



GOVERNMENT OF KARNATAKA COMMERCIAL TAXES DEPARTMENT

CITIZEN CHARTER

Commercial Taxes Department is one of the wings of the Finance Department, Karnataka Government Secretariat. The Commercial Taxes Department is headed by the Commissioner of Commercial Taxes at the State level.

In order to improve the delivery of its Services, the department has envisaged the Citizens' Charter. The Charter is the declaration of our Vision, Mission, Objectives and standards for delivery of Services and achieve the excellence in the implementation of tax policies.

Objectives:

The objectives derived from its Vision and Mission statements are:

1. Revenue mobilisation.
2. Increasing tax collection efficiency.
3. Building a good image for the Department.
4. More efficient delivery of Services to the tax payers.

Our Key Functions

1. Administration of Levy and Collection of taxes under:
 - i. The Karnataka Goods and Services Tax Act, 2017;
 - ii. The Karnataka Sales Tax Act, 1957;
 - iii. The Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976;
2. Registration of taxpayers and amendment of registration under the above mentioned three Acts;
3. Receipt of returns and statements and declarations by taxpayers;

4. Facilitating the taxpayers to make the online payments in simple and easy way;
5. Receipt of payments of the profession tax and sales tax within notified limit and remittance of same to the Treasury;
6. Monitoring of defaulters of statements and return;
7. Scrutiny of returns and statements and declarations
8. Simplified Issue of statutory forms through e-governance;
9. Selective Audit for proper tax compliance;
10. To detect and prevent the tax evasion;
11. Facilitating the dealers to transport the goods with ease and without delay.

Services provided

1. Dissemination of information on changes in tax laws and procedure through electronic. print media, through communication, interactive sessions and through training and capacity building
2. Online registration including online amendment
3. Facilitating the submission of details to furnish the online submission of returns
4. Online payment of Taxes
5. Receipt of payments of the profession tax and sales tax within notified limit and remittance of same to the Treasury;
6. Online request & issue of the CST forms;
7. Online cross-verification of the CST Forms;
8. Online grievance redressal;
9. Online request & issue of Clearance Certificate;
10. Online request and download of e-Way Bill for transportation of goods;
11. **M-Services** – downloading of e-Way Bill through mobile and various other alerts to the dealers.
12. SMS based information/complaint by public against the dealers.

Our Standards

The department makes the commitment of providing Services at the door steps of the tax payers, completely adopting e-governance, increasing tax collection efficiency and creating a compliant system to redress and monitor tax payers' and public grievances.

We adhere to the following norms in delivering of our Services:

1. Registration will be issued under the Goods and Services Tax Act, 2017 within 3 working days from the date of submission of application;
2. "C" form will be issued under the Central Sales Tax Act, 1956 within 10 working days from the date of submission of application;
3. "F" form will be issued under the Central Sales Tax Act, 1956 within 10 working days from the date of submission of application;
4. Registration will be issued under the Karnataka Tax on Professions, Trades, Callings and Employments Acts, 1976 on the same day of submission of application.

Our Expectations

We expect citizens to:

1. Comply all the provisions of laws
2. To file the return and pay the tax in time
3. Be prompt in furnishing information
4. Fulfill their duties and legal obligations in time
5. Avoid unnecessary litigation
6. Be interactive and co-operative in audit and cross verification. To intimate the change of data in the registration details like change of address, contact numbers, e-mail id to the concerned authorities. This will enable us to provide Services in more efficient and effective manner

Complaints against dealer through SMS

A system for common citizen to provide information through SMS in case a bill is not issued by any dealer or any other instances of tax evasion in Karnataka is put in place. The complaint can see the status of the complaint through the website: <http://gst.kar.nic.in>. This facility is called e-Grahak.

