



GOVERNMENT OF KARNATAKA
(Department of Commercial Taxes)

No. Adcom(eGov)/CR 04/2019-20

Office of the Commissioner of Commercial Taxes,
(Karnataka), Vanijya Therige Karyalaya,
Gandhi Nagar, Kalidasa Road,
Bengaluru-560009, dated:21.03.2020.

COMMISSIONER OF COMMERCIAL TAXES CIRCULAR NO.19/2019-20

Sub: General and the department specific guidelines to combat COVID-19.

In view of the outbreak of COVID-19 pandemic, the Government has issued things to do matrix for the line departments with a direction to prepare general and the department specific guidelines and steps to overcome the situation to combat the epidemic effectively. The Government has also directed to create COVID-19 CELL in all the departments and identify the nodal officers for dissemination/publicity plan and prepare department specific health advisories.

Hence, following instructions and guidelines have been issued:

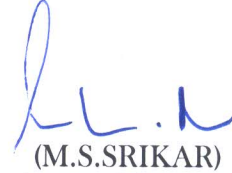
1. COVID-19 CELL for the Department of Commercial Taxes has been created as per the annexure enclosed to this circular.
2. State Nodal Officer and the Divisional Nodal Officers have been nominated with the details as per the annexure to this circular.
3. DGSTOs of Bengaluru based divisions will be the nodal officers within their jurisdiction and the Additional Commissioner of Commercial Taxes(Enf) SZ and the Joint Commissioner of Commercial Taxes(Vig) will be the nodal officers with regard to the procedure to be followed by their officers and officials within their jurisdiction.
4. DGSTO-1 is the Nodal Officer for the Minor Acts Division and JCCT(M.A.) will implement the guidelines and procedures in coordination with the DGSTO-1 in that division.
5. JCCT(Appeals) based in Bengaluru and outside will implement procedure and the guidelines in coordination with their jurisdictional DGSTOs.
6. Enforcement Joint Commissioners outside Bengaluru will implement procedure and the guidelines in coordination with the jurisdictional DGSTOs.

CCT CIRCULAR- COVID-19

7. DGSTOs stationed in the District Head Quarters shall appoint the Nodal Officers for other districts coming under their jurisdiction other than the divisional headquarters and shall provide the information to the State Nodal Officer to that effect.
8. Nodal Officers shall take effective steps for the spread the awareness about the epidemic within their jurisdiction.
9. “Break the Chain” campaign through *social distancing* shall be promoted by ensuring maximum compliance and the methods adopted in this regard.
10. Nodal Officers shall advise those who have minor symptoms to remain home and take proper medical advice and avoid travel and contact DISHA helpline 0471-2552056 or district helplines for any support/guidance.
11. To create awareness among all the officers and officials and the taxable persons to avoid meeting of people as far as possible.
12. Nodal Officers to prepare data of the vehicles and drivers with numbers for any emergency deployment and shall be shared with the State Nodal Officer.
13. ACCT(Logistics) to prepare data of the vehicles and drivers with numbers with regard to the vehicles in the Head Office for any emergency deployment and shall be shared with the State Nodal Officer.
14. Nodal Officers shall ensure creation of data base of active officers with details name, address, mobile and email who will be needed for volunteer work and shall be shared with the State Nodal Officer.
15. Nodal Officers shall ensure that hand sanitizers, wash basins, soap and water be kept at the entrance of each office and ensure proper hygiene in the vicinity.
16. Nodal Officers shall ensure proper awareness made with regard to COVID-19 and shall visit the website <https://karunadu.karnataka.gov.in/hfw/kannada/Pages/covid-19.aspx> and www.mohfw.gov.in and disseminate the information from time to time.
17. All the nodal officers shall spread the message to the effect that *no one should heed to rumors and not to pass on wrong messages, video and audio on WhatsApp groups without authenticity*. Only the guidelines issued by Government of India and the State in the above-mentioned websites shall be followed without giving any scope for such baseless rumors.
18. Awareness shall be created among the officers and officials not to waste materials like masks by asymptomatic people.
19. Nodal Officers shall prepare data of buildings with single rooms with attached bathrooms in your jurisdiction and the point person for getting the keys and access to such places for use in the worst scenario. The same shall be send to the State Nodal Officer.

