



GUIDANCE MANUAL

FOR

GST SEVA KENDRA

AN INITIATIVE FOR SERVING TAXPAYERS WITH A SMILE

GST VADODARA- I COMMISSIONERATE



GUIDANCE MANUAL

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GST SEVA KENDRA

GUIDANCE MANUAL VERSION :

Date of Release of Version 1.0 :

**Guidance Manual Owner : Office of the Principal Commissioner
GST Bhavan, Race Course, CGST
Vadodara-I Commissionerate
VADODARA 390 007**

**Suggestions for improvement of this Guidance Manual or for
rectification of in advert errors herein if any are welcome**



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Preface

1st July, 2017 or 'GST Day' marks the beginning of a new chapter of our transformed indirect tax administration. Equally importantly, it marks the beginning of a far stronger partnership between the indirect tax administration of the Centre and the States as well as between these two tax administrations and taxpayers.

It is important that on the GST journey the tax administration proactively assures taxpayers especially small and medium taxpayers that trade facilitation is a cornerstone of the new tax regime. Thus, the Central Board of Indirect Taxes (CBIC) has established GST Seva Kendras to assist taxpayers in adapting to the new levy. This Guidance Manual is an attempt to standardize high quality taxpayer services at the GST Seva Kendras in Vadodara-I Commissionerate. This Guidance Manual is being brought out in English and Hindi so that it is used widely. I am confident that both departmental officers and taxpayers would find this Guidance Manual useful and it would help in making GST a grand success.

This Guidance Manual is the outcome of an initiative taken by a select group of officers for facilitating a smooth transition to GST. These officers are Shri Vijay Singh Dhusia, Assistant Commissioner, and Ms B. M. Macwan, Superintendent. I would like to place on record my deep appreciation of the work done by these officers. I am confident their efforts would inspire others to take up similar endeavors in public interest.

**Principal Commissioner,
Central GST & Central Excise
GST Vadodara-I Commissionerate**



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1. Role of GST Seva Kendras

- 1.1 GST is a transformative indirect tax reform of a scale never before attempted in the country. Whereas the law and procedures have been carefully framed after wide consultation with taxpayers and other stakeholders, Government deems it important to hand-hold the taxpayers to ensure a smooth transition to the new indirect tax regime.
- 1.2 GST Seva Kendras are facilitation centers that are established on the initiative of the Central Board of Indirect Taxes & Customs (CBIC), Department of Revenue, Ministry of Finance, New Delhi to serve taxpayers with a smile.
- 1.3 GST Seva Kendras are entrusted with the responsibility to assist all taxpayers with special focus on the small and medium traders in having a better understanding of the GST laws and procedures. GST Seva Kendras are aimed at enhancing legal compliance through trust based interactions between the tax administrators and taxpayers.
- 1.4 GST Seva Kendras are manned by dedicated GST Seva Officers who work under close supervision of senior functionaries. GST Seva Officers are especially trained in all aspects of GST law, procedures and IT and their responsibility is to guide and assist taxpayers in fulfilling their legal obligations.
- 1.5 Taxpayers are encouraged to visit the GST Seva Kendras for resolving their doubts or for seeking any information or documents. They may also contact the GST Seva Kendras by phone or email.



2. **GST Seva Kendras and GST Seva Officers**
3. Commissionerate of Vadodara-I Commissionerate shall have one GST Seva Kendra at its HQ.
 - 2.2 Each GST Commissionerate having Divisional Offices in a separate building / premise shall establish a Divisional/ Range GST Seva Kendra.
 - 2.3 Officers posted at the Commissionerate or Divisional / Ranges GST Seva Kendras shall be designated as GST Seva Officers.
 - 2.4 Each GST Range Superintendent shall be designated as a Range GST Seva Officer.
 - 2.5 A Deputy/Assistant Commissioner in the Vadodara-I Commissionerate Office shall be designated as a Zonal GST Seva Officer.
 - 2.6 While a taxpayer may approach any of the GST Seva Officers in a GST Seva Kendra for advice/assistance, the Endeavour shall be to provide a dedicated GST Seva Officer to a particular taxpayer.



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Taxpayer Services at GST Seva Kendras

3.1 Commissionerate GST Seva Kendra:

The GST Seva Kendra located at a Commissionerate HQs is being established for guiding the taxpayers in migrating to GST and thereafter complying with the GST laws and procedures by:

- (i) Providing required information brochures, documents, Trade Notices, forms etc.;
- (ii) Assisting the taxpayers in their understanding of the legal provisions, procedures and documents;
- (iii) Helping in expeditious disposal of their applications, references etc. pending with any Departmental authority in the Zone or in any other Zone;
- (iv) Facilitating the taxpayers in getting requisite support from GSTN / DG Systems, CBIC; and
- (v) Enhancing taxpayer satisfaction under GST, an area of critical importance to Government, by careful analyses of the prescribed "Taxpayer Satisfaction Forms" for identifying areas of improvement.

3.2 An illustrative list of the scope of taxpayer services that shall be provided Seva at a Commissionerate GST Kendra is as follows:

- (i) **Jurisdiction:** *"Know Your CGST/IGST Jurisdiction" and the location and contact details of the GST officers concerned for various items of work.*



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- (ii) **Registration:** Migration of existing taxpayers, procedure & forms for registration, supporting documents for registration, resolving technical issues, if any, in obtaining registration, cancellation of registration, penalty and implications of not obtaining registration.
- (iii) **CGST, IGST and SGST:** Meaning, scope, applicability and statutory provisions regarding; taxable territory; distinction between CGST, SGST, IGST, UTGST; treatment of inter-State sale and intra-State sale; reverse charge mechanism and liability on recipient of goods / services; tax administrators for collection of GST.
- (iv) **Rates of CGST, IGST and SGST:** Tax rates for goods and services under CGST, IGST and SGST for intra-State and inter-State supplies including goods imported.
- (v) **Tax exemption:** Various types of exemption from payment of GST; eligibility conditions thereof.
- (vi) **Composition scheme:** Scope and eligibility; records and returns; inadmissibility of put tax credit.
- (vii) **Rules governing CGST/IGST:** Scope and applicability of various Rules.
- (viii) **Meaning and scope of supply:** Understanding taxable supply, time and place of supply, consideration for supply, supply to and by Government authorities, self-supplies, return of goods supplied etc.



