



GUIDANCE MANUAL

for

GST SEVA KENDRA

A CBIC Initiative For Serving Taxpayers With A Smile

Hyderabad GST Zone

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Suggestions for improvement of this Guidance Manual or for rectification of inadvertent errors herein, if any, are welcome. These may be sent to: ADC, CCO, Hyderabad GST Zone, Basheerbagh by email @ ccu-cexhyd@nic.in

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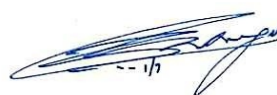
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Preface

1st July, 2017 or 'GST Day' marks the beginning of a new chapter of our transformed indirect tax administration. Equally importantly, it marks the beginning of a far stronger partnership between the indirect tax administration of the Centre and the States as well as between these two tax administrations and taxpayers.

It is important that on the GST journey the tax administration proactively assures taxpayers especially small and medium taxpayers that trade facilitation is a cornerstone of the new tax regime. Thus, the Central Board of Indirect Taxes (CBIC) has established GST Seva Kendras to assist taxpayers in adapting to the new levy. This Guidance Manual is an attempt to standardize high quality taxpayer services at the GST Seva Kendras in Hyderabad Zone. This Guidance Manual is being brought out in English, Hindi and Telugu so that it is used widely. I am confident that both departmental officers and taxpayers would find this Guidance Manual useful and it would help in making GST a grand success.

This Guidance Manual is the outcome of an initiative taken by a select group of officers for facilitating a smooth transition to GST. These officers are Shri M.V.D. Praneeth, Assistant Commissioner, A.V.S.S.Viswanath, Superintendent, Pratyush Nambiar, Inspector and Jagdish Sahu, Inspector. I would like to place on record my deep appreciation of the work done by these officers. I am confident their efforts would inspire others to take up similar endeavours in public interest.



*Sandeep M. Bhatnagar
Chief Commissioner, Hyderabad Zone
1st July 2017*



1. Role of GST Seva Kendras

- 1.1 GST is a transformative indirect tax reform of a scale never before attempted in the country. Whereas the law and procedures have been carefully framed after wide consultation with taxpayers and other stakeholders, Government deems it important to hand-hold the taxpayers to ensure a smooth transition to the new indirect tax regime.
- 1.2 GST Seva Kendras are facilitation centres that are established on the initiative of the Central Board of Indirect Taxes & Customs (CBIC), Department of Revenue, Ministry of Finance, New Delhi to serve taxpayers with a smile.
- 1.3 GST Seva Kendras are entrusted with the responsibility to assist all taxpayers with special focus on the small and medium traders in having a better understanding of the GST laws and procedures. GST Seva Kendras are aimed at enhancing legal compliance through trust based interactions between the tax administrators and taxpayers.
- 1.4 GST Seva Kendras are manned by dedicated GST Seva Officers who work under close supervision of senior functionaries. GST Seva Officers are especially trained in all aspects of GST law, procedures and IT and their responsibility is to guide and assist taxpayers in fulfilling their legal obligations.
- 1.5 Taxpayers are encouraged to visit the GST Seva Kendras for resolving their doubts or for seeking any information or documents. They may also contact the GST Seva Kendras by phone or email.



2. GST Seva Kendras and GST Seva Officers

- 2.1 Each GST Commissionerate and GST Audit Commissionerate shall have one GST Seva Kendra at its HQs.
- 2.2 Each GST Commissionerate having Divisional Offices in a separate building / premise shall establish a Divisional / Circle GST Seva Kendra.
- 2.3 Each GST Audit Commissionerate having Circles in a separate building / premise shall establish a Circle GST Seva Kendra.
- 2.4 Officers posted at the Commissionerate or Divisional / Circle GST Seva Kendras shall be designated as GST Seva Officers.
- 2.5 Each GST Range Superintendent shall be designated as a Range GST Seva Officer.
- 2.6 A Deputy/Assistant Commissioner in the Chief Commissioner's Office shall be designated as a Zonal GST Seva Officer.
- 2.7 While a taxpayer may approach any of the GST Seva Officers in a GST Seva Kendra for advice/assistance, the endeavour shall be to provide a dedicated GST Seva Officer to a particular taxpayer.



3. Taxpayer Services at GST Seva Kendras

3.1 Commissionerate GST Seva Kendra: The GST Seva Kendra located at a Commissionerate HQs is being established for guiding the taxpayers in migrating to GST and thereafter complying with the GST laws and procedures by:

- (i) Providing required information brochures, documents, Trade Notices, forms etc.;
- (ii) Assisting the taxpayers in their understanding of the legal provisions, procedures and documents;
- (iii) Helping in expeditious disposal of their applications, references etc. pending with any Departmental authority in the Zone or in any other Zone;
- (iv) Facilitating the taxpayers in getting requisite support from GSTN / DG Systems, CBIC; and
- (v) Enhancing taxpayer satisfaction under GST, an area of critical importance to Government, by careful analyses of the prescribed 'Taxpayer Satisfaction Forms' for identifying areas of improvement.

3.2 An illustrative list of the scope of taxpayer services that shall be provided at a Commissionerate GST Seva Kendra is as follows:

- (i) **Jurisdiction:** "Know Your CGST/IGST Jurisdiction" and the location and contact details of the GST officers concerned for various items of work. Similar information shall be made available in respect of the State GST nodal officers.



- (ii) **Registration:** Migration of existing taxpayers, procedure & forms for registration, supporting documents for registration, resolving technical issues, if any, in obtaining registration, cancellation of registration, penalty and implications of not obtaining registration.
- (iii) **CGST, IGST and SGST:** Meaning, scope, applicability and statutory provisions regarding; taxable territory; distinction between CGST, SGST, IGST, UTGST; treatment of inter-State sale and intra-State sale; reverse charge mechanism and liability on recipient of goods / services; tax administrators for collection of GST.
- (iv) **Rates of CGST, IGST and SGST:** Tax rates for goods and services under CGST, IGST and SGST for intra-State and inter-State supplies including goods imported.
- (v) **Tax exemption:** Various types of exemption from payment of GST; eligibility conditions thereof.
- (vi) **Composition scheme:** Scope and eligibility; records and returns; inadmissibility of put tax credit.
- (vii) **Rules governing CGST/IGST:** Scope and applicability of various Rules.
- (viii) **Meaning and scope of supply:** Understanding taxable supply, time and place of supply, consideration for supply, supply to and by Government authorities, self-supplies, return of goods supplied etc.
- (ix) **Value of supplies:** How to determine value of supply, components to be included / excluded in value,



treatment of discounts, free gifts, captive consumption, re-imburement of expenditure, related party transactions, value of goods supplied to the company located in another State, sale and purchase of second hand goods etc.

- (x) **Invoices:** Requirement of invoices under GST law, format of invoices and details to be furnished
- (xi) **E-way bill:** Concept and purpose of E-way bill, how to obtain E-way bill, responsibility of transporter, implication of not obtaining E-way bills etc.
- (xii) **Input Tax credit:** Definition of input tax credit, items on which credit can be taken, credit on capital goods, process of taking credit, documents on which credit can be taken, credit of IGST, CGST, SGST and their utilization, credit on goods sent to job-worker, why credit cannot be taken on invalid returns, credit of tax lying in balance on appointed day, credit of tax paid on goods /inputs procured prior to appointed day or for which payment is made before or after appointed day etc.
- (xiii) **Payment of GST:** Manner of payment of GST, heads under which GST is to be paid, technical glitches and other problems, if any, in making payment, refund of tax paid in excess or under wrong accounting head etc.
- (xiv) **Returns:** Returns to be filed by different categories of taxpayers, manner of filing the returns, assistance of Goods and Services tax practitioners in filing returns, technical glitches in filing returns etc.
- (xv) **Import/Export/EOUs/SEZs:** Definition of import and export, payment of GST on import / export of goods



and services, documentation for import / export, supplies to and by EOUs / SEZ Units / SEZ Developers, refund of GST on goods or services exported etc.

- (xvi) **Refunds:** Taxes to be refunded, procedure for claiming refunds, documents to be filed along with refund application, time limit for filing refund claim, interest for delay in sanctioning the refund claim, show cause notice for rejecting refund claims, problems in filing refund claims etc.,
- (xvii) **Demands and Recovery:** When and how tax demands can be raised; who will adjudicate; recovery procedure; etc.
- (xviii) **Appeal and Revisions:** When and how to appeal, pre-deposits; time period for filing appeal; levels of appeal; scope of review of orders passed, time period for review; etc.
- (xix) **Audit:** Mechanism of selecting a taxpayer for audit; understanding of a taxpayers' obligations, responsibilities and rights during audit; process of audit, who will conduct audit, periodicity and duration; audit by Central Government / State Government and audit by Chartered Accountant; payment of tax during audit, consequence of non-acceptance of audit observations and further procedure etc.
- (xx) **Anti-Evasion checks:** Legal provisions and responsibility for conducting checks; rights and responsibilities of taxpayers during checks, consequence of checks conducted; etc.



