

## CITIZENS CHARTER

- **Time Schedule prescribed for disposal of various items of works in the Commercial Tax Department (Ward Offices)**

	<b>Description of all items of work</b>	<b>Time within which to be disposed off</b>
1	Registration Certificate under the Goa VAT Act.	Within 3 days from the date of furnishing of demanded security/filing of full documents prescribed
2	Registration under the Central Sales Tax Act.	Within 3 days from the date of furnishing of demanded security/filing of full documents / details prescribed
3	Other Registration such as Entry Tax, Luxury Tax & Entertainment Tax	Within 3 days from the date of fixation of liability/ filing of full documents/ details prescribed.
4	Amendment to the Registration Certificate.	Within 30 days from the receipt of the application seeking amendment.
5	Issue of declaration forms/certificate ('C' form, 'F' form, 'H' form)	Within 3 days from the date of request subject to filing of returns and payment of tax under the Act as prescribed.
6	Renewal of VAT , Entertainment Tax & Luxury Tax RC	Within 3 days from the receipt of application for renewal.
7	Application for certified copy of assessment orders etc.	Within 7 days from the date of entry of the application.

- **Whom to approach to readdress the grievances in connection with the Commercial Tax matter?**

The following Officers have been appointed as Public Grievances Officers in respect of Commercial Tax matters:

<b>Name of the Officer</b>	<b>Office for which nominated</b>	<b>E-Mail</b>	<b>Tel No(s) State Code: (0832)</b>
Shri. Rajan K. Satardekar	O/o the Commissioner of Commercial Taxes	<a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	2229225 / 2229430
Shri. Gaurish Khedekar	Panaji Ward	<a href="mailto:pan-ctax.goa@nic.in">pan-ctax.goa@nic.in</a>	2225576 / 2225594
Smt. Violet Gomes	Margao Ward	<a href="mailto:mar-ctax.goa@nic.in">mar-ctax.goa@nic.in</a>	2713043 / 2715123
Smt. Swati Dalvi	Ponda Ward	<a href="mailto:pon-ctax.goa@nic.in">pon-ctax.goa@nic.in</a>	2312145
Shri. Aleixo Vaz	Mapusa Ward	<a href="mailto:map-ctax.goa@nic.in">map-ctax.goa@nic.in</a>	2262359
Smt. Dipali Naik	Vasco Ward	<a href="mailto:vas-ctax.goa@nic.in">vas-ctax.goa@nic.in</a>	2512432
Smt. Dipali Naik	Bicholim Ward	<a href="mailto:bic-ctax.goa@nic.in">bic-ctax.goa@nic.in</a>	2362235
Smt. Darshani Dessai	Curcholem Ward	<a href="mailto:cur-ctax.goa@nic.in">cur-ctax.goa@nic.in</a>	2650390
Shri. Atchut Raut	Pernem Ward	<a href="mailto:per-ctax.goa@nic.in">per-ctax.goa@nic.in</a>	2201011

- **When can the public meet the Head of the Department to redress the grievances?**

The Commissioner of Commercial Taxes/ Addl. Commissioner of Commercial Taxes have earmarked every second working Tuesday of the month to hear public grievances.

- **What are the Telephone/Fax numbers, E-Mail addresses of the Commissioner of Commercial Taxes and other Commercial Tax Authority?**

Telephone numbers of Commissioner of Commercial Taxes, Assistant Commissioner of Commercial Taxes and Commercial Tax Officer are as under:

#### **HEADQUARTERS**

Commissioner of Commercial Taxes: <b>Shri. Dipak M. Bandekar</b> Email: <a href="mailto:comm-ctax.goa@nic.in">comm-ctax.goa@nic.in</a>	(O): 2229225 / 2229430  Fax: 2225032
Addl. Commissioner of Commercial Taxes: <b>Shri. Rajan K. Satardekar</b> Email: <a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	(O): 2229225 / 2229430  Fax: 2422305
Asst. Commissioner of Commercial Taxes, II: <b>Smt. Sangeeta Parab</b> Email: <a href="mailto:acpan-ctax.goa@nic.in">acpan-ctax.goa@nic.in</a>	(O): 2229225 / 2229430
Asst. Commissioner of Commercial Taxes, III: <b>Shri. Santosh Kundaikar</b> Email: <a href="mailto:acmap-ctax.goa@nic.in">acmap-ctax.goa@nic.in</a>	(O): 2264254
Asst. Commissioner of Commercial Taxes, IV: <b>Shri. Chandresh Kunkalkar</b> Email: <a href="mailto:acvas-ctax.goa@nic.in">acvas-ctax.goa@nic.in</a>	(O): 2229225 / 2229430
Asst. Commissioner of Commercial Taxes, V: <b>Shri. Umakant Korkankar</b> Email: <a href="mailto:acmar-ctax.goa@nic.in">acmar-ctax.goa@nic.in</a>	(O): 2715123
Asst. Commissioner of Commercial Taxes <b>Smt. Sarita S. Gadgil</b> Email: <a href="mailto:acbic-ctax.goa@nic.in">acbic-ctax.goa@nic.in</a>	(O) 2229225/ 2229430
Asst. Commissioner of Commercial Taxes, : <b>Shri. Gourish Kuttikar</b> Email: <a href="mailto:acpon-ctax.goa@nic.in">acpon-ctax.goa@nic.in</a>	(O): 2316212/ 2318804
Asst. Commissioner of Commercial Taxes, : <b>Shri. Vishant S. N. Gaunekar</b>	(O) 2229225/ 2229430

Email: <a href="mailto:acadmin-ctax.goa@nic.in">acadmin-ctax.goa@nic.in</a>	
Asst. Commissioner of Commercial Taxes, :	
<b>Shri. Chandresh Kunkalkar</b>	(O) 2229225/ 2229430
Email: <a href="mailto:aclegal-ctax.goa@nic.in">aclegal-ctax.goa@nic.in</a>	
Office Superintendent	
<b>Shri. Anant Redkar</b>	(O) 2229430
Email: <a href="mailto:ho-ctax.goa@nic.in">ho-ctax.goa@nic.in</a>	
Commercial Tax Officer, Headquarters:	(O): 2229225 / 2229430
<b>Shri. Diogo Fernandes</b>	
Email: <a href="mailto:ctohq-ctax.goa@nic.in">ctohq-ctax.goa@nic.in</a>	
Commercial Tax Officer, Headquarters:	(O): 2229225 / 2229430
<b>Smt. Prassani Halarnkar</b>	
Accounts Officer:	(O): 2225594 / 2225576
<b>Shri. Lionel S. Fernandes</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Shri Gajanan Bhonsle</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Smt. Sandhya Kamat</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Smt. Gina Anes</b>	
Asst. Commercial Tax Officer:	(O):2229225/2229430
<b>Smt. Sunita Naik</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Shri. Ankush Kunkalekar</b>	
Asst. Commercial Tax officer:	(O):2229225/2229430
<b>Smt. Zulmira Dias</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Shri. Amey P. Naik</b>	
Asst. Commercial Tax Officer:	(O): 2229225 / 2229430
<b>Smt. Ashwini Burye</b>	
Commercial Tax Inspector:	(O): 2229225/ 2229430
<b>Shri. Ramnath Gawas</b>	

**E-mail address of Commercial Tax Department is as below;**

Sr. No	Ward Name and Address	Officer Incharge (C.T.O)	Other Officers	Tel/Fax No's State Code: (0832)
1	<p><b>Panaji Ward,</b> Opp. Traffic Cell HQ., Altinho, Panaji Goa</p>	<p><b>Shri. Gaurish Khedekar</b>  E-mail: <a href="mailto:pan-ctax.goa@nic.in">pan-ctax.goa@nic.in</a></p>	<p>CTO's-  Smt. Asha Harmalkar, CTO  ACTO's -  Smt. Vivita Ambe  Smt. M.L.A. Vaz  Smt. Aloma Gomes  Shri Tukaram Sawant  Shri. Melwin Faleiro  Shri. Atish Mandrekar  Smt. Beena Shirodkar    CTI's -  Smt. Margarida Dsouza  Smt. Preeti Mirajkar  Smt. Alisha Vagle  Smt. Delcy Pereira  Smt. Leena Gracias</p>	<p><b>Tel:</b>  2225576  2225594  Fax:  2225558</p>
2	<p><b>Margao Ward,</b> C &amp; D wing, 3rd Floor, Osia Commercial Complex, Nr. S.G.P.D.A market Complex, Margao Goa</p>	<p><b>Smt. Violet Gomes</b>  E-mail: <a href="mailto:mar-ctax.goa@nic.in">mar-ctax.goa@nic.in</a></p>	<p>CTO's -  Smt. Lata Madangerikar, CTO    ACTO's-</p>	<p><b>Tel:</b>  2713043  2715123  Fax:  2713043</p>