CCT CIRCULAR- COVID-19

20. *Audit Officers shall not pass ex-parte orders and cases which require further opportunity of hearing in the month of March 2020 in respect of the assessments/re-assessments relating to 2015-16 under VAT/CST as they get time barred only from 30.4.2020 onwards.*
21. *LGSTO's and GSTSO's shall contact the non-filers only through telephone and official e-mail to ensure compliance to ensure social distancing till the normalcy prevails.*
22. *DGSTO's shall ensure adherence by the concerned officers to the instruction no. 19, 20 and 21.*
23. Ensure entry of details of all the public who visit the offices to collect their names, address mobile numbers, landline numbers and name of the taxable person/firm/company/etc. date wise.
24. Nodal Officers to prepare themselves and to prepare the officers and officials under their jurisdiction including Enforcement, Vigilance and Appeal wings in case of emergency to help the Government in case of necessity.
25. All the officers and officials shall ensure compliance to this circular and stand together in combating COVID-19 and lend support to the efforts of the Government in this regard.



(M.S.SRIKAR)

Commissioner of Commercial Taxes,
(Karnataka), Bengaluru.

To
All the Officers in the State.

ANNEXTURE

COVID-19 CELL

Commissioner of Commercial Taxes

1. Additional Commissioner of Commissioner of Commercial Taxes (H.Q-1)
2. Additional Commissioner of Commissioner of Commercial Taxes (H.Q-2)
3. Additional Commissioner of Commissioner of Commercial Taxes (e-Governance)
4. Additional Commissioner of Commissioner of Commercial Taxes (SAW)
5. Additional Commissioner of Commissioner of Commercial Taxes (ENFORCEMENT) S.Z

- Head of the Cell

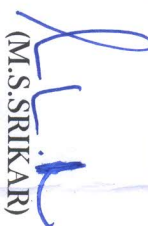
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NODAL OFFICERS

SL. NO.	NODAL OFFICERS (Shri/Smt)	ADDRESS	LAND LINE NO.	MOBILE NO.
1	Dr. B.V. Murali Krishna Additional Commissioner of Commercial Taxes(e-Governance) State Nodal Officer Head office / office of the Commissioner of Commercial Taxes	Vaniya Therige Karyalaya, Gandhi Nagar, Bengaluru -560 009	080-22342680 080-22208402 080-22208401 080-22342689 080-22252258	9844041308
2	Nitesh Paul, IAS, Nodal Officer (Bangalore enforcement) Additional Commissioner of Commercial Taxes(Enforcement) South Zone, Bengaluru	Vaniya Therige Karyalaya-2, B Block, 3th Floor, 80 Feet Road, Rajendranagar, Koramangala, Bengaluru- 560 047	080-25706210 080-25704971 080-25704972	8762524063
2	Padmakar R. Kulkarni Nodal Officer-1 i/c Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-1	TTMC, BMT Building, 2 nd Floor, Yeswanthpura, Bengaluru -560 022.	080-23370264	9844284415
3	S. Pratap Kumar, Nodal Officer-2 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-2	No. 642, 2 nd Floor, Pioneer Plaza, Kenchenahalli Main Road, Rajarajeshwari Nagar, Bengaluru - 560098.	080-25706198	9448094754

4	G.J. Chaluve Gowda Nodal Officer-3 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-3	TTMC, B Block, BMT Building, 2 nd Floor, Shanthinagar, Bengaluru-560 027	080-22231037	9449328071
5	Ninge Gowda K. S. Nodal Officer-4 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-4	Vaniya Therige Karyalaya-2, A Block,, 4 th Floor, 80 Feet Road, Rajendranagar, Koramangala, Bengaluru - 560 047	080-25704770	8050541537
6	C.N. Shivaprakash Nodal Officer-5 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-5	Vaniya Therige Karyalaya-2, B Block, 5 th Floor, 80 Feet Road, Rajendranagar, Koramangala, Bengaluru- 560 047	080-25706151	9945887711
7	K. S. Basavaraj Nodal Officer-6 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office-6	KIADB Building, 3 rd Floor, 14 th Cross, Peenya 2 nd Stage, Bengaluru - 560 058	080-28363426	9740023160
8	Mirza Azmatullah S. Nodal Officer-7 Joint Commissioner of Commercial Taxes (Vigilance)	Vaniya Therige Karyalaya-2, A Block, 3 rd Floor, 80 Feet Road, Rajendranagar, Koramangala, Bengaluru- 560 047	080-25704961 080-25704962 080-25704963	9845459853
8	C.R. Manjunath Nodal Officer-8 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Mysore	Sheshadri Bhavan, 1st Floor, Dewans Road, KR Mohalla, Mysore -571 024	0821-2420360	9880259589
9	M. Chandrappa Nodal Officer-9 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Shimoga	Suvanna Karnataka Vaniya Therige Bhavana, 60 Feet Road, Gopalagowda Layout, Shimoga - 577205	08182-295840/ 295484	9845141460
10	Meera Suresh Pandi Nodal Officer-10 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Mangalore	Vaniya Therige Bhavana, 1st Floor, Nehru Maidan Road, Mangalore-575001	0824-2412358	9036243066
11	Rajendra Kumar G Nodal Officer-11 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Dharwad	1st Floor, Vaniya Therige Bhavana, D.C. Compound, Dharwad- 580001	0836-2212120	9945215770

