

Information Sought:

Dear Sir/Madam,

I hereby file this application under the Right to Information Act, 2005. I explicitly Request that the information sought be provided in a digital, electronic format (Via email) in a structured, step-by-step manner. This method of disclosure is Mandated to ensure compliance with the Act while proactively preventing any Potential ground for denial under Section 7(9). Seeking the following information For all GST departments, wings, and offices across India. The information is sought To ensure transparency and accountability in public service delivery and to Address systemic inefficiencies affecting the general public.

The requested information is disaggregated into clear, specific points. It can be Compiled from existing digital records, databases, policy documents, and logs, Which are routinely maintained by the public authority. Providing collated Extracts or copies of these records electronically does not create a "Disproportionate diversion of resources." On the contrary, it aligns with the Mandate of Section 4(1)(a) to maintain records in a manner that facilitates the Right to information.

A. Information Sought:

1. Official Contact Details & Duty Timings:

- For each officer (designation-wise) in the GST department, provide:
 - (a) Official landline number allotted with a confirmation of their Working/ non-working status as of 21.01.2026
 - (b) Official mobile number allotted (if any).
 - (c) Exact prescribed duty timings (in-time and out-time).
- If any officer is not allotted a landline/mobile, provide reasons in writing.

2. Government Vehicle Usage & Public Waiting Time:

- Provide records/details of each officers availing government vehicle facilities For pick-up and drop.
- Provide last 02 months data on average waiting time for general public to meet Such officers, along with instances where public waiting exceeded 30 minutes due To officers' late arrival/attendance.

3. Functionality of Communication Channels:

- Provide last 02 months records of complaints regarding non-functional Landlines due to General Public is unable to Approach to Concern officer.
- Provide written instructions/policies prohibiting officers from using personal Mobiles for official communication and denying calls to citizens.
- Provide logs of calls received on official landlines/mobiles for the last six Months, highlighting instances where calls were not attended or returned.

4. Meeting Management:

- Provide last 02 months scanned copies of meeting registers (with personal Details redacted) showing:
 - (a) Agenda of meetings.
 - (b) Start and end time of meetings.

(c) Designations of officers attending.

- Provide policy documents prescribing the maintenance of such registers.

5. Break/Food Timings & Public Waiting:

- Provide policy documents/rules allowing officers to take breaks/food at flexible Timings.
- Provide last 02 months instances (with dates) where general public waited due To officers being on break/food in an official timing.

6. Attendance & Movement Tracking:

- Provide policy documents on maintenance of movement registers and Biometric attendance systems.
- Provide samples (redacted) of movement registers for the last three months.

7. Visitor Management System:

- Provide policy documents on visitor management (FIFO or priority-based).
- Provide logs of visitors for the last three months, highlighting:
 - (a) Designation/profile of visitors.
 - (b) Waiting time.
 - (c) Time spent with officers.
- Provide records of complaints regarding preferential treatment to high-profile Visitors and general public is waiting before attend the high profile visitors and Officer meet first to high profile Visitor.

8. Complaint Filing Mechanism:

- Provide step-by-step process for filing complaints against officers for Dereliction of duty.
- Provide designated email IDs and authorities for complaint submission.
- Provide statistics of complaints filed and disposed of in the last year.

9. Email Communication & Response Time:

- Provide policy on acknowledgment and response timelines for emails from the Public.
- Provide logs of emails received and responded / Not responded to in the last Six months.
- Provide reasons for non-acknowledgment/non-response beyond prescribed Timelines.

10. Action Against Non-Performing Officers:

- Provide details of disciplinary actions taken in the last three years against Officers for:
 - (a) Not following prescribed systems.
 - (b) Causing undue delays in public service delivery.
 - (c) Denying information/communication to citizens.
- Provide copies of relevant orders/notices (with personal details redacted).

11. Precedence & Legal Backing:

- Reference is made to the Central Information Commission (CIC) ruling in CIC/SA/A/2014/000173, which directs that public authorities cannot merely Redirect applicants to websites but must provide specific information. Thus, I Request all information in a consolidated, self-explanatory format.

Information Provided:

In this regard, it is submitted that point wise reply of requisite information is as under:

1. Official Contact Details & Duty Timings:
 - (a) One Official landline number 0291-2741400 is allotted to this Commissionerate and it is in working condition.
 - (b) Official mobile number is not allotted to any officer.
 - (c) As per DOPT OM No. 13/11/86-JCA dated 07.11.1986, prescribed duty time is 9.30 AM to 18.00 PM which is available on DOPT official website.
 - Department has not provided/ allotted any official mobile number to any officer.

2. Government Vehicle Usage & Public Waiting Time:
 - The said information cannot be given as per point 8(1)(j) of RTI ACT, 2005 information which relates to personal information the disclosure of which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual unless the Central Public Information Officer or the State Public Information Officer or the appellate authority, as the case may be, is satisfied that the larger public interest justifies the disclosure of such information and Vehicle facility is as per CBIC, Vehicle Deployment policy 2017.
 - The public is allowed to meet officials immediately without waiting. This office does not maintain any data on public waiting times to meet officials. All officials are present during the working hour.

3. Functionality of Communication Channels:
 - The landline in this office is working properly for the past two months. This office does not maintain any data regarding complaints regarding non-functioning of landlines.
 - This report does not pertain to this Commissionerate. So the information may be treated as NIL.
 - This office does not maintain record of calls received on the official landline.

4. Meeting Management:
 - This office does not maintain a meeting register related to meetings.
 - (a) Meeting agenda: Quarterly Hindi Meeting.
 - (b) Meeting start and end times: The meeting was held on 08.01.2026.
 - (c) Designations of officers attending: The meeting was held on 8.01.2026, and the Commissioner, Additional Commissioner, Superintendent, Inspector, Personal Assistant, Steno Grade-I & II, Tax Assistant, Head Hawaldar, Hawaldar and MTS attended the meeting.
 - This report does not pertain to this Commissionerate. So the information may be treated as NIL.

5. Break/ Food Timings and Public Waiting:
 - As per DOPT OM No. 13/11/86-JCA dated 07.11.1986, prescribed lunch break time is 1.30 PM to 02.00 PM which is available on DOPT official website.
 - There is no instances come to notice in last 2 months where general public waited due to officers being on break/ food in unofficially timing.

6. Attendance & Movement Tracking:
 - Information related to the instructions/ policies are available in the public domain.
 - This office does not maintain any such records.

7. Visitor Management System:
 - Information related to the instructions/ policies are available in the public domain.
 - CGST Appeals operates in the CGST Jodhpur building, and the administrative control of this building is with CGST Jodhpur. Therefore, visitor records, logs are maintained by CGST Jodhpur. This office does not maintain any visitor records.
 - This office does not maintain any records related to visitors/ high-profile visitors. Officials meet with every visitor according to their arrival time.

8. Complaint Filing Mechanism:
 - The process of filing complaints against officers and designated email IDs of authorities for complaint submission is already available on the public domain i.e. website of CBIC/CVC and other Central Government departments.
 - no complaint regarding dereliction of duty has been received and disposed of in the last year.

9. Email Communication & Response Time:
 - Information related to the instructions/ policies are available in the public domain.
 - This office takes necessary action on all emails received on the office email. This office does not maintain any such records.
 - NA.

10. Action Against Non-Performing Officers:
 - The information may be treated as NIL as no disciplinary action was taken in the last three years against the officers for the reasons mentioned above.
 - NA.