- (xxi) **Interface with GSTN:** Facilitate the taxpayers in filing documents and returns online including for migration to GST, registration, etc.
- (xxii) **IT related assistance:** Assist the taxpayers in resolving technical problems, if any, in interface with GSTN / DG, Systems, CBIC by coordinating with the authorities concerned (including routine matters referred to Help Desk of GSTN / DG, Systems, CBIC but unresolved).
- (xxiii) **Forms, Notifications, Orders etc.:** Whereas the implementation of GST is predominantly IT driven, the GST Seva Officers shall make available free of cost copies of relevant forms, notifications, orders etc. to taxpayers to facilitate their understanding of the law and enhance compliance.
- (xxiv) **Coordinating services:** Help taxpayers in early finalization of matters that may be pending with any section/branch of the Commissionerate HQs; highlighting such issues if relating to any other GST Commissionerate to Zonal GST Seva Officer for resolution; co-ordinate with State GST officers to resolve problems of taxpayers, if any, in complying with the GST law.
- (xxv) **GST awareness:** Create awareness about GST law, procedures and compliance among taxpayers by organizing workshops / seminars / outreach programmes in coordination with State GST authorities. The GST Seva Officers shall also make available brochures and information pamphlets on GST to the visiting taxpayers.



(xxvi) **Interface with Zonal GST Seva Officer:** Refer unresolved issues or issues requiring a reference to CBIC or GSTN or another GST Commissionerates to the Zonal GST Seva Officer.

(xxvii) **Legacy issues:** Assist the taxpayers in expeditious disposal of issues relating to Central Excise and Service Tax which may be pending with different authorities of the Zone.

3.3 Divisional / Circle GST Seva Kendras: GST Seva Officers posted in a Divisional / Circle GST Seva Kendra shall have the responsibility of assisting taxpayers in regard to GST related issues, as per the indicative list of topics mentioned at paras 3.1 and 3.2 above for a Commissionerate GST Seva Kendra. In addition, the Divisional GST Seva Officer shall:

- (i) Immediately refer any unresolved issues to the Commissionerate GST Seva Kendra and be responsible for ensuring the timely disposal of such references by suitable liaison with the officers concerned; and
- (ii) Assist the taxpayers in expediting finalization of matters pending decision in any section/branch of the Commissionerate HQs.

3.4 Range GST Seva Officers: The Range Superintendent who is designated as a Range GST Seva Officer shall have the responsibility of assisting taxpayers in regard to GST related issues, as per the indicative list of topics mentioned at paras 3.1 and 3.2 above for a Commissionerate GST Seva Kendra. Further, the GST Seva Officer shall immediately refer any unresolved issues to the Divisional GST Seva Kendra. The Range GST Seva Officer shall also be responsible for



ensuring the timely disposal of such references by suitable liaison with the officers concerned.

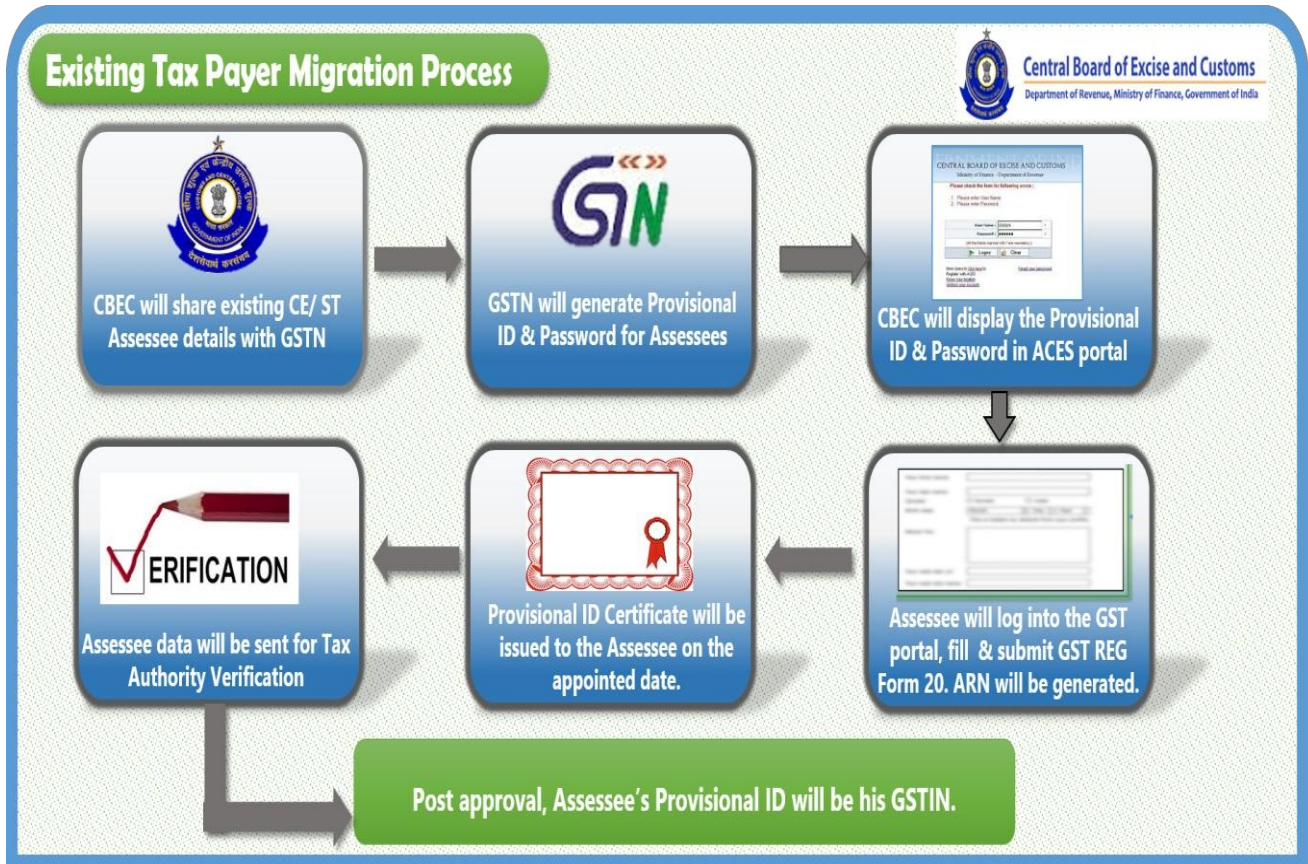
3.5 **Zonal GST Seva Officer:** The designated Zonal GST Seva Officer shall guide the taxpayers to the jurisdictional Commissionerate/ Divisional / Circle GST Seva Kendra for assistance. The Zonal GST Seva Officer shall also be responsible for:

- (i) Coordinating and resolving references received from Commissionerate / Divisional / Circle GST Seva Kendras within the State or from any other GST Seva Kendra Commissionerate from outside the State;
- (ii) Coordinating GST awareness programmes involving more than one Commissionerate;
- (iii) Analyzing in coordination with Commissionerate / Divisional / Circle GST Seva Kendras the nature of assisting normally sought by taxpayers with a view to suggest to the Chief Commissioner systemic solutions which may be of local application or may warrant a reference to CBIC; and
- (iv) Analyzing feedback received from jurisdictional Commissioners regarding taxpayer satisfaction to identify and suggest the areas of improvement to the Chief Commissioner.



4. Important Process Flows

4.1 Migration



- Step by Step Guide & FAQs to Taxpayers on migration to GST

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/user-guide-for-migration.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/faq-migration-to-gst.pdf>

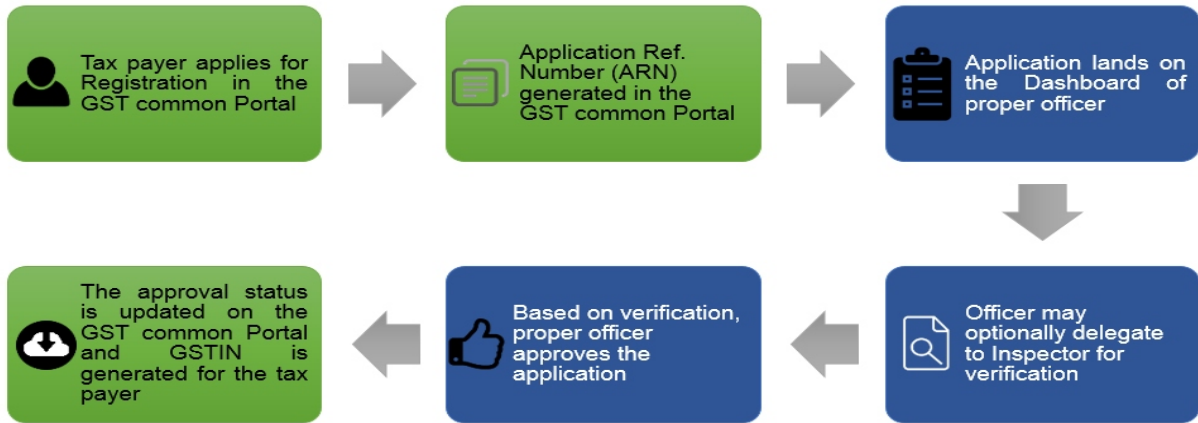
<http://www.cbec.gov.in/resources//htdocs-cbec/gst/annx-c-communication-to-taxpayer.pdf>