12	Megannanavar R D Nodal Officer-12 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Belagavi	3rd Floor, Sumoulya Soudha, Club Road, Belagavi - 590001	0831-2467395	8073364029
13	S M Inandar Nodal Officer-13 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Kalaburagi	Commercial Taxes Department, Near Railway Station, Kalaburagi - 585101	08472-271036	9448128867
14	R T Ramesh Gowda Nodal Officer-14 Joint Commissioner of Commercial Taxes (Admn), Divisional Goods & Services Tax Office, Davanagere	1st Floor, Vanija Therige Bhavana, A Block, Devaraja Urs Layout, Davanagere -577006	08192-254838	9448375530


 (M.S.SRIKAR)
 Commissioner of Commercial Taxes,
 (Karnataka), Bengaluru

LINE DEPARTMENT THINGS TO DO MATRIX

Sl No	Name of the Department	Roles and responsibilities
1	FOR ALL THE DEPARTMENTS	<ol style="list-style-type: none"> 1. Set up COVID 19 Cell in all departments 2. Identify Name and number of Nodal officer of each Department at State and District level 3. Prepare Dept specific COVID related health Advisories in consultation with Health Dept officers and have dissemination/ publicity plan for same <p><u>“Break the Chain” – promotion in ALL offices of ALL departments</u></p> <ol style="list-style-type: none"> 1) <u>Cough hygiene</u> 2) <u>Soap +water/hand sanitisation point at entry of all offices , establishments</u> <p>Plus</p> <ol style="list-style-type: none"> 3) <u>Social distancing – ensuring maximum compliance and methods</u> 4) <u>“Support each other, support your neighbours”</u> <ol style="list-style-type: none"> 4. Do awareness through own department functionaries regarding Social distancing and remaining at home upon having some minor symptoms, avoid travel. Advise to contact DISHA helpline 0471 -255 2056 or district Control Room Helplines for any support/ guidance 5. Avoid meetings as far as possible. Conduct meetings on online platforms and VC. 6. Prepare a data base on active officers in each department who will be needed for volunteer work with the details of name, address, mobile and email 7. Prepare the data of the vehicles and drivers numbers for any emergency deployment 8. Wherever possible put up a wash basins also at the entrances so that soap and water hand wash practice can be ensured and propagated 9. COVID CARE CENTRES readiness Prepare the data of buildings with single rooms with attached bathroom – eg, in guest houses. Offices, schools, colleges etc under your jurisdiction and the point person for getting the keys and access to such places . (use in worst case Scenario) 10. Mention the drop box address for downloading the Dos and Donts and other awareness material. 11. Do not waste the protection material like Masks by asymptomatic people. 12. Care/ support/ essential food/ and supplies for families / dependents of persons on continuous emergency duty 13. ‘Continuity of Governance’ plans by each department ie, listing of second line and third line staff for each key responsibility to maintain the services—Names and numbers, ensure email/whatsapp communication lines

