

GOVERNMENT OF NATIONAL CAPITAL TERRITORY
DEPARTMENT OF TRADE AND TAXES
(HUMAN RESOURCE BRANCH)
VYAPAR BHAWAN, I.P ESTATE, NEW DELHI-110002

F.IV/31/T&T/HR/Centralized Reg. Cell/2023/3380-89

Dated 02.05.23

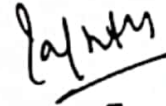
ORDER

The Principal Commissioner (ST), Trade and Taxes, has accorded 'in-principle' approval for creation of a Centralized GST Registration Cell (named as "**SEVA KENDRA**") to consider all applications relating to **GST Registration only**, in accordance with GST Acts and Rules & Administrative orders issued from time to time for entire Delhi at a single place i.e 1st Floor, near GST Facilitation Centre/CRU Branch.

The formation of **SEVA KENDRA** is one amongst endeavours to streamline and strengthen the working of GST Department, to enhance GST Registration Base, put a halt on deemed approval category of registration thereto restricting entry of fake/non-genuine dealers & also to curb evasion of tax. Consequently, to further utilize the services of Ward level officers/officials in other key areas relating to recovery of dues of DVAT period, scrutiny/assessments of returns, disposal of refund cases, watch on defaulters, ensure compliances etc., post implementation of GST i.e. 01.07.2017.

The detailed guidelines/Standard Operating Procedure (SOP) for management and operation of **SEVA KENDRA** shall be issued separately. On issuance of guidelines/SOP for operation/functioning of SEVA KENDRA, all the matters relating to GST Registration only will be dealt at SEVA KENDRA, irrespective of Area Jurisdiction Notification circulated vide F.IV/Misc./HR/GST/27/2015-16/Part File/9614-618 dated 20.11.2019.

Further, thereafter, role for management of application relating to GST Registration only shall be assigned to Proper Officers (GSTOs) to be deployed at **SEVA KENDRA** and transfer of ARNs (if required), as per rules, shall be allowed/carried out by State Admin only.




Tapasya Raghav
Special Commissioner (IIR)

F.IV/31/T&T/HR/Centralized Reg. Cell/2023/3380-89 Dated: 02.05.23

Copy for information and necessary action to:-

1. Principal Secretary (Finance), Finance Department, Delhi Sectt. New Delhi-110002.
2. Vice President, GST Network, East Wing, 4th Floor, Worldmark-I, Acrocity, IGI Airport, New Delhi-110037.
3. Chief Commissioner, Central Excise Department, CR Building, I.P.Estate, New Delhi-110002.
4. SO to CS, Delhi Sectt. New Delhi-110002.
5. All SCTTs/ ACTT/ JCTT, Deptt of Trade & Taxes, Delhi.
6. PS/PA to Principal Commissioner (State Tax), Deptt of Trade & Taxes, Delhi.
7. PS/PA to SCTT (HR).
8. SSA (IT), Deptt of Trade & Taxes, Delhi with the request on department's website.
9. All Ward/Branch Incharges through Zonal Incharges.
10. Guard file.



Tapasya Raghav
Special Commissioner (IIR)

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DEPARTMENT OF TRADE AND TAXES, (HUMAN RESOURCE BRANCH)
VYAPAR BHAWAN, I.P ESTATE, NEW DELHI-110002**

F.IV/10/T&T/HR/Misc. Matters/2020/4144-49

Dated: 23.05.2023

ORDER

This is in continuation to series of endeavours GST Department undertakes in order to streamline/strengthen the working to facilitate seamless flow of work and also to regulate the movement of outsiders/visitors in GST Department. The following distribution of work vis-à-vis guidelines are hereby ordered with immediate effect.