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4.2 Registration

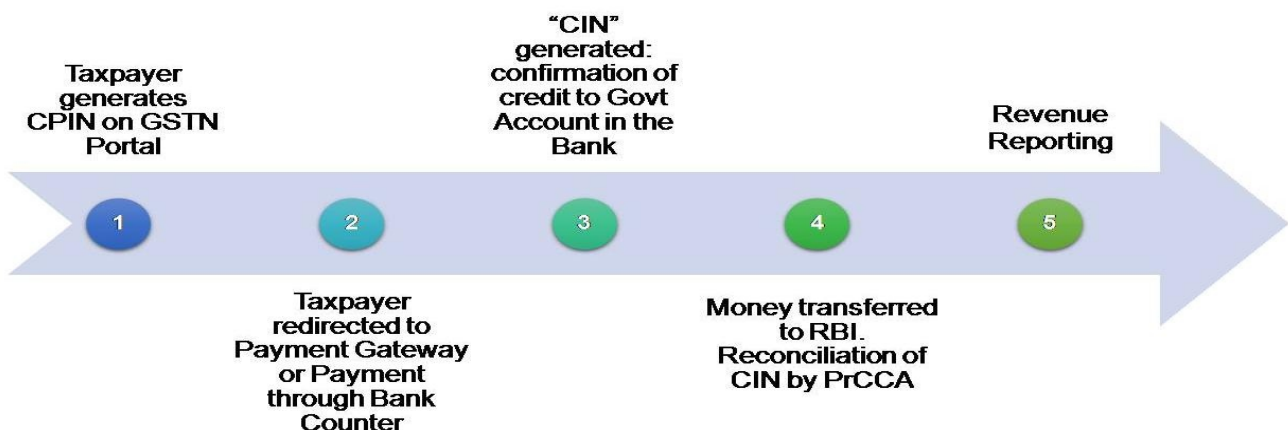


- Registration - Rules and Formats

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/Rgstration-rules-17052017.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/regn-formats17052017-revised2.pdf>

4.3 Payment



- Payment - Rules and Formats

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/payment-gst-rules-17052017.pdf>

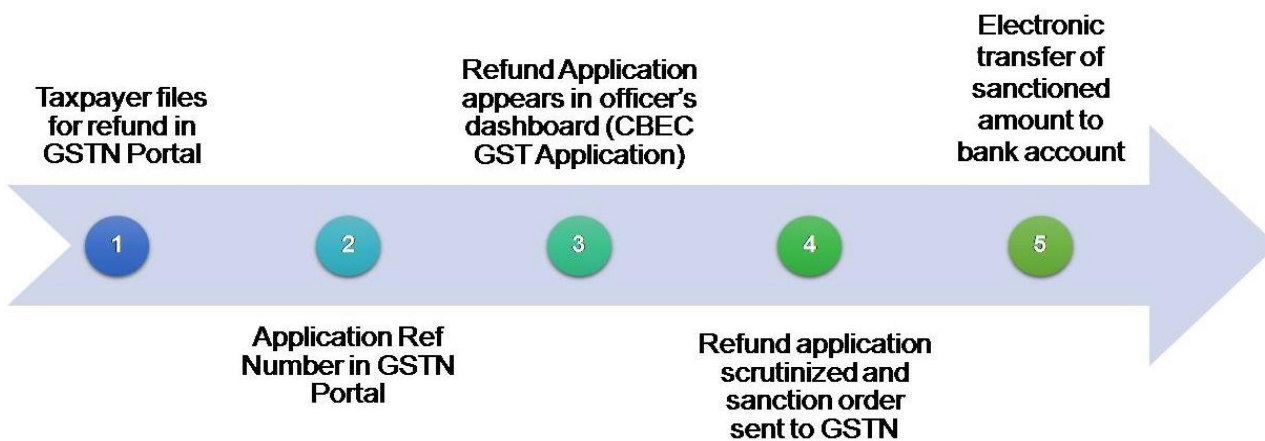
<http://www.cbec.gov.in/resources//htdocs-cbec/gst/payment-formats17052017-revised2.pdf>



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4.4 Refund



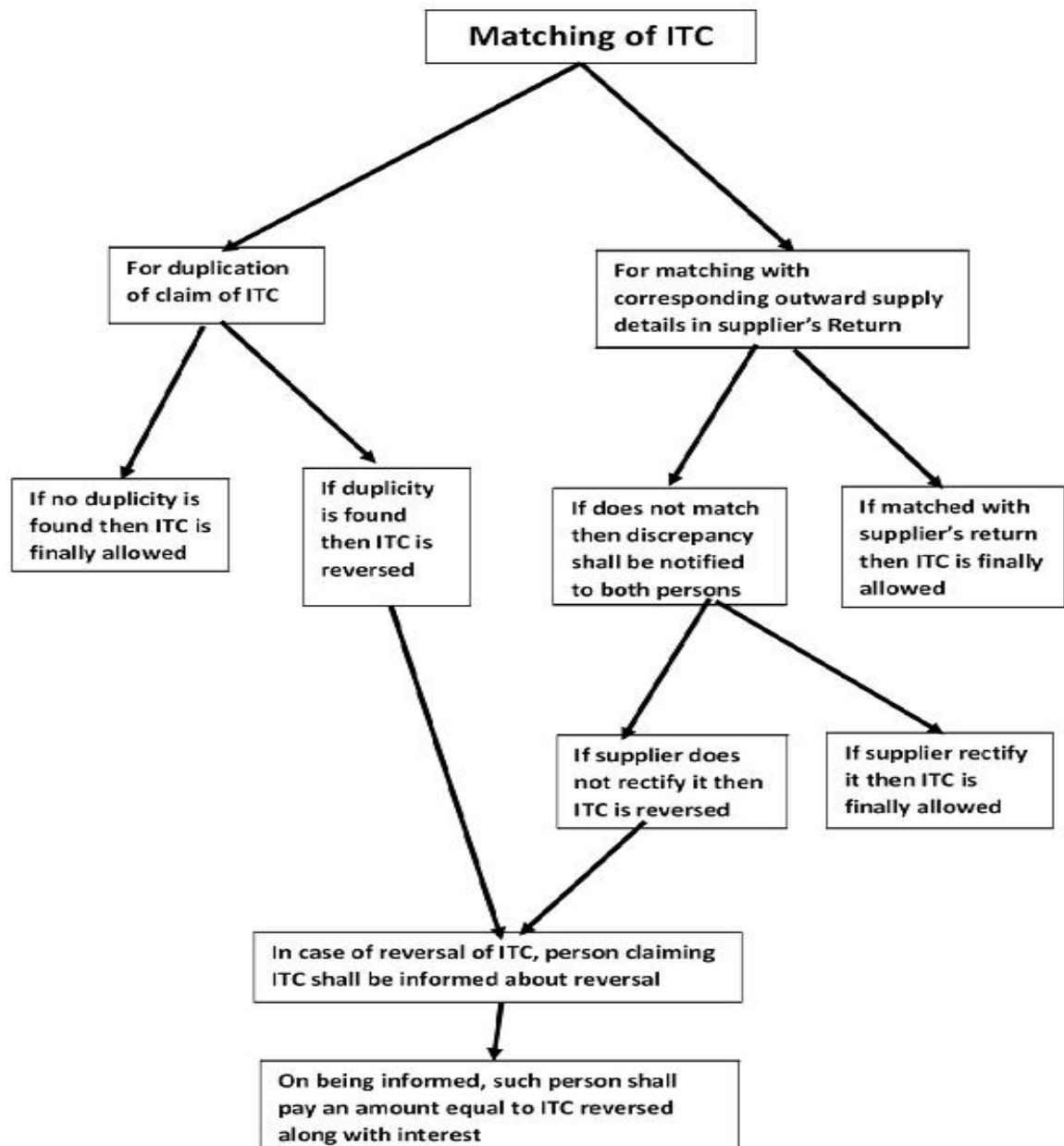
- Refund - Rules and Formats

<http://www.cbec.gov.in/htdocs-cbec/gst/refund-gst-rules-17052017.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/refund-formats17052017-revised3.pdf>

4.5 Input Tax Credit

Nature of ITC	Sequence of Utilization of ITC for Payment of			ISD and Recipient in Same State	ISD and Recipient in Different States
	First	Second	Next		
IGST	IGST	CGST	SGST/UTGST	> CGST & IGST as CGST	> CGST as IGST
CGST	CGST	IGST	-	> SGST & IGST as SGST	> IGST as IGST
SGST	SGST	IGST	-	> UTGST & IGST as UTGST	> SGST & UTGST as IGST
UTGST	UTGST	IGST	-		



