



Commercial Taxes Department, Jharkhand. Citizens' Charter



Citizens' Charter

The Department of Commercial Taxes, Government of Jharkhand levies and collects the following taxes :

- Taxes on Purchase and sale of Goods under Jharkhand Value Added Tax Act 2005.
- Taxes on Consumption and Sale of Electricity under Adopted Bihar Electricity Duty Act, 1948.
- Entry of Goods on Consumption or Use under Jharkhand Entry Tax on Consumption or Use Act, 2011
- Taxes On Luxuries in Hotels under Jharkhand Taxation on Luxuries in Hotels Ordinance, 2011.
- Taxes on Entertainment under adopted Bihar Entertainment Act, 1948
- Taxation on Advertisement under Adopted Bihar Advertisement Tax Act, 1981
- The Jharkhand Tax on Professions, Trades, Callings and Employments Act, 2011

The department contributes more than 70% 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.

A Citizens Charter is basically a set of assurances and genuine commitments made by an Organization to all its stakeholders defining and explaining the various services delivered by it and standards set by it for the delivery of the above services. It strives to make an Organization transparent, accountable and citizens friendly. It helps the stakeholders to understand the nature of services they can expect from a particular organization and also the reciprocal responsibilities expected from the stakeholders. Therefore, citizens charter helps in creating accountability in organization and its contribution to good governance and citizen centricity is immense.

AIMS AND OBJECTIVE

To provide a Simplified, Rational and Progressive Tax System. So as to increase the tax revenue of the State on one hand and growth of Trade, Industry and Commerce on the other hand.

To create a modern state tax administration that is :-

- Efficient
- Effective
- Responsive

Extending quality service to dealers and assesses with Proper Management Information Control System.

To achieve the above AIMS the Department shall strive to adopt following means:-

- 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.
- To establish transparent, responsive and accountable administration.

STRATEGIES OF THE DEPARTMENT

- Re-engineering of the Processes and adopting best practices of the Governance.
- Effective use of Information Technology to strengthen Transparent, Accountable and Responsive Taxation System.
- To Augment Additional Resources for the State.
- Effective monitoring to achieve Service Delivery Standards.
- Capacity Building for all the stakeholders of Department.
- Exchange of Information with Citizens, Trade & Commerce and other Government Departments/Organizations.

OUR KEY FUNCTIONS AND SERVICES

REGULATORY FUNCTIONS

- Levy and collection of Value Added Tax, Central Sales Tax, Entry Tax, Electricity Duty, Hotel Luxuries Tax, Entertainment Tax, Advertisement Tax and Professions Tax.
- Registration and monitoring of the dealers to widen Tax base.
- Receipt and Scrutiny of Returns filed with the Department.
- Assessment, Audit Assessment at regular intervals and adopting measures to curb tax-avoidance and tax-evasion.
- Sanction of Refund.
- Realization of arrears of Tax Revenue.
- Resolution of disputes through Administrative, Appellate and Legal Measures.

SERVICE FUNCTIONS

- Dissemination of information on law and procedures through Electronic and Print Media.
- Enabling filing of application for registration, returns, payment and downloading of Central Statutory Forms through online Services.
- Responding to public enquiries relating to VAT, CST and other minor Acts Administered by the Department.
- Information regarding Registration No. allotted under Jharkhand Value Added Tax Act, 2005, Provisions of VAT Act and Rules, Circulars and other information are available on Departmental website www.jharkhandcomtax.gov.in
- Right to Information Act is being effectively & promptly implemented in the Department.

