

CITIZENS CHARTER

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

	Description of all items of work	Time within which to be disposed off
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 redress 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:

Name of the Officer	Office for which nominated	E-Mail	Tel No(s) State Code (0832)S
Smt. Sarita Gadgil	O/o the Commissioner of Commercial Taxes	adcomm-ctax.goa@nic.in	2229225 2229430
Shri. Ashok V. Rane	O/o Additional Commissioner, Margao	ashok.vrane@gov.in	271202
Shri. Sirajuddin G. Jamadar	Panaji Ward	pan-ctax.goa@nic.in	2225592 2225594
Shri. Naresh Gaude	Margao Ward	mar-ctax.goa@nic.in	2713043 2715123 2733850

			2733849
Shri. Gaurish Khedekar	Ponda Ward	pon-ctax.goa@nic.in	2312145/ 2318801/ 2316212/
Smt. Sophia Vaz e Fernandes	Mapusa Ward	map-ctax.goa@nic.in	2262359/ 2264254/ 2266683
Shri. Siddesh Shetkar	Vasco Ward	vas-ctax.goa@nic.in	2512432/ 2501243
Shri. Gajanan Bhonsle	Bicholim Ward	bic-ctax.goa@nic.in	2362235/ 2362222/ 2363400
Shri. Naresh Gaude	Curchorem Ward	cur-ctax.goa@nic.in	2650390/ 2663173
Smt. Preeti Mandrekar	Pernem Ward	per-ctax.goa@nic.in	220101 220101

- **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:	(O): 2229225 / 2229430
Shri. Hemant Kumar, IAS	Fax: 2225032
Email: comm-ctax.goa@nic.in	

<p>Addl. Commissioner of Commercial Taxes:I</p> <p>Smt. Sarita Gadgil</p> <p>Email: adcomm-ctax.goa@nic.in</p>	<p>(O): 2229225 / 2229430</p> <p>Fax: 2422305</p>
<p>Addl. Commissioner of Commercial Taxes:II</p> <p>Shri. Ashok V. Rane</p> <p>Email: ashok.vrane@gov.in</p>	<p>(O): 2712025</p>
<p>Asst. Commissioner of Commercial Taxes, Mapusa,</p> <p>Email: acmap-ctax.goa@nic.in</p>	<p>(O): 2225558</p>
<p>Asst. Commissioner of Commercial Taxes, Panaji:</p> <p>Shri. Umakant Korkankar</p> <p>Email: acpan-ctax.goa@nic.in</p>	<p>(O): 2225558</p>
<p>Asst. Commissioner of Commercial Taxes, Vasco</p> <p>Shri. Umakant Korkankar</p> <p>Email: acvas-ctax.goa@nic.in</p>	<p>(O): 2500240</p>
<p>Asst. Commissioner of Commercial Taxes, Ponda</p> <p>Shri. Vishant S. N. Gaunekar</p> <p>Email: pon-ctax.goa@nic.in</p>	<p>(O): 2318804</p>
<p>Asst. Commissioner of Commercial Taxes, Bicholim</p> <p>Email: acbic-ctax.goa@nic.in</p>	<p>(O): 2229225/ 2229430</p>
<p>Asst. Commissioner of Commercial Taxes, Margao:</p> <p>Smt. Darshani S. Dessai</p> <p>Email: acmar-ctax.goa@nic.in</p>	<p>(O): 2712055</p>
<p>Asst. Commissioner of Commercial Taxes, Admin</p> <p>Shri. Tushar Halarnkar</p> <p>Email: acadmin-ctax.goa@nic.in</p>	<p>(O): 2229225/ 2229430</p>
<p>Asst. Commissioner of Commercial Taxes, Panaji:</p> <p>Shri. Aleixo Vaz</p>	<p>(O): 2229225/ 2229430</p>

Email: aclegal-ctax.goa@nic.in	
Office Superintendent	
	(O): 2229225/ 2229430
Email: ho-ctax.goa@nic.in	
Accounts Officer:	(O): 2225576
Smt. Seema M. P. Dessai	
Email: accounts-ctax.goa@gov.in	
Commercial Tax Officer, Headquarters:	
Shri. Sudesh Naik	(O): 2229225/2229430
Email: ctohq-ctax.gao@nic.in	
Commercial Tax Officer:	
Smt. Sweta Harmalkar	(O):2229225/ 2229430
Email: shweta.harmalkar@gov.in	
Commercial Tax Officer:	
Smt. Ashvita Goltekar	(O): 2229225/ 2229430
Email: ashvita.goltekar@gov.in	
Commercial Tax Officer:	
Smt. Gina Anes	(O): 2229225/ 2229430
Email: gina-ctax.goa@nic.in	
Commercial Tax Officer	
Shri. Saba Parab	
Email: saba.parab@gov.in	
Commercial Tax Officer	
Shri. Satyam Adkonkar	
Email: satyam.adkonkar@gov.in	
Asst. Commercial Tax Officer:	
Shri. Vandana Ghaisas	(O) 2229225/ 2229430
Email: vandana-ctax.goa@nic.in	
Asst. Commercial Tax Officer	(O):2229225/2229430

