

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 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:

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. Umakant Korkankar	O/o Additional Commissioner, Margao	adcomm-south@gov.in	2712025
Smt. Ankita Kamat	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. Kalpesh R. Amonkar	Curchorem Ward	cur-ctax.goa@nic.in	2650390/ 2663173
Smt. Preeti Mandrekar	Pernem Ward	per-ctax.goa@nic.in	2201011/ 2201012

- **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 State Tax: Shri. Hemant Kumar, IAS Email: comm-ctax.goa@nic.in	(O): 2229225 / 2229430 Fax: 2225032
Additional Commissioner of State Tax:I Smt. Sarita Gadgil Email: adcomm-ctax.goa@nic.in	(O): 2229225 / 2229430 Fax: 2422305
Additional Commissioner of State Tax:II Shri. Umakant Korkankar Email: adcomm-south@gov.in	(O): 2712025
Dy. Commissioner of State Tax, Mapusa, Shri. Chandresh C. Kunkalkar Email: acmap-ctax.goa@nic.in	(O): 2262359
Dy. Commissioner of State Tax, Panaji: Shri. Vishant S.N. Gaunekar Email: acpan-ctax.goa@nic.in	(O): 2225558
Dy. Commissioner of State Tax, Vasco Shri. Rohit Kadam Email: acvas-ctax.goa@nic.in	(O): 2500240
Dy. Commissioner of State Tax, Ponda Shri. Vishant S. N. Gaunekar Email: pon-ctax.goa@nic.in	(O): 2318804
Dy. Commissioner of State Tax, Bicholim Shri. Gauresh Pilgoankar Email: acbic-ctax.goa@nic.in	(O): 2229225/ 2229430
Dy. Commissioner of State Tax, Margao: Smt. Darshani S. Dessai Email: acmar-ctax.goa@nic.in	(O): 2712055
Dy. Commissioner of State Tax, Admin Shri. Chandresh Kunkalkar	(O): 2229225/ 2229430

Email: acadmin-ctax.goa@nic.in	
Dy. Commissioner of State Tax, Head Office: Smt. Neha A. N. Panvelkar	(O): 2229225/ 2229430
Email: aclegal-ctax.goa@nic.in	
Dy. Commissioner of State Tax, Enforcement (EIU) Shri. Vivek K. Naik	(O):2229225/ 2229430
dycstgoa-enforcement@gov.in	
Office Superitendent	
Smt. Deepali D. Parsekar	(O): 2229225/ 2229430
Accounts Officer:	(O): 2225576
Smt. Seema M. Prabhu Dessai	
Email: accounts-ctax.goa@gov.in	
State Tax Officer, Headquarters:	
Shri. Sudesh Naik	(O): 2229225/2229430
Email: ctohq-ctax.gao@nic.in	
State Tax Officer:	
Smt. Sweta Harmalkar	(O):2229225/ 2229430
Email: shweta.harmalkar@gov.in	
State Tax Officer:	
Smt. Ashvita Goltekar	(O): 2229225/ 2229430
Email: ashvita.goltekar@gov.in	
State Tax Officer:	
Smt. Gina Anes	(O): 2229225/ 2229430
Email: gina-ctax.goa@nic.in	
State Tax Officer	
Shri. Saba Parab	(O):2229225/2229430
Email: saba.parab@gov.in	
State Tax Officer	(O):2229225/2229430

Shri. Satyam Adkonkar Email: satyam.adkonkar@gov.in Assistant. State Tax Officer:	
Smt. Vandana Ghaisas Email: vandana-ctax.goa@nic.in Assistant. State Tax Officer	(O) 2229225/ 2229430
Smt. Sandhya Kamat Email: sandhya-ctax.goa@nic.in Assistant. State Tax Officer:	(O):2229225/2229430
Shri. Atish Mandrekar Email: atish-ctax.goa@nic.in Assistantt. State Tax Officer:	(O): 2229225/ 2229430
Shri. Deepak Gawas Email: deepak-ctax.goa@nic.in Assistant. State Tax Officer:	(O): 2229225/ 2229430
Smt. Ashwini Burye Email: ashwini-ctax.goa@nic.in	(O): 2229225/ 2229430

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

S r. N o	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	Smt. Ankita Kamat E-mail: pan-ctax.goa@nic.in	STO's- Smt. Sirajuddin G. Jamadar Miss Gargi Kamat Shri. Melwin Faleiro	Tel: 2225594/ 2225592 Fax: 2225558

