

**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. Sangeeta M. Porob	O/o the Commissioner of Commercial Taxes	adcomm-ctax.goa@nic.in	2235075/2229430
Shri. Chandresh C. Kunkalkar	O/o Additional Commissioner of Commercial Taxes Margao	adc-appealssouth@goa.gov.in	2712025
Shri Gaurish A. Pilgaonkar	O/o the Commissioner of Commercial Taxes	adc-enfnorth@goa.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@goa.gov.in	2712025
Miss. Vaishali V. Gawade	Head Office	vaishali.gawade@goa.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	Curcholem Ward	cur-ctax.goa@nic.in	2650390/ 2663173

Smt. Vinita Madkaikar	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): 2229430
Additional Commissioner of State Tax: (HQ) Smt. Sangeeta M. Porob 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) Shri Gaurish A. Pilgaonkar 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-SOUTH) 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) Smt. Sophia L. Vaz Email: dycst-enfnorth@goa.gov.in	(O): 2422757 / 2422550
Dy. Commissioner of State Tax, Mapusa Smt. Ashvita Goltekar Email: acmap-ctax.goa@nic.in	(O): 2264254/2266683

Dy. Commissioner of State Tax, Ponda/ Addl. charge of Ponda Ward Shri Sirajuddin G. Jamadar 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/Curchorem: 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 R. 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: 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@goa.gov.in	(O): 2422757 / 2422550
State Tax Officer, Headquarters: Enforcement-South Shri. Gaurish A. Bhandari	(O): 2713043 /2715123

Email: gaurish.bhandari@goa.gov.in	
State Tax Officer: GST/Policy Wing Shri. Akshay G. Natekar Email: akshay.natekar@goa.gov.in	(O): 2422757 / 2422550
State Tax Officer: E.A. to CST/ GST /Policy Wing Kum. Vaishali V. Gawade Email: vaishali.gawade@goa.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: admn-ctax.goa@gov.in	(O): 2422757 / 2422550
Accountant-Accounts Section, HQ Shri Sai Naik 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@goa.gov.in	(O): 2422757 / 2422550
Asstt. State Tax Officer: Large Tax Payer Unit (LTU) Shri Vibhil B. Lad Email: vibhil.lad@goa.gov.in	(O): 2422757 / 2422550

Asstt. State Tax Officer: Central Registration Unit (CRU)	
Shri Girish Masurkar	(O): 2422757 / 2422550
Email: girish.masurkar@goa.gov.in	
Asstt. State Tax Officer: Enforcement-North	
Shri Gauresh B. Kamat	(O): 2422757 / 2422550
Email: gauresh.kamat@goa.gov.in	
Asstt. State Tax Officer: Large Taxpayer Unit (LTU)	
Shri Manjunath Purushan	(O): 2422757 / 2422550
Email: manjunath.purushan@goa.gov.in	
Asstt. State Tax Officer: (Legal)	
Shri Pratap P. Fadte	(O): 2422757 / 2422550
Email: pratap.fadte@goa.gov.in	
Asstt. State Tax Officer: Central Registration Unit (CRU)	
Smt. Pallavi D. Verlekar	(O): 2422757 / 2422550
Email: pallavi.verlekar@goa.gov.in	
Asstt. State Tax Officer: (Appeals-North)	
Smt. Preeti Mirajkar	(O): 2422757 / 2422550
Email: preeti.mirajkar@gao.gov.in	
Asstt. State Tax Officer: ENF-North	
Shri. Delton P.I. Gracias	(O): 2422757 / 2422550
Email: delton.gracias@goa.gov.in	
Asstt. State Tax Officer: VAT Section	
Shri Atul R Gaonkar	(O): 2422757 / 2422550
Email: @goa.gov.in	
Asstt. State Tax Officer: ADC (ENF – North)	
Shri Vinay G. Parulekar	(O): 2422757 / 2422550
Email: @goa.gov.in	
Asstt. State Tax Officer: ADC (ENF- South) (seating at Margao)	
Shri Rama S. Kumtekar	(O):2713043 /2715123
Email: @goa.gov.in	
Asstt. State Tax Officer: ADC (HQ)	
Shri Sagar M. Gaunkar	(O): 2422757 / 2422550
Email: @goa.gov.in	