- ITC - Rules and Formats

<http://www.cbec.gov.in/htdocs-cbec/gst/itc-rules-17052017.pdf>

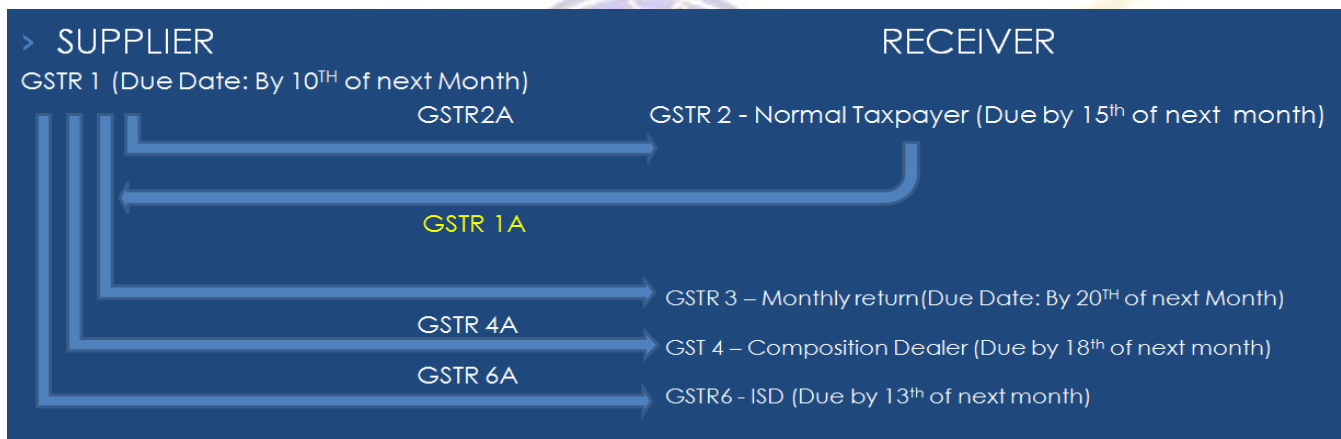
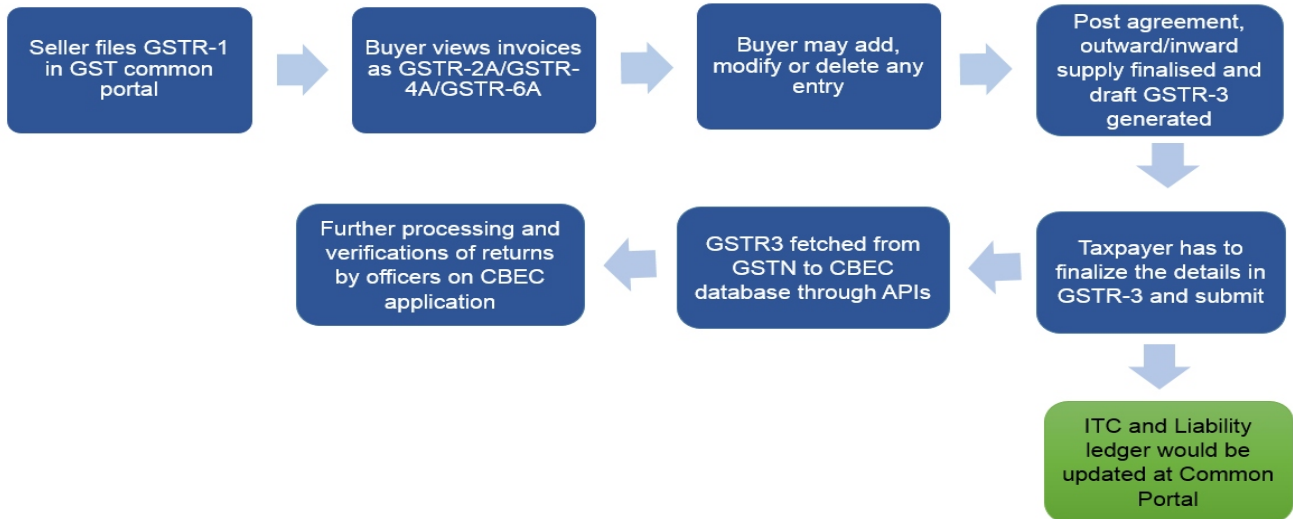
<http://www.cbec.gov.in/htdocs-cbec/gst/itc-formats17052017-revised2.pdf>



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4.6 Returns



- Return- Rules and GSTP Formats, Mismatch Formats, Return Formats

<http://www.cbec.gov.in/htdocs-cbec/gst/03062017-return-rules.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/03062017-gstp-formats.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/03062017-mismatch-formats.pdf>

<http://www.cbec.gov.in/resources//htdocs-cbec/gst/03062017-return-formats.pdf>



5. Jurisdiction of GST Commissionerates

Name of the District	Name of the Divisions and Location Code	Name of the Range	Location Code of Range	Jurisdiction of Range
1. Hyderabad GST Commissionerate (Location Code: YN):				
Ward Nos. 24, 26 to 80, 89 & 91 to 103 of Greater Hyderabad Municipal Corporation falling in Hyderabad District and Rajendranagar Mandal of Ranga Reddy District	Charminar (YN01)	Saidabad	YN0101	Ward Nos. 24 & 38 of GHMC
		Santosh Nagar	YN0102	Ward Nos 39,40 & 41 of GHMC
		Chandrayangutta	YN0103	Ward Nos 42,43,44 & 45 of GHMC
		Rein Bazar	YN0104	Ward Nos 29, 31,36 & 37 of GHMC
		Old Malakpet	YN0105	Ward Nos 26 & 27 of GHMC
	Falaknuma (YN02)	Pathergatti	YN0201	Ward Nos 28,30 & 32 of GHMC
		Gowlipura	YN0202	Ward Nos 33,34 &35 of GHMC
		Falaknuma	YN0203	Ward Nos. 46,47,&54of GHMC
		Ghansi Bazar	YN0204	Ward Nos. 48 & 49 of GHMC
		Kishanbagh	YN0205	Ward Nos. 55 & 56 of GHMC
	Begumbazar (YN03)	Begumbazar -I	YN0301	Registrants having names starting with alphabets, A to H in Ward No 50 of GHMC
		Begumbazar -II	YN0302	Registrants having names starting with alphabets, I to P in Ward No 50 of GHMC
		Begumbazar -III	YN0303	Registrants having names starting with alphabets, Q to Z in Ward No 50 of GHMC



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Ward Nos. 24, 26 to 80, 89 & 91 to 103 of Greater Hyderabad Municipal Corporation falling in Hyderabad District and Rajendranagar Mandal of Ranga Reddy District		Doodbowli	YN0304	Ward No 52 and 53 of GHMC
		Goshamahahal	YN0305	Ward No 51 of GHMC
	Mehdi-patnam (YN04)	Attapur	YN0401	Rajendranagar Mandal including Ward Nos. 60 & 61 of GHMC
		Shivrampally	YN0402	Ward Nos. 57, 58 & 59 of GHMC
		Karwan	YN0403	Ward Nos. 62,63 ,64 & 65of GHMC
		Mehdipatnam	YN0404	Ward Nos. 70 &72 of GHMC
		Gudimalkapur	YN0405	Ward Nos 66,67 & 71 of GHMC
	Abids (YN05)	Tolichowki	YN0501	Ward Nos. 68,69,73&74 of GHMC
		Red Hills	YN0502	Ward Nos 75 &76 of GHMC
		Jambagh	YN0503	Ward No 77 of GHMC
		Gunfoundry - I	YN0504	Registrants having names starting with alphabets, A to M in Ward No 78 of GHMC
		Gunfoundry - II	YN0505	Registrants having names starting with alphabets, N to Z in Ward No 78 of GHMC
	Himayath nagar (YN06)	Himayathnagar - I	YN0601	Registrants having names starting with alphabets, A to M in Ward No 79 of GHMC
		Himayathnagar - II	YN0602	Registrants having names starting with alphabets, N to Z in Ward No 79 of GHMC
		Kachiguda-I	YN0603	Registrants having names starting with alphabets, A to M in Ward No 80 of GHMC



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		Kachiguda-II	YN0604	Registrants having names starting with alphabets, N to Z in Ward No 80 of GHMC
		Gandhinagar	YN0605	Ward No. 89 of GHMC
Ward Nos. 24, 26 to 80, 89 & 91 to 103 of Greater Hyderabad Municipal Corporation falling in Hyderabad District and Rajendranagar Mandal of Ranga Reddy District	Banjara Hills (YN07)	Banjara Hills - I	YN0701	Registrants having names starting with alphabets, A to M in Ward No 93 of GHMC
		Banjara Hills - II	YN0702	Registrants having names starting with alphabets, N to Z in Ward No 93 of GHMC
		Jubilee Hills - I	YN0703	Registrants having names starting with alphabets, A to M in Ward Nos. 94 & 95 of GHMC
		Jubilee Hills - II	YN0704	Registrants having names starting with alphabets, N to Z in Ward Nos. 94 & 95 of GHMC
		Yousufguda	YN0705	Ward Nos. 96,99,102 &103 of GHMC
	Ameerpet (YN08)	Somajiguda	YN0801	Ward Nos. 91 & 97 of GHMC
		Punjagutta	YN0802	Ward No 92 of GHMC
		Ameerpet - I	YN0801	Registrants having names starting with alphabets, A to M in Ward No 98 of GHMC
		Ameerpet - II	YN0801	Registrants having names starting with alphabets, N to Z in Ward No 98 of GHMC
		Sanathnagar	YN0801	Ward Nos 100 & 101 of GHMC



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2. Medchal GST Commissionerate (Location Code: YP):

Districts of Adilabad, Kamareddy, Jagityal, Karimnagar, KomaramBheem(Asifabad), Mancherial, Medak, Nirmal, Nizamabad, Peddapalli, Rajanna (Sircilla), Sangareddy, Siddipet, Vikarabad&Secunderbad Cantonment Board Area and Medchal (Malkajgiri) District (Ward Nos. 114 to 141 of Greater Hyderabad Municipal Corporation but excluding Uppal,Kapra, Medipally&GhatkesarMandal s).	Malkajgiri (YP01)	Malkajgiri	YP0101	Malkajgiri Mandal including Ward Nos. 140 & 141 of GHMC but excluding the area covered in any other Wards of GHMC
		Moula-Ali	YP0102	Ward Nos. 138 & 139 of GHMC
		Cantonment	YP0103	Secunderabad Cantonment Board area
		Alwal	YP0104	Alwal Mandal including Ward Nos. 133, 134 & 135 of GHMC but excluding the area covered in any other Wards of GHMC
		Neredmet	YP0105	Ward Nos. 136 & 137 of GHMC
	Jeedimetla (YP02)	Jeedimetla	YP0201	Ward No. 132 of GHMC
		Qutbullapur	YP0202	Qutbullapur Mandal including Ward Nos. 129,130 & 131 of GHMC but excluding the area covered in any other Wards of GHMC
		Gajularamaram	YP0203	Ward Nos. 125 & 127 of GHMC
		Chintal	YP0204	Ward No. 128 of GHMC
		Jagadgirigutta	YP0205	Ward Nos. 124 & 126 of GHMC
Districts of Adilabad, Kamareddy, Jagityal, Karimnagar, KomaramBheem(Asifabad), Mancherial, Medak, Nirmal, Nizamabad, Peddapalli, Rajanna (Sircilla), Sangareddy, Siddipet,	Kukatpally (YP03)	KPHB	YP0301	Ward Nos. 114 & 123 of GHMC
		Fatehnagar	YP0302	Ward Nos. 118 &119 of GHMC
		Moosapet	YP0303	Ward Nos. 115,116 & 117 of GHMC