			<p>Smt. Vinita Kamat</p> <p>Shri Sudesh Naik</p> <p>Smt. Joanita Vaz Dias</p> <p>Kum. Perpetua Fernandes</p> <p>Smt. Belinda Dias</p> <p>Shri. Rajesh Shetkar</p> <p>CTI's -</p> <p>Smt. Sushma Pandit</p> <p>Smt. Vidhati Tari</p> <p>Smt. Amita Prabhudessai</p> <p>Smt Mangala Naik</p> <p>Shri Mahesh Chari</p> <p>Shri Pratap Phadte</p> <p>Smt Elvia Afonso</p> <p>Smt. Mina Frias</p>	
3	<p><b>Ponda Ward</b> 1st &amp; 2nd Floor , Abu Bakar Plaza, Upper Bazar, Ponda Goa 403401</p>	<p><b>Smt. Swati Dalvi</b> E-mail: <a href="mailto:pon-ctax.goa@nic.in">pon-ctax.goa@nic.in</a></p>	<p>ACTO's</p> <p>Smt. Pallavi Joshi</p> <p>Smt. Geeta Gaonkar</p> <p>Smt. Vinita V. Madkaikar</p> <p>Smt. Vandana Ghaisas</p> <p>CTI's -</p> <p>Shri. Mahadev Parwar</p> <p>Shri. Dipak Naik</p> <p>Shri. Gurudas Naik</p>	<p><b>Tel:</b> 2312145 Fax: 2316212</p>
4	<p><b>Mapusa Ward</b> Govt. Complex, Behind Bardez</p>	<p><b>Shri. Alexio Vaz</b></p>	<p>CTO's - Smt. Maria</p>	<p><b>Tel:</b></p>

	Bazaar, Mapusa Goa.	E-mail: <a href="mailto:map-ctax.goa@nic.in">map-ctax.goa@nic.in</a>	C. Varella ACTO's- Smt. Shilpa Dessai Smt. Anuradha Xete Shri Augusto Ribeiro Shri Janardhan Sheye Smt Laxmi Lawande @ Anchal Valvaikar Kum. Ashley Pereira Smt. Kirti A. Mandrekar Shri. Jose Menino Fernandes Shri Dhondu Bandekar CTI's Smt. Manisha Rege Smt. Lakshada Kandolkar	2264254/2266683 Fax: 2262359
5	<b>Vasco-da-Gama Ward,</b> 4th & 5th floor, Karma Point, Nr. Vegetable Market, Vasco- da-Gama Goa.	<b>Smt. Deepali Naik</b> E-mail: <a href="mailto:vas-ctax.goa@nic.in">vas-ctax.goa@nic.in</a>	ACTO's - Smt. Trinitade De Silva Shri Anthony Gama Shri. Deepak Kerkar Shri. Subhash Gurav Shri. Deepak Gawas	<b>Tel:</b> 2512432 Fax: 2501243

			CTI's - Shri Richard Antao Smt. Joanita Dias Shri Rajesh Kamat	
6	<b>Bicholim Ward</b> 1st Floor, Koteshwar Residency Bldg., Near Petrol Pump, Bicholim Goa.	<b>Smt. Deepali Naik</b> E-mail: <a href="mailto:bic-ctax.goa@nic.in">bic-ctax.goa@nic.in</a>	ACTO's - Smt. Preeti Mandrekar Shri. Anil Matondkar CTI's - Smt. Rajeshree Phatarpekar Smt. Meera Mashelkar	<b>Tel:</b> 2362235 Fax: 2363400
7	<b>Curchorem Ward</b> Commercial Tax Office, Saku Niwas ,Sasanamodi, Convent School Road , Kakoda-Goa	<b>Smt. Darshani Dessai</b> E-mail: <a href="mailto:cur-ctax.goa@nic.in">cur-ctax.goa@nic.in</a>	ACTO's - Smt. Sujata V. Dessai CTI's - Shri Shripad Shirodkar	<b>Tel:</b> 2650390 Fax: 2653173
8	<b>Pernem Ward</b> H. NO. 9/87, Surbanwado,Near Nandi Theatre , Pernem -Goa.	<b>Shri. Atchut Raut</b> Email: <a href="mailto:per-ctax.goa@nic.in">per-ctax.goa@nic.in</a>	CTI's - Smt. Manisha Rege	<b>Tel:</b> 2201011