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- (IX) **Value of supplies:** How to determine value of supply, components to be included / excluded in value, treatment of discounts, free gifts, captive consumption, re-imburement of expenditure, related party transactions, value of goods supplied to the company located in another State, sale and purchase of second hand goods etc.
- (X) **Invoices:** Requirement of invoices under GST law, format of invoices and details to be furnished
- (XI) **E-way bill:** Concept and purpose of E-way bill, how to obtain E-way bill, responsibility of transporter, implication of not obtaining E-way bills etc.
- (XII) **Input Tax credit:** Definition of input tax credit, items on which credit can be taken, credit on capital goods, process of taking credit, documents on which credit can be taken, credit of IGST, CGST, SGST and their utilization, credit on goods sent to job-worker, why credit cannot be taken on invalid returns, credit of tax lying in balance on appointed day, credit of tax paid on goods /inputs procured prior to appointed day or for which payment is made before or after appointed day etc.



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- (XIII) **Payment of GST:** Manner of payment of GST, heads under which GST is to be paid, technical glitches and other problems, if any, in making payment, refund of tax paid in excess or under wrong accounting head etc.
- (XIV) **Returns:** Returns to be filed by different categories of taxpayers, manner of filing the returns, assistance of GST Practitioners in filing returns, technical glitches in filing returns etc.
- (XV) Import/Export/EOUs/SEZs: Definition of import and export payment of GST on import/export of goods and services, documentation for import/export, supplies to and by EOUs/SEZ Units/SEZ Developers refund of GST on goods or services exported etc.
- (XVI) **Refunds:** Taxes to be refunded, procedure for claiming refunds, documents to be filed along with refund application, time limit for filing refund claim, interest for delay in sanctioning the refund claim, show cause notice for rejecting refund claims, problems in filing refund claims etc.,
- (XVII) **Demands and Recovery:** When and how tax demands can be raised; who will adjudicate; recovery procedure; etc.



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- (xviii) **Appeal and Revisions:** When and how to appeal, pre-deposits; time period for filing appeal; levels of appeal; scope of review of orders passed, time period for review; etc.
- (xix) Audit Mechanism of selecting a taxpayer for audit; Understanding of a taxpayer's obligations, responsibilities and rights during audit; process of Audit, who will conduct audit, periodicity and duration; audit by Central Government/State Government and audit by /Chartered Accountant, payment of tax during audit consequence of non-acceptance of audit observations and further procedure etc.
- (xx) **Anti-Evasion checks:** Legal provisions and responsibility for conducting checks; rights and responsibilities of taxpayers during checks, consequence of checks conducted; etc.
- (xxi) **Interface with GSTN:** Facilitate the taxpayers in filing documents and returns online including for migration to GST, registration, etc.



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- (xxii) **IT related assistance:** Assist the taxpayers in resolving technical problems, if any, in interface with GSTN / DG, Systems, CBIC by coordinating with the authorities concerned (including routine matters referred to Help Desk of GSTN / DG, Systems, CBIC but unresolved).
- (xxiii) **Forms, Notifications, Orders etc.:** Whereas the implementation of GST is predominantly IT driven, the GST Seva Officers shall make available free of cost copies of relevant forms, notifications, orders etc. to taxpayers to facilitate their understanding of the law and enhance compliance.
- (xxiii) **Coordinating services:** Help taxpayers in early finalization of matters that may be pending with any section/branch of the Commissionerate HQs; highlighting such issues if relating to any other GST Commissionerate to Zonal GST Seva Officer for resolution; co-ordinate with State GST officers to resolve problems of taxpayers, if any, in complying with the GST law.
- (xxiv) **GST awareness:** Create awareness about GST law, procedures and compliance among taxpayers by organizing workshops / seminars / outreach programmes in coordination with State GST authorities.



- (xxv) The GST Seva Officers shall also make available brochures and information pamphlets on GST to the visiting taxpayers.
- (xxvi) **Interface with Zonal GST Seva Officer:** Refer unresolved issues or issues requiring a reference to CBIC or GSTN or another GST Commissionerates to the Zonal GST Seva Officer.
- (xxvii) **Legacy issues:** Assist the taxpayers in expeditious disposal of issues relating to Central Excise and Service Tax which may be pending with different authorities of the Zone.

3.3 Divisional / Range GST Seva Kendras: GST Seva Officers posted in a Divisional / Circle GST Seva Kendra shall have the responsibility of assisting taxpayers in regard to GST related issues, as per the indicative list of topics mentioned at paras 3.1 and 3.2 above for a Commissionerate GST Seva Kendra. In addition, the Divisional GST Seva Officer shall:

- (i) Immediately refer any unresolved issues to the Commissionerate GST Seva Kendra and be responsible for ensuring the timely disposal of such references by suitable liaison with the officers concerned; and
- (ii) Assist the taxpayers in expediting finalization of matters pending decision in any section/branch of the Commissionerate HQs.



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- 3.4 **Range GST Seva Officers:** The Range Superintendent who is designated as a Range GST Seva Officer shall have the responsibility of assisting taxpayers in regard to GST related issues, as per the indicative list of topics mentioned at paras 3.1 and 3.2 above for a Commissionerate GST Seva Kendra. Further, the GST Seva Officer shall immediately refer any unresolved issues to the Divisional GST Seva Kendra. The Range GST Seva Officer shall also be responsible for ensuring the timely disposal of such references by suitable liaison with the officers concerned.
- 3.5 **Zonal GST Seva Officer:** The designated Zonal GST Seva Officer shall guide the taxpayers to the jurisdictional Commissionerate/ Divisional / Range GST Seva Kendra for assistance. The Zonal GST Seva Officer shall also be responsible for:
- (i) Coordinating and resolving references received from Commissionerate / Divisional / Range GST Seva Kendras within the State or from any other GST Seva Kendra Commissionerate from outside the State;
 - (ii) Coordinating GST awareness programmes involving more than one Commissionerate;



- (iii) Analyzing in coordination with Commissionerate / Divisional / Range GST Seva Kendras the nature of assisting normally sought by taxpayers with a view to suggest to the Commissioner systemic solutions which may be of local application and

- (iv) Analyzing feedback received from jurisdictional Commissioners regarding taxpayer satisfaction to identify and suggest the areas of improvement to the Commissioner.



