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 fulll 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 Gauresh 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. Kirti A. Mandrekar	Bicholim Ward	**bic-ctax.goa@nic.in**	2362235/ 2362222/ 2363400
Shri Sujata V. Dessai	Curchorem Ward	**cur-ctax.goa@nic.in**	2650390/ 2663173

Kum Ashley Pereira	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) **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 Gauresh 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-enfsouth@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 Melwin Faleiro** 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-Addl. charge of Ponda Ward **Shri Sirajuddin G. Jamadar** Email: **acpon-ctax.goa@nic.in**	(O) 2312145 /2318801
Dy. Commissioner of State Tax, LTU/GST/VAT-Head Office **Smt. Sophia L. Vaz** 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/Tech)-Head Office **Smt. Ankita A. Kamat** Email: **dycstgoa-audit@goa.gov.in**	(O): 2422550/2422305
Dy. Commissioner of State Tax, Admin -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
Dy. Commissioner of State Tax, Head Office: Legal/Legacy of Entertainment Tax/ Vigilance Officer **Shri Sandeep S. Gawde** Email: **aclegal-ctax.goa@nic.in**	(O): 2422757 / 2422550
Accounts Officer: Accounts Section-HQ **Shri. Cassiano M. D'Souza** Email: **accounts-ctax.goa@nic.in**	(O): 2422757 / 2422550
State Tax Officer: Legal Section **Smt. Preeti P. Mirajkar** Email: **preeti.mirajkar@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 Kama**t 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/Shri.** Email:	(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-ctax.goa@gov.in**	(O): 2422757 / 2422550

Asstt. State Tax Officer: Central Registration Unit (CRU) **Shri Girish Masurkar** Email: **girish.masurkar@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: Enforcement-North **Shri Gauresh B. Kamat** Email: **gauresh.kamat@goa.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@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: Central Registration Unit (CRU) **Smt. Pallavi D. Verlekar** Email: **pallavi.verlekar@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: (Appeals-North) **Smt.** Email:	(O): 2422757 / 2422550
Asstt. State Tax Officer: ENF-North **Shri. Delton P.I. Gracias** Email: **delton.gracias@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: VAT Section **Shri Atul R Gaonkar** Email: **atul.gaonkar@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: ADC (ENF – North) **Shri Vinay G. Parulekar** Email: **vinay.parulekar@goa.gov.in**	(O): 2422757 / 2422550
Asstt. State Tax Officer: ADC (ENF- South) (seating at Margao) **Shri Rama S. Kumtekar** Email: **rama.kumtekar@goa.gov.in**	(O):2713043 /2715123
Asstt. State Tax Officer: ADC (HQ) **Shri Sagar M. Gaunkar** Email: **sagar.gaunkar@goa.gov.in**	(O): 2422757 / 2422550

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** Email: yashodhan.gaude@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ENF-North **Shri Anand R. Tendulkar** Email: anand.tendulkar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ENF-North **Shri Kaushik G. Gauns** Email: kaushik.gauns@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ENF-North **Shri Ashish N. Vaigankar** Email: ashish.vaigankar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ENF-North **Shri Rishabh K. Mandrekar** Email: rishabh.mandrekar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Large Tax Payer Unit(LTU) **Ms. Shreya P. Naik** Email: shreya.naik@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ADC (HQ) **Ms. Tanvi P Verenkar** Email: tanvi.verenkar@goa.gov.in	(O): 2422757 / 2422550

State Tax Inspector: Legal Section **Shri Pandurang S. Vaigankar** Email: pandurang.vaigankar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ADC- Appeals (North) **Shri Mahanandu G. Naik** Email: mahanandu.naik@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: Collection **Shri Prashant P. Parsekar** Email: prashant.parsekar@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: ADC- Appeals (South) (Seating at Margao) **Shri Sidhant S. Dessai** Email: sidhant.dessai@goa.gov.in	(O): 2422757 / 2422550
State Tax Inspector: GST Section **Shri Rahul R. Sawant** Email: rahul.sawant@goa.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** Smt. Aloma Gomes Shri. Ashwini D. Burye **ASTO's** 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 Shri. Nishant Desai	(O): 2225592 / 2225594
2	**Mapusa Ward** **Govt. Complex, Behind Bardez Bazaar, Mapusa Goa.**	**Smt. Shilpa H.P.P. Dessai**	**STO** Smt. Anchal Valvaikar **ASTO's** Shri Janardhan Shetye Shri Pratap fadte 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. Kirti A. Mandrekar**	**ASTO** Smt. Shilpa Belekar **STI's** Shri Vithu G. Gawas Smt. Indira Nadkarni	(O): 2362235/ 2362222/ 2363400
4	**Pernem Ward** **Behind Bhagawati Temple, Mauswada, Pernem Goa.**	**Kum. Ashley Pereira**	**ASTO** Shri Prasad V. Raut **STI's** 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's** Shri Deepak Gawas Shri Gaurish Bhandari Shri Amey Naik Smt. Joanita Vaz **ASTO's** Smt. Mina Frias Shri Prakash Dessai Shri Ketan Naik Smt. Ujwala Naik Shri Vishwanath Parbhudessai Rama S. Kumtekar **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's** Shri Parnav Bhagat Smt. Rati Kanekar Smt. Snehal M. Joshi **STI's** 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's** Shri Ramnath Gawas Ms. Rudrani M. Tirodker **STI's** 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.**	**Smt. Sujata V. Dessai**	**ASTO** Shri. Luis J. Peixoto **STI** Shri. Sandesh M. Gaonkar Ms. Ashwini S. Gaonkar	(O): 2650390/ 2663173