

F.No. 349/94/2017-GST(Pt)
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs
GST Policy Wing

Room 159-A,
North Block, New Delhi
Dated: 1st November, 2018

To,

The Director General,
DGGST,
MTNL Building,
Bhikaji Cama Place,
New Delhi

Sir,

Subject: Creation of Feedback and Action Room to facilitate GST Helpdesks set-up by CBIC for MSMEs – reg.

Reference is invited to the letter of even number dated 29.10.2018 and letter F. No. CBIC-1/CH/2018 dated 31.10.2018 from OSD to Chairman addressed to the Principal Chief Commissioners/ Chief Commissioner of Central Tax (copies enclosed as **Annexure-I & II**). Vide the said letters, request was made to appoint nodal officers in the 80 districts where 100 days program is being launched by the Government of India on 02nd November, 2018 to support and to reach out to the MSMEs. Subsequently, nodal officers were appointed in all these districts (copy of list of nodal officers is enclosed as **Annexure-III**).

2. In this regard, it has been now decided that all grievances raised by MSMEs have to be recorded and processed. In order to achieve the same, a Feedback and Action Room (FAR) is required to be set-up. It has also been decided that DGGST would be the nodal agency to run the said FAR. Hence, it is requested to set-up FAR in the office of DGGST. Officers for the same may be nominated from the Delhi & NCR. It is also requested that the FAR should remain open till the nodal offices remain open in the concerned districts.


3. Primary work of FAR would be to receive and compile all the issues raised by these nodal officers. These nodal officers would report all the grievances on real time basis to the FAR in a grievance sheet. The format for

the grievance sheet is being sent separately to these nodal officers (enclosed as **Annexure-IV**). Further, FAR would try to provide solutions to these issues on its own. If it is not able to do so, then it may escalate these issues to the concerned offices in CBIC or GSTN. Thereafter, FAR would follow up the issues with these offices and on receipt of the solution, they would send the same directly to the taxpayer with a copy to the concerned nodal officer. FAR is also expected to compile a master record of all grievances, at various stages of resolution, and send a summary report to the Board in a prescribed format (**Annexure-V**) on daily basis. In a nutshell, FAR would be the facilitating office for these 80 nodal offices. In view of all the above, it is requested that the needful may be done on urgent basis.

2. This issues with the approval of the Chairman.


Enclosed: (as above)

Yours faithfully,


(Upender Gupta) 01/11/18
Commissioner (GST)

Copy to:

1. All Zonal Members, CBIC for kind information
2. JS(TRU-I) / JS (TRU-II) / JS (Customs) / JS (Drawback) / Commissioner (Legal) / Commissioner (Central Excise) / Commissioner (Service Tax) / DG (Systems) / DG (Anti-profiteering) / DG (TPS) / DG (Export Promotion) with a request to nominate one officer to act as SOP for communication with FAR established in the Office of DG GST. Contact details (e-mail Id, office number and mobile number) of the said officer may be communicated to dggst-cbic@gov.in and Nilesh.gupta@nic.in
3. CEO, GSTN with a request to nominate one officer to act as SOP for communication with FAR established in the Office of DG GST. Contact details (e-mail Id, office number and mobile number) of the said officer may be communicated to dggst-cbic@gov.in and Nilesh.gupta@nic.in


(Upender Gupta) 01/11/18
Commissioner (GST)

ANNEXURE- I

F.No. 349/94/2017-GST(Pt)
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs
GST Policy Wing

Room 159-A,
North Block, New Delhi
Dated 29th October, 2018

To,
Principal Chief Commissioners/Chief Commissioners of Central Tax (All)

Madam/Sir,

Subject: Creation of GST Helpdesks for MSME sector by CBIC coinciding with the event of Hon'ble Prime Minister on 2nd November, 2018 to support MSMEs- convened by Department of Financial Services – reg.

Government of India is launching a program on **02nd November, 2018** at Vigyan Bhawan to support MSMEs and to reach out to them wherein Department of Financial Services will be the nodal agency to monitor overall progress. The said program will be simultaneously launched in 80 districts (as per list enclosed) and will run for 100 days for strengthening the ecosystem for MSMEs. The program will be further extended to 20 more districts of poll bound States after respective completion of election process. To synergise the effort, Government has appointed nodal officer (Prabhati Officers) at the level of Addl /Jt. Secy in the Govt of India for each of the districts (as per list enclosed).

2. In view of the importance of the above program, it is imperative to operationalise in these districts, special **GST Helpdesk for MSME sector**, to highlight CBIC's hand holding of the MSME sector, particularly with regard to **GST Registration/Return filing/Refunds/ E-way Bill** etc. Further, CBIC's GST publicity material, particularly in relation to the MSME sector, may be

adequately displayed and disseminated in local languages and outreach initiatives be carried out in these districts for the said period.