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Vikarabad&SecunderbadCantonment Board Area and Medchal (Malkajgiri) District (Ward Nos. 114 to 141 of Greater Hyderabad Municipal Corporation but excluding Uppal,Kapra, Medipally&GhatkesarMandals).		Balanagar	YP0304	Balanagar Mandal including Ward No. 120 of GHMC but excluding the area covered in any other Wards of GHMC
		Kukatpally	YP0305	Kukatpally Mandal including Ward No. 121 & 122 of GHMC but excluding the area covered in any other Wards of GHMC
	Medchal (YP04)	Medchal	YP0401	Medchal Mandal but excluding the area covered in any other Wards of GHMC
		Shameerpet	YP0402	Shameerpet Mandal
		Bachupally	YP0403	Bachupally and DundigalMaisammaMandals but excluding the area covered in any other Wards of GHMC
		Siddipet	YP0404	Siddipet District
		Keesara	YP0405	KeesaraMandal but excluding the area covered in any other Wards of GHMC
	Sangareddy (YP05)	Sangareddy	YP0501	Sangareddy Revenue Division excluding Ward Nos. 111,112 & 113 of GHMC
		Medak	YP0502	Medak District
		Patancheru	YP0503	Ward Nos. 111, 112 & 113 of GHMC
	Zaheerabad	YP0504	Zaheerabad and Narayankhed Revenue Divisions	
	Vikarabad	YP0505	Vikarabad District	
Districts of Adilabad, Jagityal, Kamareddy, Karimnagar, KomaramBheem(Asifabad), Mancherial, Medak, Nirmal,	Nizamabad (YP06)	Nizamabad	YP0601	Nizamabad Revenue Division
		Nirmal	YP0602	Nirmal District
		Adilabad	YP0603	Adilabad District



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Nizamabad, Peddapalli, Rajanna(Sircilla), Sangareddy, Siddipet, Vikarabad&Secunderbad Cantonment Board Area and Medchal (Malkajgiri) District (Ward Nos. 114 to 141 of Greater Hyderabad Municipal Corporation but excluding Uppal,Kapra, Medipally&GhatkesarMandal s).		Armoor	YP0604	Armoor Revenue Division
		Bodhan	YP0605	Bodhan Revenue Division
	Karimnagar (YP07)	Karimnagar (Urban)	YP0701	Area falling under Karimnagar Municipal area limits
		Karimnagar (Rural)	YP0702	Karimnagar District other than Karimnagar Municipal area limits
		Sircilla	YP0703	Rajanna (Sircilla) District
		Jagityal	YP0704	Jagityal District
		Kamareddy	YP0705	Kamareddy District
	Mancherial (YP08)	Ramagundam	YP0801	Ramagundam Mandal
		Peddapalli	YP0802	Peddapalli District other than Ramagundam Mandal
		Mancherial	YP0803	Mancherial Revenue Division
		Bellampally	YP0804	Bellampally Revenue Division
Asifabad		YP0805	KomaramBheem District	

3. Ranga Reddy GST Commissionerate (Location Code: YQ):

Districts of Bhadradi, Jogulamba (Gadwal), Khammam, Mahaboobnagar, Nagarkurnool, Nalgonda, Suryapet&Wanaparthi and Ranga Reddy District (Ward Nos. 11 to 23, 25 & 104 to 110 of Greater Hyderabad Municipal Corporation but excluding Rajendranagar Mandal).	Nagole (YQ01)	Hashtnapuram	YQ0101	Ward Nos 14 & 16 of GHMC
		Nagole	YQ0102	Ward Nos 11 & 12 of GHMC
		Hayathnagar	YQ0103	Hayathnagar Mandal including Ward No. 13 of GHMC
		Vanasthalipuram	YQ0104	Ward No 15 of GHMC
		Abdullapurmet	YQ0105	Abdullapurmet Mandal
	Saroornagar (YQ02)	Saroornagar	YQ0201	Kandukur Revenue Division including Ward No 18 & 19 of GHMC
		Kothapet	YQ0202	Ward Nos 20 & 21 of GHMC
		Champapet	YQ0203	Ward No 17 of GHMC
		Gaddiannaram	YQ0204	Ward Nos. 22 & 23 of GHMC
		Moosarambagh	YQ0205	Ward No 25 of GHMC



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	Gachibowli (YQ03)	Gachibowli	YQ0301	Ward No 105 of GHMC
		Kondapur	YQ0302	Ward No 104 of GHMC
		Madhapur	YQ0303	Ward No 107 of GHMC
		Miyapur	YQ0304	Sherlingampally Mandal including Ward Nos 108 & 109 of GHMC but excluding area covered under any other ward of GHMC
		Chandanagar	YQ0305	Ward Nos 106 & 110 of GHMC
Districts of Bhadradri, Jogulamba (Gadwal), Khammam, Mahbubnagar, Nagarkurnool, Nalgonda, Suryapet & Wanaparthy and Ranga Reddy District (Ward Nos. 11 to 23, 25 & 104 to 110 of Greater Hyderabad Municipal Corporation but excluding Rajendranagar Mandal).	Shamshabad (YQ04)	Shamshabad	YQ0401	Shamshabad and Gandipet Mandals
		Kothur	YQ0402	Kothur Mandal
		Chevella	YQ0403	Revenue Division of Chevella
		Ibrahimpatnam	YQ0404	Ibrahimpatnam Revenue Division other than Hayathnagar and Abdullapurmet Mandals
		Shadnagar	YQ0405	Shadnagar Revenue Division excluding Kothur Mandal
	Mahaboobnagar (YQ05)	Mahaboobnagar	YQ0501	Mahaboobnagar Revenue Division
		Narayanpet	YQ0502	Narayanpet Revenue Division
		Wanaparthy	YQ0503	Wanaparthy District
		Nagarkurnool	YQ0504	Nagarkurnool District
		Gadwal	YQ0505	Jogulamba (Gadwal) District
	Nalgonda (YQ06)	Nalgonda	YQ0601	Nalgonda Revenue Division
		Suryapet	YQ0602	Suryapet Revenue Division
		Miryalaguda	YQ0603	Miryalaguda Revenue Division
		Kodad	YQ0604	Kodad Revenue Division
		Devarakonda	YQ0605	Devarakonda Revenue Division



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Districts of Bhadradi, Jogulamba (Gadwal), Khammam, Mahbubnagar, Nagarkurnool, Nalgonda, Suryapet&Wanaparthi and Ranga Reddy District (Ward Nos. 11 to 23, 25 & 104 to 110 of Greater Hyderabad Municipal Corporation but excluding Rajendranagar Mandal).	Khammam (YQ07)	Khammam Town	YQ0701	Khammam Municipal Limits
		Khammam Rural	YQ0702	Khammam Revenue Division other than Khammam Municipal Limits
		Kothagudem	YQ0703	Kothagudem Revenue Division
		Bhadrachalam	YQ0704	Bhadrachalam Revenue Division
		Kallur	YQ0705	Kallur Revenue Division

4. Secunderabad GST Commissionerate (Location Code: YO):

Districts of Jangaon, Jayashankar, Mahaboobabad, Warangal (Rural), Warangal (Urban) &Yadadri and Ward Nos. 1 to 10, 81 to 88, 90 & 142 to 150 of Greater Hyderabad Municipal Corporation (falling in Hyderabad, Ranga Reddy&Medchal Districts) along with Uppal, Kapra, Medipally and GhatkesarMandals of Medchal District.	Secunderabad (YO01)	Ramgopalpet-I	YO0101	Registrants having names starting with alphabets, A to H in Ward No. 148 of GHMC
		Ramgopalpet-II	YO0102	Registrants having names starting with alphabets, I to P in Ward No 148 of GHMC
		Ramgopalpet-III	YO0103	Registrants having names starting with alphabets, Q to Z in Ward No 148 of GHMC
		Bansilalpet-I	YO0104	Registrants having names starting with alphabets, A to M in Ward No 147 of GHMC
		Bansilalpet-II	YO0105	Registrants having names starting with alphabets, N to Z in Ward No 147 of GHMC
	Begumpet (YO02)	Begumpet - I	YO0201	Registrants having names starting with alphabets, A to H in Ward No. 149 of GHMC
		Begumpet - II	YO0202	Registrants having names starting with alphabets, I to P in Ward No 149 of GHMC
		Begumpet - III	YO0203	Registrants having names starting with alphabets, Q to Z in Ward No 149 of GHMC
		Monda Market - I	YO0204	Registrants having names starting with alphabets, A to M in Ward No 150 of GHMC