State Tax Inspector: PA to CST Smt. Leena S. Tari Email: leena.tari@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Large Tax Payer Unit(LTU) Shri. Prashant Y. Fadte Email: prashant.fadte@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Large Tax Payer Unit(LTU) Shri. Samir H. Halarnkar Email: samir.halarnkar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Large Tax Payer Unit(LTU) Smt. Sakshi P. Thakur Email: sakshi.thakur@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Audit Section Shri Yashodhan S. Gaude	(O): 2422757 / 2422550
State Tax Inspector: ENF-North Shri Anand R. Tendulkar	(O): 2422757 / 2422550
State Tax Inspector: ENF-North Shri Kaushik G. Gauns	(O): 2422757 / 2422550
State Tax Inspector: ENF-North Shri Ashish N. Vaigankar	(O): 2422757 / 2422550
State Tax Inspector: ENF-North Shri Rishabh K. Mandrekar	(O): 2422757 / 2422550
State Tax Inspector: Large Tax Payer Unit(LTU) Ms. Shreya P. Naik	(O): 2422757 / 2422550
State Tax Inspector: ADC (HQ) Ms. Tanvi P Verenkar	(O): 2422757 / 2422550
State Tax Inspector: Legal Section Shri Pandurang S. Vaigankar	(O): 2422757 / 2422550

State Tax Inspector: ADC- Appeals (North) Shri Mahanandu G. Naik	(O): 2422757 / 2422550
State Tax Inspector: VAT Section Shri Prashant P. Parsekar	(O): 2422757 / 2422550
State Tax Inspector: ADC- Appeals (South) (Seating at Margao) Shri Sidhant S. Dessai	(O): 2422757 / 2422550
State Tax Inspector: GST Section Shri Rahul R. Sawant	(O): 2422757 / 2422550

Sr. No.	Ward Name and Address	Officer In charge	Other Officers	Tel/Fax No's State Code: (0832)
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		(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. Ghantker Smt. Anjusha R. Keshkamat STI's Smt. Priya Adconkar Smt. Assucena Pereira e Lobo Ms. Ruchi V Naik Shri Bablukumar R. Prajapati Shri. Varun V. Tendulkar Shri. Sairaj U. Pagui	(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 Kum. Manila M. Gawandalkar Shri Rajesh R. Kundaikar STI's Smt. Antara Gawade Smt. Ashwita A. Mandrekar Shri Rishabh R. Chodankar Ms. Gautami G. Shetgaonkar Ms. Lillian D'Souza Shri Vishwanath H. Pednekar Shri Kunal G. Poke Ms. Praneta P. Parsekar Shri. Sumedh S. Shetye	(O): 2262359/ 2264254/ 2266683
3	Bicholim Ward 1st Floor, Block-B Commercial-cum- Residential Complex, Bordem, Bicholim-Goa.	Smt. Anchal Valvaikar	ASTO Smt. Shilpa Belekar STIs Shri Vithu G. Gawas Smt. Indira Nadkarni	(O): 2362235/ 2362222/ 2363400
4	Pernem Ward Behind Bhagawati Temple, Mauswada, Pernem Goa.	Smt. Vinita Madkaikar	STIs Shri. Joseph D'Souza 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.	Smt. Pallavi P. Joshi	STO Shri Deepak Gawas Shri Gaurish Bhandari Shri Amey Naik ASTO Smt. Sujata Dessai Smt. Joanita Dias Smt. Mina Frias Shri Prakash Dessai Shri Parnav Bhagat Smt. Ujwala Naik Shri Vishwanath Parbhudessai STI's Shri Rupesh Adpaikar Shri Damodar Kamat Smt. Pradnya Bandodkar Shri. Shankar D. Pagi Smt. Maria Valencia Travasso Shri. Viresh V. Nagvekar Shri. Yogesh S Dessai Shri. Eliston Dias Shri. Sujay V. Gaunkar	(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 Smt. Snehal M. Joshi STI Smt. Mansi Marathe Smt. Rupali Morajkar Smt. Sneha N. Pai Kane Shri. Omkar M. Konkar Shri. Sudhir V. Gaude	(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 Amit Tanawade Smt. Hazel M. E. Cardoso Shri. Josfern I. Pereira MS. Vaibhavi S. Carapurkar	(O): 2512432/ 2501243
8	Curchorem Ward Jack Cruzman Apartments, Near Datta Mandir, H.No.187, Champhabhat, Amona, Quepem, Goa.	Shri Deepak Gawas	ASTO Shri. Luis J. Peixoto STI Shri. Sandesh M. Gaonkar Ms. Ashwini S. Gaonkar	(O): 2650390/ 2663173