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4 Important steps to be followed

4.1 Migration

- Step by Step Guide & FAQs to Taxpayers on migration to GST
<http://www.cbec.gov.in/resources//htdocs-cbec/gst/user-guide-for-migration.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/faq-migration-To-gst.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/annx-c-communication-to-taxpayer.pdf>

4.2 Registration

. Registration – Rules and Formats

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/Rgstration-rules-17052017.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/regn-formats17052017-revised2.pdf>



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4.3 Payment

- **Payment- Rules and Formats**

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/payment-gst-rules-17052017.pdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/payment-formats17052017-revised2.pdf>

4.3.1 Refund

- **Refunds- Rules and Formats**

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/refund-gst-rules-17052017.pdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/refund-formats17052017-revised3.pdf>



4.4 Input Tax Credit

Nature of ITC	Sequence of utilization of ITC Payment of		
	First	Second	Next
IGST	IGST	CGST	
CGST	CGST	IGST	
SGST	SGST	IGST	
UTGST	UTGST	IGST	

ISD and Recipient in Same State	ISD and Recipient in Different States
<ul style="list-style-type: none"> CGST & IGST as CGST 	<ul style="list-style-type: none"> CGST as IGST
<ul style="list-style-type: none"> SGST & IGST as SGST 	<ul style="list-style-type: none"> IGST as IGST
<ul style="list-style-type: none"> UTGST & IGST as UTGST 	<ul style="list-style-type: none"> SGST & UTGST as IGST

- **ITC – Rules and Formats**

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/itc-rules-17052017.pdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/itc-formats17052017-revised2.pdf>



4.5 Returns

- **Returns- Rules AND gstp Formats, Mismatch Formats, Return Formata**

<http://www.cbec.gov.in/htdocs-cbec/gst/03062017-return-rules.pdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/03062017-gstp-formatspdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/03062017-mismatch-formats.pdf>

<http://www.cbec.gov.in/resources/htdocs-cbec/gst/03062017-return-formats.pdf>



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5. Jurisdiction of GST of Commissionerates of Vadodara-I

Sr. No	Division	Range	Jurisdiction
1	Division-I	Range-I	Area of Nandesari GIDC falling on north eastern side of Road No.6 in the limits of Nandesari GIDC and all units of Fazalpur Village.
		Range-II	Area of Nandesari GIDC falling on south western side of Road No.6 and north eastern side of 100 ft road in the limits of Nandesari GIDC.
		Range-III	Area of Vadodara Taluka falling on western side of Mumbai-Ahmedabad Railway line; area falling on northern side of road Bajwa Railway crossing (on Mumbai-Ahmedabad Railway line) to Umeta starting from Bajwa Railway crossing (on Mumbai-Ahmedabad Railway line) Via Gujarat Refinery Road upto Koyli Gam crossing, from Koyli Gam crossing towards south upto Undera-Umeta Road crossing, Umeta (Mahisagar River Bridge) upto the limits of Vadodara Taluka except 1. Area of Nandesari GIDC falling on north eastern side of Road No.6 in the limits of Nandesari GIDC and all units of Fazalpur Village (Range-I) & 2. Area of Nandesari GIDC falling on south western side of Road No.6 and north eastern side of 100 ft road in the limits of Nandesari GIDC (Range-II).
		Range-IV	Area of Vadodara Taluka falling on western side of Mumbai-Ahmedabad Railway line; area falling on southern side of road Bajwa Railway crossing (on Mumbai-Ahmedabad Railway line) to Umeta starting from Bajwa Railway crossing (on Mumbai-Ahmedabad Railway line) to Gujarat Refinery Road upto Koyli Gam crossing; arear falling on north eastern side Koyli Gam to Genda Circle (on Sayaji Path) starting from Koyli Gam crossing (on Bajwa-Gujarat Refiner Road) Via Undera, Gorwa ITI crossing, Genda Circle; area falling on northern side of Sayaji Path starting from Shashtri Bridge (on Mumbai-Ahmedabad Railway line) to Genda Circle.
		Range-V	Area of Vadodara Taluka falling on western side of Mumbai-Ahmedabad Railway line; area falling on south western side of road starting from Shashtri Bridge (on Mumbai-Ahmedabad Railway line), Genda Circle, Gorwa ITI crossing, Undera, Gujarat Refinery Road (Koyli Gam crossing), Umeta (Mahisagar River Bridge) upto the limits of Vadodara Taluka; and area of Vadodara Taluka falling on northern side of Jetalpur-Umeta Road starting from from Jetalpur Bridge (on Mumbai-Ahmedabad Railway line), Race Course (Chakli Circle) , Natubhai Circle, Gotri, Sevasi, Sindhrot, Umeta (Mahisagar River Bridge) upto the limits of Vadodara Taluka.

