

## Press Release

The Directorate General of Taxpayers Services, Ahmedabad Zonal Unit (DGTS, AZU) has been in the forefront of Taxpayer education and awareness across its jurisdiction of Gujarat, Rajasthan, Madhya Pradesh, Chhattisgarh and Union Territory Daman, Diu, Dadra & Nagar Haveli.

2. As part of a sustained effort aimed at addressing public concerns swiftly and effectively, DGTS, AZU is periodically undertaking various initiatives including:

- **Taxpayer Education** through Webinars/Seminars/Open Houses on GST, Customs and DGFT related laws and procedures;
- **Outreach Programmes** both in virtual and hybrid mode to reach out to specific groups like MSMEs, Startups, Women Entrepreneurs, Bootcamps for Students in Schools and Colleges towards creating awareness towards Financial Literacy and basics of Taxation;
- **Grievance Redressal** is an active feature of trade facilitation in CBIC's field formations and issues which are not getting resolved at their end can be escalated to DGTS. Interactive virtual meet between taxpayers, related stakeholders and Tax Officers for spot grievance redressal was successfully organised by this Office as part of GST Pakhwada from 16<sup>th</sup> to 30<sup>th</sup> June 2025. This was a special initiative by Government specifically focused on GST grievance redressal and due to such a proactive approach, large number of queries of taxpayer was resolved in this special fortnight.

3. These initiatives reflect Government's commitment to ensure Accountability, build Public Trust, and uphold the Principle of Responsive Administration. Governments thrust on Grievance Redressal in Indirect Taxes is further evident from the fact that the average time taken for grievance disposal in CBIC has been reduced to just 9 days, significantly better than the stipulated 21-day timeline. Importantly, 95% to 97% of CPGRAMS appeals are being disposed of within 30 days and this performance has placed CBIC among the top 5 out of 90 Central Ministries in CPGRAMS rankings since February 2024.

4. These efforts are transforming the tax landscape in our country by fostering a more business-friendly environment and ushering in an era where transparency, efficiency, and stability in tax structure is continuously reducing the burden of tax compliance resulting in improved Ease of Doing Business.

5. Shri Sumit Kumar, Pr. Additional Director General while briefing the Press at a meeting held today on 15<sup>th</sup> July 2025 at DGTS, AZU Office spoke specifically about four important points on the mandate of DGTS:

a) This is part of Government's effort of "Bharat Sarkar aapke dwar" as envisaged by our Honourable Prime Minister. Taxpayers or potential taxpayers need not visit our Offices for any of their grievances related to GST or Customs or suggestions on policy matters. They need not leave their work and visit us but they can continue with their business and raise their grievances with DGTS through our social media handles/emails;

b) DGTS is also in the process of preparing a scientifically designed Feedback Form, containing specific qualitative and quantitative measures, to objectively analyse the responses of both Taxpayers and Consumers, with the active help of premier Institutions of repute. The result will enable Government to capture real and quantifiable feedback data for appropriately responding to various grievances and suggestions.

c) We receive two types of grievances / suggestions from taxpayers and related stakeholders. First type is specifically regarding field formations and their operations and the second one is regarding policy matter / suggestions which we need to escalate with policy making bodies.

d) We also focus on reaching out to educational Institutions including Schools like Kendriya Vidyalayas and Colleges for creating awareness on indirect taxes and its features, among students who are the future taxpayers of our country;

6. It was also informed that grievances with regards to GST or Customs may be shared with this Office for enabling us to take up the grievances with the appropriate authorities for its prompt redressal. Issues raised on policy matters especially in GST, are decided by GST

Council and hence, the same will be taken to Council. An example of proactive response by Government to GST registration issues is evident from the comprehensive Instruction No. 2 and 3 of 2025, issued by CBIC. Copy is enclosed for ready reference.

7. Those who desire replies to their queries even from remote areas need not come to GST / Customs Offices but they can contact their jurisdictional GST / Customs field formations over various online grievance redressal mechanisms. However, if their grievance still remains unresolved, then they can contact DGTS on our social media handles. In this regard, Media's help is solicited in educating the public about the contact details of DGTS Ahmedabad Zonal Unit and its social media handles which are given below.

8. DGTS Ahmedabad Zonal Unit is committed in fulfilling CBIC's vision to build such an ecosystem for the tax payers where they are equally aware of their rights and duties towards indirect taxes but more importantly where they do not fear the Taxmen. All Media Houses and personnel's are requested to bring issues/grievances that they may have gathered from their readers and subscribers, which warrant Departmental intervention, to our notice for its redressal. He further stated that "We are committed to providing excellent taxpayer services, promoting voluntary compliance, and fostering a more business-friendly environment by working together with taxpayers and related stakeholders including Trade Associations & Tax Advisors. To this extent DGTS, AZU also seeks the cooperation of Media, for this important endeavour towards Nation Building".

9. Taxpayers in Gujarat, Rajasthan, Madhya Pradesh, Chhattisgarh and Union Territory Daman, Diu, Dadra & Nagar Haveli may reach out to DGTS, Ahmedabad Zonal Unit through following communication channels:

- **Email Address** : **adg.dgts[at]gov[dot]in**
- **Contact Number** : **079-29700495**
- **Twitter** : **@AhmedabadDgts**
- **Facebook** : **Dgts Azu**
- **Instagram** : **dgts.azu**

11. **Some of the outreach events conducted by DGTS AZU:**

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<b>1</b>	Navigating the Complexities of CGST Rule 96(10) - Challenges & Compliance Insights.
<b>2</b>	GST Registration Issues for MSME Sector with Laghu Udyog Bharti.
<b>3</b>	GST - Applicability, Benefits and Compliance for Dental Healthcare Services – Indian Dental Association (IDA-Gujarat).
<b>4</b>	GST & Customs - Applicability, Benefits and Compliance for Healthcare Services in Dermatology – Indian Association of Dermatologist, Venereologist & Laprologists (IADVL).
<b>5</b>	Interactive Virtual Meet hosted by DGTS, Ahmedabad Zonal Unit on 30th June 2025 for GST Grievance Redressal of CGST Formations in Gujarat in Association with GSTBA.
<b>6</b>	Common Errors in DRC-03, Introduction to Casual Taxpayers and Non-Resident Taxpayers, Whistleblowers and PIDPI Resolution 2004.
<b>7</b>	Maintenance of Accounts & Other Records under GST from the Taxpayers Perspective
<b>8</b>	Awareness on Customs Related Fraud Calls SMSs & Important Recommendations of 53rd GST Council Meeting.
<b>9</b>	ITC-Admissibility Criteria.
<b>10</b>	Key Decisions of 53rd GST Council Meeting implemented through Finance Act (No.2) 2024.
<b>11</b>	Key highlights of 54th GST Council Meeting Recommendations.
<b>12</b>	Activity Based Costing & Management for an Organisation – Special focus on MSMEs Speaker: Dr. Sobhesh Kumar Agarwalla, Prof. IIMA.
<b>13</b>	Benefits of MOOWR Scheme for Export Oriented Businesses with Special Focus on SMEs & Startups.
<b>14</b>	Recent Updates on GST & GST Annual Returns for SMEs.
<b>15</b>	55th GST Council Meeting Recommendations & Updates on Invoice Management System facilities.
<b>16</b>	Budget 2025: Important changes proposed in GST & Customs.
<b>17</b>	Valuation under Customs Act 1962.

**Dated: 15<sup>th</sup> July 2025**

**Pr. ADG, DGTS, Abad Zonal Unit**

**(Under MoF, DoR, CBIC)**

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