



कार्यालय आयुक्त, केंद्रीय वस्तु एवं सेवाकर आयुक्तालय  
OFFICE OF THE COMMISSIONER, CENTRAL GOODS & SERVICE TAX COMMISSIONERATE  
'ए' ब्लॉक , सूर्य नगर, अलवर -301001  
'A' BLOCK, SURYA NAGAR, ALWAR-301001

F. No. IV(6)27/AE/Alwar/2019

Date : 31.03.2020

**Trade facilitation measures/ initiatives taken by GST Department during lockdown**

In view of complete lockdown declared throughout the country with effect from 25.03.2020 and non-inclusion of GST Department under the category of 'essential services', officers of GST Department are not permitted to attend office and they are forced to work from home.

2. Since many taxpayers are working during lockdown for providing essential services or for manufacturing and supplying goods required for daily needs of the public, while they are unable to contact the GST offices owing to lockdown, as a measure of trade facilitation, it has been decided to attend to the GST related work of the taxpayers besides addressing their grievances and responding to the queries raised by them on a regular basis.

3. With a view to provide unrestricted taxpayer services and help the trade/ industry/ taxpayers run their business smoothly, it has been decided to provide them with continuous access to GST offices over telephone and through e-mail in the following manner:-

(i) Designated officers have been nominated for each jurisdiction, who shall be available to respond to the calls from taxpayers during normal working hour of office. Taxpayers can contact the designated officers in connection with GST related work of urgent nature.

(ii) Taxpayers may also raise queries of urgent nature related to problems being faced by them with regard to GST/ SVLDR Scheme and get solutions from the designated officers over voice call.

(iii) Taxpayers can also raise queries or express their grievances through mail to the given e-mail id(s). Such queries/ grievances shall be responded to within 24 hours or as soon as possible and shall be disposed of within 3 days.

4. During the lockdown period, taxpayers may contact the designated officers nominated for each jurisdiction, as per details given below:-

Sl. No.	Jurisdiction	Name of officer (Ms/S/shri)	Designation	Telephone Number	E-mail id
(1)	(2)	(3)	(4)	(5)	(6)
1.	Division A, Alwar	Devendra Meena	Assistant Commissioner	9413055504	cedivisionalwar@gmail.com
2.	Division A, Alwar	S.K. Pathak	Superintendent	9414277676	cedivisionalwar@gmail.com
3.	Division B, Alwar	G.R.Meena	Assistant Commissioner	8469128607	girraj1963@gmail.com
4.	Division B, Alwar	S.K.Bairwa	Superintendent	9414887989	stdivision@rediffmail.com
5.	Division C, Bhiwadi	K.C. Meena	Assistant Commissioner	9414236219	Kcmeena.alw@gmail.com
6.	Division C, Bhiwadi	Jaipal Yadav	Superintendent	9414826976	cexbhiwadi@gmail.com
7.	Division D, Bhiwadi	Mukesh Chand	Assistant Commissioner	9711871127	mukeshchand.915@gov.in

8.	Division D, Bhiwadi	GC Bansal	Superintendent	8209152770	centralexcisebhiwadi2@gmail.com
9.	Division E, Bheror	Ramdhan Jat	Assistant Commissioner	9829345658	rdj190jaipur@gmail.com
10.	Division E, Bheror	Vijay Yadav	Superintendent	9414083399	Vijay8.yadav@icegate.gov.in
11.	Division F, Bharatpur	R.S. Meena	Assistant Commissioner	81188 42850	r.s_meena@yahoo.com
12.	Division F, Bharatpur	Hari Singh	Superintendent	7976326389	harisingh19622014@gmail.com
13.	Division G, Sikar	Ramdhan Jat	Assistant Commissioner	9829345658	rdj190jaipur@gmail.com
14.	Division G, Sikar	Matadeen Choudhary	Superintendent	94143 28375	Choudhary.matadeen@rediffmail.com
15.	GST Seva Kendra Hq. Alwar	Sunil Gupta	Superintendent	9414249935	sunilg1964@gmail.com
16.	Sabka Vishwas Scheme 2019 Hq Alwar.	Rajeev Garg	Superintendent	9468710030	gargrajiv94@gmail.com

5. In case the taxpayers are not satisfied with the response received from the designated officers or they have any grievance with respect to the taxpayer services provided to them, they can send their grievances through e-mail to the Commissioner, GST & CX, Alwar on the e-mail id along with their telephone number.

6. All such grievances received through e-mail shall be responded to within 24 hours or as soon as possible and shall be disposed of within 3 days, and the taxpayers shall also be contacted over telephone, wherever necessary.

7. All the trade bodies and industry associations may bring the contents of this trade notice to the notice of their members. Trade and Industry Associations are also welcome to contact the Department over telephone and e-mail for finding solutions to problems faced by the industry they represent.

This issues with the approval of the Commissioner.

-Sd-  
(VKG Pillai)  
Assistant Commissioner

Copy to:

1. The Chief Commissioner, CGST & Central Excise, Jaipur Zone, Jaipur.
2. The Assistant Commissioner, CGST Division A, Alwar / B, Alwar / C, Bhiwadi / D, Bhiwadi / E, Behror / F, Bharatpur / G, Sikar.
3. The Assistant Commissioner (AE), CGST Commissionerate Alwar.
4. Personal copy to all officers.

-Sd-  
Assistant Commissioner