2	Division-II	Range-I	Area of Vadodara Taluka falling on western side of Mumbai-Ahmedabad Railway line; area falling on southern side of Jetalpur-Umeta Road starting from Jetalpur Bridge (on Mumbai-Ahmedabad Railway line), Chakli Circle, Natubhai Circle, Gotri, Sevasi, Sindhrot, Umeta (Mahisagar River Bridge) upto the limits of Vadodara Taluka; area falling on northern side of Vishwamitri-Jambusar Railway line up to the limits of Vadodara Taluka.
		Range-II	Area of Vadodara Taluka falling on western side of Mumbai-Ahmedabad Railway line; area falling on southern side of Vishwamitri-Jambusar Railway line up to the limits of Vadodara Taluka.
		Range-III	Area of Padra Taluka falling on northern side of Vadodara-Jambusar Road upto Dabhasa Crossing, east northern side of Dabhasa-Borsad road Via Ekalbara, Effluent Canal Project road and M/s.Gulbrandsen Chemicals Pvt. Ltd. up to the limits of Padra Taluka.
		Range-IV	Area of Padra Taluka falling on northern side of Vadodara-Jambusar Road from Dabhasa Crossing upto the limits of Padra Taluka; area falling on south western side Dabhasa-Borsad road Via Ekalbara, Effluent Canal Project road and M/s.Gulbrandsen Chemicals Pvt. Ltd. up to the limits of Padra Taluka.
		Range-V	Area of Padra Taluka falling on southern side of Vadodara-Jambusar Road.
3	Division-III	Range-I	Area of Vadodara Taluka falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on northern side of Vadodara Godhara Railway line upto the limits of Vadodara Taluka
		Range-II	Area of Vadodara Taluka falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on south eastern side of Vadodara Godhara Railway line upto the limits of Vadodara Taluka; area falling on north western side of Vadodara-Halol Road starting from Shashtri Bridge (on Mumbai-Ahmedabad Railway line) upto Fatehganj Post Office crossing; area fallin on western side of road starting from Fatehgunj Post Office crossing to Anand Via Fatehgunj Post Office, Nizampura, Channi upto crossing on Vadodara Godhara Railway line.
		Range-III	Area of Vadodara Taluka falling on western side of road starting from Fatehgunj Post Office crossing to Anand Via Fatehgunj Post Office, Nizampura, Channi upto crossing on Vadodara Godhara Railway line; area falling on south eastern side of Vadodara Godhara Railway line upto the limits of Vadodara Taluka; area falling on north western side of Vadodara-Halol Road starting from Fatehganj Post Office crossing Via Amit Nagar Crossing, Airport Crossing, Golden crossing (on N.H. No.8 bypass) upto the limits of Vadodara Taluka.
		Range-IV	side of Vadodara to Ajwa Road starting from Akota bridge (on Mumbai-Ahmedabad Railway line) Via Maharani ShantadeVI crossing, Dandia Bazaar Fire Brigade crossing, Lehripura gate, MandVI crossing. Area of Vadodara Taluka falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on southern side of Vadodara-Halol Road starting from Shashtri Bridge (on Mumbai-Ahmedabad Railway line) Via Fatehganj Post Office crossing, Amit Nagar Crossing upto Airport Crossing; area falling on western side of raod starting from Airport Crossing upto MandaVI crossing; and area falling on northern

		Range-V	Area of Vadodara Taluka falling on east southern side of road starting from MandVI Crossing to Halol starting from MandaVI, Airport Crossing, Golden Crossing on National Highway No.8; and area falling on northern side of Vadodara to Ajwa Road starting from MandVI crossing Panigate Darwaja, Sardar Estate Crossing upto the limit of Vadodara Taluka.
4	Division-IV	Range-I	Area of Vadodara Taluka falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on southern side of Vadodara to Ajwa Road starting from Akota bridge (on Mumbai-Ahmedabad Railway line) Via Maharani ShantadeVI crossing, Dandia Bazaar Fire Brigade crossing, Lehpura gate upto MandVI crossing; area falling on northern side of Vishvamitri-Dabhoi Railway line starting from Vishvamitri upto Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line) ; and area falling on western side of road starting from MandaVI Crossing upto Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line)
		Range-II	Area of Vadodara Taluka falling on eastern side of road starting from MandaVI Crossing upto Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line); area falling on southern side of Vadodara to Ajwa Road starting MandVI crossing to Ajwa Road starting from MandVI crossing Panigate Darwaja upto Sardar Estate Crossing; area of western side of Ring Road starting from Sardar Estate Crossing Via Soma Talav Crossing upto crossing on Vadodara Dabhoi Railway line; area falling on northern side of Vishvamitri-Dabhoi Railway line starting from Vishvamitri upto Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line).
		Range-III	Area of Vadodara Taluka falling on eastern side of Ring Road starting from Sardar Estate Crossing upto crossing on Vadodara Dabhoi Railway line; area falling on southern side of Vadodara to Ajwa Road starting from Sardar Estate Crossing upto limits of Vadodara Taluka; and area falling on northern side of Vishvamitri-Dabhoi Railway line upto limits of Vadodara Taluka.
		Range-IV	Area of Vadodara Taluka falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on southern side of Vishvamitri-Dabhoi Railway line upto Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line) and area falling on western side of Vadodara-Makarpura Road starting from Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line) upto Sussen crossing; area falling on northern side of road starting from Vadsar crossing (on Mumbai Ahmedabad Railway line) upto Sussen crossing.
		Range-V	Area of Vadodara Taluka falling on southern side of Vishvamitri-Dabhoi Railway line starting from Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line) upto the limits of Vadodara Taluka; area falling on eastern side of Vadodara-Surat Road starting from Pratapnagar crossing (on Vishvamitri-Dabhoi Railway line) Via Sussen crossing, crossing of Old N.H. No.8 and N.H. No.8 bypass and upto the limits of Vadodara Taluka.
5	Division-V	Range-I	Notified area of Makarpura GIDC; area falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on southern side of road starting from Vadsar crossing (on Mumbai Ahmedabad Railway line) upto Sussen crossing; area falling on road starting from southern boundary of Plot No.117 of Makarpura GIDC upto southern boundary of Plot M/s.Bundy Tubing Ltd.
		Range-II	Notified area of Makarpura GIDC; area falling on eastern side of Mumbai-Ahmedabad Railway line; area falling on southern side of road starting from southern boundary of Plot No.117 of Makarpura GIDC upto southern