2	Transport	<ul style="list-style-type: none"> • Liaison with Transport Department Gol, all Airports, Sea port, Railways and Road transport. • Strengthening of surveillance activities at transport points under all sectors- ie., Air, Road, Railways, Shipping and Inland waterway commuter travel eg in Alp , Ekm • Liaison with all Airlines • Logistic arrangements at these places as per the situation. <p>Airports—</p> <ul style="list-style-type: none"> • Surveillance to be further strengthened • SP s overseeing activities at all airports No permission for public transport to pick up travelers • Police surveillance at main road exit gate to see that outgoing vehicles are following guidelines (like no A/c, Windows open, Passenger on back seat, instruction not to stop on trip from airport till reaching home for reasons like food, drinks, shopping, gifts purchase etc) <p>General transport</p> <ul style="list-style-type: none"> • Sensitize all Auto, Taxi and Public Transport drivers on Personal and Environmental Hygiene practices as advised by the Health Department. • Sensitise all Auto Taxi Bus Minivan Jeep drivers/crew and owners on personal safety, Hygiene, and disinfection practices to enable the below points-- <ul style="list-style-type: none"> ➤ COVID safety notice in all buses and back panel outside ➤ Frequent sanitisation, spl ref handrails of seats, door and ceiling, and also seats. Floor etc ➤ Conductors safety and protection ➤ Bus stop surveillance convergence with arogya sena and volunteer team ➤ Bus station premises sanitation, IEC flooding, wash basins with soap and water for handwash ➤ Promote mask use by any symptomatic person and handkerchief use by all ➤ Transportation mech for mass shiftings of pax if needed to and from Airport/ isol centres to /ffrom Quarantine/isol facilities ➤ Transport vehicle prioritisation/ take-over for 1.perishables and 2. Other foods distribution (3.worst case scenario, for biomedical and body transportation). ➤ Interstate/ long distance bus passengers and crew sensitisation for symptom spotting, and IEC and DISHA number provision, to deboarding passengers
3	Tourism	<ul style="list-style-type: none"> • Liaison with Tourism Department Gol, Travel Tour Operators, Hotels, Tourist and airlines to facilitate travel of tourist back home.

		<ul style="list-style-type: none"> • The COVID -19 cell should ensure that proper sensitisation of all relevant stakeholders including Hotels, Home stays, Travel agents, Tourist Centers, Tourists on recent information regarding quarantine and travel advisories at least on a daily basis. • Line list of the Tourists with recent Travel History shall be collected and informed to District COVID Cell. • The Hotels and Homestays should ensure that the inmates are following travel advisories. Any defaulters shall be intimated to the District Corona control cell without any delay. • Stakeholder directory to be 100% → Sensitise ALL to be aware of and to implement points below--- ➤ Transport of tourist/ traveller- advisory , display, hand sanitizer availability ➤ Sanitation of car after each trip—sticker advisory ➤ Resort advisory at 100 % resorts, hotels home-stays ➤ Form-C tourist/traveller id sharing with PHC Mo in addition to DIST admin? ➤ Staff safety advisory 100%-- (interaction with guest, sanitisation from front desk onwards through till check out, on the “route map model” ➤ Humanitarian intervention for stranded persons/ tourists ➤ Tracking of travellers and informing of each trip – (name , gender num itenary if known) to dist control room specific team/and PHC Mo for info
4	Higher edn	<ul style="list-style-type: none"> • Take appropriate decision regarding entrance tests, exams etc. • Mobilisation of senior students force for electronic messaging services • Volunteer corps • Res associatin areas mike announcement teams • Teachers and non teachinfg staff→ large number deployment for essential services
5	General Edn	<ul style="list-style-type: none"> • The Gen Education Department should strictly enforce the advisories issued with regard to COVID-19 by all Education centers in Government, Private and un-organised sectors. • Tuition and coaching centres speciall attention • The students on home quarantine/isolation/Treatment shall be allowed to avail Medical leave for the period. • Take appropriate decision regarding exams etc. • Teachers and non teachinfg staff→ large number deployment for essential services • Mass volunteer team formation
6	LSGD	<p>COVID CARE CENTRES- <u>In Convergence with Revenue Department</u>— At present shd be fully functional in in the Airport Districts , but later will need in others also</p>