			<p>ASTO's -</p> <p>Smt. Aloma Gomes</p> <p>Shri Tukaram Sawant</p> <p>Smt. Bina Shirodkar</p> <p>Shri. Ankush Kunkalkar</p> <p>Smt. Vivita Ambe</p> <p>Smt. Manisha Rege</p> <p>STI's -</p> <p>Smt. Margarida Dsouza</p> <p>Smt. Alisha Vagle</p> <p>Smt. Delcy Pereira</p> <p>Shri. Rajesh Kamat</p> <p>Smt. Anjusha Keshkamat</p>	
2	<p>Margao Ward, C & D wing, 3rd Floor, Osia Commercial Complex, Nr. S.G.P.D.A market Complex,</p>	<p>Shri. Naresh Gaude Email:mar-ctax.goa@nic.in</p>	<p>CTO's-</p> <p>Shri. Kalpesh Amonkar</p> <p>Shri. Rohan Loyleikar</p> <p>Smt. Geeta</p>	<p>Tel: 2713043 2715123 Fax: 2713043</p>

Margao Goa		<p>Gaonkar</p> <p>ASTO's-</p> <p>Smt. Sujata Dessai</p> <p>Smt. Vinita Madkaikar</p> <p>Shri. Rajesh Shetkar</p> <p>Smt. Preeti Mirajkar</p> <p>Smt. Sunita Naik</p> <p>Shri. Deepak Kerkar</p> <p>Shri. Shripad B Shirodkar</p> <p>STI's -</p> <p>Shri. Pranav Bhagat</p> <p>Shri. Sandeep Naik</p> <p>Shri. Ketan Naik</p> <p>Smt. Mina Frias</p> <p>Smt. Amita Prabhudessai</p>	
3 Ponda Ward 1st & 2nd Floor , Abu Bakar Plaza,	<p>Shri. Gaurish Khedekar</p> <p>E-mail: pon-</p>	<p>STO's</p> <p>Shri. Rajendra</p>	<p>Tel:</p> <p>2312145 /2318801 Fax:</p>

<p>Upper Bazar, Ponda Goa 403401</p>	<p>ctax.goa@nic.in</p>	<p>Gaude ASTO's Smt. Vinita Kamat Shri. Amey Naik STI's - Smt. Rati kanekar Smt. Ujawala Naik</p>	<p>2316212</p>
<p>4 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>STO's - Smt. Shilpa Dessai Smt. Maria Zulmira E Dias Shri. Augusto Ribeiro ASTO's- Smt. Anuradha Shetye Shri. Janardhan Shetye Smt. Laxmi Lawande @ Anchal Valvaikar Smt. Ashley Pereira Smt. Kirti A.</p>	<p>Tel: 2264254/2266683 Tel/Fax: 2262359</p>

			<p>Mandrekar</p> <p>STI's</p> <p>Shri. Vibhil Lad</p> <p>Shri. Manila Gawandankar</p> <p>Shri. Gourish Kamat</p> <p>Shri. Girish Masurkar</p>	
5	<p>Vasco-da-Gama Ward, 4th & 5th floor, Karma Point, Nr. Vegetable Market, Vasco-da-Gama Goa.</p>	<p>Shri. Siddesh Shetkar E-mail:vas-ctax.goa@nic.in</p>	<p>STO's-</p> <p>Smt. Pallavi Patil</p> <p>ASTO's -</p> <p>Smt. Belinda Dias</p> <p>Shri. Mahesh Chari</p> <p>Smt. Joanita Dias</p> <p>STI's -</p> <p>Shri. Richard Antao</p> <p>Shri. Prakash Dessai</p> <p>Shri. Ramnath Gawas</p>	<p>Tel: 2501243/2500240 /2500241 Fax:2512432</p>
6	Bicholim Ward	Shri . Gajanan		Tel:

	1st Floor, Koteshwar Residency Bldg., Near Petrol Pump, Bicholim Goa.	Bhonsle E-mail: bic- ctax.goa@nic.in	ASTO's - Shri. Anil Matondkar Smt. Meera Mashelkar STI's - Smt. Rajeshree Phatarpekar Smt. Shilpa Belekar	2362235/2362200/2362222 Fa x:2363400
7	Curchorem Ward Commercial Tax Office, Jack Cruzman Apartments,N ear Datta Mandir, H.No.187, Champhabha t, Amona, Quepem, Goa.	Shri. Kalpesh R. Amonkar E-mail: cur- ctax.goa@nic.in	ASTO's - Smt. Trindade D' silva Shri. Subhash Gurav STI's - Shri. Vishwanath Prabhudess ai	Tel: 2663173/ 2662690 Fax: 2662590
8	Pernem Ward H. NO. 9/87, Surbanwado, Near Nandi Theatre , Pernem - Goa.	Smt. Preeti Mand rekar Email: per- ctax.goa@nic.in	STI's - Shri. Delton Gracias	Tel: 2201011/ 2201012