3. Accordingly, it is requested that nodal officers for these 80 districts may be appointed and the details may be sent to asim.anand@gov.in with a copy to ravneet.khurana@nic.in by tomorrow 1 PM positively, in order to place the same on the CBIC's website. This list would be shared with the nodal officer in DoPT which would hand over the details to Prabhari Officers. These nodal officers should be directed to coordinate with the respective Prabhari Officers in addressing any GST related issues of the MSMEs in their district. It is also requested that the following activities may be carried out by the CBIC field formations in coordination with the Prabhari Officers in relevant districts:

- a. **GST Help-desk for MSME sector** with special emphasis on helping them in GST Registration/ Return filing and refund claims;
- b. Publicity of activities/awareness campaigns carried out by CBIC in relation to GST;
- c. Publicity of the CBIC GST apps;
- d. Distribution of updated copies of Act, Rules, FAQs, flyers and other educational material.

4. The Director General (Tax Payer Services) has been requested to prepare and circulate adequate **GST-related publicity material specially for MSME SECTOR** in English, Hindi and regional languages which can be used by the Zones over the duration of the program, *including* the following:

- a. Professionally made Videos on GST (2 to 3 minutes) which can be shared on social media such as WhatsApp, Facebook and You Tube;
- b. Updated FAQs, Acts, Rules, Forms, Notifications and Circulars in booklet format which can be easily printed and distributed.


5. GST Council Secretariat is being requested to communicate about the said program to all the State Governments so that they can also support in this outreach by appointing State GST Officers as nodal officers for each of these districts.

6. A detailed report on the action taken may please be furnished by 6th November, 2018 to the undersigned at asimcanand@gov.in with a copy to ravneet.khurana@nic.in.

7. This issues with the approval of Finance Secretary.

Enclosed: (as above)

Yours faithfully,



(Upender Gupta)
Commissioner (GST)

29/10/18

Copy to:

1. The Director General, Directorate General of Tax Payer Services, C.R. Building, L.P. Estate, New Delhi-110109, with a request to initiate necessary action in relation to para 4 above.
2. Shri Shashank Priya, The Joint Secretary, GST Council Secretariat, 5th floor, Tower-II, Prakash Bharti Building, Janpath Road, Connaught Place, New Delhi - 110 001 with request to communicate about the said program to all the **SGST Commissioners** and to ascertain the list of their nodal officers in order to provide the same to **DoPT** for further coordination. Further, **Commissioners, SGST** may be requested to coordinate with respective **Zonal Pr. Chief Commissioners / Chief Commissioners of CBIC**.

List of Districts		
Andhra Pradesh		
1	Chittoor	Textiles
2	Guntur	Powerloom
3	Narsapur	Handicrafts
4	Visakhapatnam	Food Processing
5	East Godavari	Food Processing
Arunachal Pradesh		
6	Papumpare	Handloom
Assam		
7	Kamrup (Rural)	Handloom
8	Barpeta	Bamboo
9	South Cachar	Bamboo
Bihar		
10	Madhubani	Handicrafts
11	Gaya	Handloom
12	Patna	Electronics (LED)
Delhi		
13	Okhla	Electrical equip.
Goa		
14	North Goa	Food Processing
Gujarat		
15	Ahmedabad	Plastics
16	Kutchh	Handicrafts
17	Rajkot	Foundry
18	Somnath	Food Processing
19	Bharuch	Chemicals
20	Valsad	Chemicals
21	Surendra Nagar	Sanitaryware
Haryana		
22	Panipat	Handloom
23	Faridabad	Auto Comp.
24	Manesar	Auto Comp.
25	Sonipat	Wood Work
Himachal Pradesh		
26	Baddi	Pharma
27	Kangra	Handicrafts
28	Una	Wood Work
Jammu and Kashmir		
29	Jammu	Food Processing
Jharkhand		
30	Bokaro	Steel Ancillary
31	Khoonti	Handicrafts
32	Jamshedpur	Auto Comp.
Karnataka		
33	Bellary	Apparel
34	Hoskote	Auto Comp.
35	Bhagalkot	Handloom
36	Malur	Auto Comp.
37	Ramanagra	Toy industry
Kerala		
38	Idukki	Food Processing
39	Kottayam	Rubber