			boundary of Plot M/s.Bundy Tubing Ltd; and area falling on northern side of Makarpura GIDC Road-E starting from Makarpura Depot Via M/s.Himalaya Machinery Pvt. Ltd. crossing upto Mumbai-Ahmedabad Railway line.
		Range-III	Notified area of Makarpura GIDC; area falling on eastern side of Mumbai-Ahmedabad Railway line; and area falling on southern side of Makarpura GIDC Road-E starting from Makarpura Depot Via M/s.Himalaya Machinery Pvt. Ltd. crossing upto Mumbai-Ahmedabad Railway line; and area falling on northern Makarpura GIDC Road starting from Maneja crossing upto Mumbai-Ahmedabad Railway line Via ERDA crossing, M/s.Vlmal Fire Controls Pvt. Ltd. crossing, M/s.Almonard Pvt. Ltd
		Range-IV	Notified area of Makarpura GIDC; area falling on eastern side of Mumbai-Ahmedabad Railway line; and area falling on southern side of Makarpura GIDC Road starting from Maneja crossing upto Mumbai-Ahmedabad Railway line Via ERDA crossing, M/s.Vlmal Fire Controls Pvt. Ltd. crossing, M/s.Almonard Pvt. Ltd. and area of Vadodara Taluka of southern side on Makarpura GIDC; on eastern side of Mumbai-Ahmedabad Railway line and area falling on western side of Vadodara-Surat Road starting from Maneja crossing upto the limits of Vadodara Taluka except Notified Area of Por Ramangamdi GIDC.
6	Division-VI	Range-I	Area of Vadodara Taluka, notified as Por Ramangamdi GIDC POR-I (NORTH) {deVIded by road starting from Plot No.369 (including plot No.369) up to plot No.4(including plot No.4) }
		Range-II	Area of Vadodara Taluka, notified as Por Ramangamdi GIDC POR-II (SOUTH) {deVIded by road starting from Plot No.371 (including plot No.371) up to plot No.5(including plot No.5) }
		Range-III	Area of Karjan Taluka of Vadodara District
		Range-IV	Area of Dabhoi & Sinor Taluka of Vadodara District.
7	Division-VII	Range-I	Area of Waghodia Taluka falling on the northern side of Vadodara-Ajwa-Halol Road Via Rameshra road upto the limits of Waghodia Taluka.
		Range-II	Area starting from M/s.Munjhal Auto (Plot No.187/P&P1) to M/s.Shankar Packaging (Plot No.6), starting from Plot No.6 to Plot No.197, starting from Plot No.197 to Plot No.188/14 and all the units falling in Waghodia Taluka to the northern side of Vadodara-Waghodia-Halol Road Via Rameshra road upto the crossing on Ajwa-Halol Road; area falling on southern side of Vadodara-Ajwa-Halol Road Via Rameshra road upto the limits of Waghodia Taluka.
		Range-III	Area covering all units on the right side of Waghodia GIDC road beginning from M/s.Shankar Packaging, the units on the right side of road beginning from Plot No.197-198 and straight to Plot No.663-664 of Waghodia GIDC upto the boundary wall of M/s.Apollo Tyres.
		Range-IV	Area covering all units starting from GIDC Plot No.651-B to Plot No.439, unit Plot No.439 to Plot No.424 and unit located to the south of 16 Mtrs road starting from Plot No.401 to Plot No.663 (except M/s.Munjhal Auto) of Waghodia GIDC.
		Range-V	Area of Waghodia Taluka falling on the southern side of Vadodara-Waghodia-Halol Road Via Rameshra road upto the limits of Waghodia Taluka.
8	Division-VIII (Anand)	Range-I	Anand Taluka [Area consisting of GIDC V.U. Nagar, Anand comprising of the area situated at the western side of the road which divides the GIDC in two parts, starting from the statue of Shri H.M. Patel at one end and ends upto high tension line to the other end].
		Range-II	Anand Taluka [Area consisting of GIDC V.U. Nagar, Anand comprising of the area situated at the eastern side of the road which divides the GIDC in two parts, starting from the statue of Shri H.M. Patel at one end and ends upto

			high tension line to the other end upto Borsad Chowkdi].
		Range-III	Anand Taluka [Area from Anand-Sojitra Road starting from Borsad Chowkdi upto the other end of Anand Taluka on southern side and area on northern side of Borsad-Nadiad Road starting from Borsad Chowkdi upto the other end of Anand Taluka].
		Range-IV	Anand Taluka [Area on the eastern side of Nadiad- Borsad Road].
		Range-V	Umreth Taluka
9	Division-IX (Anand)	Range-I	Borsad Taluka
		Range-II	Khambhat Taluka
		Range-III	Petlad Taluka
		Range-IV	Sojitra & Tarapur Talukas
		Range-V	Anklav Taluka
10	Division-X (Nadiad)	Range-I	Kheda Taluka
		Range-II	Matar Taluka
		Range-III	Mehmedabad Taluka
		Range-IV	Nadiad Taluka
		Range-V	Vaso Taluka
11	Division-XI (Nadiad)	Range-I	Mahudha Taluka
		Range-II	Kathlal Taluka
		Range-III	Kapadwanj Taluka
		Range-IV	Thasra Taluka
		Range-V	Galteshwar Taluka
12	Division-XII (Nadiad)	Range-I	Balasinor Taluka
		Range-II	Lunawada Taluka
		Range-III	Virpur Taluka
		Range-IV	Khanpur & Kadana Taluka
		Range-V	Santrampur Taluka



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Sr.No.	Commissionerate	Location	Nodal Officer	Contact details	
				Tel. No/Mobile No	E-mail address
1	Vadodara-I	Office of the Assistant Commissioner Central GST & Central Excise, Division -I, Room No 502,5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007		0265-2343695 0265-2320075	division_1@rediffmail.com
2	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-I Room No 504, 5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2321808	range3nandesari@gmail.com
3	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-II Room No 503, 5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2337399	nandesari.range2@gmail.com
4	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-III, Room No 505, 5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2337990	range4div4@gmail.com
5	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-IV Room No 508, 5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2314560	rangeivdiv1@gmail.com

6	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-V Room No 505, 5th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2326413	range5division1gst@gmail.com
7	Vadodara-I	Office of the Assistant Commissioner of Central GST & Central Excise, Division-II, Room No 405, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007		0265-2333181	division_2@rediffmail.com
8	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-I Room No 401, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>			Cgstdiv2range1@gmail.com
9	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-II Room No 401 , 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>			Cgstr2d2v1@gmail.com
10	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-III Room No 402 , 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>			Cgstr3d2v1@gmail.com
11	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-IV Room No 404 , 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>			Cgstr4d2v1@gmail.com
12	Vadodara-I	<i>Office of tht Superintendent, Central GST & Central Excise, Range-V Room No 404 , 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>			Cgstr4d2v1@gmail.com

