



Citizens' Charter

The Department of Commercial Taxes Government of Uttar Pradesh levies and collects taxes on purchase and sale of Goods and contributes more than 65% share of the Tax revenue of the State. In order to improve upon the services and facilities rendered to the Taxpayers, the Department has decided to formulate this Citizens' Charter.

CITIZENS' CHARTER

DEPARTMENT OF COMMERCIAL TAXES GOVERNMENT OF UTTAR PRADESH

VISION

To create a modern state tax administration that is Efficient, Effective and Responsive and which is conducive to investment, economic growth and free flow of goods within the common market of India.

MISSION

- To achieve excellence and efficiency in the formulation and implementation of the Tax laws administered by the Department.
- To facilitate Trade and Industry by Re-engineering and simplifying the processes and helping Business to enhance its competitiveness.
- To provide efficient and effective services to the Taxpayers and also to check tax evasion by using the tools of modern technology.

STRATEGIES OF THE DEPARTMENT

- Re-engineering of the Processes and adopting best practices of the Governance.
- Effective use of Information Technology.
- Effective monitoring to achieve Service Delivery Standards.
- Capacity Building for all the stakeholders of the Department.
- Exchange of information with citizens, trade & commerce and other government departments/Organizations.

OUR KEY FUNCTIONS AND SERVICES

REGULATORY FUNCTIONS

- Levy and collection of VAT, CST and Entry Tax.
- Registration and monitoring of the dealers to widen Tax base.
- Receipt and scrutiny of returns filed with the Department.
- Checking evasion of Taxes.
- Resolution of disputes through administrative and legal measures.
- Sanction of refund and Rebate.
- Realization of arrears of tax revenue
- Audit of Assessment at regular interval.

SERVICE FUNCTIONS

- Dissemination of information on law and procedures through Electronic and print media.
- Enabling filing of declarations, returns and claims and downloading of the forms through online Services.
- Providing information on the status of processing and scrutiny of Returns and claims.
- Responding to public enquiries relating to VAT, CST and Entry Tax.

OUR EXPECTATIONS

We expect stakeholders to:

- Uphold and respect the laws of the land.
- Voluntarily discharge all tax liabilities.
- Fulfill their duties and legal obligations in time.
- Furnishing correct and complete information with the Department.
- Furnishing all required documents with the Department.
- Be co-operative and forthright in inquiries and verifications
- Avoid unnecessary litigation.
- Timely communication of changes in address, telephone /fax no. E-mail ID.

Services and Facilities

Services and facilities provided by the department after the introduction of web services are as follows—*

Sr. No	Services and facilities	Services	Fees, if any	Expected Services
1	REGISTRATION			
	Acceptance of application For Registration.	E-Registration	<ul style="list-style-type: none"> • Rs.100 for UPVAT. • Rs. 100 for voluntary VAT Registration. • Rs. 100 for casual VAT Registration. • Rs.25 for CST registration • No fee for registration under Entry Tax Act 	<ul style="list-style-type: none"> • Online Application of Registration available on the website http://comtaxup.nic.in • Grant of registration, on the same day after verification of documents if the application is complete in all respects. • Acknowledgement through SMS. • Advisory visits within one month from the grant of registration certificates.
2	RETURNS			
		Supply of blank Return forms.	Free	Freely Available and may be downloaded on the UPVAT gateway http://comtax.up.nic.in

		E>Returns	Free	<ul style="list-style-type: none"> • Electronic return filing facility available (24 X 7)online on common service gateway http://comtaxup.nic.in Without any fees. • Acknowledgement through SMS.
		Issue of Error Message if Return is not correct		The system is complete & self consistent, Possibility of defect is decreased due to inbuilt validations.
3	E- PAYMENT OF TAXES			
		Availability of Challans	Free	Freely available on the gateway http://comtaxup.nic.in .
		E- Payment Facility	Free	Electronic Payment Facility available on the website http://secure.up.nic.in at the Dealers log in. <ul style="list-style-type: none"> • Acknowledgement through SMS.
		Payment Receipt in Form I	Free	Freely available on the website http://comtaxup.nic.in on the dealers login.
4	Issuance of Form 38			
		Issuance of forms manually	Rs.50 per form	On the same day of application

		Form 38 Download facility	Free	<ul style="list-style-type: none"> • Application and guidelines available on the Common service gateway http://comtaxup.nic.in • Acknowledgement through SMS.
5	Issuance of CST forms	Issuance of forms manually	Rs.5 per form	On the same day of application
6	Issuance of Transit Declaration forms	Online Transit Declaration forms	Free	Application and guidelines available on the Common Service Gateway
7	Issuance of Certificate for TDS {Form 31}	Form 31 download facility	Free	<ul style="list-style-type: none"> • Application and guidelines available on the Common service gateway http://comtaxup.nic.in • Acknowledgement through SMS

- **Position as on 15 April 2011**

OUR COMMITMENT

- Provide information with promptness and courtesy.
- Empowerment of taxpayers by creating awareness and updating their knowledge through dissemination of information about their statutory rights, obligations, procedures, changes/amendments in the law(s).
- Conduct regular meetings with taxpayers in order to redress their grievances 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.

