



जीएसटीतथाकेन्द्रीय उत्पाद शुल्क आयुक्त के कार्यालय
OFFICE OF THE COMMISSIONER OF GST & CENTRAL EXCISE
 चेन्नईदक्षिणआयुक्तालय, MHU कॉम्प्लेक्स, No. 692, 5वींमंजिल
CHENNAI SOUTH COMMISSIONERATE, MHU COMPLEX, No.692, 5TH FLOOR
 अन्ना सलाई, नंदनम, चेन्नई- 600 035.
ANNA SALAI, NANDANAM, CHENNAI- 600 035.

C. No IV/16/40/2020-GST TECH

Date: .10.2020

TRADE NOTICE No. 01 / 2020

Subject: The New Citizens' Charter and Service Quality Assurance /Standards – Implementation in the Chennai South CGST Commissionerate, as per IS 15700: 2018, CBIC-SQM -- Regarding.

It is hereby brought to the notice of the trade and general public that the Chennai South GST& CX Commissionerate is committed to Tax payer services by

(a) effective implementation of the New Citizens' Charter and
 (b) delivery of Services confirming to Quality Assurance / Service Standards [as per IS 15700 : 2018].

2. The timelines specified in the New Citizens' Charter to the citizens / stakeholders / taxpayers for service deliverables given vide letter no. D.O.F.No. DGTS/61/2017 dated 20.12.2019 by DGTS is hereby notified.

S. No.	Service in Citizen' Charter	What is covered	Input needed from citizen / stakeholder	Service Deliverable
1.	i. Acknowledgement of all written communication including declarations, intimations, applications and returns ii. Acknowledgement of communication received through electronic mode	Documents received from Citizens& Taxpayers.	Written communication on plain paper or in prescribed format or received through electronic mode	(i) Acknowledgement with unique ID issued Timeline: within 3 days (ii)Auto acknowledgement issued through electronic mode Timeline: Immediate
2.	Convey decision on matters including declarations or assessment		Written communication on plain paper or in prescribed format specifically highlighting that a decision is needed	Written reply to assesseees /taxpayers/citizens. Timeline:within 15 days

3.	Disposal of refund claim	Refund claim under CGST & SGST Acts, rules & notification	Complete refund claim in prescribed format. List of documents to be attached with the claim are available on CBIC website.	Refund granted or refund rejection as per due procedure Timeline: within 60 days from receipt of complete refund claims of GST
4.	Amendment in registration	Amendments of details like change in legal name, change of address of principle/additional place of business, addition or deletion of partners or directors etc.	The amendments are to be submitted within 15 days of the occurrence of event warranting amendment along with valid documents in GST portal.	Range Supdt. will approve/reject the amendment Timeline :within 15 days
5.	Cancellation of GST registration	Cancellation of registration on the request of the taxpayer.	Application for cancellation of registration filed through electronic mode in GST portal.	Range Supdt will cancel the registration if found eligible or will reject the application for cancellation Timeline: within 30 days from the date of application
6.	Release of seized documents and things, if not required by the department.	If seized documents and/or things are not required, these would be released within 30 days of the issue of show cause notice	none	Return of documents and/ or things not required by the department Timeline: within 30 days after issuance of show cause notice
7.	Issue of Orders-in Original/Orders-in-Appeal	Issue of order in original/order-in appeal after giving opportunity to taxpayer to be heard	Appear for personal hearing and submit information as required	Issuance of Order-in Original/ Order in-Appeal Timeline: within 30 days from the date of conclusion of personal hearing where all requisite information is available.
8.	Finalization of provisional assessment	The final order to be passed for finalizing the provisional assessment	Taxpayer to submit necessary documents, information.	Issuance of final assessment order Timeline : within 30 days from the date of conclusion of inquiry or submission of requisite documents.

The new Citizens Charter and the Service Quality Manual [IS 15700:2018] are available for free download, in the website , www.cbic.gov.in , for reference.

3. The tax payers may bring to the notice of the under signed, any deviation or deficiency of service by email in or phone at the following email commr-gstsouth@nic., phone 044- 24337705.

K.M. Ravichandran
8/10/2020

K.M. RAVICHANDRAN
COMMISSIONER

To

1. All Business and Industry Associations / RAC Members (by post/email), Chennai South CGST Commissionerate, Chennai.

2. All GST Registrants – Centrally administered (by Bulk email), Chennai South CGST Commissionerate, Chennai.

3. Addl. Commissioner / Joint Commissioner / Dy./Asst.Commissioners, Chennai South CGST Commissionerate, Chennai (All)(by e-office)

4. For information of all officers of the Chennai South CGST [Supdt.(PRO), to display this Trade Notice, in the Notice Board], Supdt.(Computer / Website / Social Media): this Trade Notice to be uploaded in the website / emailed to all Chennai South GST Registrants (centrally administered)

5. Copy submitted for information to: The Principal Chief Commissioner of CGST & Central Excise, Tamil Nadu & Puduchery