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.
- Furnish correct and complete information with the Department.
- Furnish all required documents with full details to 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 etc.

e-Services and Facilities

Sr. No.	Services and facilities	Services	Fees, if any	Expected Services
1	REGISTRATION			
	Submission of Application for Registration	Manual	<ul style="list-style-type: none"> ➤ Rs. 100 for VAT. ➤ Rs. 50 for CST Rs. 2 for - <ul style="list-style-type: none"> ➤ Taxes on Consumption and Sale of Electricity under Adopted Bihar Electricity Duty Act, 1948. Rs5 for - <ul style="list-style-type: none"> ➤ Taxes on Entertainment under adopted Bihar Entertainment Act, 1948 	
	e-Submission of Application for Registration.	e-Registration	<ul style="list-style-type: none"> ➤ Rs. 100 for VAT. ➤ Rs. 50 for CST Rs. 100 for minor Acts :- <ul style="list-style-type: none"> ➤ Entry of Goods on Consumption or Use under Jharkhand Entry Tax on Consumption or Use ACT, 2011 ➤ Taxes On Luxuries in Hotels under Jharkhand Taxation on Luxuries in Hotels Ordinance, 2011 Rs. 2 for - <ul style="list-style-type: none"> ➤ Taxes on Consumption and Sale of Electricity under Adopted Bihar Electricity Duty Act, 1948. Rs 5 for - <ul style="list-style-type: none"> ➤ Taxes on Entertainment under adopted Bihar Entertainment Act, 1948 Rs 50 for - <ul style="list-style-type: none"> ➤ The Jharkhand Tax on Professions, Traders, Callings and Employments Act, 2011 	Online Application of Registration available on the website http://jharkhandcomtax.gov.in <ul style="list-style-type: none"> • Grant of registration, within 5 days after submission of Application, if the application is complete in all respects. • Acknowledgement through SMS.
2	RETURNS			
	Offline		Free	Forms of Returns may be downloaded from the website http://jharkhandcomtax.gov.in
	e- Returns		Free	Electronic return filing facility available (24 X 7) through http://jharkhandcomtax.gov.in

3	PAYMENT OF TAXES			
	Offline	Availability of Challans	Free	Forms of Challans may be downloaded from the website http://jharkhandcomtax.gov.in
	e-payment	-Payment Facility	Free	Electronic Payment Facility available through the website of following banks www.onlinesbi.com www.bankofindia.co.in www.pnbindia.com www.unionbankonline.co.in https://www.centralbank.net.in http://www.corpbank.com https://www.allbankonline.in/
4	Issuance of Forms			
(i)	JVAT 504P - Road Permit (Declaration) Pink for intra state transaction	Manually	Facility of self printing by the dealer.	Registered VAT Dealers can print the Road Permit, JVAT 504 'P' in prescribed format by "Registered Printing Press" or "self printed" through Own Computer System" bearing printed serial no. and name of the Printing Press along with their Registration Certificate no. and shall bear "self printed" or "computer generated" in bold letters.
(ii)	JVAT 504G - Road Permit(Declaration) Green for purchase from outside the State of Jharkhand	Manually	Facility of self printing by the dealer.	Before issuance of declaration self printed Forms bound in 25 leaves has to be authenticated by Circle Incharge or authorized Officer of the Circle for this purpose.
(iii)	JVAT 504B - Road Permit Blue(Declaration) Sale to outside the State of Jharkhand	Manually	Facility of self printing by the dealer.	Before issuance of declaration self printed Forms bound in 25 leaves has to be authenticated by Circle Incharge or authorized Officer of the Circle for this purpose.
5	Issuance of CST forms	On-line	Rs. 100 for 25 leaves.	On the same day of requisition.

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 at the level of all field offices (Division and Circle) and Headquarter with taxpayers in order to redress their grievances and obtain feedback so as to undertake corrective measures in tax administration.
- Review of Laws, Rules, Regulations and Procedures for smooth Applications/Implementation of various Acts for better tax compliance.

GRIEVANCE REDRESSAL

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:-

- Prompt Redressal of every public grievance.
- Safeguarding the rights and dignity of a taxpayer.
- Enforcing higher standards of accountability on officers and staff of the department by taking disciplinary action against erring persons in appropriate cases.
- 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.

The Department of Commercial Taxes has established a Help Desk for e-services redressal with Landline Phone No. 0651-2405185.

Simultaneously the Department of Commercial Taxes has launched "e-support" system. The dealers can convey their problems and get the solutions related to e-services/ other issue through e-mail.