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		Monda Market - II	YO0205	Registrants having names starting with alphabets, N to Z in Ward No 150 of GHMC
Districts of Jangaon, Jayashankar, Mahaboobabad, Warangal (Rural), Warangal (Urban) & Yadadri and Ward Nos. 1 to 10, 81 to 88, 90 & 142 to 150 of Greater Hyderabad Municipal Corporation (falling in Hyderabad, Ranga Reddy & Medchal Districts) along with Uppal, Kapra, Medipally and Ghatkesar Mandals of Medchal District.	Musheerabad (YO03)	VST	YO0301	VST Cigarette Factory Premises
		HDCF	YO0302	HDCF Cigarette Factory Premises
		Musheerabad	YO0303	Ward No. 86 of GHMC excluding cigarette factory Ranges of VST and HDCF
		Bholakpur	YO0304	Ward No. 88 of GHMC
		Kavadiguda	YO0305	Ward No. 90 of GHMC
	Tarnaka (YO04)	Adikmet	YO0401	Ward No. 85 of GHMC
		Seethaphalmandi	YO0402	Ward No. 145 & 146 of GHMC
		Ramnagar	YO0403	Ward No. 87 of GHMC
		Tarnaka	YO0404	Ward No. 143 of GHMC
		Mettuguda	YO0405	Ward Nos. 142 & 144 of GHMC
	Amberpet (YO05)	Amberpet	YO0501	Ward No. 83 of GHMC
		Bagh Amberpet	YO0502	Ward No. 84 of GHMC
		Golnaka	YO0503	Ward No. 82 of GHMC
		Nallakunta - I	YO0504	Registrants having names starting with alphabets, A to M in Ward No 81 of GHMC
		Nallakunta - II	YO0505	Registrants having names starting with alphabets, N to Z in Ward No 81 of GHMC
Districts of Jangaon, Jayashankar, Mahaboobabad, Warangal (Rural), Warangal (Urban) & Yadadri and Ward Nos. 1 to 10, 81 to 88, 90 & 142 to 150 of Greater Hyderabad Municipal Corporation (falling in Hyderabad, Ranga Reddy & Medchal Districts) along with Uppal, Kapra, Medipally and Ghatkesar Mandals of Medchal District.	Uppal (YO06)	Uppal	YO0601	Mandals of Medipally and Ghatkesar, Uppal Mandal including Ward Nos. 7 & 10 of GHMC but excluding the area covered in any other ward of GHMC.
		Nacharam	YO0602	Ward Nos. 4, 5 & 6 of GHMC
		Bhongir	YO0603	Yadadri District
		Kapra	YO0604	Kapra Mandal including Ward Nos. 1, 2 & 3 of GHMC but excluding the area covered any other ward of GHMC



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		Ramanthapur	YO0605	Ward Nos. 8 & 9 of GHMC
	Warangal (YO07)	Warangal	YO0701	Warangal (Urban) and Warangal (Rural) Districts other than Municipal Corporation limits of Warangal
		Jangaon	YO0702	Jangaon District
		Mahbubabad	YO0703	Mahabubabad District
		Bhupalpally	YO0704	Jayashankar District
		Hanmakonda	YO0705	Municipal Corporation limits of Warangal

5. Hyderabad Audit-I Commissionerate (Location Code: YR):

Name of the Circle	Jurisdiction
Circle – I	Charminar and Faluknuma Divisions of Hyderabad Commissionerate
Circle – II	Begumbazar and Mehidipatnam Divisions of Hyderabad Commissionerate
Circle – III	Abids and Himayathnagar Divisions of Hyderabad Commissionerate
Circle – IV	Banjara Hills and Ameerpet Divisions of Hyderabad Commissionerate
Circle – V	Nagole and Saroornagar Divisions of Ranga Reddy Commissionerate
Circle – VI	Shamshabad and Mahaboobnagar Divisions of Ranga Reddy Commissionerate
Circle - VII	Nalgonda and Khammam Divisions of Ranga Reddy Commissionerate
Circle - VIII	Gachibowli Division of Ranga Reddy Commissionerate and Special Audit of Audit - I Commissionerate

6. Hyderabad Audit-II Commissionerate (Location Code: YS):

Name of the Circle	Jurisdiction
Circle – I	Secunderabad and Begumpet Divisions of Secunderabad Commissionerate
Circle – II	Musheerabad and Tarnaka Divisions of Secunderabad Commissionerate
Circle - III	Amberpet and Uppal Divisions of Secunderabad Commissionerate
Circle - IV	Warangal Division of Secunderabad Commissionerate and Karimnagar Division of Medchal Commissionerate
Circle – V	Nizamabad and Mancherla Divisions of Medchal Commissionerate
Circle - VI	Malkajgiri and Jeedimetla Divisions of Medchal Commissionerate
Circle - VII	Kukatpally and Sangareddy Divisions of Medchal Commissionerate
Circle - VIII	Medchal Division of Medchal Commissionerate and Special Audit of Audit - II Commissionerate



6. Locate & Contact Your Nearest GST Seva Kendra

6.1 The GST Seva Kendras and their location in Hyderabad Zone in the State of Telangana are as under:

6.2 GST Seva Kendras of Hyderabad Commissionerate


I. HQs GST Seva Kendra


Address: Ground Floor, Kendriya Shulk Bhavan, Basheerbagh, Hyderabad – 500004.




Directions: Right side of the road leading to Police Control from Basheerbagh Cross Road.

Contact Details:

: 040-23231486

: 040-2311086



: commr-hyd2@nic.in

Nearest Bus Stop: Assembly

Nearest Train Station: Nampally

II. **Abids Divisional GST Seva Kendra**

Address: 3Rd Floor, CLS Building, Nampally Station Road, Abids, Hyderabad – 500001.



Direction: Right side of the road from Abids to Nampally Station.

Nearest Bus Stop: Annapurna

Nearest Train Station: Nampally



III. Mehdiapatnam Divisional GST Seva Kendra

Address: 11-5-423/1/A, Sitaram Prasad Towers, Opp. Singareni Bhavan, Red Hills, Hyderabad - 500004.



Direction: Beside Krishna Children's Hospital, right side of Niloufer hospital road & Opposite to Singareni Bhavan.

Nearest Bus Stop: Lakdikapul

Nearest Train Station: Lakdikapul



6.3 GST Seva Kendras of Medchal Commissionerate


I. HQs GST Seva Kendra


Address: Ground Floor, Kendriya Shulk Bhavan, Basheerbagh, Hyderabad – 500004.




Directions: Right side of the road leading to police control room from Basheerbagh cross road.

Contact Details:

: 040-23231486

: 040-2311086

: commr-hyd2@nic.in

Nearest Bus Stop: Assembly

Nearest Train Station: Nampally



II. Nizamabad Divisional GST Seva Kendra

Address: 3rd Floor, KNAR Estate, Godown Road, Beside Ashoka Talkies, Nizamabad – 503001.

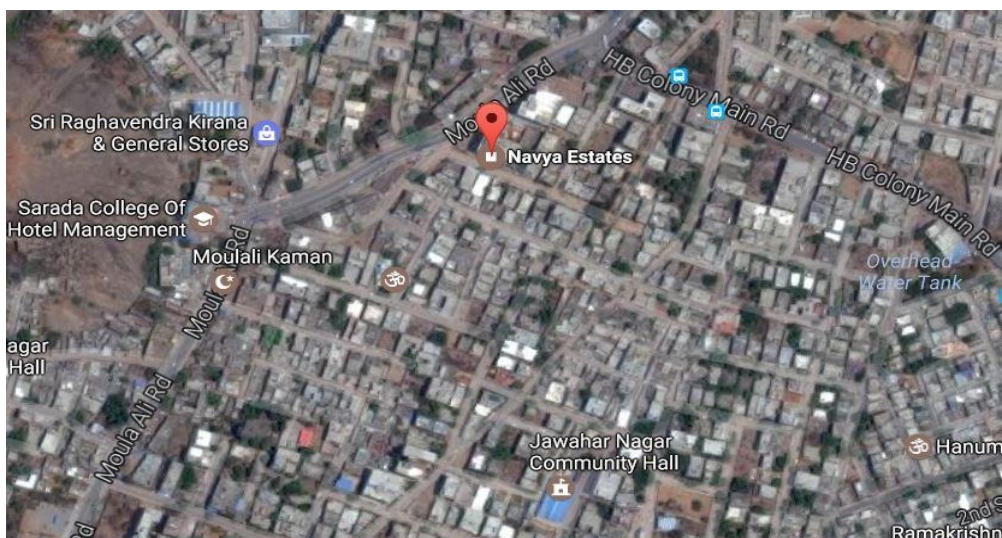


Direction: Next to State Bank of India - Nizamabad Main branch.

Nearest Bus Stop: Nizamabad-I

III. Malkajgiri Divisional GST Seva Kendra

Address: H.No.40-41/87/1, 1st, 2nd, 4th and 5th Floors, Navya Estates, Moula Ali, Hyderabad –500040.





Direction: Right turn from Sarada College of Hotel Management along Maula Ali Road.

Nearest Bus Stop: Moulali

IV. **Jeedimetla Divisional GST Seva Kendra**

Address: Plot No.16&21 Aditya Towers, Sir Sai Enclave, Near Check Post, Bowenpally, Hyderabad – 500011.



Direction: Left side along Old Bowenpally cross road, near Bharat Petroleum Diesel Pump and opposite

Nearest Bus Stop: Bowenpally Check Post

Nearest Train Station: Fateh Nagar



V. **Kukatpally Divisional GST Seva Kendra**

Address: 2nd& 3rd floor, Lords Court, Plot No, 80,81, S.No. 166, Usha Mullapudi Road, A.S.Raju Nagar, Kukatpally, Hyderabad – 500072.



