



भारत सरकार / Government of India

वित्त मंत्रालय / Ministry of Finance

सी जी एस टी एवं सेंट्रल एक्साइज आयुक्तालय: सूरत
CGST & CENTRAL EXCISE COMMISSIONERATE : SURAT
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Trade Notice No. 02 /2018

Dated: 01.05.2018

Subject: - Setting up of an IT Grievance Redressal Mechanism to address the grievances of taxpayers due to technical glitches on GST Portal - Reg

Attention of the trade is invited to the Circular No. 39/13/2018-GST dated 03rd April 2018 issued by Central Board of Indirect Taxes and Customs (CBIC) on subject of an IT Grievance Redressal Mechanism to address the grievances of taxpayers due to technical glitches on GST Portal (copy of the said circular is enclosed).

The taxpayers shall make an application to the field officers or the nodal officers where there is demonstrable glitch on common portal in relation to an identifiable issue, due to which the due process as envisaged in law could not be completed on Common Portal. The applicants shall enclose the evidences for an identified issue to establish the bonafide attempt on the part of taxpayers to comply with the due process of law. The nodal officer will collate all the applications and forward it to GSTN for further examination. The GSTN after verifying electronic records will forward it to IT Grievance Redressal Committee with suggested solution.

The details of the Nodal officers appointed for this purpose are as follows:

Sr No.	Name & Designation of Nodal officer S/Shri	Email ID
1.	Prashant Kaduskar, Additional Commissioner	ps.kaduskar@nic.in
2.	R.R.Rohilla, Assistant Commissioner	ramesh.rohilla@gov.in

All the Trade Association / Chambers of Commerce and Members of Regional Advisory Committees are requested to publish the contents of this Trade Notice among their Members / Constituents.

F.No: VII/02/2017
Date: 01.05.2018

(Prashant Kaduskar)
Additional Commissioner 1/5/2018

Enclosed: Circular No. 39/13/2018-GST dated 03.04.2018

Copy to:

1. The Chief Commissioner, GST & Central Excise, Vadodara Zone, Vadodara.
2. The Principal Commissioner/ Commissioners, GST & Central Excise, Vadodara Zone.
3. The Commissioner, SGST & VAT, Surat, Gujarat.
4. The Deputy / Assistant Commissioner, Division Surat-I, II, III, IV, V, Tapi, Navsari, Valsad, Vapi-I, Vapi-II, Vapi-III & Umbergaon.
5. The Deputy Commissioner (Systems), GST & Central Excise, Surat for uploading the Trade Notice.
6. As per official mailing list for Trade & Department.
7. Notice Board.
8. Guard's File.