Smt. Sandhya Kamat	
Email: sandhya-ctax.goa@nic.in	
Asst. Commercial Tax Officer:	
Shri. Atish Mandrekar	(O): 2229225/ 2229430
Email: atish-ctax.goa@nic.in	
Asst. Commercial Tax Officer:	
Shri. Deepak Gawas	(O): 2229225/ 2229430
Email: deepak-ctax.goa@nic.in	
Asst. Commercial Tax Officer:	
Smt. Ashwini Burye	(O): 2229225/ 2229430
Email: ashwini-ctax.goa@nic.in	
Asst. Commercial Tax Officer:	(O) 2229225/2229430
Smt. Zumira Dias	

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	Panaji Ward, Serra Building, 1st Floor, Near All India Radio, Altinho, Panaji Goa	Shri. Sirajuddin G. Jamadar E-mail: pan-ctax.goa@nic.in	CTO's- Smt. Ankita Kamat Miss Gargi Kamat Shri. Melwin Faleiro ACTO's - Smt. Aloma Gomes Shri Tukaram Sawant Smt. Beena	Tel: 2225594/ 2225592 Fax: 2225558

			Shirodkar Shri. Ankush Kunkalkar Smt. Vivita Ambe Smt. Manisha Rege CTI's - Smt. Margarida Dsouza Smt. Alisha Vagle Smt. Delcy Pereira Shri. Rajesh Kamat Smt. Anjusha Keshkamat	
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Floor , Abu Bakar Plaza, Upper Bazar, Ponda Goa 403401	Khedekar E-mail: pon-ctax.goa@nic.in	Shri. Rajendra Gaude ACTO's Smt. Vinita Kamat Shri. Amey Naik CTI's - Smt. Rati kanekar Smt. Ujawala Naik	2312145 /2318801 Fax: 2316212
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4	<p>Mapusa Ward Govt. Complex, Behind Bardez Bazaar, Mapusa Goa.</p>	<p>Smt. Sophia Vaz e Fernandes E-mail: map-ctax.goa@nic.in</p>	<p>CTO's - Smt. Shilpa Dessai ACTO's- Smt. Anuradha Shetye Shri. Augusto Ribeiro Shri. Janardhan Shetye Smt. Laxmi Lawande @ Anchal Valvaikar Smt. Ashley Pereira Smt. Kirti A. Mandrekar Shri. Jose Menino Fernandes CTI's Shri. Vibhil Lad Shri. Manila Gawandankar Shri. Gourish Kamat Shri. Girish Masurkar</p>	<p>Tel: 2264254/2266683 Tel/Fax: 2262359</p>
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5	Vasco-da-Gama Ward, 4th & 5th floor, Karma Point, Nr. Vegetable Market, Vasco-da-Gama Goa.	Shri. Siddesh Shetkar E-mail: vas-ctax.goa@nic.in	CTO's- Smt. Pallavi Patil ACTO's - Smt. Belinda Dias Shri. Mahesh Chari Smt. Joanita Dias CTI's - Shri. Richard Antao Shri. Prakash Dessai Shri. Ramnath Gawas	Tel: 2501243/2500240 /2500241 Fax:2512432
6	Bicholim Ward 1st Floor, Koteshwar Residency Bldg., Near Petrol Pump, Bicholim Goa.	Shri . Gajanan Bhonsle E-mail: bic-ctax.goa@nic.in	ACTO's - Shri. Anil Matondkar Smt. Meera Mashelkar CTI's - Smt. Rajeshree Phatarpekar Smt. Shilpa Belekar	Tel: 2362235/2362200/2362222 Fax:2 363400
7	Curchorem Ward Commercial Tax Office, Jack Cruzman	Shri. Naresh Gaude E-mail: cur-ctax.goa@nic.in	ACTO's - Smt. Trindade D'silva	Tel: 2663173/ 2662690 Fax:

	Apartments, Near Datta Mandir, H.No.187, Champhabhat, Amona, Quepem, Goa.		Shri. Subhash Gurav CTI's - Shri. Vishwanath Prabhudessai	2662590
8	Pernem Ward H. NO. 9/87, Surbanwado, Near Nandi Theatre , Pernem -Goa.	Smt. Preeti Mandrekar Email: per-ctax.goa@nic.in	CTI's - Shri. Delton Gracias	Tel: 2201011/ 2201012