

**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**  
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**Room 159-A,**  
**North Block, New Delhi**  
**Dated: 1<sup>st</sup> 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 02<sup>nd</sup> 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.

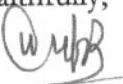
3. Primary work of FAR would be to receive and compile all the issues raised by these nodal officers. These nodal officers would report all the grievances on real time basis to the FAR in a grievance sheet. The format for

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](mailto:dggst-cbic@gov.in) and [nilesh.gupta@nic.in](mailto: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](mailto:dggst-cbic@gov.in) and [nilesh.gupta@nic.in](mailto: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

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Room 159-A,

North Block, New Delhi

Dated 29<sup>th</sup> 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 2<sup>nd</sup> November, 2018 to support MSMEs- convened by Department of Financial Services – reg.**

Government of India is launching a program on **02<sup>nd</sup> 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 (Prabhari 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.kburana@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.

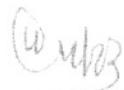
5. GST Council Secretariat is being requested to communicate about the said program to all the State Governments so that they can also support in this outreach by appointing State GST Officers as nodal officers for each of these districts.

6. A detailed report on the action taken may please be furnished by 6<sup>th</sup> November, 2018 to the undersigned at asim. anand@gov.in with a copy to rayneet.khurana@nic.in.

7. This issues with the approval of Finance Secretary.

Enclosed: (as above)

Yours faithfully,



29/10/18  
(Upender Gupta)

Commissioner (GST)

Copy to:

1. The Director General, Directorate General of Tax Payer Services, C.R. Building, I.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		
<b>Andhra Pradesh</b>		
1	Chittoor	Textiles
2	Guntur	Powerloom
3	Narsapur	Handicrafts
4	Visakhapatnam	Food Processing
5	East Godavari	Food Processing
<b>Arunachal Pradesh</b>		
6	Papumpare	Handloom
<b>Assam</b>		
7	Kamrup (Rural)	Handloom
8	Barpeta	Bamboo
9	South Cachar	Bamboo
<b>Bihar</b>		
10	Madhubani	Handicrafts
11	Gaya	Handloom
12	Patna	Electronics (LED)
<b>Delhi</b>		
13	Okhla	Electrical equip.
<b>Goa</b>		
14	North Goa	Food Processing
<b>Gujarat</b>		
15	Ahmedabad	Plastics
16	Kutchh	Handicrafts
17	Rajkot	Foundry
18	Somnath	Food Processing
19	Bharuch	Chemicals
20	Valsad	Chemicals
21	Surendra Nagar	Sanitaryware
<b>Haryana</b>		
22	Panipat	Handloom
23	Faridabad	Auto Comp.
24	Manesar	Auto Comp.
25	Sonipat	Wood Work
<b>Himachal Pradesh</b>		
26	Baddi	Pharma
27	Kangra	Handicrafts
28	Una	Wood Work
<b>Jammu and Kashmir</b>		
29	Jammu	Food Processing
<b>Jharkhand</b>		
30	Bokaro	Steel Ancillary
31	Khoonti	Handicrafts
32	Jamshedpur	Auto Comp.
<b>Karnataka</b>		
33	Bellary	Apparel
34	Hoskote	Auto Comp.
35	Bhagalkot	Handloom
36	Malur	Auto Comp.
37	Ramanagra	Toy industry
<b>Kerala</b>		
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 & Jewellers
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	Districts	Sectors	Prabhari Officer (SM-I/AS)	Commerce/ Related Agricultural Officer	
1	Visakhapatnam	Food Processing	Shiv Das Meena, AS, MoFIA	Visakhapatnam	Andhra
2	Chittoor	Textiles	Shashidhar K. Srinivas, Chairman, MPEDA	Chittoor	Andhra
3	Barpeta	Bamboo	Ashish Kumar Bhutam, JS, DoAC&FW	Barpeta	Assam
4	Gaya	Handloom	Bimbadhar Pradhan, AS &FA DoAC&FW	Gaya	Bihar
5	Bokaro	Steel Ancillary	Sonjay Prasad, JS, Defence Prod	Bokaro	Jharkhand
6	Udham Singh	Auto Components	Sukhbir Singh Sandhu, AS, MHRD (DHE)	Udham Singh	JK
7	Khooni	Handicrafts	Praveen Vasisht, JS MHA	Khooni	Rajasthan
8	West Sikkim	Large cardamom	Upmin Srivastava, AS, DoAC&FW	West Sikkim	Sikkim
9	Haridwar	Electrical equip.	Jyotsna Sating, 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. Khore, AS-DEA	AD-Hailakhandi	Assam
13	Kamrup (Rural)	Handloom	Purbroo Kumar Borthakur, Chairman, APEDA, D/o Commerce	AD-Darang	Assam
14	Madhubani	Handicrafts	N. Saravane 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, NII	AD-Narmada	Gujarat
17	Manesar	Autoparts	Rajni Sekhri Sibal AS MHA	AD-Mewat	Haryana
18	Jamshedpur	Auto Comp.	Ajka Tiwari, AS, Do Fertilizers	AD-Ranchi	Jharkhand
19	Bhagalkot	Handloom	Ravik Ranjanam Pandey, DoRevenue	AD-Raichur	Karnataka
20	Dhule	Food Processing	Rajesh Aggarwal, JS MoI A	AD-Nandurbar	Maharashtra
21	East Khasi Hills	Organic/Floriculture	Uttendra Kumar Sinha, JS DoNER	AD-Ribhoi	Meghalaya
22	Cuttack	Gems & Jewellery	Jatindra Nath Swain MD SECI	AD-Dhenkenal	Odisha
23	Bargarh	Handloom	Suresh Kumar Vasisht, JS Food and PD	AD-Balangir	Odisha

