



Income Tax Gazetted Officers' Association (W.B.) Unit

Aayakar Bhawan, 6th Floor, Room No. 28, P - 7, Chowringhee Square, Kolkata - 700 069

President

SAYANTAN BANERJEE

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General Secretary

BISHNUPADA MONDAL

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Date:30.06.2023.

To
The Principal Chief Commissioner of Income Tax,
West Bengal & Sikkim region,
Aayakar Bhawan, Kolkata.

Madam,

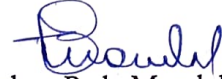
Sub: RSA Tokens stopped functioning one day prior to the date of expiry
--- matter regarding.

Your kind attention is invited to the development that RSA Tokens, tagged with officers, which were valid till 30.06.2023, have stopped functioning from the midnight of 29.06.2023 itself (starting from 12:01 AM of 30.06.2023). Most of the RSA tokens, used by the employees of West Bengal & Sikkim region, are slated to expire on 30.06.2023. Such RSA token users have submitted their applications for replacement of tokens in time, but planned to replace it physically only after 30.06.2023 so that loss of 1-2 working day(s) while completing the formalities for replacement can be avoided in this time barring fortnight.

Madam, you will appreciate that any service having expiry date on 30.06.2023 shall continue till 12:00 midnight and discontinuation of service 24 hours prior to that time shows only total unprofessionalism on the part of the vendor or the service provider. Even no alert has been sent to the users regarding such sudden and prior discontinuation of service and therefore, the move has taken all the users by surprise disrupting their respective plans to complete the time barring works.

Though we are extending all possible support to your office (System Wing) to tide them over the present crisis, still the problem of the users, specially posted in Mufassil stations, outside Kolkata remains as an area of concern. Therefore, we feel it as our duty to apprise you about this recent development for urgently taking it up with the appropriate authority. Further, we would like to submit that none of our members shall be held responsible, if any limitation work gets time barred for such sudden discontinuation of RSA tokens.

Yours faithfully



(Bishnu Pada Mondal)

General Secretary, ITGOA, WB Unit