Maharashtra		
40	Aurangabad	Pharma
41	Dhule	Food Processing
42	Nagpur	Food Processing
43	Pune	Auto Comp., Pharma
44	Thane	Powerloom
45	Sangli	Food Processing
46	Nashik	Steel Furniture
Manipur		
47	Imphal East	Handicrafts
Meghalaya		
48	East Khasi Hills	Organic/Floriculture
Odisha		
49	Paradip	Food Processing
50	Puri	Handicrafts
51	Cuttack	Gems & Jewellery
52	Bargarh	Handloom
Punjab		
53	Barnala	Agri Equip
54	Jalandhar	Sports Goods
55	Ludhiana	Apparel, Auto Comp
56	Kapoorthala	Steel Ancillary
Sikkim		
57	West Sikkim	Large Cardamom
Tamil Nadu		
58	Erode	Powerloom
59	Coimbatore	Electrical & Agri equip.
60	Tanjore	Handicrafts
61	Tirupur	Apparel
62	Thiruvallur	Plastics
63	Vellore	Leather
Tripura		
64	Sonamura	Agarbatti sticks
65	West Tripura	Bamboo
Uttar Pradesh		
66	Varanasi	Handicrafts
67	Agra	Leather
68	Bhadohi	Handicrafts
69	Kanpur	Leather
70	Meerut	Sports Goods
71	Moradabad	Handicrafts
72	Saharanpur	Wood Work
73	Firozabad	Glasswork
74	Unnao	Handicrafts
Uttarakhand		
75	Nainital	Food Processing
76	Haridwar	Electrical equip.
77	Udham Singh Nagar (Pantnagar)	Auto Comp.
West Bengal		
78	Murshidabad	Handloom
79	Nadia	Handloom
80	Bankura	Handicrafts

LIST OF PRBHARI OFFICERS

(with OM No. No 7/3/2017-EO(SM-I)(P-1) dated 26.10.2018)

ANNEXURE

No.	State/Districts	Sectors	Prabhari Officer (Name/AS)	Source/Relation	Applicable State
1	Visakhapatnam	Food Processing	Shiv Das Meena, AS, MoHUA	Visakhapatnam	Andhra
2	Chittoor	Textiles	Shashidhar K. Srinivas, Chairman, MPEDA	Chittoor	Andhra
3	Barpeta	Bamboo	Ashish Kumar Bhutani, JS, DoAC & FW	Barpeta	Assam
4	Gaya	Handloom	Bimbadhar Pradhan, AS & FA, DoAC & FW	Gaya	Bihar
5	Bokaro	Steel Ancillary	Sanjay Prasad, JS, Defence Prod	Bokaro	Jharkhand
6	Udham Singh	Auto Components	Sakshir Singh Sandhu, AS, MHRD (DHE)	Udham Singh	JK
7	Khoonti	Handicrafts	Praveen Vasishth, JS MHA	Khoonti	Rajasthan
8	West Sikkim	Large cardamom	Uptma Srivastava, AS, DoAC & FW	West Sikkim	Sikkim
9	Haridwar	Electrical equip.	Jyotsna Satling, JS, MSDE	Haridwar	Uttar Pradesh
10	Murshidabad	Handloom	Vivek Bhardwaj, JS, MHA	Murshidabad	West Bengal
11	Nadia	Handloom	Govind Mohan, AS-DEA	Nadia	West Bengal
12	South Cachar	Bamboo	S.K. Khare, AS DEA	AD-Hailakhandi	Assam
13	Kamrup (Rural)	Handloom	Puban Kumar Borthakur, Chairman, APEDA, D/o Commerce	AD-Darang	Assam
14	Madhubani	Handicrafts	N. Saravani Kumar, JS MHRD	AD-Sitamarhi	Bihar
15	Patna	Electronics (LED)	Praveen K. Srivastava, AS, MHA	AD-Muzzafarpur	Bihar
16	Bharuch	Chemicals	Rameshwar Prasad Gupta, AS, NITI	AD-Narmada	Gujarat
17	Manesar	Autoparts	Rajni Sekhri Sibal AS MHA	AD-Mewat	Haryana
18	Jamshedpur	Auto Comp	Asha Tiwari, AS, Do Fertilizers	AD-Ranchi	Jharkhand
19	Bhaglkot	Handloom	Ritik Ramjanam Pandey, Do Revenue	AD-Raichur	Karnataka
20	Dhule	Food Processing	Rajesh Aggarwal JS Mo I A	AD-Nandurbar	Maharashtra
21	East Khasi Hills	Organic/Floriculture	Jitendra Kumar Sinha, JS DoNER	AD-Ribhoi	Meghalaya
22	Cuttack	Gems & Jewellery	Jatindra Nath Swain MD SECI	AD-Dhenkanal	Odisha
23	Bargarh	Handloom	Suresh Kumar Vasishth, JS Food and PD	AD-Balangir	Odisha

