



CITIZENS' CHARTER
STATE TAX DEPARTMENT
GOVERNMENT OF UTTARAKHAND

PREAMBLE

The objective of this Charter is to provide information regarding the services rendered by the State Tax Department. In order to improve the delivery of the services, the Department has decided to formulate this Citizens' Charter.

ORGANISATIONAL STRUCTURE

State Tax Department is headed by Commissioner Tax. The Commissionerate function under the Finance Department of Government of Uttarakhand.

Commissionerate has its headquarter at Nathanpur, Dehradun. (Commissioner, State Tax Headquarter, Jogiwala, Mussoorie bypass Road, Nathanpur, pulia no.6, Dehradun) Commissioner is the head of the Department and is assisted by battery of officials ranging from Additional Commissioner to State Tax Officers. The Commissionerate is further organised in two Zones, Kumaun and Garhwal and four regions Dehradun, Hardwar, Rudrapur and Haldwani headed by Additional Commissioner (Zone) and Joint Commissioner (Executive) respectively. The details of the organizational structure of the department is as follows:

Serial no	Post Name	Sanction Post
1.	Commissioner, State Tax	01 (IAS cadre)
2.	Additional Secretary	01
3.	Additional Commissioner(special pay)	01
4.	Member, Tribunal	01

5.	Additional Commissioner	05
6.	Additional Commissioner Tax	01 (PCS cadre)
7.	Additional Commissioner (Account)	01
8.	Joint Commissioner	15
9.	Deputy Commissioner	53
10.	Assistant Commissioner	107
11.	State Tax Officer	243
12.	Personal Officer	17
13.	Senior Personal Assistant	40
14.	Personal Assistant	58
15.	Chief Administrative Officer	47
16.	Senior Administrative Officer	62
17.	Administrative Officer	62
18.	Chief Assistant	140
19.	Senior Assistant	218
20.	Junior Assistant	263
21.	Inspector grade-1	12 (dead cadre)
22.	Inspector grade-2	10 (dead cadre)
23.	Driver	67
24.	Peon	559 (dead cadre)

VISION

Our vision is to be a professional Tax Administration implementing progressive tax policies and adopting an efficient and effective administration with improved voluntary compliance.

The Department of State Taxes, Uttarakhand, is of the firm belief that the Information Technology should be utilised to usher in an era of electronic governance aimed at simplifying procedures, bringing intransparency, making need based, good quality and timely information available to all dealers and providing all services in an efficient and cost-effective way.

MISSION

The following Mission statement outlines the roadmap for the State Tax Department to realise its vision:

- To provide an efficient and transparent mechanism for collection of indirect taxes with a view to encourage voluntary compliance.
- To achieve excellence in the formulation and implementation of VAT and Goods and Services Tax (GST) laws and procedures aimed at realizing the revenues in a fair, equitable, transparent and efficient manner.
- Administering the Government's taxation policies in a pragmatic manner.
- Facilitating trade and industry by streamlining and simplifying processes.
- Creating a climate for voluntary compliance by providing information and guidance.
- Combating revenue evasion and commercial frauds.
- To continuously upgrade skills and build a professional and motivated workforce.

COMMITMENTS -

- Encourage and assist voluntary Tax Compliance.
- To bring transparency in Departmental procedures.
- Provide information with promptness and courtesy.
- Empowering taxpayers through dissemination of information.

- To strengthen the Grievance Redressal system of the Department 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 continuously enhance service delivery standards.
- To carry out the assigned functions with integrity and judiciousness.

OUR KEY FUNCTIONS AND SERVICES

(a) The following Acts are presently administered by the Department:

1. The Uttarakhand Goods and Services Tax Act, 2017.
2. The Central Goods and Services Tax Act, 2017.
3. The Integrated Goods and Services Tax Act, 2017.
4. The Uttarakhand Value Added Tax Act, 2005.
5. The Central Sales Tax (CST) Act, 1956.
6. The Uttarakhand Cess Act, 2015.

(b) The legal proceedings or recovery of arrears in respect of the following repealed Acts:

1. The Central Sales Tax Act, 1956, except in respect of 5 petroleum products and alcoholic liquor for human consumption.
2. The Uttarakhand Value Added Tax Act, 2005, except in respect of goods included in the Entry 54 of the State List of the Seventh Schedule to the Constitution.
3. The Uttarakhand Tax on Entry of goods into local areas Act, 2008.
4. The Uttarakhand Entertainment and Betting Tax Act, 1979.
5. The Uttarakhand Advertisements Tax Act, 1981.
6. The Uttarakhand (Uttar Pradesh Taxation and land revenue laws Act, 1975) Adaptation and Modification order, 2002.

7. The Uttarakhand Cess Act, 2015, except in respect of goods included in the Entry 54 of the State List of the Seventh Schedule to the Constitution.

(C) All activities pertaining to administration of these Acts are carried out by the Department. These activities include:

1. Issuance of Registration under various Acts.
2. Scrutiny of return and payments.
3. Issuance of Statutory Forms.
4. Assessment and Tax Audit.
5. Enforcement and recovery of taxes.
6. Refunds.
7. Appeal.

COMPLAINTS AND GRIEVANCES

- A 24x7 Helpline has been established for the redressal of any difficulty arising regarding the provisions of GST..
- A dedicated Mobile number and an e-mail Id to address the grievances of the Taxpayers has been introduced.
- State Grievance Redressal Committee, to address the procedural difficulties including any issue regarding law and IT related issues pertaining to GST, has been constituted.
- Consumer welfare fund has been created in the State to promote and protect the welfare of consumer, create consumer awareness and strengthen consumer movement in the country.

WEBSITE-

<https://gst.uk.gov.in>

HELPDESK-

Helpline No- 1800-120-122-277

Help Desk Mail Id : gsthelppdeskuk@gmail.com

This Citizens' Charter represents the commitment of the Department towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability. The implementation of Citizens' Charter is an on-going exercise and therefore would be a dynamic document because it has to reflect the extensive and continual changes taking place in the domain of public services.