

CITIZENS' CHARTER
DEPARTMENT OF GOODS AND SERVICES TAX (GST)
Government of Maharashtra

PREAMBLE

The objective of this Charter is to provide information regarding the services rendered by the Goods and Services Tax (GST) Department and the time limits for providing such services to the tax payers and to the citizens at large.

DEPARTMENT OF GOODS AND SERVICES TAX -

- It is a part of Finance Department of the Government of Maharashtra
- It is an important revenue earning department of Government of Maharashtra.
- Head office situated at GST Bhavan, Mazgaon, Mumbai-400010.

VISION-

- Implementing progressive tax policies by adopting ease of doing business model.

AIM -

- Collection of Revenue by efficient and effective administration of all the Acts.
- Efficient, transparent, responsive, proactive and accountable administration.

COMMITMENTS -

- Provide information with promptness and courtesy.
- Empowerment of taxpayers by creating awareness and updating their knowledge through dissemination of information about their statutory rights, obligations, procedures, changes/amendments in the law.
- Conduct regular meetings of Service Cell at zonal, divisional and district level to interact with taxpayers in order to redress their grievances and obtain feedback so as to undertake corrective measures in tax administration.
- Review of Laws, Rules and Regulations and procedures for smooth applications/implementation of various Acts and better tax compliance.
- To effectively fight corruption as part of the comprehensive national mission for promotion of integrity.
- To continuously enhance service delivery standards.

RESPONSIBILITIES -

- Extending all the required services prescribed under the Act.
- Regular updating of the department's web site and promoting awareness and use of the same.
- Prompt/time bound response to tax payers'/citizens' grievances.
- Prompt implementation of Acts, Rules and procedures

ORGANIZATIONAL STRUCTURE AND HIERARCHY -

1. Commissioner of State Tax - Head of the Department.
2. Special Commissioner of State Tax.
3. Special Inspector General of Police (Vigilance)
4. Additional Commissioner of State Tax
5. Joint Commissioner of State Tax.
6. Deputy Commissioner of State Tax.
7. Assistant Commissioner of State Tax.
8. State Tax Officer.
9. State Tax Inspector, Tax Assistant and other staff.
10. Class – IV staff.

IMPORTANT ACTS ADMINISTERED -

1. The Maharashtra Goods and Services Tax (MGST) Act, 2017.
2. The Central Goods and Services Tax (CGST) Act, 2017.
3. The Integrated Goods and Services Tax (IGST) Act, 2017.
4. The Maharashtra Value Added Tax (MVAT) Act, 2002
5. The Central Sales Tax (CST) Act, 1956
6. The Maharashtra Tax on Professions, Trades, Callings and Employments Act, 1975.

Repealed Acts -

1. The Bombay Sales Tax Act 1959 (for the period up to 31.3.2005).
2. The Motor Spirit Taxation Act, 1958 (for the period up to 31.3.2005).
3. The Maharashtra Works Contract Act, 1989 (for the period up to 31.3.2005).
4. The Maharashtra Lease Tax Act 1985 (for the period up to 31.3.2005).
5. The Maharashtra Tax on Luxuries Act, 1987
6. The Maharashtra Tax on Entry of Motor Vehicles into Local Areas Act, 1987.
7. The Maharashtra Sugarcane Purchase Tax Act, 1958
8. The Maharashtra Tax on Entry of Goods in Local area, 2002
9. The Central Chit Fund Act, 1982.

WEBSITE-

- www.mahagst.gov.in

Department integrated Registration under PT/MVAT/CST with MAITRI portal of Industries Department.

- <https://maitri.mahaonline.gov.in/>

HELPDESK-

Contact No. 022-23760188

Help Desk Mail Id - helpdesksupport@mahagst.gov.in

SERVICES PROVIDED BY THE DEPARTMENT-

SR. NO		MAIN SERVICES	FEES	TIMELINE
1	Registration	Disposal of Registration applications under PTRC/PTEC	NIL	1 Day
		Disposal of Registration applications under VAT Act	Rs.500	03 Days
		Disposal of Registration applications under VAT Act (Voluntary Registration)	Rs.5000	03 Days
		Disposal of Registration applications under GST	NIL	07 Days 30 Days (If Adhar not authenticated)
2	Refund	Disposal of refund claims of GST	NIL	60 Days
		Disposal of refund claims of VAT-Part Refund	NIL	90 Days

		Disposal of Voluntary Registration amount refund	NIL	As per provision of law
3	Declaration	Issuance of Declarations- C forms for Non-GST commodities	NIL	07 Days
4	IT Grievance redressal	IT Grievance redressal	NIL	Immediate Follow up

OUR IMPORTANT CONTACT DETAILS :-

The state GST Department has offices at almost all the District places in the State in order to cater to the needs of the tax payers of the respective areas. The contact details of officers and contact details of Help Desk's including grievance redressal mechanism are available on the website. Please visit "**Contact us**" section in "**About us**" at home page of departmental website www.mahagst.gov.in

Commissioner of State Tax
Maharashtra State