24	Ludhiana	Apparel, Electrical equip	Arunag 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	Santappa Kumar, AS, MoH&FW	AD-Bahraich	Uttar Pradesh
28	Kanpur	Leather	Kavita Agarwal, JS, DIPP	AD-Fatehpur	Uttar Pradesh
29	Nainital	Food Processing	Sukhbir Singh Sandhu, AS, MHRD (DHE)	AD-Udham Singh Nagar	Uttarakhand
30	Panipat	Handloom	Sunita Misra, JS NITI Ayog		Haryana
31	Sonipat	Handloom	Sunita Misra, JS NITI Ayog		Haryana
32	Kangra	Handicrafts	Auradina Thakur, JS DIPA		Himachal
33	Una	Wood Work	Angradhia Thakur, JS DIPA		Himachal
34	Ramanagara	Toy industry	Vandana Germani, JS DoHFW		Karnataka
35	Hoskote	Auto Comp.	Vandana Germani, 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&Petro		Maharashtra
39	Thane	Powerloom	Samir Kumar Biswas JS Do Ch&Petro		Maharashtra
40	Jalandhar	Sports Goods	Anjali Bhawara, AS MCA		Punjab
41	Kapurthala	G. Engineering	Anjali Bhawara, AS MCA		Punjab
42	Meerut	Spots Goods	Jothika Patankar, AS MoSD&E		Uttar Pradesh
43	Saharanpur	Wood Work	Jothika 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

