

## **COMMERCIAL TAXES DEPARTMENT**

### **CITIZEN'S CHARTER**

#### **OUR AIM**

This charter is a declaration of our commitment to achieve excellence in the implementation of the Acts, Rules and Procedures administered by the Commercial Taxes Department for the benefit of the Trade and Industry who are our companions in progress.

#### **Our Commitment:**

##### **TO ENSURE**

- High standard of service to the dealers
- Transparency in administration

- Promptness and efficiency
- Courtesy and understanding
- Integrity and judiciousness
- Accountability and credibility.

### **Our expectation**

- Promptness in registration and renewal of registration
- Correctness in the maintenance of accounts
- Promptness in filing of returns
- Promptness in payment of taxes
- Promptness in submission of accounts for final assessment.

### **Our Standards**

#### **WE SHALL**

- acknowledge declarations, intimations, applications, returns and all communications on the spot and in any case, within 7 days of their receipt
- respond to all communications within 30 working days of their receipt
- promptly communicate the reasons on our own initiative in case of likely inevitable delay in decision making or when an issue is disputed.
- refund amounts due within 90 days of receiving a valid claim
- release, immediately where the representation relating to any consignment detained is correct and complete
- issue saleable forms on requisition, promptly.

## **WE FURTHER COMMIT THAT**

- all officers who deal with dealers will wear name badges and carry an Identity Card
- personal and business information disclosed to us will be kept confidential
- consignments will be detained only after explaining the reasons for the same. We will give you full opportunity to explain, before passing any final order.
- business premises will be inspected only with authorisation letter from the competent authority.
- we will provide full information to those who seek information about appeal procedures and the authorities with whom appeals can be filed.
- we will consult all commercial interests while reviewing our policies and procedures and provide

timely publicity of all changes in the law or procedures.

- Every possible assistance will be rendered by the Joint commissioner (Public Relations), Office of the Special Commissioner & Commissioner of Commercial Taxes, Chepauk, Chennai - 5 by providing all relevant information and details of procedures as may be required.
- Our performance will be measured against these standards and independent surveys of dealer's perception.

## **TOWARDS WELFARE**

- Dealers are entitled to get the Certificate of Registration within 30 days from the date of filing of application

- The Certificate of Registration issued is valid for the financial year on payment of Rs.200/- or for five years on payment of Rs. 1000/- as the case may be, and is renewable every year or once in five years, as the case may be.
- A Traders' Welfare Board has been constituted with a view to extend financial assistance to the traders, and their family for medical and education purposes.
- General information regarding the Commercial Taxes Department, the procedure for registration and tax payment and current rates of commodities are available through 'GISTNIC WEB SITE'
- On application, Commissioner of Commercial Taxes will issue ~~classi~~ clarifications on tax rates within 30 days. If it is not possible Commissioner of Commercial Taxes will send an interim reply and conclude the clarifications within 45 days

- We will promptly acknowledge pin pointed and specific complaints and, within 30 working days of their receipt, provide final replies
- You are free to address any genuine complaint or grievance to the Public Grievances Cell, headed by the Joint commissioner (Administration), Office of the Special Commissioner & Commissioner of Commercial Taxes, Chepauk, Chennai - 5.

### **Our Hope**

We earnestly look forward to your cooperation and help, to serve you better.

Thanking you.

**M. Karunanidhi**  
Chief Minister