Sl. No.	Location	Product	Entrepreneur	Address	State
24	Ludhiana	Apparel, Electrical equip	Anurag Agarwal, JS, DEA	AD-Moga	Punjab
25	West Tripura	Bamboo	K. Rajeshwar Rao, AS, M/o Mines	AD-Dhalai	Tripura
26	Varanasi	Handicrafts	Leena Nandan, AS MoRTH	AD-Chandauli	Uttar Pradesh
27	Unnao	Handicrafts	Samir Kumar, AS, MoH&FW	AD-Bahraich	Uttar Pradesh
28	Kanpur	Leather	Ravi Agarwal, JS, DIPP	AD-Fatehpur	Uttar Pradesh
29	Nainital	Food Processing	Sukhbir Singh Sandhu, AS, MHRD (DHE)	AD-Udhamsingh N	Uttarakhand
30	Panipat	Handloom	Sumita Misra, JS NITI Ayog		Haryana
31	Sonapat	Handloom	Sumita Misra, JS NITI Ayog		Haryana
32	Kangra	Handicrafts	Anuradha Thakar, JS DIPA		Himachal
33	Una	Wood Work	Anuradha Thakar, JS DIPA		Himachal
34	Ramanagara	Toy industry	Vandana Gurnani, JS DoHFW		Karnataka
35	Hoskote	Auto Comp.	Vandana Gurnani, JS DoHFW		Karnataka
36	Nashik	Steel Furniture	Kunal Kumar JS/MoHUA		Maharashtra
37	Aurangabad	Pharma	Kunal Kumar JS/MoHUA		Maharashtra
38	Pune	Auto Comp., Pharma	Samir Kumar Biswas JS Do Ch&Petrol		Maharashtra
39	Thane	Powerloom	Samir Kumar Biswas JS Do Ch&Petrol		Maharashtra
40	Jalandhar	Sports Goods	Anjali Bhawara, AS MCA		Punjab
41	Kapurthala	G. Engineering	Anjali Bhawara, AS MCA		Punjab
42	Meerut	Spots Goods	Juthika Patankar, AS MoSD&E		Uttar Pradesh
43	Saharanpur	Wood Work	Juthika Patankar, AS MoSD&E		Uttar Pradesh
44	Erode	Powerloom	Srinivas Bandla, JS, MSME		Tamil Nadu
45	Tirupur	Apparel	Srinivas Bandla, JS, MSME		Tamil Nadu
46	Guntur	Powerloom	Ravi Agarwal, JS DoHFW		Andhra

(with OM No. No.7/3/2017-EO(SM-I)(P-1) dated 26.10.2018)

ANNEXURE

Sl. No.	Location	Industry	Minister	Ministry	State
47	Narsapur	Handicrafts	Sanjay Jaju, JS D/o Defence Production		Andhra
48	East Godavari	Food Processing	Sanjay Jaju, JS D/o Defence Production		Andhra
49	Papumpare	Handloom	Arun Yadav, JS, DoT		Arunachal
50	North Goa	Food Processing	Arun Baroka, JS MoDWS		Goa
51	Ahmedabad	Plastics	Raj Kumar, DG, ESIC, MoLE		Gujarat
52	Kutchh	Handicrafts	Srinivas Ramaswamy Katkithala, AS DoPI		Gujarat
53	Rajkot	Foundry	Nirajan Kumar, JS Mo Mines		Gujarat
54	Valsad	Chemicals	Om Prakash Chaudhary, JS, DoAHD&F		Gujarat
55	Somnath	Food Processing	Arun Kumar Verma, JS MoPower		Gujarat
56	Surendra Nagar	Sanitaryware	Nirajan Kumar, JS MoMines		Gujarat
57	Fardabad	Auto Comp	Shymnal Mitra, JS DoCommerce		Haryana
58	Baddi	Pharma	Dr. Raza Rizvi, AS&FA, MoB		Himachal
59	Jammu	Food Processing	Shantmanu, JS, Mo Textiles		JK
60	Bailari	Apparel	Amita Prasad, AS, MoSPI		Karnataka
61	Malur	Auto Comp	Atul Kumar Tiwari, JS MoTextile		Karnataka
62	Idukki	Food Processing	Gyanesh Kumar, AS MHA		Kerala
63	Kottayam	Rubber	Pramod Kumar Pathak, AS, Mo Ayush		Kerala
64	Nagpur	Food Processing	Vennelaganti Radha, JS MoDWS		Maharashtra
65	Sangli	Food Processing	Kamal Datta, JS, DfPD		Maharashtra
66	Imphal East	Handicrafts	Rajesh Kumar, JS, MoWCD		Manipur
67	Okhla	Electrical equip.	Jalaj Srivastava, AS, DACEW		New Delhi
68	Paradip	Food Processing	Nikunja Kishore Sundaray, JS MoLE/CC		Odisha
69	Puri	Handicrafts	Parag Gupta, JS MoPI		Odisha