13	Vadodara-I	Office of the Assistant Commissioner of Central GST & Central Excise, Division-III, Room No 603, 6th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007		0265-2344633	Division3cgst@g.mail.co
14	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-I , Room No 605, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			
15	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-II , Room No 608, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			
16	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-III , Room No 602, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			
17	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-IV , Room No 607, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			
18	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-V , Room No 606, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			
19	Vadodara-I	Office of The Assistant Commissioner, Central GST & Central Excise Division-IV, Room No 408, 4th Floor, GST Bhawan, Race Course, Vadodara		0265-2358260	acgstdiv4@gmail.com

20	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-I Room No 406, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2358260	range1gstdiv4@gmail.com
21	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-II Room No 412, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2358260	range2gstdiv4@gmail.com
22	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-III Room No 412, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2358260	range3gstdiv4@gmail.com
23	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-IV Room No 411, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2358260	range4gstdiv4@gmail.com
24	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-V, Room No 407, 4th Floor, GST Bhawan, Race Course Circle, Vadodara 390 007</i>		0265-2358260	range5gstdiv4@gmail.com
25	Vadodara-I	Office of The Assistant Commissioner, Central GST & Central Excise Division-V, Room No 517, 5th Floor, GST Bhawan, Race Course, Vadodara			Division5gst@gmail.com
26	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-I, Room No 514, 5th Floor, GST Bhawan, Race Course, Vadodara</i>			Range1gstdiv5@gmail.com

27	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-I I, Room No 519, 5th Floor, GST Bhavan, Race Course, Vadodara</i>			Range2div5@gmail.com
28	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-III , Room No 510, 5th Floor, GST Bhavan, Race Course, Vadodara</i>			Range3gstdiv5@gmail.com
29	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-IV , Room No 509, 5th Floor, GST Bhavan, Race Course, Vadodara</i>			Range4division5@gmail.com
30	Vadodara-I	Office of The Assistant Commissioner, Central GST & Central Excise Division-VI, Room No 616, 6th Floor, GST Bhavan, Race Course, Vadodara		0265-2313400	cgstdivision6@gmail.com
31	Vadodara-I	<i>Office of The Assistant Commissioner, Central GST & Central Excise Division-VI, Room No 601, 6th Floor, GST Bhavan, Race Course, Vadodara</i>		0265-2330118	cgstdivision6@gmail.com
32	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-II , Room No 612, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			range2gst@gmail.com
33	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-III , Room No 612A, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			Range3div6@gmail.com

34	Vadodara-I	<i>Office of The Superintendent Central GST & Central Excise, Range-IV , Room No 612A, 6th Floor, GST Bhavan, Race Course, Vadodara</i>			range4d6@gmail.com
35	Vadodara-I	Office of the Assistant Commissioner of Central GST & central Excise, Division- VII, Room-210, 2nd Floor, GST Bhavan, Race Course, Vadodara		0265-2340077	gstdivision7vadodara1@gmail.com
36	Vadodara-I	<i>Office of the Assistant Commissioner of Central GST & central Excise, Division- VII, Room-211, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>		2330118 Ext No. 226	gstdivision7vadodara1@gmail.com
37	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-I, Room No - 209, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>			range1div7@gmail.com
38	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-II, Room No - 209, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>			r2div7vad1@gmail.com
39	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-III, Room No - 209, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>			range3division7@gmail.com
40	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-IV, Room No - 209, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>			rangeivdiv7@gmail.com

41	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-V, Room No - 209, 2nd Floor, GST Bhavan, Race Course, Vadodara</i>			range5division7waghodia@gmail.com
42	Vadodara-I	Office of the Assistant Commissioner Central GST & Central Excise, Division-VIII, 1st Floor Central GST Building, Near Railway Station, Anand		02692-228047	cgstdivisionviii@g.mail.com
43	Vadodara-I	<i>Office of the Superintendent, Range-I Central GST & Central Excise, 1st Floor Central GST Building, Near Railway Station, Anand</i>		02992-228023	
44	Vadodara-I	<i>Office of the Superintendent, Range-II Central GST & Central Excise, 1st Floor Central GST Building, Near Railway Station, Anand</i>			
45	Vadodara-I	<i>Office of the Superintendent, Range-III Central GST & Central Excise, 1st Floor Central GST Building, Near Railway Station, Anand</i>			
46	Vadodara-I	<i>Office of the Superintendent, Range-IV Central GST & Central Excise, 1st Floor Central GST Building, Near Railway Station, Anand</i>			
47	Vadodara-I	<i>Office of the Superintendent, Range-V Central GST & Central Excise, 1st Floor Central GST Building, Near Railway Station, Anand</i>			

48	Vadodara-I	Office of the Assisatant Commissioner of Central GST & Central Excise, Division-IX, Room No 8, Ground Floor Central GST Builing, Behind Juna Dadar, Nr Anand Railway Station, Anand		02692-228006	gstdivisionixgmail.com
49	Vadodara-I	<i>Office of the Assisatant Commissioner of Central GST & Central Excise, Division-IX, Room No 7, Ground Floor Central GST Builing, Behind Juna Dadar, Nr Anand Railway Station, Anand</i>		02692-228029	gstdivisionixgmail.com
50	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-I, Room No 2, Ground Floor Central GST Builing, Behind Juna Dadar, Nr Anand Railway Station, Anand</i>		02692-228045	rangeidivisionixgmail.com
51	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-II, Room No 1, Ground Floor Central GST Builing, Behind Juna Dadar, Nr Anand Railway Station, Anand</i>		02692-228045	rangeiidivixgmail.com
52	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-III, Room No 1, Ground Floor Central GST Builing, Behind Juna Dadar, Nr Anand Railway Station, Anand</i>		02692-228045	rangeiividivixgmail.com
53	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-IV, Room No 2, Ground Floor Central GST Builing, Behind Juna Dadar,</i>		02692-228045	rangeivdivixgmail.com

