

**CITIZENS CHARTER**  **Time Schedule prescribed**  
**for disposal of various items of works in the Commercial Tax Department (Ward Offices)**

	<b>Description of all items of work</b>	<b>Time within which to be disposed off</b>
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:

<b>Name of the Officer</b>	<b>Office for which nominated</b>	<b>E-Mail</b>	<b>Tel No(s)State Code: (0832)S</b>
Shri Vishant S. N. Gaunekar	O/o the Commissioner of Commercial Taxes	<a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	2235075/2229430
Shri. Chandresh C. Kunkalkar	O/o Additional Commissioner, Margao	<a href="mailto:adc-appealsouth@goa.gov.in">adc-appealsouth@goa.gov.in</a>	2712025
Smt. Sangeeta M. Porob	O/o the Commissioner of Commercial Taxes	<a href="mailto:adc-enfnorth@gov.in">adc-enfnorth@gov.in</a>	2422757 / 2229430
Smt. Snehal Prabhu	O/o the Commissioner of Commercial Taxes	<a href="mailto:adc-appealsnorth@goa.gov.in">adc-appealsnorth@goa.gov.in</a>	2422757 / 2229430
Smt. Roshell Fernandes	O/o Additional Commissioner, Margao	<a href="mailto:adc-enfsouth@gov.in">adc-enfsouth@gov.in</a>	2712025
Miss. Vaishali V. Gawade	Head Office	<a href="mailto:vaishali.gawade@gov.in">vaishali.gawade@gov.in</a>	2422757 / 2229430
Smt. Gargi A. Kamat	Panaji Ward	<a href="mailto:pan-ctax.goa@nic.in">pan-ctax.goa@nic.in</a>	2225592 / 2225594
Shri. Sirajuddin Jamadar	Margao Ward	<a href="mailto:mar-ctax.goa@nic.in">mar-ctax.goa@nic.in</a>	2713043 / 2715123 / 2733850/ 2733849
Shri. Rajendra S. Gaude	Ponda Ward	<a href="mailto:pon-ctax.goa@nic.in">pon-ctax.goa@nic.in</a>	2312145/ 2318801/ 2316212/
Shri.MelwinFaleiro	Mapusa Ward	<a href="mailto:map-ctax.goa@nic.in">map-ctax.goa@nic.in</a>	2262359/ 2264254/ 2266683
Smt. Vivita S. Ambe	Vasco Ward	<a href="mailto:vas-ctax.goa@nic.in">vas-ctax.goa@nic.in</a>	2512432/ 2501243
Smt. Sophia L. Vaz	Bicholim Ward	<a href="mailto:bic-ctax.goa@nic.in">bic-ctax.goa@nic.in</a>	2362235/ 2362222/ 2363400
Shri. Siddhesh Shetkar	Curchorem Ward	<a href="mailto:cur-ctax.goa@nic.in">cur-ctax.goa@nic.in</a>	2650390/ 2663173

Shri Saba K. Parab	Pernem Ward	<a href="mailto:per-ctax.goa@nic.in">per-ctax.goa@nic.in</a>	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: <b>Shri. Sarpreet Singh Gill, IAS</b> Email: <a href="mailto:comm-ctax.goa@nic.in">comm-ctax.goa@nic.in</a>	(O): 2422757 / 2229430
Additional Commissioner of State Tax: (HQ) <b>Shri Vishant S. N. Gaunekar</b> Email: <a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	(O): 2422757 / 2229430
Additional Commissioner of State Tax: (APPEALS-SOUTH) <b>Shri. Chandresh C. Kunkalkar</b> Email: <a href="mailto:adc-appealssouth@goa.gov.in">adc-appealssouth@goa.gov.in</a>	(O): 2712025
Additional Commissioner of State Tax (ENF-NORTH) <b>Smt. Sangeeta M. Porob</b> Email: <a href="mailto:adc-enfnorth@goa.gov.in">adc-enfnorth@goa.gov.in</a>	(O): 2422757 / 2229430
Additional Commissioner of State Tax (APPEALS-NORTH) <b>Smt. Snehal Prabhu</b> Email: <a href="mailto:adc-appealsnorth@goa.gov.in">adc-appealsnorth@goa.gov.in</a>	(O): 2422757 / 2229430
Additional Commissioner of State Tax (ENF-NORTH) <b>Smt. Roshell Fernandes</b> Email: <a href="mailto:adc-enfsouth@goa.gov.in">adc-enfsouth@goa.gov.in</a>	(O): 2712025
Dy. Commissioner of State Tax (ENF/EIU-NORTH) <b>Shri Abhijeet Nikam</b> Email: <a href="mailto:dycst-enfnorth@goa.gov.in">dycst-enfnorth@goa.gov.in</a>	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, Mapusa <b>Shri. Gauresh A. Pilgaonkar</b> Email: <a href="mailto:acmap-ctax.goa@nic.in">acmap-ctax.goa@nic.in</a>	(O): 2264254/2266683
Dy. Commissioner of State Tax, Margao <b>Smt. Ashwini V. Bhagat</b> Email: <a href="mailto:acmar-ctax.goa@nic.in">acmar-ctax.goa@nic.in</a>	(O)2713043 / 2715123 / 2733850/2733849

Dy. Commissioner of State Tax, (Admn)/GST-Head Office  <b>Shri. Mrunal S. Marathe</b>  Email: <a href="mailto:admin-ctax.goa@nic.in">admin-ctax.goa@nic.in</a>	(O): 2422757 / 2229430
Dy. Commissioner of State Tax, Panaji:  <b>Kum Deepti Gaonkar</b>  Email: <a href="mailto:acpan-ctax.goa@nic.in">acpan-ctax.goa@nic.in</a>	(O): 2225594/ 2225592
Dy. Commissioner of State Tax,Vasco:  <b>Smt. Asha Harmalkar</b>  Email: <a href="mailto:acvas-ctax.goa@gov.in">acvas-ctax.goa@gov.in</a>	(O): 2501243/2500240  /2500241
Dy. Commissioner of State Tax, Addl. Charge Ponda:  <b>Smt. Asha Harmalkar</b>  Email: <a href="mailto:acpon-ctax.goa@gov.in">acpon-ctax.goa@gov.in</a>	(O): 2312145/ 2318801/ 2316212
Dy. Commissioner of State Tax, (Legal/Audit)-Head Office  <b>Shri. Manthan Naik</b>  Email: <a href="mailto:dycstgoa-audit.goa@gov.in">dycstgoa-audit.goa@gov.in</a>	(O): 2422757 / 2229430
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Dy. Commissioner of State Tax, Bicholim/Pernem Ward, Addl. charge of (Entertainment Tax) at Head Office  <b>Shri. Nehal Gajanan Talaunekar</b>  Email: <a href="mailto:acbic-ctax.goa@nic.in">acbic-ctax.goa@nic.in</a>	(O): 2422757 / 2229430
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State Tax Inspector <b>Smt. Leena S. Tari</b> Email: <a href="mailto:leena.tari@gov.in">leena.tari@gov.in</a>	(O): 2422757 / 2229430
State Tax Inspector <b>Shri Joseph D'Souza</b> Email: <a href="mailto:joseph.dsouza@gov.in">joseph.dsouza@gov.in</a>	(O): 2422757 / 2229430
State Tax Inspector <b>Smt. Hazel Cardoso</b> Email: <a href="mailto:hazel.cardoso@gov.in">hazel.cardoso@gov.in</a>	(O): 2422757 / 2229430

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

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

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