70	Barnala	Agri Equip	Vijay Kumar Singh, JS DOPT		Punjab
71	Coimbatore	Electrical & Agri equip.	B. Soman, JS, M/o Tourism		Tamil Nadu
72	Tanjore	Handicrafts	Arifa Parveen, AS&FA, POSTS		Tamil Nadu
73	Thiruvallur	Plastics	Sudhanshu Gupta, JS Cab Sec NSC WC		Tamil Nadu
74	Vellore	Leather	Sudhanshu Gupta, JS Cab Sec NSC WC		Tamil Nadu
75	Sanamura	Agarbatti sticks	Sanjay Kumar Rakesh, JS, MeITY		Tripura
76	Agra	Leather	Sunil Kumar, AS DoCommerce		Uttar Pradesh
77	Bhadohi	Handicrafts	Kamran Rizvi, JS MoRD		Uttar Pradesh
78	Moradabad	Handicrafts	Anil Kumar Ghosh, JS MoRTH		Uttar Pradesh
79	Firozabad	Glasswork	Devash Chaturvedi, AS, DoACFW		Uttar Pradesh
80	Bankura	Handicrafts	Barun Mitra, AS, D/o Defence Production		West Bengal

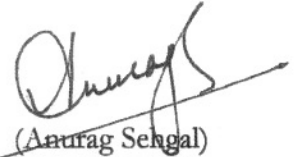
ANNEXURE II

F. No. CBIC-1/CH/2018
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs

Subject: Creation of GST Helpdesks for MSME sector by CBIC – Reg.

Attention of all the Zonal Chief Commissioners is invited to the letter no. 349/94/2017-GST (Pt) on the subject above. In this regard, the undersigned has been directed to inform that a GST Help Desk/Facilitation Centre may be set up on 2nd of November, 2018 at the same venue where the MSME outreach programme by the Govt. of India is being held.

2. The nodal officers and their team should tie up with the Prabhari officers/District Collectors for the same. These nodal officers shall keep requisite GST guidance material/computers with them for the facilitation of MSME trade.
3. For any further query/guidance in the matter, Commissioner (GST Policy Wing), CBIC may be contacted please.
4. Further, DGTS is requested to make available adequate GST related publicity/guidance material, for MSME sector, on the CBIC website in this regard.
5. This issues as per the directions of the Finance Secretary.



(Anurag Sehgal)

OSD to Chairman, CBIC

31.10.2018

To,

All Chief Commissioners of CBIC;
Commissioner, GST (Policy Wing), CBIC;
ADG, DGTS, CBIC;
PPS to Members, Central Board of Indirect Taxes & Customs.

ATTACHEXU RE-III

LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM

	District	Sectors	Name	Designation	Email ID	Mobile No.
Andhra Pradesh						
1	Chittoor	Textiles	Shri T Ravi Varma	Assistant Commissioner	r.tiruvapathi@gov.in	9849985636
2	Guntur	Powerloom	Shri G Gobalakrishnan	Assistant Commissioner	gobalakrishnan1960@gmail.com	8072209881
3	Narsapur	Handicrafts	Shri K Raja Shekhar Reddy	Assistant Commissioner	ksekhareddy@gmail.com	9866021340
4	Visakhapatnam	Food Processing	Shri N Sujana Kumar	Deputy Commissioner	sujan.k@gov.in	8106088444
5	East Godavari	Food Processing	Shri Y V Sanyasrayana	Assistant Commissioner	actydiv-gstvskp@gov.in	9492775341
Arunachal Pradesh						
6	Papumpare	Handloom	Shri Nijit Nandy	Assistant Commissioner	ggsutanagov@gmail.com	9401049103
Assam						
7	Kamrup (Rural)	Handloom	Shri Dinesh Kumar Pathiya	Assistant Commissioner	akshayg21@gmail.com	9289800004
8	Barpeta	Bamboo	Shri Dinesh Kumar Pathiya	Assistant Commissioner	akshayg21@gmail.com	9289800004
9	Souh Cachar	Bamboo	Shri sudip Kumar Dutta	Assistant Commissioner	rajsudip_16@rediffmail.com	9435071983
Bihar						
10	Madhubani	Handicrafts	Shri Abdul Wahid	Assistant Commissioner	egsddivisiondathanga@gmail.com	8240482678
11	Gaya	Handloom	Shri Praveen Kumar	Assistant Commissioner	praveenkumar.89@gov.in	8375962302
12	Patna	Electronics (LED)	Shri Ashutosh Kumar	Deputy Commissioner	ashutoshksingh@gov.in	7840088020
Delhi						
13	Okhla	Electrical equip.	Shri Mashhood ur Rehman Farooqui	Deputy Commissioner	mr.farooqui@mc.in	8860693041
Goa						
14	North Goa	Food Processing	Shri Vivekanand Reddy	Assistant Commissioner	vivekanandareddy@gov.in	8520022222
Gujarat						
15	Ahmedabad	Plastics	Shri Adesh Kumar Jain	Deputy Commissioner	jainadesh97@gmail.com	9712317156
16	Kutchh	Handicrafts	Shri Shashikant Sharma	Assistant Commissioner	shashi.sharma@decgate.gov.in	9461201385
17	Rakot	Foundry	Shri Sadeesh Kumar	Assistant Commissioner	k.sadeesh@gov.in	9711992462
18	Somnath	Food Processing	Shri Pavan Kumar	Assistant Commissioner	pavankambhojind@gmail.com	9990912827
19	Bharuch	Chemicals	Shri Jai Prakash Bhamu	Assistant Commissioner	acdc-div-7@gstvdt2.gov.in	7976886601
20	Valsad	Chemicals	Shri Anuj Bhamagar	Deputy Commissioner	umberguondv-egssurat@outlook.com	9408356956
21	Surendra Nagar	Sanitaryware	Shri V S Ranawat	Assistant Commissioner	ranawatv.s@gmail.com	9414670624
Haryana						
22	Panipat	Handloom	Shri Rahul Jodapke	Assistant Commissioner	Panipat_div@yahoo.com	9990983051
23	Faridabad	Auto Comp.	Shri Mukesh Kumar	Assistant Commissioner	mukeshhyadav@gmail.com	9654388151
24	Manesar	Auto Comp.	Shri Ashdeep Singh	Assistant Commissioner	arshdeep.singh@gov.in	8284984075
25	Sonapat	Wood Work	Shri Deepak Kumar	Deputy Commissioner	deepak.jr@gmail.com	9958391064
Himachal Pradesh						
26	Baddi	Pharma	Shri Pankaj Kumar Singh	Assistant Commissioner	pankajkr63@gmail.com	9818416661
27	Kangra	Handicrafts	Shri Anil Turkey	Assistant Commissioner	anultrkey@gmail.com	9858247152
28	Una	Wood Work	Shri Anil Turkey	Assistant Commissioner	anultrkey@gmail.com	9858247152
Jammu and Kashmir						
29	Jammu	Food Processing	Shri Abhiroop Aryan	Assistant Commissioner	abhirooparyan@gmail.com	9469496496
Jharkhand						
30	Bokaro	Steel Ancillary	Shri Ravindra Nath Mishra	Assistant Commissioner	division2bokaro@gmail.com	7277687449
31	Khooiti	Handicrafts	Ms Nidhi Gupta	Assistant Commissioner	nidhi.pratap@gov.in	9811457395
32	Jamshedpur	Auto Comp.	Shri N K Mishra	Additional Commissioner	cevizgizanshi057@gmail.com	9831041742

LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM

	District	Sectors	Name	Designation	Email ID	Mobile No.
Karnataka						
33	Bellary	Apparel	Shri S Vasa Prasad Varma	Assistant Commissioner	varma.ssr@gov.in	8885840495
34	Hoskote	Auto Comp.	Shri P R Sachin	Deputy Commissioner	sachinpr.1986@gov.in	95915174476
35	Bhagalkot	Handloom	Shri Aditya Baijputi	Assistant Commissioner	aditya.baijputi@gov.in	9956288418
36	Malur	Auto Comp.	Shri Anurag Rai	Assistant Commissioner	anurag.ra@gov.in	9910425320
37	Ramanagara	Toy industry	Shri Shivapakash Veeresh Baddi	Deputy Commissioner	irs.baddi@gov.in	8088192604
Kerala						
38	Idukki	Food Processing	Shri Biju Paul	Assistant Commissioner	biyu.paul@gov.in	9674921235
39	Kottayam	Rubber	Ms. Saraswathi Chandranohan	Assistant Commissioner	ca.saraswathi@yahoo.com	9447012572
Maharashtra						
40	Aurangabad	Pharma	Shri Vikram D Phadke	Deputy Commissioner	vikram.phadke@gov.in	9762269606
41	Dhule	Food Processing	Shri Sachin R Dalvi	Assistant Commissioner	sachin1965@gmail.com	9265627296
42	Nagpur	Food Processing	1. Shri Umesh Rathod 2. Shri Anil Sasidharan	1. Assistant Commissioner 2. Deputy Commissioner	1. rathod.umesb@gov.in 2. anil.sasidharan@gov.in	1. 9008520095 2. 9496823071
43	Pune (for Auto components)	Auto Comp	Shri Anil S Nayak	Assistant Commissioner	anil.nayak@gov.in	9845719989
	Pune (for Pharma)	Pharma	Ms. Firdaus Pagarkar	Assistant Commissioner	firdaus.p1970@gov.in	9757018966
44	Thane	Powerloom	Shri Kulddeep Shivaji Kumbhar	Assistant Commissioner	kulddeep.kumbhar@gov.in mr.cooldp@gmail.com	7020860072/8390285558
45	Sangli	Food Processing	Shri Dinesh A Nanaal	Assistant Commissioner	dinesh.nanaal@gov.in	9619557561
46	Nashik	Steel Furniture	Ms Shweta Pachaury	Deputy Commissioner	shwetapachaury@gmail.com	7588201801
Manipur						
47	Imphal East	Handicrafts	Shri R K Shurchandra Singh	Assistant Commissioner	shurchandra.rk@gov.in	9436037933
Meghalaya						
48	East Khasi Hills	Organic/Floriculture	Shri A M Paul	Assistant Commissioner	ajit_57in@yahoo.co.uk	9436701728
Odisha						
49	Paradip	Food Processing	Shri Taps Kumar Saha	Assistant Commissioner	tapassah871@gmail.com	9433346234
50	Puri	Handicrafts	Shri Shashi Bhushan	Assistant Commissioner	yourshashi@rediffmail.com	9836587004
51	Cuttack	Gems & Jewellery	Shri Amitabha Chatterjee	Assistant Commissioner	ccamitav@gmail.com	7044130332
52	Bargarh	Handloom	Shri Goutam Biswas	Assistant Commissioner	goutambiswas1892@gmail.com	8013540598
Punjab						
53	Barnala	Agri Equip	Shri Vikash Verma	Assistant Commissioner	gsidvbnl@gmail.com	8505840782
54	Jalandhar	Sports Goods	Shri Mandep Jabora	Deputy Commissioner	mandep.jabora@gov.in	7087467140
55	Ludhiana	Apparel, Auto Comp	Shri Sumet Singh Walia	Assistant Commissioner	egsuzal01@gmail.com	9780861233
56	Kapoorthala	Steel, Machinery	Ms. Kiran Bala	Assistant Commissioner	kirani.bangar@gov.in	9810441570
Sikkim						
57	West Sikkim	Large Cardamom	Shri Purnan Lama	Assistant Commissioner	Pulam.Lama@dicgate.gov.in lpurnan.66@gov.in	9641338715
Tamil Nadu						
58	Erode	Powerloom	Shri V Natarajan	Assistant Commissioner	vncenus@yahoo.com	9894619691
59	Coimbatore	Electrical & Agri equip.	Shri S.Satish Kumar	Assistant Commissioner	egst.chedivision@gov.in	9791159580
60	Tanjore	Handicrafts	Shri G.J. Panicker	Assistant Commissioner	gipanicker.customs@gov.in	9443536258
61	Tirupur	Apparel	Shri N. Subramanian	Assistant Commissioner	tirupur.gst@gov.in	9865076576
62	Thiruvallur	Plastics	Shri Mousunigangadhar	Deputy Commissioner	gangadhar.mousunigangadhar@gov.in	7798500408
63	Vellore	Leather	Shri M R Subramanya Iyer	Assistant Commissioner	subramanya.lyer@dicgate.gov.in	9448559616

LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM

	District	Sectors	Name	Designation	Email ID	Mobile No.
Tripura						
64	Sonamura	Agriculture sticks	Shri Sanjoy Mazumdar	Assistant Commissioner	sanjoy.mazumdar@gov.in	9402169139
65	West Tripura	Bamboo	Shri Sanjoy Mazumdar	Assistant Commissioner	sanjoy.mazumdar@gov.in	9402169139
Uttar Pradesh						
66	Varanasi	Handicrafts	Shri Rajendra Kumar Meena	Deputy Commissioner	rajendra.kumar@iccgate.gov.in	7897110320
67	Agra	Leather	Shri Siddharth Tiwari	Assistant Commissioner	siddharth.tiwari@iccgate.gov.in	7398449864
68	Bhadohi	Handicrafts	Shri Anil Kumar Gupta	Assistant Commissioner	anil.g0925@gov.in	7754918005
69	Kaapur	Leather	Shri Aditya Kumar Mangain	Assistant Commissioner	aditya.mangain@iccgate.gov.in	9760067642
70	Mecrut	Sports Goods	Shri Chandan Kumar	Assistant Commissioner	chandankumar.irs@gov.in	8292733077
71	Moradabad	Handicrafts	Shri Amit Sharma	Deputy Commissioner	amit3.sharma@iccgate.gov.in	9953284348
72	Saharanpur	Wood Work	Shri V.K. Joshi	Assistant Commissioner	vijay.kumar.joshi@gov.in	8376920259
73	Firozabad	Glasswork	Shri S.P. Galab Chandra Sharma	Assistant Commissioner	surajprakash1.sharma@iccgate.gov.in	8764419139
74	Unnao	Handicrafts	Ms. Mansi Trivedi	Deputy Commissioner	mansi.trivedi@gov.in	9327046760
Uttarakhand						
75	Nainital	Food Processing	Shri Harsh Vardhan Pande	Assistant Commissioner	hv.pande1964@gov.in	9997305689
76	Haridwar	Electrical equip.	Shri Gautam Thapliyal	Assistant Commissioner	gautam.thapliyal@gov.in	9634961185
77	Udhham Singh Nagar (Panunagar)	Auto Comp.	Shri Sumit Kumar	Assistant Commissioner	sumitkumar.91@gov.in	9967428903
West Bengal						
78	Murshidabad	Handloom	Shri A.N. Halder	Assistant Commissioner	ahindia.1959@gov.in ahindia1959@gmail.com	9474641806
79	Nadia	Handloom	Shri Subrata Kar	Assistant Commissioner	Subrata.Kar@iccgate.gov.in, Subrata.Kar59@gov.in	9831269263
80	Bankura	Handicrafts	Shri A.C. Dash	Assistant Commissioner	adwata.dash@gmail.com adwata.dash@iccgate.gov.in	9732088315