		<i>Nr Anand Railway Station, Anand</i>			
54	Vadodara-I	<i>Office of the Superintendent of Central GST & Central Excise, Range-V, Room No 2, Ground Floor Central GST Building, Behind Juna Dadar, Nr Anand Railway Station, Anand</i>		02692-228045	rangevdivixgmail.com
55	Vadodara-I	Office of the Assaistant Commissioner of Central GST & Central Excise, Division-X, 1st Floor, GST Bhawan, Near LIC Office, Pij Road, Nadiad		2682555540	Division10cgst@gmail.com
56	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-I,1st Floor, GST Bhawan, Near LIC Office, Pij Road Nadiad</i>		26882531065	Cexciserange1@gmail.com
57	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-II,1st Floor, GST Bhawan, Near LIC Office, Pij Road Nadiad</i>			Nadiadrange2@gmail.com
58	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-III,1st Floor, GST Bhawan, Near LIC Office, Pij Road Nadiad</i>			Div10range3@gmail.com
59	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-IV,1st Floor, GST Bhawan, Near LIC Office, Pij Road Nadiad</i>		268-2531004	range4div10@gmail.com

60	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-V, 1st Floor, GST Bhawan, Near LIC Office, Pij Road Nadiad</i>			Div10range5@gmail.com
61	Vadodara-I	Office of the Assaistant Commissioner of Central GST & Central Excise, Division-XI, GST Bhawan, Near Collectors Bunglow,m Pij Road Nadiad 3870001		0268-2555536	divisionxicgstv1@gmail.com
62	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-I, GST Bhawan, Near CollectorsBunglow,m Pij Road Nadiad 3870001</i>			mahudarange1@gmail.com
63	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-II, GST Bhawan, Near Collectors Bunglow,m Pij Road Nadiad 3870001</i>			kathalalrange2@gmail.com
64	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-III, GST Bhawan, Near Collectors Bunglow,m Pij Road Nadiad 3870001</i>			kapadwanjrangep3@gmail.com
65	Vadodara-I	<i>Office of the Superintendent ,Central GST & Central Excise, Range-IV GST Bhawan, Near Collectors Bunglow,m Pij Road Nadiad 3870001</i>			thasarangeiv@gmail.com

66	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range-V, GST Bhawan, Near Collectors Bunglow,m Pij Road Nadiad 3870001</i>			galteshwarrange5@gmail.com
67	Vadodara-I	Office of the Assistant Commissioner, Central GST & Central Excise, Division-XII,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001		<u>0268-2531544</u>	cgstnadiadxii@gmail.com
68	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range I,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001</i>			cgstrangeidivxii@gmail.com
69	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range II,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001</i>			cgstr2d12v1@gmail.com
70	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range III,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001</i>			cgstrange123@gmail.com
71	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range IV,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001</i>			cgstrangeivdivxii@gmail.com
72	Vadodara-I	<i>Office of the Superintendent, Central GST & Central Excise, Range V,1st Floor ,GST Bhawan, Near LIC Office Pij Road Nadiad 3870001</i>			cgstrangevdivxii@gmail.com



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7. Staffing & Working Hours of GST Seva Kendras

- 7.1 Commissionerate GST Seva Kendra would be staffed by one Superintendent, 1 Inspector, 1 Tax Assistant & 1 Sepoy/Hawaldar who shall work under the overall supervision of a Assistant Commissioner.**
- 7.2 Divisional / Range GST Seva Kendras shall be staffed by one Superintendent and 1 Inspectors, who shall work under the overall supervision of the Deputy/Assistant Commissioner concerned.**
- 7.3 To ensure continuity of taxpayer services, a backup team of officers will be identified for each GST Seva Kendra in case of exigencies. Backup officers will also be identified for the Range GST Seva Officer.**
- 7.4 The footfall of taxpayers seeking assistance shall be reviewed each quarter and if warranted, the number of officers in the GST Seva Kendras may be increased.**
- 7.5 The identified items of work will be distributed among the officers taking into account the interest and inclination of an officer for a particular aspect of GST. All officers should be well conversant with the items of work assigned to them and build expertise on the subject.**
- 7.6 For purposes of continuity and need to give exposure to other officers, the tenure of the officers posted at the GST Seva Kendras shall be for minimum 4 months.**
- 7.7 GST Seva Kendras shall function from 10:00 AM to 5:00 PM on all Working days.**



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8 Standard Amenities at GST Seva Kendra

- 8.1. As an important contributor to nation building, the taxpayer is an honoured guest of the Department. Hence, any taxpayer visiting the GST Seva Kendra must be welcomed with a smile, courteously offered a chair and water/tea/coffee. It is also important As an important to create a friendly and hospitable ambience in the GST Seva Kendra. Further, the waiting time should be kept to the minimum and in case of any delay, the taxpayer must be politely informed the reasons thereof and the probable time by which he / she would be attended to.**
- 8.2 The following standard amenities shall be made available in the GST Seva Kendra.**
- (i) Airconditioned environment.**
 - (ii) Comfortable sofas and chairs.**
 - (iii) All in Ones(AIO)with printers and scanners – 3 AIOs in Divisional GST Seva Kendra & 5 AIOs in Commissionerate GST Seva Kendra.**
 - (iv) Stationary / pens /pencils.**
 - (v) Bare GST Acts and Rules - Constitutional amendment act, Central GST act, Integrated GST act, transitional provisions and rules of GST on registration, payment, returns, input tax credit and valuation.**
 - (vi) Forms, notifications, orders, trade notices etc.**
 - (vi) FAQs / brochures on GSTin vernacular.**



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- (viii) Official directory of Central and State GST authorities.
- (ix) List / contact details of GST Seva Kendras of Zone.
- (x) *Blank* statutory forms.
- (xi) Provision for drinking water / tea / coffee.
- (xii) Posters and advertisement material on GST.
- (xiii) Green plants and flowers.
- (xiv) Taxpayer Satisfaction Survey forms.
- (xv) Record of taxpayers visiting the GST Seva Kendra in the following format (which could be computerized):

