

**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
Shri Vishant S. N. Gaunekar	O/o the Commissioner of Commercial Taxes	adcomm-ctax.goa@nic.in	2235075/2229430
Shri. Chandresh C. Kunkalkar	O/o Additional Commissioner, Margao	adc-appealsouth@goa.gov.in	2712025
Shri Vivek K. Naik	O/o the Commissioner of Commercial Taxes	adc-enfnorth@gov.in	2422757 / 2229430
Smt. Snehal Prabhu	O/o the Commissioner of Commercial Taxes	adc-appealsnorth@goa.gov.in	2422757 / 2229430
Smt. Roshell Fernandes	O/o Additional Commissioner, Margao	adc-enfsouth@gov.in	2712025
Miss. Vaishali V. Gawade	Head Office	vaishali.gawade@gov.in	2422757 / 2229430
Smt. Gargi A. Kamat	Panaji Ward	pan-ctax.goa@nic.in	2225592 / 2225594
Shri. Sirajuddin Jamadar	Margao Ward	mar-ctax.goa@nic.in	2713043 / 2715123 / 2733850/ 2733849
Shri. Rajendra S. Gaude	Ponda Ward	pon-ctax.goa@nic.in	2312145/ 2318801/ 2316212/
Shri. Melwin Faleiro	Mapusa Ward	map-ctax.goa@nic.in	2262359/ 2264254/ 2266683
Smt. Vivita S. Ambe	Vasco Ward	vas-ctax.goa@nic.in	2512432/ 2501243
Smt. Sophia L. Vaz	Bicholim Ward	bic-ctax.goa@nic.in	2362235/ 2362222/ 2363400
Shri. Siddhesh Shetkar	Curchorem Ward	cur-ctax.goa@nic.in	2650390/ 2663173

Shri Saba K. Parab	Pernem Ward	per-ctax.goa@nic.in	2201011/ 2201012
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- **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. Sarpreet Singh Gill, IAS Email: comm-ctax.goa@nic.in	(O): 2422757 / 2229430
Additional Commissioner of State Tax: (HQ) Shri Vishant S. N. Gaunekar Email: adcomm-ctax.goa@nic.in	(O): 2422757 / 2229430
Additional Commissioner of State Tax: (APPEALS-SOUTH) Shri. Chandresh C. Kunkalkar Email: adc-appealssouth@goa.gov.in	(O): 2712025
Additional Commissioner of State Tax (ENF-NORTH) Shri Vivek K. Naik Email: adc-enfnorth@goa.gov.in	(O): 2422757 / 2229430
Additional Commissioner of State Tax (APPEALS-NORTH) Smt. Snehal Prabhu Email: adc-appealsnorth@goa.gov.in	(O): 2422757 / 2229430
Additional Commissioner of State Tax (ENF-NORTH) Smt. Roshell Fernandes Email: adc-enfsouth@goa.gov.in	(O): 2712025
Dy. Commissioner of State Tax (ENF/EIU-NORTH) Shri Sagar B. Gaude Email: dycst-enfnorth@goa.gov.in	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, Mapusa Shri. Gauresh A. Pilgaonkar Email: acmap-ctax.goa@nic.in	(O): 2264254/2266683
Dy. Commissioner of State Tax, Margao Smt. Ashwini V. Bhagat Email: acmar-ctax.goa@nic.in	(O)2713043 / 2715123 / 2733850/2733849

Dy. Commissioner of State Tax, (Admn)/GST-Head Office Shri. Mrunal S. Marathe Email: admin-ctax.goa@nic.in	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, Panaji: Shri Safal K. Shetye Email: acpan-ctax.goa@nic.in	(O): 2225594/ 2225592
Dy. Commissioner of State Tax, Vasco/Addl. Charge Ponda: Smt. Asha Harmalkar Email: acvas-ctax.goa@gov.in	(O): 2501243/2500240 /2500241
Dy. Commissioner of State Tax, Addl. Charge Ponda: Smt. Asha Harmalkar Email: acpon-ctax.goa@gov.in	(O): 2312145/ 2318801/ 2316212
Dy. Commissioner of State Tax, (Legal/Audit)-Head Office Shri. Manthan Naik Email: dycstgoa-audit.goa@gov.in	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, (VAT)-Head Office Shri. Omkar Asolkar Email: dycst-vat@goa.gov.in	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, Bicholim/Pernem Ward, Addl. charge of (Entertainment Tax) at Head Office Shri. Nehal Gajanan Talaunekar Email: acbic-ctax.goa@nic.in	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, (EIU/ENF-SOUTH), Addl. charge of Curchorem Ward Shri. Vipul Naik Gaonkar Email: dycst-enfsouth@goa.gov.in ;	(O): 2713043 /2715123
Accounts Officer: Accounts Section-HQ Shri. Prakash Khedekar Email: accounts-ctax.goa@nic.in	(O): 2422757 / 2229430
State Tax Officer: Audit Section Smt. Ankita A. Kamat Email: ankita.kamat@gov.in	(O): 2422757 / 2229430
State Tax Officer: Enforcement-North Shri. Rohan A. Loliyekar Email: rohan.loykr@gov.in	(O): 2422757 / 2229430