GST Facilitation Centre, Reception and CRU are also part of Seva Kendra (Centralized GST Registration Cell). The work distribution in these part(s) of Seva Kendra are as under:

GST Facilitation Centre/Unit is entrusted to work as 'May I help U' Desk and Grievance Redressal Cell also for receiving all kind of grievances through physical mode as well as online through existing portals (i.e. PGMS, LG Listening Post, CPGRAM, etc.) & website of the Department. Facilitation Centre shall forward all such grievances/complaints to concerned zone/ward/branch through Nodal Officer(s) in zones/branches and monitor the same till their redressal/resolution. Henceforth, it will act as single point to liason with and to provide updated status for all grievances (offline/online) to CM Office, LG Sectt. and Public Grievance Commission respectively.

Further, Officers/officials deployed in said centre shall compulsorily make serious efforts towards redressal of grievances, if any, of the visitor, thereto by contacting the concerned officer (proper officer) with whom the matter pertains. In case redressal is not possible telephonically, the visitor may be allowed to meet the officer concerned (not below the rank of GSTO).

CRU is entrusted to receive all DAK (except DVAT 41 or any other appeal matters) meant for ward/branches in addition to DAK addressed to Principal Commissioner/SCTT/ACTT/JCTT with proper acknowledgement and also DAK for dispatch to other departments. Further, all such DAK is to be disbursed to concerned respective wards/branches/Pr.Branches of Senior Officers/other departments by MTS/DR deployed in the said Unit.

Further, in order to regulate movement of outsiders/visitors in the GST premises, **Reception Unit** is entrusted to prepare authorisation slip/Gate Pass, only after getting instructions from officers in GST Facilitation Centre/Unit.

The details of visitor(s) are to be maintained on daily basis in a register as well as efforts shall be made to keep the record online on system also.

Only after registering visitor(s) details (i.e. name, address, telephone number, ID photo, etc.), purpose of visit in brief, time of visit and the name of the officer to whom the visitor has been allowed to visit, Reception Unit may generate Gate Pass/authorisation slip for allowing the visitor to access the concerned officer in

the office premises. No visitor is allowed to enter the building without valid authorisation slip/Gate Pass.

The officers/officials deployed in GST Facilitation Centre and CRU are to sit alongwith officials in Reception unit, on First floor of the building opposite to A.E-II Branch. This arrangement is to facilitate and to limit the flow of visitors in the building.


Assistant Commissioner, Seva Kendra, will supervise, monitor and control the working of GST Facilitation Centre, CRU & Reception also.

Besides above, All Officers/officials must wear ID Cards in the office premises. In-charge (Vigilance Branch) is to carry out periodic surprise inspection and take necessary action against visitor(s) found without Gate Pass/Authorization Slip. All officers in ward(s)/branch(es) shall entertain only those visitors having valid Gate Pass/authorization slip. After interacting with said visitor, concerned officer shall retain the authorisation slip/Gate Pass mentioning therein, outgoing time, with signatures and also request the visitor to leave the premises immediately. Thereafter, in case, the visitor is found roaming in the premises/ward(s)/branch(es) without authorisation slip/Gate Pass, action as per law, shall be initiated by Vigilance Branch. **It is the responsibility of all the officers/officials in GST department to maintain transparency, minimum human interaction to achieve seamless flow of work till faceless system is operationalize.**

The Officer who intends to visit office during non-working days, to clear pending work, must obtain prior permission/approval of concerned Zonal In-charge and intimate the same to IT and FM Branch with details of officials coming along to assist him.

Non compliance of Order/guidelines will be viewed adversely.

This issues with the prior approval of Pr. Commissioner (ST), Trade and Taxes.

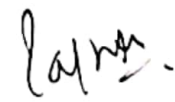

Tapasya Raghav
Special Commissioner (HR)

Dated: 23.05.2023

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Copy for information and necessary action to:-

1. PS/PA to Principal Commissioner, DT&T.
2. PS/PA to SCTTs/ACTT/JCTT, Trade and Taxes Department.
3. Assistant Commissioner, Seva Kendra/AC(HR)/AC(FM)/AC(Policy)/AC(Vigilance).
4. P.A to Controller of Accounts/ DCA/SSA (IT)/ Deputy Director, BIU.
5. All ward/branch incharges through Zonal Incharges.
6. Guard File.


Tapasya Raghav
Special Commissioner (HR)