

**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-appealssouth@goa.gov.in	2712025
Smt. Sangeeta M. Porob	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
Shri Rajesh Shetkar	Panaji Ward	pan-ctax.goa@nic.in	2225592 / 2225594
Smt. Pallavi Joshi	Margao Ward	mar-ctax.goa@nic.in	2713043 / 2715123 / 2733850/ 2733849
Shri Sudesh B. Naik	Ponda Ward	pon-ctax.goa@nic.in	2312145/ 2318801/ 2316212/
Smt. Shilpa H.P.P. Dessai	Mapusa Ward	map-ctax.goa@nic.in	2262359/ 2264254/ 2266683
Smt. Vivita S. Ambe	Vasco Ward	vas-ctax.goa@nic.in	2512432/ 2501243
Smt. Anchal Valvaikar	Bicholim Ward	bic-ctax.goa@nic.in	2362235/ 2362222/ 2363400
Shri Deepak Gawas	Curchorem Ward	cur-ctax.goa@nic.in	2650390/ 2663173
Smt. Vinita Madkaikar	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. Sarpreet Singh Gill, IAS Email: comm-ctax.goa@nic.in	(O): 2229430
Additional Commissioner of State Tax: (HQ) Shri Vishant S. N. Gaunekar Email: adcomm-ctax.goa@nic.in	(O): 2422757
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) Smt. Sangeeta M. Porob Email: adc-enfnorth@goa.gov.in	(O): 2422550/2422305
Additional Commissioner of State Tax (APPEALS-NORTH) Smt. Snehal Prabhu Email: adc-appealsnorth@goa.gov.in	(O): 2422550/2422305
Additional Commissioner of State Tax (ENF-NORTH) Smt. Roshell Fernandes Email: adc-ensouth@goa.gov.in	(O): 2712025
Dy. Commissioner of State Tax, Margao Shri Sirajuddin G. Jamadar Email: acmar-ctax.goa@nic.in	(O): 2713043 /2715123
Dy. Commissioner of State Tax (ENF/EIU-NORTH) Shri Satyam Adkonkar Email: dycst-enfnorth@goa.gov.in	(O): 2422757 / 2422550
Dy. Commissioner of State Tax, Mapusa Smt. Sophia L. Vaz Email: acmap-ctax.goa@nic.in	(O): 2264254/2266683
Dy. Commissioner of State Tax, Ponda/ Addl. charge of Curchorem Ward Shri Manthan M. Naik Email: acpon-ctax.goa@nic.in	(O) 2312145 /2318801

Dy. Commissioner of State Tax, LTU/Vigilance/Legal-Head Office Shri. Mrunal S. Marathe Email: dycstltu-ctax.goa@gov.in	(O): 2422550/2422305
Dy. Commissioner of State Tax, Panaji: Kum Deepti D. Gaonkar Email: acpan-ctax.goa@nic.in	(O): 2225594/ 2225592
Dy. Commissioner of State Tax, Vasco: Additional charge Shri Vipul R. Naik Gaonkar Email: acvas-ctax.goa@gov.in	(O): 2501243/2500240 /2500241
Dy. Commissioner of State Tax, (Audit/GST/Tech)-Head Office Smt. Ankita A. Kamat Email: dycstgoa-audit@goa.gov.in	(O): 2422550/2422305
Dy. Commissioner of State Tax, Admn/VAT/Legacy of Entertainment Tax -Head Office Shri. Rajendra S. Gaude Email: acadmin-ctax.goa@gov.in	(O): 2422757 / 2422550
Dy. Commissioner of State Tax, Bicholim/ Additional Charge of Pernem Ward Smt. Gargi A. P. Parrikar Email: acbic-ctax.goa@nic.in	(O): 2422757 / 2422550
Dy. Commissioner of State Tax, (EIU/ENF-SOUTH), Shri. Vipul Naik Gaonkar Email: dycst-enfsouth@goa.gov.in	(O): 2713043 /2715123
Accounts Officer: Accounts Section-HQ Shri. Cassiano M. D'Souza Email: accounts-ctax.goa@nic.in	(O): 2422757 / 2422550
State Tax Officer: Enforcement-North Smt. Ashvita Goltekar Email: ashvita.goltekar@gov.in	(O): 2422757 / 2422550
State Tax Officer: Legal Section Shri. Sudesh Naik Email: sudesh-ctax.goa@nic.in	(O): 2422757 / 2422550
State Tax Officer: VAT Section Smt. Preeti J. Mandrekar Email: preeti.mandrekar@gov.in	(O): 2422757 / 2422550
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 / 2422550
State Tax Officer: E.A. to CST/ GST /Policy Wing Kum. Vaishali V. Gawade Email: vaishali.gawade@gov.in	(O): 2422757 / 2422550
State Tax Officer: Audit Smt. Vinita Madkaikar Email: vinita-ctax.goa@nic.in	(O): 2422757 / 2422550
State Tax Officer: GST Shri Subhash Gurav Email: subhash-ctax.goa@nic.in	(O): 2422757 / 2422550
State Tax Officer: Enforcement-North Shri Atish Mandrekar Email: atish-ctax.goa@gov.in	(O): 2422757 / 2422550
State Tax Officer: Audit Section Smt. Sandhya Kamat Email: sandhya-ctax.goa@nic.in	(O): 2422757 / 2422550
Office Superintendent-Admn HQ Smt. Anuja C. Lokre Email: adm-ctax.goa@gov.in	(O): 2422757 / 2422550
Accountant-Accounts Section, HQ Shri Kushta M. Gawade Email: accounts-ctax.goa@gov.in	(O): 2422757 / 2422550
Assistant. State Tax Officer: Collection Smt. Ashwini Burye Email: ashwini-ctax.goa@nic.in	(O): 2422757 / 2422550
Assistant. State Tax Officer: Legal Section Shri Rajesh V. Kamat Email: rajesh.kamat@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: Large Tax Payer Unit (LTU) Shri Vibhil B. Lad Email: vibhil.lad@gov.in	(O): 2422757 / 2422550

