

ad

OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES, ODISHA, CUTTACK

No. III (I) / 89 / 2012 8273

Dt: 22-5-14

OFFICE ORDER

A Tax Payers' Service Unit (T.S.U) is to be set up in the Commercial Tax Department. For this purpose, the following structure, functions and activities are defined. The defined personnel are to immediately start functioning as per functions defined for the smooth implementation of the T.S.U.

Objective of the T.S.U.

The following are to be the broad objectives of the T.S.U.

1. To share tax related information with dealers/taxpayers and other stakeholders through effective interaction and communication.
2. To facilitate the transaction process for increasing efficiency in voluntary tax compliance.
3. To simplify the process of service delivery and improve the standard of service.
4. Respond to all queries and grievances of tax payers and devise a standard mechanism for redress.
5. Treat tax payers fairly and reasonably.
6. Minimise Compliance Cost

Structure of the T.S.U.

1. Mr. A.Satpathy, Additional Commissioner of Commercial Taxes (IT) will be acting as head of the Tax Payers' Service Unit.
2. Mr.K.C.Satpathy, OSD II will be in overall charge of the Unit at Head Office and supervise the works at Circle level.
3. The two ACTOs and Sr. Programmer who are working in the Help Desk of the I.T. Section will henceforth work under the Tax Payer Service Unit at Head Office and report to OSD II.
4. ACCT (TRU) Mr. S. Das will assist in Preparation of Publications and training programmes with the dealers.
5. At Circle level one CTO will be in charge of the Tax Payers' Service Unit who will supervise all functions including Help Desk function and one full time ACTO will be

97

exclusively assigned to Tax Payers' Service Unit & Help Desk. In big circles 2 ACTOs may be assigned for the work.

6. The T.S.U will currently function in the I.T. Section till further orders. One Jr. Clerk will be assigned exclusively to the Tax Payers Service Unit.

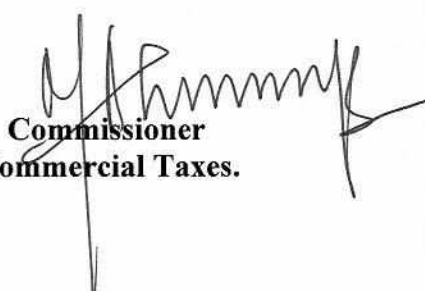
Functions of the T.S.U

The following functions are assigned to T.S.U and are to be started on a priority basis.

1. The Tax Payers' Service Unit will be responsible for maintaining the Help Desks at Head Office and Circle level and monitor the activities like ease and efficiency of service delivery.
2. It will organise the Range Level Advisory Committee Meeting and publish the issues raised by the dealers in the website and update the action taken on a regular basis.
3. It will be responsible for providing information to the dealers and general public related to any significant change in tax laws, information related to introduction of new services and change in the process of service delivery. The Unit is responsible for utilising appropriate and adequate channels of information flow like advertisement, e mail, SMS, News letter and call centre.
4. The Unit shall interact with the stakeholders on a regular basis to train and support them in understanding the processes and laws and address their queries.
5. The Unit will create a mechanism of grievance redress.
6. It will evaluate the performance of service delivery through feedback, third party survey.

Activities of T.S.U

The activities as well as the frequency, timeline, responsibility as well as performance evaluation mechanism of T.S.U are enclosed as Annexure-A.


Commissioner
Commercial Taxes.