Office of the
Commissioner of Sales Tax,
8th Floor, Vikrikar Bhavan,
Mazgaon, Mumbai-400010

TRADE CIRCULAR

No.: JCST/Nodal-1/Help-Desk/2017-18/B-333 Mumbai Date: 24-06-2017
Trade Circular 24 of 2017

Sub.: Setting up Help Desk and facilitation centers for registration under GST Act.

The GST Act will come into force from 1st July 2017. A large number of Tax Payers were not required to take registration as per provisions of VAT Act. Now as per the provisions of GST Act, most of the Tax Payers will be required to take registration under GST Act.

2. Most of these businesses are run by proprietors and partnership firms who do not have previous experience about compliances required by the indirect tax department. Such Tax Payers may immediately require help about obtaining registration under the GST Act. Also a large number of existing Tax Payers are yet to be migrated on GST portal. In order to help all these Tax Payers Help Desks at all the office locations in Maharashtra were asked to be set up. It needs to be ensured by the office location in-charge that the Help Desk at their office location has been set-up and is working.

3. This Help Desk will help Tax Payers in filing of registration applications or completing migration in respect of the existing Tax Payers under the MVAT and the allied Acts. They will assist the applicant Tax Payers in uploading necessary documents and submission of completed application of registration. The Primary Help Centre for Mumbai needs to be established at the Second floor, "B" building, Suburban Vikrikar Bhavan, BKC, Bandra (East), Mumbai on the following lines:

a. The Help Centre shall consist of nine Help Desks. Each Help Desk shall consist of 1 STI and 1 Tax Assistant. A STO will supervise 03 such Help Desks. Thus 03 STOs shall supervise the 09 Help Desks.

b. In addition, 1 STO, 2 STIs and 2 Tax Assistants shall work as standby Help Desk.

c. Out of these, the Help Desk No 1, 2 and 3 shall verify whether or not the applicant has brought the scanned copies of all the mandatory documents required for the new Registration. In respect of proper documents (electronic) the verifying Desk shall issue a token to the applicant which is serially numbered.The applicant carrying the Token shall approach the Help Desk, the number of which has been mentioned on the Token. Accordingly, he will get directed towards the appropriate Help Desk No from 4 to 9.

d. Each Desk must be provided with a Desktop PC and one Internet connection either through line or dongle.

e. The Help Desk Center will be supervised by a DC.
The JC BST shall be the overall in-charge of Help Desk Center at Bandra He shall ensure availability of 13 Desktop PCs and internet connection for each PC.

f. All officials and staff associated with Help Desk Center shall undergo training of the GST registration functionality for which the JC Training and JC MAHAVIKAS shall arrange such training immediately.

g. A Help Desk Center consisting of three Help Desks is to be operationalized at Mazgaon location. Each Help Desk shall consist of 1 STI and 1 Tax Assistant. A STO will supervise this Help Desk. Out of these, the Help Desk No 1shall verify whether or not the applicant has brought the scanned copies of all the mandatory documents required for the new Registration. In respect of proper documents (electronic) the verifying Desk shall issue a token to the applicant which is serially numbered. The applicant carrying the Token shall approach the Help Desk, the number of which has been mentioned on the Token. Accordingly, he will get directed towards the appropriate Help Desk No from 2 or 3.

h. All the Help Desk Centers shall arrange their Help Desks on the similar lines as mentioned above.

i. Each Help Desk Centre shall prominently display the following instructions:

- Only one application brought by an applicant Tax Payer shall be entertained.
- Please bring the scanned copies of the documents required.
- The scanned copies of the documents should be brought on a pen drive or a hard disk.
- The scanned documents should confirm to the sizes mentioned against each of the document.
- Please carry your cellular phone on which you desire to receive the one time password sent by the GSTN as well as the UIDA (Aadhar)
- Please ensure you have valid e mail Id and carry valid password with you
- Please wait for your turn.

The Additional Commissioners and Joint Commissioners (ADM) are directed to activate and start Help Desk Centers at all locations with immediate effect. The number of Help Desks in a Help Desk Centre may be decided as per the requirement at each office location.

Rajiv Jalota
Commissioner of Sales Tax,
Maharashtra State

No.: JCST/Nodal-1/Help-Desk/2017-18/B-333 Mumbai Date: 24-06-2017

CC to,
1. JC, MAHAVIKAS for uploading the circular in the "Employee Corner" official website of the department.,
Copy forwarded for information to:
1. Deputy Secretary, Finance Department, Mantralaya, Mumbai

G. V. Bilolikar
Joint Commissioner of Sales Tax,
(Nodal-1), Mumbai.