State Tax Officer: GST/Policy Wing Smt. Shweta Harmalkar Email: shweta.harmalkar@gov.in	(O): 2422757 / 2229430
State Tax Officer: Enforcement-North Smt. Ashvita Goltekar Email: ashvita.goltekar@gov.in	(O): 2422757 / 2229430
State Tax Officer: Large Tax Payer Unit (LTU) Shri. Satyam Adkonkar Email: satyam.adkonkar@gov.in	(O): 2422757 / 2229430
State Tax Officer: GST/Policy Wing Shri. Kalpesh R. Amonkar Email: kalpesh.amonkar@gov.in	(O): 2422757 / 2229430
State Tax Officer: Legal Section Shri. Sudesh Naik Email: sudesh-ctax.goa@nic.in	(O): 2422757 / 2229430
State Tax Officer: VAT Section Smt. Preeti J. Mandrekar Email: preeti.mandrekar@gov.in	(O): 2422757 / 2229430
State Tax Officer, Headquarters: Enforcement-North Shri. Gajanan X. Bhonsle Email: gajanan.bhonsle@gov.in	(O): 2422757 / 2229430
State Tax Officer, Headquarters: Vat Refunds Cell (HQ) Smt. Geeta D. Gaonkar Email: geeta.gaonkar@gov.in	(O): 2422757 / 2229430
State Tax Officer, Headquarters: Enforcement-South Shri. Gaurish A. Bhandari Email: gaurish.bhandari@gov.in	(O): 2713043 / 2715123
State Tax Officer: GST/Policy Wing Shri. Akshay G. Natekar Email: akshay.natekar@gov.in	(O): 2422757 / 2229430
State Tax Officer: E.A. to CST/ GST /Policy Wing Kum. Vaishali V. Gawade Email: vaishali.gawade@gov.in	(O): 2422757 / 2229430

Office Superintendent-Admn HQ Smt. Anuja C. Lokre Email: adm-ctax.goa@gov.in	(O): 2422757 / 2229430
Accountant-Accounts Section, HQ Shri Kushta M. Gawade Email: accounts-ctax.goa@gov.in	(O): 2422757 / 2229430
Assistant. State Tax Officer: GST Shri Subhash Gurav Email: subhash-ctax.goa@nic.in	(O): 2422757 / 2229430
Asstt. State Tax Officer: Enforcement-North Shri Atish Mandrekar Email: atish-ctax.goa@gov.in	(O): 2422757 / 2229430
Assistant. State Tax Officer: Audit Section Smt. Sandhya Kamat Email: sandhya-ctax.goa@nic.in	(O): 2422757 / 2229430
Assistant. State Tax Officer: Collection Smt. Ashwini Burye Email: ashwini-ctax.goa@nic.in	(O): 2422757 / 2229430
Assistant. State Tax Officer: Legal Section Shri Rajesh V. Kamat Email: rajesh.kamat@gov.in	(O): 2422757 / 2229430
Asstt. State Tax Officer: Large Tax Payer Unit (LTU) Shri Vibhil B. Lad Email: vibhil.lad@gov.in	(O): 2422757 / 2229430
Asstt. State Tax Officer: Central Registration Unit Shri Girish Masurkar Email: girish.masurkar@gov.in	(O): 2422757 / 2229430
Asstt. State Tax Officer: Enforcement-North Shri Gauresh B. Kamat Email: gauresh.kamat@govin	(O): 2422757 / 2229430
Asstt. State Tax Officer: Central Registration Unit Kum Manila Gawandalkar Email: manila.gawandalkar@govin	(O): 2422757 / 2229430