ANNEXURE - IV

Grievance Sheet (PART-A: To be filled by district nodal officers) <Name of district nodal officer>			
Sl. No.	Description	Detail	Instructions
1	District		Write 0 if not registered
2	GSTIN/Provisional ID		A unique number assigned to each grievance to enable its tracking through the escalation chain. It will be in the form of <GSTIN-m> where m is a two digit code denoting the number of grievances submitted against the particular GSTIN. E.g. if a taxpayer with GSTIN 06AAKFT4970C1Z4 submits 5 grievances, then the grievance ids shall be 06AAKFT4970C1Z4-01, 06AAKFT4970C1Z4-02 till 06AAKFT4970C1Z4-05. The grievance id must be mentioned in the subject line in all correspondences pertaining to the said grievance
3	Grievance ID		
4	Date of receipt of grievance by nodal officer		dd-mm-yyyy
5	Name of person from whom grievance received		
6	Mobile number for future communication with taxpayer		
7	Email id for future correspondence with taxpayer		
8	Mode of receipt of grievance		Visit to help desk OR telephone OR post OR email OR other
11	Nature of grievance and brief description		Nature of grievance must be one of the following: Policy related OR rate related Or system related. If more than one applicable, choose the one which is most relevant to the grievance. Nodal officer must also describe the crux of the grievance in not more than 100 words
14	Description of Solution provided by nodal officer (if any)		
15	Escalation to FAR required?		Yes OR No. Please go directly to row no. 18 if answer is No
16	Date on which grievance escalated to FAR		Date on which grievance sheet is sent to FAR (dd-mm-yyyy), with enclosures (if any)
17	Date on which solution received from FAR		Date on which solution is received from FAR (dd-mm-yyyy)
18	Date on which solution is communicated to taxpayer		Date on which solution is provided to taxpayer (dd-mm-yyyy). The entire sheet must be sent ot FAR once this date is entered.

Grievance Sheet (PART-B: To be filled by FAR) <Name of FAR officer>

Sl. No.	Description	Detail	Instructions
1	Date on which grievance received by FAR		Date on which grievance sheet is received by FAR (dd-mm-yyyy), with enclosures (if any)
2	Description of Solution provided by FAR (if any)		Solution must be communicated to the taxpayer directly by FAR with a copy to the district nodal officer
3	Escalation to CBIC/GSTN required?		Yes OR No. Please go directly to row no. 8 if answer is No.
4	Branch or branches to which escalation required?		GSTN OR DG (Systems) OR DG (Anti-profiteering) OR DG (TPS) OR DG (Export Promotion) OR JS (TRU-I) OR JS (TRU-II) OR JS (Customs) OR JS (Drawback) OR Commissioner (GST) OR Commissioner (Legal) OR Commissioner (Central Excise) OR Commissioner (Service Tax) OR any other. May mention multiple branches, in which FAR will have to send copies of the grievance sheet to all branches and compile their responses
5	Date on which grievance escalated to CBIC/GSTN?		Date on which grievance sheet is sent to CBIC/GSTN (dd-mm-yyyy), with enclosures (if any)
6	Description of Solution provided by CBIC/GSTN (if any)		Solution must be communicated by CBIC/GSTN to FAR which will compile it and convey it to the taxpayer with copy to the district nodal officer
7	Date on which solution received from CBIC / GSTN FAR		Date on which solution is received from CBIC/GSTN (dd-mm-yyyy), with enclosures (if any)
8	Date on which solution communicated by FAR to taxpayer with copy to district nodal officer		Date on which solution communicated (dd-mm-yyyy)

ANNEXURE -X

Grievance Report - To be sent by FAR to Board at the end of every working day

Sl. No.	Description	Detail	Instructions
1	Date of report		dd-mm-yyyy
2	Number of open grievances at the start of day		Number of grievances for which solution has not yet been communicated to the taxpayer
3	Grievances received during the day		Number of grievances received by FAR on the day when the report is generated
3a	Grievances received up to the day		Number of grievances received by FAR up to the day when the report is generated
4	Grievances closed during the day		Number of grievances for which solution communicated to taxpayer by FAR or the district nodal officer
4a	Grievances closed up to the day		Number of grievances for which solution communicated to taxpayer by FAR or the district nodal officer
5	Number of open grievances at the end of the day (2+3-4)		Number of grievances for which solution has not yet been communicated to the taxpayer
5a	Of (5), number of grievances pending with nodal officer		
5b	Of (5), number of grievances pending with FAR		