Date: _____

Time of Arrival: _____

Taxpayer company/firm: _____

Name of visiting taxpayer: _____

Time of Departure: _____



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9. Enhancing Taxpayer Satisfaction

- 9.1 GST Seva Kendras are set up to assist the taxpayers in legal and other compliances and thereby ensure a smooth and hassle-free implementation of GST. Therefore, it is very important to assess whether the taxpayers are getting the identified services to their desired satisfaction and also whether there are deficiencies warranting remedial measures.
- 9.2 This shall be done by getting a feedback from the taxpayers. All taxpayers visiting the GST Seva Kendras or interacting with the GST Seva Officers shall be courteously asked to give feedback of the service provided in the prescribed „Taxpayer Satisfaction Form“ to be made available to them.
- 9.3 The Taxpayer Satisfaction Forms shall be reviewed by the Deputy / Assistant Commissioner concerned on weekly basis and remedial measures, if any, taken to ensure continued quality service to the taxpayers.
- 9.4 The Taxpayer Satisfaction Forms would be useful in identifying GST Seva Officers who are doing appreciable work for suitable recognition.
- 9.5 Utilizing taxpayers“ feedback, Deputy / Assistant Commissioner concerned should develop a range of service options for the taxpayers.
- 9.6 The feedback received can also be used to help determine the service enhancements needed to improve taxpayer satisfaction.



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9.7 The Taxpayer Satisfaction Form Shall be in the format mentioned below.

OFFICE OF THE PRINCIPAL COMMISSIONER
GST Vadodara-I Commissionerate
GST Bhavan, Race Course, Vadodara 390 007
TAXPAYER SATISFACTION FORM

We are committed to deliver quality service to your satisfaction and your suggestions will help us serve you better.

1. Purpose of Visit:

- i) Seeking assistance in migration or registration
- ii) Seeking clarification regarding (mention area of GST)
- iii) Seeking information on jurisdiction and jurisdictional officers
- iv) Seeking brochure, FAQ, notifications, forms etc. (Please specify)
- v) Any other assistance required (Please specify)

2. Please provide your valuable feedback about the quality of service received:



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Sr.No	Service Responses	Excellent	Very Satisfied	Satisfied	Not Satisfied	Very Dissatisfied
		1	2	3	4	5
1	Service Reliability					
2	Responsiveness and empathy					
3	Level of Coutesy					
4	Information and guidance					
5	Office ambience					
6	Got what you wanted					

3. Any suggestions you would like to give for improvement of services

Signature with _____ Date _____ :

Name, Designation& Mobile No _____ :

Name of the Organization _____



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9.8 Based on the Taxpayer Satisfaction Forms, GST Seva Kendra and Range GST Seva Officer shall send a monthly report of taxpayer satisfaction to the Commissioner concerned by the 5th of each month in the format given below:

MONTHLY REPORT ON TAXPAYER SATISFACTION

(From GST Seva Kendra and Range Seva Officer to Division and Commissioner respectively by 5th of month)

Commissionerate :

Name of GST Seva Kendra / Range GST Seva Officer:

Report for the Month :

Year :

Number of Taxpayers who visited the Seva Kendra											
Seeking assistance in migration or registration		Seeking clarification		Seeking information on jurisdiction and jurisdictional officers		Seeking brochure, FAQ, notifications, forms etc.		Any other assistance		Total	
During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month

				3						
--	--	--	--	---	--	--	--	--	--	--

Sl.No	Numerical Summary of Ratings Received as per Taxpayer Satisfaction Forms						
	Service Reliability	Responsiveness and Empathy	Courtesy	Information and Guidance	Office Ambience	Got what I Wanted	Overall Rating
1							
2							
3							

Total number of Taxpayers Satisfaction forms received during the month Aggregate rating given in the above forms

Average rating given in all Taxpayer Satisfaction Forms during the month = Overall Rating given/No.of Forms

9.9 The Commissioner concerned shall send a monthly report of taxpayer satisfaction to the Zonal GST Seva Officer in the office of the Chief Commissioner by the 10th of each month in the format mentioned below:

CONSOLIDATED MONTHLY REPORT ON TAXPAYER SATISFACTION

(To be submitted by Commissioner GST / Audit to Chief Commissioner by 10th of every month)

Commissionerate :

Report for the Month :

Number of Taxpayers who visited the Seva Kendra

Seeking		Seeking	Seeking brochure,	
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assistance in migration or registration		Seeking clarification		information on jurisdiction and jurisdictional officers		FAQ, notifications, forms etc.		Any other assistance		Total	
During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month

Total Number of Taxpayers Satisfaction forms received during the month Aggregate rating given in the above forms

Average rating given in all Taxpayer Satisfaction Forms during the month = Overall Rating given/No.of Forms

Comments on feedback received:

Suggestions to improve taxpayer experience in GST Seva Kendra:

9.10 The results of the Taxpayer Satisfaction Survey shall be uploaded on the Zone and Commissionerate websites.



GUIDANCE MANUAL

10 Important Telephone Numbers

Sr.No	Name	Office Address	Telephone No
1.	Chairman, CBIC	North Block, New Delhi - 110001	011-23092849(O) 011-23092890(F)
2	Member (GST & IT) CBIC	North Block, New Delhi - 110001	011-23092568(O) 011-23092308(F)
3	Directorate General of Systems & Data Management	Samarat Hotel, Chanakyapuri, New Delhi - 110021	011-26877960(O) 011-26877958(F)
4	Chairman, GSTN	East Wing, 4 th Floor, Aerocity, New Delhi - 110037	011-49111200
5	Principal Commissioner, GST Vadodara-I Commissionerate Vadodara	1 st Floor, NXC Building, GST Bhawan, Race Course Circle, Vadodara 390 007	0265-2330499 (O)

- CBEC Mitra Toll Free Helpline : 1800-1200-232
- GSTN Helpline : 0124-4688999