkjh o dj k/kku vk; Ør	e. Mh	e. Mh l nj	e. Mh	Jh dje pln Lk0 vk0 d0 vk0	aetc- mnd@yahoo.co.in 9816136880	mi 0vk0d0vk0 ½e0{k0½ e. Mh
Lkgk; d vkcdkjh o dj k/kku vk; Ør	DkæMk	/keʔ kkyk	/keʔ kkyk	Jh l at ; Hkkj }kt Lk0 vk0 d0 vk0	Sanbhard2005@y ahoo.co.in 9816033312	mi 0vk0d0vk0 ½m0{k0½ i kyei j
Lkgk; d vkcdkjh o dj k/kku vk; Ør	PkEck	PkEck	PkEck	Jh 'k' kh Hkkl. k Hkkxkb] Lk0 vk0 d0 vk0	aetc_cba@yahoo. com 9816089130	mi 0vk0d0vk0 ½m0{k0½ i kyei j
Lkgk; d vkcdkjh o dj k/kku vk; Ør	muk	muk	muk utnhd Mh0l h0 vkfQl	Jh d0Mh0i h0, l 0 Lk0 vk0 d0 vk0	aetc_una@yahoo. com 9418451052	mi 0vk0d0vk0 ½m0{k0½ i kyei j