List of districts			
47	Narsapur	Handicrafts	Sanjay Jaju, JS D/o Defence Production
48	East Godavari	Food Processing	Sanjay Jaju, JS D/o Defence Production
49	Papumpare	Handloom	Arun Yadav, JS, DAV
50	North Goa	Food Processing	Arun Haroka, JS MoDWS
51	Ahmedabad	Plastics	Raj Kumar, DG, ESIC, MoL
52	Kutchh	Handicrafts	Srinivas Ramaswamy Katikithala, AS DoPFI
53	Rajkot	Foundry	Niranjan Kumar, JS M/o Mines
54	Valsad	Chemicals	Om Prakash Chaudhary, JS, DoAHD&F
55	Somnath	Food Processing	Arun Kumar Verma, JS MoPower
56	Surendra Nagar	Sanitaryware	Niranjan Kumar, JS MoMines
57	Faridabad	Auto Comp	Shyamal Misra, JS DoCommerce
58	Baddi	Pharma	Raza Rizvi, AS&FA, MoB
59	Jammu	Food Processing	Shantmanu, JS, M/o Textiles
60	Ballari	Apparel	Amila Prasad, AS, MoSPI
61	Malur	Auto Comp	Atul Kumar Tiwari, JS MoTextile
62	Idukki	Food Processing	Gyanesh Kumar, AS MHA
63	Kottayam	Rubber	Pranod Kumar Pathak, AS, M/o Ayush
64	Nagpur	Food Processing	Vennelaganti Radha, JS MoDWS
65	Sangli	Food Processing	Kamal Datta, JS, DFPD
66	Imphal East	Handicrafts	Rajesh Kumar, JS, MoWCD
67	Okhla	Electrical equip	Jataj Srivastava, AS, DACFW
68	Paradip	Food Processing	Nikunja Kishore Sundaray, JS, MoEFC
69	Puri	Handicrafts	Parag Gupta, JS MoFPI

Sl. No.	City/Town	Product	Designated Officer	State/UT
70	Barnala	Agri Equip	Vijay Kumar Singh, JS DOPT	Punjab
71	Coimbatore	Electrical & Agri equip.	H. Sunmari, JS, M/o Tourism	Tamil Nadu
72	Tanjore	Handicrafts	Anita Praveen, AS&FA, POSTS	Tamil Nadu
73	Thiruvallur	Plastics	Sudhagendra Gupta, JS Cab Sec NNL WC	Tamil Nadu
74	Vellore	Leather	Sudhan, Anu Gupta, JS Cab Sec NSCWC	Tamil Nadu
75	Sonamura	Agarbatti sticks	Samay Kumar Rakesh, JS, MeTY	Tripura
76	Agra	Leather	Sunil Kumar, AS DoCommerce	Uttar Pradesh
77	Bhadohi	Handicrafts	Kamran Rizvi, JS MoRD	Uttar Pradesh
78	Moradabad	Handicrafts	Amrit Kumar Chibosh, JS MoRTH	Uttar Pradesh
79	Firozabad	Glasswork	Devashish Chaturvedi, AS, DoACFW	Uttar Pradesh
80	Bankura	Handicrafts	Barun Mitra, AS, D/o Defence Production	West Bengal

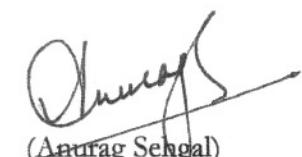
## ANNEXURE -II

F. No. CBIC-1/CH/2018  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Indirect Taxes & Customs  
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**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 2<sup>nd</sup> 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 Senchal)  
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.

**LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM**

	District	Sectors	Name	Designation	Email ID	Mobile No.
1	Andhra Pradesh Chittoor	Textiles	Shri T Ravi Varma	Assistant Commissioner	r.tiruvarapu@gov.in	9849985636
2	Guntur	Powerloom Handicrafts	Shri G. Gobalakrishnan Shri K. Raja Shekhar Reddy	Assistant Commissioner Assistant Commissioner	gobalakrishnari.966@gmail.com krschkarreddy@gmail.com	8072209881
3	Narsapur	Food Processing	Shri N. Srujan Kumar	Deputy Commissioner	srujan.k@gov.in	9866021340
4	Vizakapatnam	Food Processing	Shri Y.V. Sanyanayana	Assistant Commissioner	actiy.div-govtsp@gov.in	8106088444
5	East Godavari	Food Processing				9492775341
6	Papumpare Assam	Handloom	Shri Nijit Nandy	Assistant Commissioner	cguitanagar@gmail.com	9401049103
7	Kamrup (Rural)	Handloom	Shri Dinesh Kumar Juddha	Assistant Commissioner	akshaygs21@gmail.com	9289800004
8	Barneta South Cachar	Bamboo	Shri Dinesh Kumar Juddha Shri Sudip Kumar Dutta	Assistant Commissioner Assistant Commissioner	akshaygs21@gmail.com rajasudip_16@rediffmail.com	9289800004 9435071983
9	Bihar	Handicrafts	Shri Abdul Walid	Assistant Commissioner	cgstdivisiondbthangal@gmail.com	8240482678
10	Madhubani	Handicrafts	Shri Praveen Kumar	Assistant Commissioner	praveenkumar.89@gov.in	8375962302
11	Gaya	Handloom	Shri Ashutosh Kumar	Deputy Commissioner	ashutoshksingh@gov.in	7840088020
12	Purnia	Electronics (LED)				
13	Delhi	Electrical equip.	Shri Mashhood ur Rehman Farooqui	Deputy Commissioner	mr.farooqui@nic.in	8860693041
14	North Goa Gujarat	Food Processing	Shri Vivekanand Reddy	Assistant Commissioner	vivekananda.reddy@gov.in	8520022222
15	Ahmedabad Kutchh	Plastics Handicrafts	Shri Adesh Kumar Jain Shri Shashikant Sharma	Deputy Commissioner Assistant Commissioner	jainadashb97@gmail.com shashik Sharma@icegate.gov.in	9712317156 9461201385
16	Rajkot Somnath	Foundry Food Processing	Shri Sadeesh Kumar Shri Pavay Kumar	Assistant Commissioner Assistant Commissioner	k.sadeesh@gov.in pawankambhaji@rediffmail.com	9711992462 9990912827
17	Bharuch	Chemicals	Shri Jai Prakash Bhamu	Assistant Commissioner	acdc-div7@gsstdt2.gov.in	7976686601
18	Valsad	Chemicals	Shri Arun Bhatnagar	Deputy Commissioner	umbergajotdiv-csura@outlook.com	9408356956
19	Surendra Nagar Haryana	Sanitaryware	Shri V. S. Ranawat	Assistant Commissioner	ranawatvs@gmail.com	9414670624
20	Panipat	Handloom	Shri Rahul Joddapke	Assistant Commissioner	Panipat.div@yahoo.com	99900983051
21	Faridabad	Auto Compr.	Shri Mukesh Kumar	Assistant Commissioner	mukeshyadv@gmail.com	9654388151
22	Manesar	Auto Compr.	Shri Arshdeep Singh	Assistant Commissioner	arshdeep.singh@gov.in	8284984075
23	Sonipat	Wood Work	Shri Deepak Kumar	Deputy Commissioner	deepak.irs@gmail.com	9958391064
24	Himachal Pradesh					
25	Baddi	Pharma	Shri Pankaj Kumar Singh	Assistant Commissioner	pankajks63@gmail.com	9818416661
26	Jammu	Food Processing	Shri Abhiroop Aryan	Assistant Commissioner	abhirooparyan@gmail.com	9469496496
27	Kangra	Handicrafts	Shri Atul Turkey	Assistant Commissioner	atulturkey@gmail.com	9858247152
28	Una	Wood Work	Shri Atul Turkey	Assistant Commissioner	atulturkey@gmail.com	9858247152
29	Jammu and Kashmir					
30	Jharkhand					
31	Bokaro	Steel Ancillary	Shri Ravinda Nath Mishra	Assistant Commissioner	division2bokaro@gmail.com	7277687449
32	Khooni	Handicrafts	Ms. Nidhi Gupta	Assistant Commissioner	nidhi_pratap@gov.in	9811457395
	Jamshedpur	Auto Compr.	Shri N. K. Mishra	Additional Commissioner	cnvlgzamishb65@gmail.com	9831041742

**LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM**

District	Sectors	Name	Designation	Email ID	Mobile No.
<b>Karnataka</b>					
Bellary	Apparel	Shri S Vara Prasad Varma	Assistant Commissioner	varma.ssc@gov.in	8885840495
Hoskote	Auto Comp.	Shri P R Sachin	Deputy Commissioner	sachinpr1986@gov.in	9591574476
Bhagalkot	Handloom	Shri Aditya Bajpai	Assistant Commissioner	aditya.bajpai@gov.in	9958288418
Malur	Auto Comp.	Shri Anurag Rai	Assistant Commissioner	anurag.ra@gov.in	9910425320
Ramanagara	Toy industry	Shri Shivaprasad Veeresh Baddi	Deputy Commissioner	irs.baddi@gov.in	8088192604
<b>Kerala</b>					
Idukki	Food Processing	Shri Biju Paul	Assistant Commissioner	biju.paul@gov.in	9674921235
Kottayam	Rubber	Ms. Saraswathi Chandranohan	Assistant Commissioner	ca.saraswathi@yahoo.com	9447012572
<b>Maharashtra</b>					
Aurangabad	Pharma	Shri Vikram D Phadke	Deputy Commissioner	vram.phadke@gov.in	9762269606
Dhule	Food Processing	Shri Sachin R Dalvi	Assistant Commissioner	sachin1965@gmail.com	9265627296
Nagpur	Food Processing	1. Shri Umesh Rathod 2. Shri Anil Sashidharan	1. Assistant Commissioner 2. Deputy Commissioner	1. umesh.rathod@gov.in 2. anil.sashidharan@gov.in	1. 9008520095 2. 9496823071
Pune (for Auto components)	Auto Comp	Shri Amit S Nayak	Assistant Commissioner	amit.nayak@gov.in	9845719989
Thane	Pharma	Ms. Firdaus Pagarkar	Assistant Commissioner	firduous.p1970@gov.in	9757018966
Panvel	Powerloom	Shri Kuldeep Shivaji Kumbhar	Assistant Commissioner	kuldeep.kumbhar@gov.in	7020860072/8390285558
Sangli	Food Processing	Shri Dinesh A Nanal	Assistant Commissioner	dinesh.nanal@gov.in	9619557561
Nashik	Steel Furniture	Ms. Shweta Pachauri	Deputy Commissioner	shweta.pachauri@gmail.com	7588301801
<b>Manipur</b>					
Imphal East	Handicrafts	Shri R K Shuchandra Singh	Assistant Commissioner	shurc.handrank@gov.in	9436037933
Meghalaya	Organic/Floriculture	Shri A M Paul	Assistant Commissioner	ajit_57in@yahoo.co.uk	9436701728
<b>Odisha</b>					
Paradip	Food Processing	Shri Taps Kumar Saha	Assistant Commissioner	tapassaha871@gmail.com	9433346234
Puri	Handicrafts	Shri Shashin Bhushan	Assistant Commissioner	yourshashi@rediffmail.com	9836587004
Cuttack	Gems & Jewellery	Shri Amitabha Chatterjee	Assistant Commissioner	ccmitava@gmail.com	7044130332
Bargarh	Handloom	Shri Goutam Biswas	Assistant Commissioner	goutambiswas1892@gmail.com	8013540598
<b>Punjab</b>					
Barnala	Agri Equip	Shri Vikash Verma	Assistant Commissioner	gstdivbtl@gmail.com	8505840782
Jalandhar	Sports Goods	Shri Mandeep Jalota	Deputy Commissioner	mandeep.jalota@gov.in	7087467140
Ludhiana	Apparel, Auto Comp	Shri Sunmeet Singh Walia	Assistant Commissioner	cgstz10@gmail.com	9780861233
Kapoorthala	Steel Ancillary	Ms. Kiran Bala	Assistant Commissioner	kiran.bala@gov.in	9810441570
<b>Sikkim</b>					
West Sikkim	Large Garmentom	Shri Puran Lama	Assistant Commissioner	Pulan.Lama@icegate.gov.in	9641338715
<b>Tamil Nadu</b>					
Erode	Powerloom	Shri V Natarajan	Assistant Commissioner	vneenu@yahoo.com	9894619691
Coimbatore	Electrical & Agri equip.	Shri S Sathish Kumar	Assistant Commissioner	cgstcbe2division@gov.in	9791159580
Tanjore	Handicrafts	Shri G J Panicker	Assistant Commissioner	gjpanicker.customs@gov.in	9443536258
Tirupur	Apparel	Shri N Subramanian	Assistant Commissioner	trupur.gst@gov.in	9865075576
Thiruvallur	Plastics	Shri Mosaganti Gangadhar	Deputy Commissioner	gangadhar.mosaganti@icegate.gov.in	7798500408
Vellore	Leather	Shri M R Subramanya Iyer	Assistant Commissioner	subramanya.iyer@icegate.gov.in	9448559616