Complaints and Grievances

- For the redressal of the grievances and difficulties, you may please contact :

Assistant Commissioner of Commercial Taxes (Help Desk)

1st Floor, “ Vanijya Therige Karyalaya”

1st Main Road, Gandhinagar,

Bengaluru-560 009

Toll Free:- 1800-425-6300

(Direct) Phone: 080- 22342689

080-22208401

e-mail: ac.gsthelppdesk@gmail.com

- For other and common grievances and issues, you may please contact:

Assistant Commissioner of Commercial Taxes (Public Relations Officer)

Ground Floor, “ Vanijya Therige Karyalaya”

1st Main Road, Gandhinagar,

Bengaluru-560 009

(Direct) Phone: 080- 22267245

e-mail: pro.bng-kar@nic.in or cto.karbng@nic.in

In case, the grievances and complaints at field offices are not redressed in time, the dealer can approach the Joint Commissioner of Commercial Taxes of the concerned Goods and Services Tax Division. The details are as under:

Sl. No.	DIVISION	Name and Address	one/ Mob Nos.	e-mail ID
1	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-01, Bengaluru	Sri. Dr. B.V.Muralikrishna TTMC, BMTC Building, 3rd Floor, Yeshwanthpura, Bengaluru - 560022.	23570126 23570382(F)	jcctdvo1@gmail.com
2	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-02, Bengaluru	Smt. C.Pushpalatha VTK-2, 'B' Block, 6th Floor, 80ft Road, Rajendranagara, Koramangala, Bengaluru -560047.	25706166 25706167(F)	jcctdvo2@gmail.com
3	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-03, Bengaluru	Sri. G.J.Cheluvegowda TTMC, BMTC Building, 2nd Floor, Shanthinagara, Bengaluru - 560027.	22221048 22221184(F)	Jcct3dvo@gmail.com
4	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-04,Bengaluru	Smt. Dr. Shobharani M.R. VTK-2, 'A' Block, 4th Floor, 80ft Road, Rajendranagara, Koramangala, Bengaluru -560047.	25704770 25704833(P.A) 25703822(F)	jcctadmndvo4@gmail.com
5	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-05,Bengaluru	Sri. S.Gundu Rao VTK-2, 'B' Block, 5th Floor, 80ft Road, Rajendranagara, Koramangala, Bengaluru -560047.	25706157 25706175(F)	jcdvo5@gmail.com
6	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO-06,Bengaluru	Sri. M.J.Nataraj 3rd Floor, KAIDB Building, 14th Cross, Peenya, 2nd Stage, Bengaluru- 560058.	28363927 28363845(F)	jcctdvo6@gmail.com
7	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Mysuru	Sri. B.T.Banegowda Sheshadri Bhavan, Divan Road, K.R.Mohalla, Mysuru-570024	0821-2426652 0821-2420367 0821-2421877	jcctadmndvomys@gmail.com
8	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Shivamogga	Sri. R.Thimmaiah Suvarna Karnataka, Vanijya Terige Bhavana, Near 60ft Road, Gopal gowda Layout, Shivamogga-577205	08182-258706 08182-258705(F) 08182-258707(PA)	jcctdvosmg@gmail.com
9	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Mangaluru	Sri. H.G.Pavithra Vanijya Terige Bhavan Maidhan Road, Mangaluru- 575001.	0824 – 2424147 0824 – 2425581(F)	jcctadmn@yahoo.in

10	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Dharwad	Sri. S.Udayashankar Vanijya Terige Bhavan, D.C. Compound, Dharwad- 580001.	0836-2210170 0836-2210172(F) 0836-2210173	jcctvatdivision@yahoo.com
11	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Belagavi.	Sri. S. Mirza Ajmathulla Sumoulya Soudha, Club Road, Belagavi-590001.	0831-2407363 0831-2407365 (F) 0831-2407366(P.A)	jcdvobgm1@gmail.com
12	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Kalaburagi	Sri. Dr. Inamdar S.M. VTK, 1st Floor, Near Railway Station, Kalaburagi-585101.	08472 – 221338 08472 -222051(F)	jcctdvoglb@gmail.com
13	Divisional Joint Commissioner of Goods & Services Tax (Admn.), DGSTO, Davanagere and Ballary.	Sri. Srinivasa Vanijya terige Bhavana, 'A' Block, Devaraja Arasu Layout, Davanagere-577002.	08192 – 253415 08192 – 231359 08192 – 254059	jcctadmndvg@gmail.com
14	Divisional Joint Commissioner of Goods & Services Tax (Minor Acts Division.), Bengaluru	Sri K.Raman TTMC, BMTC Building, 4th Floor, Yeshwanthpura, Bengaluru - 560022.	23470479 23477611(F)	jcctminoract@gmail.com

Abbreviations:

- **JCCT:** Joint Commissioner of Commercial Taxes
- DGSTO-** Divisional Goods and Services Tax Office