

**OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES, ODISHA
CUTTACK**

No. V- 20/1 / 2016-IT-CCT 8718, Dated 01.06.12.

OFFICE ORDER

A Centralised Helpdesk-cum- Call Centre has been set up in the first floor of this building. The following arrangement has been made for the Helpdesk:

1. The Helpdesk will function from **10:00 AM to 6:00 PM on all working days**.
2. It will be manned by 5 ACTOs in two shifts of 4 hours each i.e.
 - Shift 1- 10:00 AM to 2:00PM; and
 - Shift 2- 2:00 PM to 6:00 PM
3. The ACTOs are required to take their seats at the helpdesk 15 minutes prior to commencement of their shifts and be ready to take the calls when their shift begins.
4. ACTOs will also be required to take up any other additional assignments allotted to them after the shift timings.
5. Calls, which are of technical nature and / or could not be resolved by the ACTOs assigned with the Help Desk, need to be escalated to MASTEK Team. MASTEK team will talk to the caller in case of such transferred calls and resolve such issues. After successful resolution, MASTEK Team will close the complaints in the CRM application.
6. Administrative and policy related issues will be escalated through phone to ACCT (IT) / DCCT (IT) / DCCT (Policy) / Addl. CCT (IT & P) / CCT(O) in that order.
7. 2 ACTOs will be designated as Helpdesk ACTO (LR1) and Helpdesk ACTO (LR2) who will also be assigned shift duty to perform the following functions:
 - (a) Prepare weekly duty chart and get it approved by ACCT (IT) / DCCT (IT) / Addl. CCT (IT & P). Ideally the duty hour may be rotated every week subject to some adjustment to be decided by the ACTO (LR) / ACCT (IT). The weekly duty chart of the ACTOs including ACTO (LR) will be prepared by LR1 or in absence of her by LR2.
 - (b) During the shift hours, ACTO (LR) will coordinate with MASTEK, the concerned branch, GSTN, Redington, BSNL and Tatwa Technologies as the case may be to sort out administrative or technical issues.
 - (c) The ACTO (LR) will also take calls in the absence of any ACTO on leave or otherwise.
 - (d) They will be in charge of overall supervision of call centre during shift hours.
8. The ACTOs would be required to log into the system when they arrive, attend the calls and finally log out of the system when their shift ends.

9. The SMNG, building section of this office is required to assign one house-keeping staff at the helpdesk. They are also required to ensure that the room is opened by 9:30 AM so that the helpdesk can start functioning at sharp 10:00 AM.

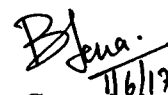


Commissioner of Commercial Taxes
Odisha, Cuttack

Memo No 8719 /C.T.

Dated 01 / 06 /2017

Copy forwarded to all ACTOs of Helpdesk vide this Office Order No. No.SMG-29014/1/2016-SMG-CCT 7621/CT dated 15/05/2017 and Ms. Narmada Nayak, ACTO, Computer Cell for information and necessary action.



Asst. Commissioner
of Commercial Taxes (IT)

Memo 8720
Dated 1 / 06 /2017

No /C.T.
Dt:- 01.06.17

Copy forwarded to MASTEK. MASTEK is required to depute one resource for attending the calls escalated by Helpdesk ACTOs.



Asst. Commissioner
of Commercial Taxes(IT)

Memo 8721
Dated 1 / 06 /2017

No /C.T.
Dt:- 01.06.2017

Copy forwarded to DCCT (M & C / SMNG) for information and necessary action.



Asst. Commissioner
of Commercial Taxes(IT)