**LIST OF NODAL OFFICERS FOR MSME OUTREACH PROGRAM**

District	Sectors	Name	Designation	Email ID	Mobile No.
Tripura					
64 Sonamura	Agarbatti sticks	Shri Sanjay Mazumdar	Assistant Commissioner	sanjoy.mazumdar@gov.in	9402169139
65 West Tripura	Bamboo	Shri Sanjay Mazumdar	Assistant Commissioner	sanjoy.mazumdar@gov.in	9402169139
<b>Uttar Pradesh</b>					
66 Varanasi	Handicrafts	Shri Rajendra Kumar Meena	Deputy Commissioner	rajendra.kumar@iccegate.gov.in	7897110320
67 Agra	Leather	Shri Siddharth Tiwari	Assistant Commissioner	siddharth.tiwari@iccegate.gov.in	7398449864
68 Bhadohi	Handicrafts	Shri Anil Kumar Gupta	Assistant Commissioner	anil.g975@gov.in	7754918005
69 Kanpur	Leather	Shri Aditya Kumar Mangain	Assistant Commissioner	aditya.mangain@iccegate.gov.in	9760067642
70 Meerut	Sports Goods	Shri Chandan Kumar	Assistant Commissioner	chandan.kumar.16@gov.in	8292733077
71 Moradabad	Handicrafts	Shri Amit Sharma	Deputy Commissioner	amit3.sharma@iccegate.gov.in	9953284348
72 Saharanpur	Wood Work	Shri V.K. Joshi	Assistant Commissioner	vijaykumar.joshi@gov.in	8376920259
73 Firozabad	Glasswork	Shri S P Gulab Chandra Sharma	Assistant Commissioner	suryaprakash1.sharma@iccegate.gov.in	8764419139
74 Unnao	Handicrafts	Ms. Mansi Trivedi	Deputy Commissioner	mansi.trivedi@gov.in	9327046760
<b>Uttarakhand</b>					
75 Nainital	Food Processing	Shri Harsh Vardhan Pande	Assistant Commissioner	hr.pande1960@gov.in	9997305689
76 Haridwar	Electrical equip.	Shri Gautam Thapliyal	Assistant Commissioner	gautam.thapliyal@gov.in	9634961185
77 Udhampur Singh Nagar (Pantnagar)	Auto Comp.	Shri Sumit Kumar	Assistant Commissioner	sumitkumar.91@gov.in	9967428903
<b>West Bengal</b>					
78 Murshidabad	Handloom	Shri A.N. Halder	Assistant Commissioner	abindra.1959@gov.in abindra.1959@gmail.com	9474641806
79 Nadia	Handloom	Shri Subrata Kar	Assistant Commissioner	Subrata.Kar@iccegate.gov.in Subrata.Kar59@gov.in	9831269263
80 Bankura	Handicrafts	Shri A.C. Dash	Assistant Commissioner	advaita.dash@gmail.com advaita.dash@iccegate.gov.in	9732088315

**Grievance Sheet (PART-A: To be filled by district nodal officers) <Name of district nodal officer>**

Sl. No.	Description	Detail	Instructions
1	District		
2	GSTIN/ Provisional ID		Write 0 if not registered
3	Grievance ID		A unique number assigned to each grievance to enable its tracking through the escalation chain. It will be in the form of <GSTIN-nn> where nn 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
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		Visit to help desk OR telephone OR post OR email OR other
8	Mode of receipt of grievance		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
11	Nature of grievance and brief description		
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 of 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(STRU-I) OR JS (STRU-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 - II

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		