Direction: Opposite to Adarsh Bank, A.S Raju Nagar branch on Usha Mullapudi Road.

Nearest Bus Stop: Kukatpally Village

Nearest Train Station: Kukatpally MMTS

VI. **Karimnagar Divisional GST Seva Kendra**

Address: H.No.8-7-296/1, Hanumnagar, Karimnagar – 505001.





Direction: Adjacent to Bharat Residency on Stadium road, Karimnagar.

Nearest Bus Stop: Karimnagar bus station.

6.4 GST Seva Kendras of Secunderabad Commissionerate


I. HQs GST Seva Kendra


Address: Ground Floor, Kendriya Shulk Bhavan, Basheerbagh, Hyderabad – 500004.




Directions: Right side of the road leading to Police Control from Basheerbagh cross road.

Contact Details:

: 040-23231486

: 040-2311086

: commr-hyd2@nic.in

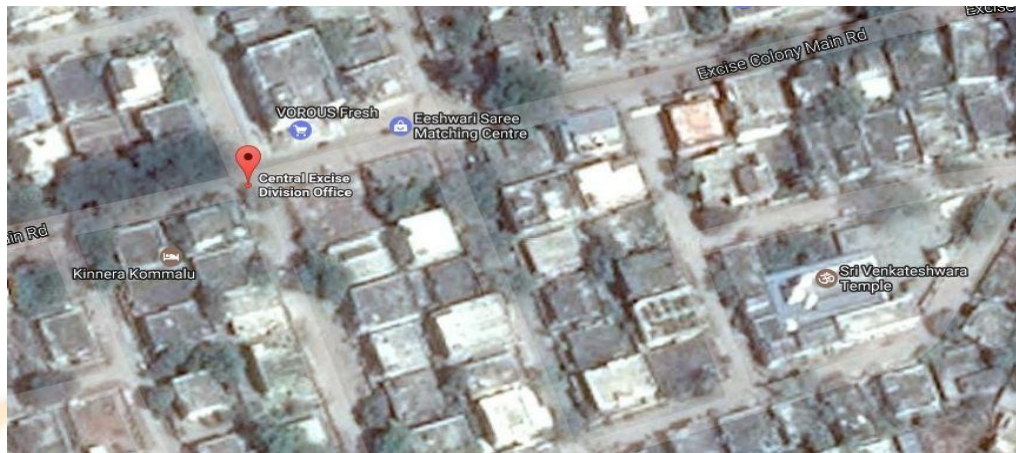
Nearest Bus Stop: Assembly



Nearest Train Station: Nampally

II. Warangal Divisional GST Seva Kendra

Address: H. No. 2-7-391, Sri Sai Nivas, Near Venkateshwara Temple, Excise Colony, Hanamakonda -506001.

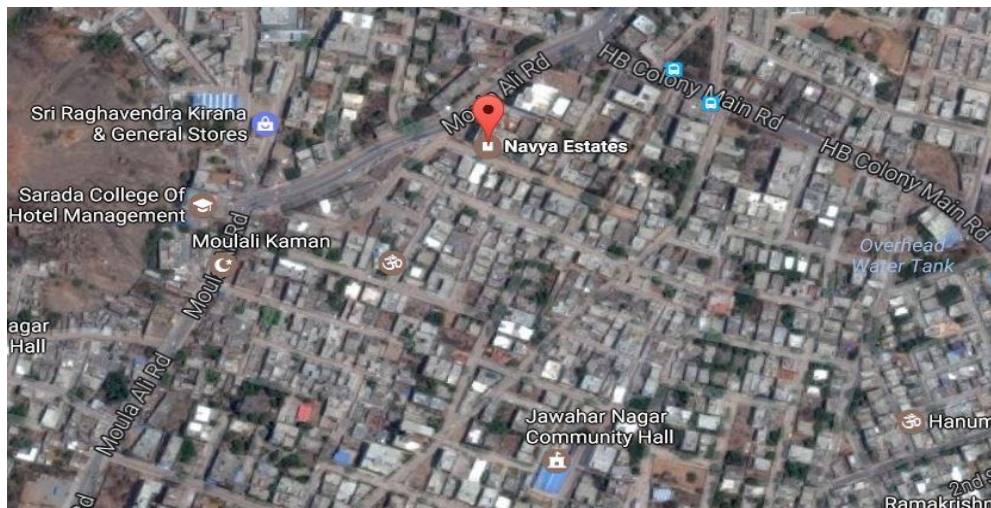


Directions: Adjacent to Venkateshwara Temple.

Nearest Bus Stop: Subhedari

III. Uppal Divisional GST Seva Kendra

Address: H.No.40-41/87/1, 1st, 2nd, 4th and 5th Floors, Navya Estates, Moula Ali, Hyderabad- 500040.





Directions: Adjacent to Venkateshwara Temple.

Nearest Bus Stop: Moulali

Nearest Train Station: Uppal

6.5 GST Seva Kendras of Ranga Reddy Commissionerate


I. HQs GST Seva Kendra


Address: Posnett Bhavan, Tilak Road, Ramkoti, Hyderabad – 500001.



Directions: Right side of the road leading to Ramkoti Chowrasta.

Contact Details:

: 040-24762211

: 040-24760791

Nearest Bus Stop: Abids



II. Nalgonda Divisional GST Seva Kendra

Address: Door No. 6-2-20, Opp. Beat Market, Hyderabad Road, Nalgonda -508001.



Directions: Near Pragati Junior College, Beat Market, Nalgonda.

Nearest Bus Stop: Beat Market

III. Shamshabad Divisional GST Seva Kendra

Address: Plot No.1,2,24 & 25, Mohan Reddy Nagar, Shivarampally Station Road, Ranga Reddy, District-500052.





Directions: Near Jamia Islamia Darul Uloom

Nearest Train Station: NPA Shivanpally

6.6 GST Seva Kendras of Audit – I & II Commissionerates

I. HQs GST Seva Kendras

Address: Ground Floor, Kendriya Shulk Bhavan, Basheerbagh, Hyderabad – 500004.



Directions: Right side of the road leading to Police Control from Basheerbagh cross road.

Nearest Bus Stop: Assembly

Nearest Train Station: Nampally

6.7 Commissionerates will post the contact details of their GST Seva Kendras and GST Seva Officers on their website along with their office address, floor no., room no. Commissionerates will also furnish the location map and directions to reach the said premises with details of available modes of transport.



7. Staffing & Working Hours of GST Seva Kendras

- 7.1 Commissionerate GST Seva Kendra would be staffed by one Superintendent and four Inspectors, who shall work under the overall supervision of a Deputy/Assistant Commissioner.
- 7.2 Divisional / Circle GST Seva Kendras shall be staffed by one Superintendent and 2 Inspectors, who shall work under the overall supervision of the Deputy/Assistant Commissioner concerned.
- 7.3 To ensure continuity of taxpayer services, a backup team of officers will be identified for each GST Seva Kendra in case of exigencies. Backup officers will also be identified for the Range GST Seva Officer.
- 7.4 The footfall of taxpayers seeking assistance shall be reviewed each quarter and if warranted, the number of officers in the GST Seva Kendras may be increased.
- 7.5 The identified items of work will be distributed among the officers taking into account the interest and inclination of an officer for a particular aspect of GST. All officers should be well conversant with the items of work assigned to them and build expertise on the subject.
- 7.6 For purposes of continuity and need to give exposure to other officers, the tenure of the officers posted at the GST Seva Kendras shall be for minimum 4 months.
- 7.7 GST Seva Kendras shall function from 10:00 AM to 5:00 PM on all working days.
- 7.8 For the first 3 months i.e. upto 30.09.2017 the GST Seva Kendras shall also remain open on each Saturday from 10:00 AM to 12 Noon. This would facilitate taxpayers in the early days of implementation of GST.



8. Standard Amenities at GST Seva Kendras

8.1 As an important contributor to nation building, the taxpayer is an honoured guest of the Department. Hence, any taxpayer visiting the GST Seva Kendra must be welcomed with a smile, courteously offered a chair and water/tea/coffee. It is also important to create a friendly and hospitable ambience in the GST Seva Kendra. Further, the waiting time should be kept to the minimum and in case of any delay, the taxpayer must be politely informed the reasons thereof and the probable time by which he / she would be attended to.

8.2 The following standard amenities shall be made available in the GST Seva Kendra.

- (i) Air conditioned environment.
- (ii) Comfortable sofas and chairs.
- (iii) All in Ones(AIO)with printers and scanners – 3 AIOs in Divisional GST Seva Kendra & 5 AIOs in Commissionerate GST Seva Kendra.
- (iv) Stationary / pens /pencils.
- (v) Bare GST Acts and Rules - Constitutional amendment act, Central GST act, Integrated GST act, transitional provisions and rules of GST on registration, payment, returns, input tax credit and valuation.
- (vi) Forms, notifications, orders, trade notices etc.
- (vii) FAQs / brochures on GST in vernacular.
- (viii) Official directory of Central and State GST authorities.
- (ix) List / contact details of GST Seva Kendras of Zone.