CONCLUSION

The department will distinguish compliant and non-compliant dealers. While encouraging the former, action will be taken against the latter by developing effective enforcement and audit strategies to eliminate tax avoidance. It is hoped that through a spirit of mutual trust and respect, the Department and the client public will be able to contribute significantly for the development of the State. The Department assures that it will always function as a citizen friendly Tax department.

Contact Details for Grievance Redressal

OFFICES	Designation	Email Address	Ph. No. (O)
HEAD QUARTER	Deputy Commisioner	dc-ctax-jhr@nic.in	0651-2400939
Ranchi Division	Joint Commisioner, Admin	jc-ctax-ran-jhr@nic.in	0651-2203905
Jamshedpur Division	Joint Commisioner, Admin	jc-ctax-jam-jhr@nic.in	0657-2427046
Hazaribag Division	Joint Commisioner, Admin	jc-ctax-haz-jhr@nic.in	06546-222397
Dhanbad Division	Joint Commisioner, Admin	jc-ctax-dhn-jhr@nic.in	0326-2311375
Santhal Pargana Div.	Joint Commisioner, Admin	jc-ctax-dum-jhr@nic.in	06434-226837
South Circle Ranchi	Circle Incharge	inc-ctax-sthran-jhr@nic.in	0651-2203559
Special Circle, Ranchi	Circle Incharge	inc-ctax-speran-jhr@nic.in	0651-2313359
West Circle Ranchi	Circle Incharge	inc-ctax-wstran-jhr@nic.in	0651-2203686
East Circle, Ranchi	Circle Incharge	inc-ctax-estran-jhr@nic.in	0651-2203553
Palamu Circle	Circle Incharge	inc-ctax-pal-jhr@nic.in	06562-223708
Gumla Circle	Circle Incharge	inc-ctax-gum-jhr@nic.in	06524-223052
Lohardaga Circle	Circle Incharge	inc-ctax-loh-jhr@nic.in	06526-224009
Jamshedpur Circle	Circle Incharge	inc-ctax-jam-jhr@nic.in	0657-2424182
Urban Cir. Jamshedpur	Circle Incharge	inc-ctax-ubnjam-jhr@nic.in	0657-2439223
Singhbhum Circle	Circle Incharge	inc-ctax-sing-jhr@nic.in	0657-2428846
Adityapur Circle	Circle Incharge	inc-ctax-adit-jhr@nic.in	0657-2430643
Chaibasa Circle	Circle Incharge	inc-ctax-chai-jhr@nic.in	06582-256772
Ramgarh Circle	Circle Incharge	inc-ctax-ram-jhr@nic.in	06553-230706
Hazaribag Circle	Circle Incharge	inc-ctax-haz-jhr@nic.in	06546-222106
Tenughat Circle	Circle Incharge	inc-ctax-ten-jhr@nic.in	06549-220986
Giridih Circle	Circle Incharge	inc-ctax-gir-jhr@nic.in	06532-222012
Kodarma Circle	Circle Incharge	inc-ctax-kod-jhr@nic.in	06534-222224
Bokaro Circle	Circle Incharge	inc-ctax-bok-jhr@nic.in	06542-242483
Urban Circle Dhanbad	Circle Incharge	inc-ctax-ubndhn-jhr@nic.in	0326-2312373
Dhanbad Circle	Circle Incharge	inc-ctax-dhn-jhr@nic.in	0326-2312375
Jharia Circle	Circle Incharge	inc-ctax-jha-jhr@nic.in	0326-2311467
Katras Circle	Circle Incharge	inc-ctax-kat-jhr@nic.in	0326-2372302
Chirkunda Circle	Circle Incharge	inc-ctax-chir-jhr@nic.in	06540-276461
Godda Circle	Circle Incharge	inc-ctax-god-jhr@nic.in	06422-222075
Deoghar Circle	Circle Incharge	inc-ctax-deo-jhr@nic.in	06432-232380
Dumka Circle	Circle Incharge	inc-ctax-dum-jhr@nic.in	06434-222232
Sahebganj Circle	Circle Incharge	inc-ctax-sah-jhr@nic.in	06436-222837
Pakur Circle	Circle Incharge	inc-ctax-pak-jhr@nic.in	06435-220751