Asstt. State Tax Officer: Central Registration Unit Shri Girish Masurkar Email: girish.masurkar@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: Enforcement-North Shri Gauresh B. Kamat Email: gauresh.kamat@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: Large Taxpayer Unit (LTU) Shri Manjunath Purushan Email: manjunath.purushan@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: (Legal) Shri Pratap P. Fadte Email: pratap.fadte@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: Central Registration Unit Smt. Pallavi D. Verlekar Email: pallavi.verlekar@gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: (Appeals-North) Smt. Preeti Mirajkar Email: preeti.mirajkar@gov.in	(O): 2422757 / 2422550
State Tax Inspector Smt. Leena S. Tari Email: leena.tari@gov.in	(O): 2422757 / 2422550
State Tax Inspector Shri Joseph D'Souza Email: joseph.dsouza@gov.in	(O): 2422757 / 2422550
State Tax Inspector Smt. Hazel Cardoso Email: hazel.cardoso@gov.in	(O): 2422757 / 2422550

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	Shri Rajesh Shetkar	STO's Smt. Anchal Valvaikar ASTO's Smt. Aloma Gomes Smt. Alisha Vagle Smt. Hruta S. Gbantker Smt. Anjusha R. Keshkamat STI's Smt. Priya Adconkar	(O): 2225592 / 2225594
2	Mapusa Ward Govt. Complex, Behind Bardez Bazaar, Mapusa Goa.	Smt. Shilpa H.P.P. Dessai	ASTO's Shri Janardhan Shetye Smt. Kirti A. Mandrekar Kum Ashley Pereira Shri Delton Gracias STI's Smt. Antara Gawade Smt. Indira Nadkarni	(O): 2262359/ 2264254/ 2266683
3	Bicholim Ward 1st Floor, Koteswar Residency Bldg., Near Petrol Pump, Bicholim Goa.	Smt. Anchal Valvaikar	ASTO Smt. Shilpa Belekar STIs Shri Vithu G. Gawas	(O): 2362235/ 2362222/ 2363400
4	Pernem Ward Behind Bhagawati Temple, Mauswada, Pernem Goa.	SMT. Vinita Madkaikar	STIs Shri Vithu G. Gawas	(O): 2201011/ 2201012

5	Margao Ward, C & D wing, 3rd Floor, Osia Commercial Complex, Nr. S.P.D.A, Market Complex, Margao Goa.	Smt. Pallavi P. Joshi	STO Shri Deepak Gawas Shri Gaurish Bhandari ASTO Smt. Sujata Dessai Smt. Joanita Dias Shri Amey Naik Smt. Mina Frias Shri Prakash Dessai Shri Parnav Bhagat Smt. Ujwala Naik Shri Vishwanath Parbhudessai 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 Sudesh B. Naik	ASTO 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	STO Smt. Vandana S. Ghaisas ASTO Shri Ramnath Gawas STI Shri Rupesh Adpaikar	(O): 2512432/ 2501243
8	Curchorem Ward Jack Cruzman Apartments, Near Datta Mandir, H.No.187, Champhabhat, Amona, Quepem, Goa.	Shri Deepak Gawas	STI Shri Amit Tanawade	(O): 2650390/ 2663173