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- (x) Blank statutory forms.
- (xi) Provision for drinking water / tea / coffee.
- (xii) Posters and advertisement material on GST.
- (xiii) Green plants and flowers.
- (xiv) Taxpayer Satisfaction Survey forms.
- (xv) Record of taxpayers visiting the GST Seva Kendra in the following format (which could be computerized):
 - (a) Date
 - (b) Time of Arrival
 - (c) Taxpayer company/firm
 - (d) Name of visiting taxpayer
 - (e) Time of Departure





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9. Enhancing Taxpayer Satisfaction

- 9.1 GST Seva Kendras are set up to assist the taxpayers in legal and other compliances and thereby ensure a smooth and hassle-free implementation of GST. Therefore, it is very important to assess whether the taxpayers are getting the identified services to their desired satisfaction and also whether there are deficiencies warranting remedial measures.
- 9.2 This shall be done by getting a feedback from the taxpayers. All taxpayers visiting the GST Seva Kendras or interacting with the GST Seva Officers shall be courteously asked to give feedback of the service provided in the prescribed 'Taxpayer Satisfaction Form' to be made available to them.
- 9.3 The Taxpayer Satisfaction Forms shall be reviewed by the Deputy / Assistant Commissioner concerned on weekly basis and remedial measures, if any, taken to ensure continued quality service to the taxpayers.
- 9.4 The Taxpayer Satisfaction Forms would be useful in identifying GST Seva Officers who are doing appreciable work for suitable recognition.
- 9.5 Utilizing taxpayers' feedback, Deputy / Assistant Commissioner concerned should develop a range of service options for the taxpayers.
- 9.6 The feedback received can also be used to help determine the service enhancements needed to improve taxpayer satisfaction.



9.7 The Taxpayer Satisfaction Form shall be in the format mentioned below:

TAXPAYER SATISFACTION FORM

केन्द्रीय शुल्क आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL TAXES
...जीएसटी आयुक्तालय, बशीर बाग, हैदराबाद-500004
...GST COMMISSIONERATE, HYDERABAD-500004

करदाता संतुष्टि फॉर्म TAXPAYER SATISFACTION FORM

हम सेवोत्तम नीति के अनुसार गुणवत्ता सेवा देने के लिए प्रतिबद्ध हैं। हमें अपने सुझाव दें और बेहतर सेवा प्रदान करने में मदद करें।

We are committed to deliver quality service to your satisfaction and your suggestions will help us serve you better.

1. आने का उद्देश्य/Purpose of Visit:

- | | |
|--|----------------------|
| i) प्रवासयापंजीकरणमेंसहायताकीमांग
Seeking assistance in migration or registration | <input type="text"/> |
| ii) सूचना लिखित रूप में प्रस्तुत करें।
Seeking clarification regarding (mention area of GST) | <input type="text"/> |
| iii) अधिकारक्षेत्रऔरन्यायक्षेत्रकेअधिकारियोंकेबारेमेंजानकारीप्राप्तकरना
Seeking information on jurisdiction and jurisdictional officers | <input type="text"/> |
| iv) ब्रोशर, एफएक्यू, नोटिफिकेशन, फॉर्मइत्यादिखोजना (कृपयानिर्दिष्टकरें)
Seeking brochure, FAQ, notifications, forms etc. (Please specify) | <input type="text"/> |
| v) अन्य कोई (कृपया स्पष्ट करें)
Any other assistance required (Please specify) | <input type="text"/> |



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2. प्राप्तसेवाकीगुणवत्ताकेबारेमेंकृपयाअपनाबहुमूल्यफीडबैकप्रदानकरें
Please provide your valuable feedback about the quality of service received:

	सेवा प्रतिक्रिया Service Responses	उत्कृष्ट Excellent (5)	अतिसंतुष्ट Very Satisfied (4)	संतुष्ट Satisfied (3)	असंतुष्ट Not Satisfied (2)	अति असंतुष्ट Very Dissatisfied (1)
1	सेवा विश्वसनीयता Service Reliability					
2	अनुक्रियाशीलता एवं परानुभूति Responsiveness and empathy					
3	शिष्टाचार का स्तर Level of Courtesy					
4	सूचना एवं मार्गदर्शन Information and guidance					
5	कार्यालय का माहौल Office ambience					
6	उद्देश्य की प्राप्ति Got what you wanted					

3. सुधार हेतु अन्य कोई सुझाव
Any suggestions you would like to give for improvement of services:

नांक सहित हस्ताक्षर/ Signature with Date :
नाम, पदनाम व मोबाइल सं./ Name, Designation & Mobile No. :
संगठन का नाम/ Name of the Organization :



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9.8 Based on the Taxpayer Satisfaction Forms, GST Seva Kendra and Range GST Seva Officer shall send a monthly report of taxpayer satisfaction to the Commissioner concerned by the 5th of each month in the format given below:

MONTHLY REPORT ON TAXPAYER SATISFACTION

(From GST Seva Kendra and Range Seva Officer to Division and Commissioner respectively by 5th of month)

Commissionerate :

Name of GST Seva Kendra / Range GST Seva Officer:

Report for the Month :

Year :

Number of Taxpayers who visited the Seva Kendra

Seeking assistance in migration or registration		Seeking clarification		Seeking information on jurisdiction and jurisdictional officers		Seeking brochure, FAQ, notifications, forms etc.		Any other assistance		Total	
During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month

Sl.No	Numerical Summary of Ratings Received as per Taxpayer Satisfaction Forms						
	Service Reliability	Responsiveness and Empathy	Courtesy	Information and Guidance	Office Ambience	Got what I Wanted	Overall Rating
1							
2							
3							

Total number of Taxpayers Satisfaction forms received during the month	
Aggregate rating given in the above forms	
Average rating given in all Taxpayer Satisfaction Forms during the month = Overall Rating given/No.of Forms	



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9.9 The Commissioner concerned shall send a monthly report of taxpayer satisfaction to the Zonal GST Seva Officer in the office of the Chief Commissioner by the 10th of each month in the format mentioned below:

CONSOLIDATED MONTHLY REPORT ON TAXPAYER SATISFACTION

(To be submitted by Commissioner GST / Audit to Chief Commissioner by 10th of every month)

Commissionerate :

Report for the Month :

Number of Taxpayers who visited the Seva Kendra											
Seeking assistance in migration or registration		Seeking clarification		Seeking information on jurisdiction and jurisdictional officers		Seeking brochure, FAQ, notifications, forms etc.		Any other assistance		Total	
During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month	During the month	Upto the month

Total Number of Taxpayers Satisfaction forms received during the month	
Aggregate rating given in the above forms	
Average rating given in all Taxpayer Satisfaction Forms during the month = Overall Rating given/No. of Forms	

Comments on feedback received:

Suggestions to improve taxpayer experience in GST Seva Kendra:

9.10 The results of the Taxpayer Satisfaction Survey shall be uploaded on the Zone and Commissionerate websites.



10. Important Telephone Numbers

Sl. No.	Name	Office Address	Telephone no.
1.	Chairman, CBIC		011-23092849 (O) 011-23092890(F)
2.	Member (GST & IT), CBIC	North Block, New Delhi - 110001	011-23092568 (O) 011-23092308 (F)
3.	Member i/c Hyderabad GST Zone, CBIC		011-23092303 (O) 011-23092417 (F)
4.	Directorate General Of Systems & Data Management	Samrat Hotel, Chanakyapuri, New Delhi - 110021	011-26877960 (O) 011-26877958 (F)
5.	Chairman, GSTN	East Wing, 4th Floor, Aerocity, New Delhi - 110037	011-49111200
6.	Chief Commissioner, GST Hyderabad Zone	Kendriya Shulk Bhavan, L.B. Stadium Road, Basheer Bagh, Hyderabad- 500004	23232028 (O) 23237581 (O) 23230974 (F)
7.	Commissioner, Hyderabad-GST Commissionerate		23241117 (O) 23299204 (F)



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8.	Commissioner, Secunderabad-GST Commissionerate		23237262 (O) 23231843 (F)
9.	Commissioner, Medchal-GST Commissionerate		23231486 (O) 23242019 (F)
10.	Commissioner, Ranga Reddy-GST Commissionerate	Posnett Bhawan, Tilak Road, Hyderabad- 500001	24760795 (O) 24760792 (F)
11.	Commissioner, Audit-I- GST Commissionerate	Kendriya Shulk Bhavan, L.B. Stadium Road, Basheerbagh, Hyderabad- 500004	23299205 (O) 24760792 (F)
12.	Commissioner, Audit-II GST Commissionerate		23390423 (O) 29801876 (F)
13.	Commissioner, Telangana State GST	C.T Complex, Nampally, Hyderabad- 500001	24732351 (O) 24618912 (F)

- CBEC Mitra Toll Free Helpline: [1800-1200-232](tel:1800-1200-232)
- GSTN Helpline: [0124-4688999](tel:0124-4688999)



11. Revision of Guidance Manual

- 11.1 This Guidance Manual Version 1.0 is envisaged to be a living document. Thus, it shall be regularly edited and updated based on any relevant development and feedback from taxpayers.
- 11.2 The periodic editing and updating of this Guidance Manual shall be done on six monthly basis and the new version shall be released on 1st of July or 1st of January each year (if these are holidays, on next working day). This shall be the responsibility of the office of the Chief Commissioner.
- 11.3 As GST is newly introduced, Guidance Manual Version 2.0 shall be released on 01.09.2017 after a quick assessment is made of the areas of improvement in the functioning of the GST Seva Kendras. Guidance Manual Version 3.0 shall be released on 01.01.2018 and thereafter updated versions shall be released periodically on six monthly basis, as above.



Hyderabad GST Zone