CONSTRAINTS AND LIMITATIONS

- Insufficient and improper documentation/information by the applicants.
- Unexpected bunching in number of applications.
- Availability of staff during a particular period.
- Failure of network service/ IT system.
- Law and Order problems and natural calamities.

FOR REDRESSAL OF GRIEVANCES

Grievance Redressal is a major aspect of the department's public relations exercise. The Department has created a system to cater to this aspect with the following objects:-

- i) Prompt Redressal of every public grievance.
- ii) Safeguarding the rights and dignity of a taxpayer.
- iii) Enforcing higher standards of accountability on officers and staff of the department by taking disciplinary action against erring persons in appropriate cases
- iv) Gaining insight into the working of the system through the feedback received from the public with a view to effecting appropriate changes in the system
- v) Acquiring better knowledge about officers and staff

Contact Details for Grievance Redressal

S. No.	Zone	Concerned Authority and Address	Telephone No.	E mail
1	Head Quarter	Commissioner, Commercial Tax, 4 Vibhuti Khand, Gomti Nagar, Lucknow	0522-2721149	upct_com@rediffmail.com
2	Head Quarter	Additional Commissioner, Commercial Tax, 4 Vibhuti Khand, Gomti Nagar, Lucknow	0522-2721151	upct_alcom@rediffmail.com
3	Agra	Sri Udai Bhan Singh Additional Commissioner Gr.-1, Agra Zone	0562-2512405	upctzag@rediffmail.com
4	Bareilly	Sri Ashok Kumar Mishra,	0581-	upctzby@rediffm

		Additional Commissioner Gr.-1, Bareilly	2421340	ail.com
5	Allahabad	Sri Santosh Kumar Agrawal, Additional Commissioner Gr.-1, Allahabad	0532- 2403068	upctzad@rediffm ail.com
6	Etawah	Sri Ravi Kant Bhargaw, In-charge Additional Commissioner Gr.-I, Etawah	05688- 250011	upctzet@rediffma il.com
7	Faizabad	Sri Umesh Pratap Singh, In-charge Additional Commissioner Gr.-I, Faizabad	05278- 223347	upctzfd@rediffm ail.com
8	Gorakhpur	Sri Rajnath Pandey, Additional Commissioner Gr.-I, Gorakhpur	0551- 2202474	upctzgj@rediffm ail.com
9	Aligarh	Sri Ram Pal Additional Commissioner Gr.-1, Aligarh	0571- 2523108 2511756	upctzal@rediffma il.com
10	Jhansi	Sri Sunil Tripathi In-charge Additional Commissioner Gr.-I, Jhansi	0510- 2371457	upctzjh@rediffm ail.com
11	Kanpur-I	Sri Uma Shankar Additional Commissioner Gr.-1, Kanpur-I	0512- 2581041	upctzkr@rediffm ail.com
12	Kanpur-II	Sri Uma Shankar Additional Commissioner Gr.-1, Kanpur-II	0512- 2584266	upctzkr2@rediff mail.com
13	Lucknow-I	Sri Ishwari Prasad Additional Commissioner Gr.-1, Lucknow-I	0522- 2286415 2287209	upctzlk@rediffm ail.com
14	Lucknow-II	Sri Y.S. Singh Additional Commissioner Gr.-1, Lucknow-II	0522- 2288201	upctzlk2@rediff mail.com
15	Moradabad	Sri Chandrabali Additional Commissioner Gr.-1, Moradabad	0591- 2453990	upctzmd@rediff mail.com
16	Noida	Sri Ravindra Additional Commissioner, Noida	0120- 2450702	upctznd@rediffm ail.com

17	Saharanpur	Sri Udai Shankar Mathur Additional Commissioner Gr.-1, Saharanpur	0132- 2720989 2725396	upctzsr@rediffmail.com
18	Meerut	Sri Girijesh Sharma, Additional Commissioner Gr.-1, Meerut	0121- 2622766	upctzmr@rediffmail.com
19	Varanasi-I	Sri Raj Kumar Additional Commissioner Gr.-1, Varanasi-I	0542- 2402221	upctzvn@rediffmail.com
20	Varanasi-II	Sri V.K. Shukla, In-charge Additional Commissioner Gr.-1, Varanasi-II	0542- 2400037	upctzvn2@rediffmail.com
21	Ghaziabad-I	Sri Jitendra Bahadur Additional Commissioner Gr.-1, Ghaziabad-I	0120- 2750332	upctzgd@rediffmail.com
22	Ghaziabad-II	Sri Rajendra Kumar Additional Commissioner Gr.-1, Ghaziabad-II	0120- 2719817	upctzgd2@rediffmail.com

FOR WEB SERVICES

S.No	Zone	Concerned Authority and Address	Telephone No.	E mail
1	Head Quarter	Sri Nar Singh Joint Commissioner (IT) H.Q.	0522- 2728182 2721159	upct_comp@rediffmail.com
2	Head Quarter	Sri Punit Tripathi Assistant Commissioner (IT) H.Q.	0522- 2728190	upct_comp@rediffmail.com