		<p>Identification of the places to isolate people Space, facility for toilet and bathroom to be considered—(Water supply, electricity, Sanitary, phone and internet connectivity or wi-fi plan)</p> <p>Future Plan for <u>expansion</u> of identified buildings, AND <u>addition</u> of more buildings</p> <p>Entry and movement restrictions advisory</p> <p>Admission and Discharge advisory, registration, monitoring of 100% safety</p> <p>Actions for –</p> <p>Logging & daily Monitoring of persons under home quarantine-</p> <ol style="list-style-type: none"> 1. Get List from health dept 2. Plan Team visit, phone monitoring 3. Daily monitoring report/ register 4. Send <u>100 % persons and 100% compliance report</u> to Dist administration 5. Convergence and <u>daily updating</u> with Health dept/ dist control room, for the above – Spl attention → newly added number, and discharged after 14th day 6. Appropriate measures to be taken to make the public aware of the recent Health Advisories issued by the Government/Health Department. 7. Any information on defaulters of home quarantine may be reported to the district coronal cell for appropriate action and proper sensitization to be done to adhere to the advisory. <p>Elderly care priorities to be addressed</p> <ul style="list-style-type: none"> • Counselling , safe companionship, • Medicines- support (High BP, Diabetes etc), • food support , • daily cash and other provisions , • security support, • clothing(wash) support, • pain and palliative care. <p>Others</p> <ul style="list-style-type: none"> • Care and support mech for isol families/ persons, Migrants, single women • Child care for parents who are on duty at second level/ third level conscription • 2nd and 3rd line force for Volunteer Counselling force- (via direct/telephone) • In worst case scenario of bereavement for mass numbers) • Spl care mech for persons in mental hospitals • Spl Convergence with Civil Supplies dept in food provision to isol/ living alone/ dependent of persons on emergency duty type families • Pain and Palliative care care special delivery plan • Interstate workers (Convergence with Labour department) – Spl activity in multi languages, audio spots, video messages,
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		<p>tik-tok, local safety and personal hygiene promotion, inspection of residential accommodation at labour sites, to and from rail and bus travel safety guidance, fever surveillance, symptom surveillance, social distancing, masks promotion.</p>
7	Civil Supplies	<ul style="list-style-type: none"> • Food provisions, sufficient stocking, market surveillance. • Those who are on home quarantine and miss the rations for the period may be allowed to take it in the subsequent month. • Provide support to District administration and Panchayath administration regarding food provisions. • Continuation of ration delivery— • Home delivery mechanism • Essential supplies- conserve stocks, delivery to isolated persons / homes persons on emergency duty with dependents at home/ elderly-only and 'living alone' homes • Anti hoarding activities • General door delivery systems- • Fresh / perishable items like milk/ veg/ fruit supply lines and separate mech • Wholesale markets though needed, variable staggering of days{ eg., once in 2-3 days for perishables, once in 7 days for dry foods, etc to reduce mixing of staff/ traders} • Fish and meat markets spl advisory to be prepared to avoid mass mixing of traders, public, and clients
8	Food safety	<ul style="list-style-type: none"> • Shall ensure proper food hygiene is practiced in all Hotels, restaurants, Juice Shops, Bakeries, and Cafeteria on advisories issued by the Health Department. • Strict action shall be taken against the defaulters. • Appropriate IEC shall be carried out among the food handlers on personal and environmental hygiene. • Food handlers – <ul style="list-style-type: none"> ➤ Soap and water use sensitisation ➤ Cough hygiene • General small/ medium/ star-rated Hotel clients prioritisation --selective discouraging of 'entertainment type eating' as opposed to 'essential eating' which may be an essential service used by people on work or travel.. Social distancing could be added here
9	Electricity	<ul style="list-style-type: none"> • No fines or disconnection shall be imposed on defaulters of payment of bills and under Home quarantine/Isolation at hospital/Treatment. • Promote e-payment, assistance to isol/ elderly on using this facility
1	Water authority	No fines or disconnection shall be imposed on defaulters of payment of bills and under Home quarantine/Isolation at hospital/Treatment for COVID- 19
1	WCD	<ul style="list-style-type: none"> • Should work in coordination with the Health Department in dissemination of IEC and other activities in the community.

		<ul style="list-style-type: none"> • Alt arrangements for managing of children on long holiday/—diff age group advisories • Elderly womens care advisory • Spl priority package for children of staff on emergency duty/ essential services staff
1	IT	<ul style="list-style-type: none"> • Back support as per the requirement by various Department for doing ITeS • Intra department other awareness activities • Innovative Social media campaign • Awareness activites
1	PR&i	<ul style="list-style-type: none"> • Daily top line health message on all print/ and e-paper on 4 points 1) “Break the Chain” –soap +water/hand sanitiasation, 2) Cough hygiene 3) Social distancing 4) “Support each other, support your neighbours” • Same messages compulsory ‘middle-of- screen-scrolling’ • on ALL TV programmes • Mike announcement s omnn above 4 themes plus numbers of local control rooms 0 Knowlede gaop exists
1	Revenue	<p>COVID CARE CENTRES- In Convergence with LSGD—</p> <ul style="list-style-type: none"> • At present shd be fully functional in in the Airport Districts , but later will need in others also • Identification of the places to isolate people • Space, facility for toilet and bathroom to be considered— (Water supply, electricity, Sanitary, phone and internet connectivityor wi-fi plan) • Future Plan for <u>expansion</u> of identified buildings, AND <u>addition</u> of more buildings • Entry and movement restrictions advisory • Admission and Discharge advisory, registration, monitoring of 100% safety