Asstt. State Tax Officer: Large Taxpayer Unit (LTU) Shri Manjunath Purushan Email: manjunath.purushan@govin	(O): 2422757 / 2229430
State Tax Inspector Smt. Leena S. Tari Email: leena.tari@gov.in	(O): 2422757 / 2229430
State Tax Inspector Shri Joseph D'Souza Email: joseph.dsouza@gov.in	(O): 2422757 / 2229430
State Tax Inspector Smt. Hazel Cardoso Email: hazel.cardoso@gov.in	(O): 2422757 / 2229430

Sr. No.	Ward Name and Address	Officer In charge	Other Officers	Tel/Fax No's State Code: (0832)
		(C.T.O)		
1	Panaji Ward, Goa Rajya Kar Bhavan, Old IPHB Complex, Near Office of The Chief Electoral Officer, Altinho, Panaji, Goa	Smt. Gargi A. Kamat	STO's Shri Rajesh Shetkar ASTO's Smt. Aloma Gomes Smt. Laxmi Lawande alias Anchal Valvaikar Smt. Alisha Vagle Smt. Preeti Mirajkar Smt. Hruta S. Ghantker Smt. Pallavi D. Verlekar Smt. Anjusha R. Keshkamat STI's Smt. Priya Adconkar	(O): 2225592 / 2225594

2	Mapusa Ward Govt. Complex, Behind Bardez Bazaar, Mapusa Goa.	Shri Melwin Faleiro	STO's Smt. Shilpa H.P.P. Dessai ASTO's Shri Janardhan Shetye Smt. Sunita A. Naik Smt. Rajashree Phatarpekar Smt. Kirti A. Mandrekar Kum Ashley Pereira Smt. Margarida D'Souza Smt. Shilpa Belekar Shri Delton Gracias STI's Shri Vithu Gawas Smt. Indira Nadkarni	(O): 2262359/ 2264254/ 2266683
3	Bicholim Ward 1st Floor, Koteshwar Residency Bldg., Near Petrol Pump, Bicholim Goa.	Smt. Sophia L. Vaz	ASTO Smt. Shilpa Belekar STIs Smt. Antara Gawade	(O): 2362235/ 2362222/ 2363400
4	Pernem Ward Behind Bhagawati Temple, Mauswada, Pernem Goa.	Shri Saba K. Parab	STI Shri Pradeep Kalangutkar	(O): 2201011/ 2201012
5	Margao Ward, C & D wing, 3rd Floor, Osia Commercial Complex, Nr. S.P.D.A, Market Complex, Margao Goa.	Shri Sirajuddin G. Jamadar	STO Smt. Pallavi P. Joshi Shri Deepak Gawas Shri Gaurish Bhandari ASTO Smt. Sujata Dessai Smt. Joanita Dias Shri Amey Naik Smt. Mina Frias Smt. Vandana Ghaisas Shri Prakash Dessai Shri Parnav Bhagat Smt. Ujwala Naik STI's Shri Damodar Kamat Smt. Pradnya Bandodkar Smt. Rupali Morajkar	(O): 2713043 / 2715123 / 2733850/ 2733849

6	Ponda Ward 1st & 2nd Floor, Abu Bakar Plaza, Upper Bazar, Ponda Goa 403401	Shri Rajendra Gaude	ASTO Smt. Vinita Kamat Smt. Vinita Madkaikar alias Sukanti Pilgaonkar Shri Ketan Naik Smt. Rati Kanekar STI Smt. Mansi Marathe	(O): 2312145/ 2318801/ 2316212
7	Vasco-da-Gama Ward 4th & 5th floor, Karma Point, Nr. Vegetable Market, Vasco- da-Gama Goa.	Smt. Vivita Ambe	ASTO Shri Deepak Kerkar Shri Ramnath Gawas Shri Pratap Fadte STI Shri Rupesh Adpaikar	(O): 2512432/ 2501243
8	Curchorem Ward Jack Cruzman Apartments, Near Datta Mandir, H.No.187, Champhabhat, Amona, Quepem, Goa.	Shri Siddhesh Shetkar	ASTO Shri Vishwanath Parbhudessai STI Shri Amit Tanawade	(O): 2650390/ 2663173