

Citizens' Charter

Vision

Partnering in India's socio-economic growth by formulating and implementing progressive indirect tax policies adopting stakeholder-centric approach and protecting the frontiers.

Mission

A robust indirect tax and border control administration, with a view towards delivery of services, which is –

- Simple and predictable
- Fair and just
- Transparent
- Technology-driven

and which –

- Encourages trust – based voluntary compliance
- Protects honest taxpayers' rights
- Facilitates trade with risk-based enforcement
- Enables legitimate movement of people, goods and services.
- Supplement the efforts to ensure national security, and;
- Continually invests in capacity building to achieve professional and ethical excellence.

Our Motto

"Desh Sevarth Kar Sanchay" Tax collection in Service of the Nation

Core Values

"Desh Sevarth Kar Sanchay" Tax collection in Service of the Nation

- Integrity and judiciousness
- Impartiality and Fairness
- Courtesy and Understanding
- Objectivity and Transparency
- Uprightness and Conscientiousness
- Promptness and Efficiency

Our Expectations

We expect citizens to:

- Uphold and respect the laws of the land
- Voluntarily discharge all tax liabilities
- Fulfill their duties and legal obligations in time
- Be honest in furnishing information

- Be co-operative and forthright in inquiries and verifications
- Avoid unnecessary litigation.

OUR STANDARDS

We aspire to provide the following key services within specified timelines:

Defined Service	Standard Time Norm
Acknowledge all written communication	Within 7 working days
Convey decision on Matters	Within 15 working days
Remit drawback	Within 7 working days
Clear export goods	Within 24 hours
Clear import goods	Within 48 hours
Dispose off a refund claim	Within 3 months
Complete registration	Within 2 working days
Export consignment at factory premises	Within 24 hours
Advance intimation before Audit	Minimum 15 days
Release non- required seized documents	Within 60 working days
Acknowledge grievances	Within 48 hours
Final decision on grievances	Within 30 working days
Release of seized documents and things, if not required by the Department	30 days after issue of Show Cause Notice
Issue of Orders-in-Original	30 days from the date of conclusion of personal hearing where all the requisite information is available

OUR COMMITMENT

We shall strive to:

- To encourage voluntary compliance
- To educate citizens about indirect tax laws
- To continuously enhance service delivery standards
- To promote a consultative and collaborative environment
- To provide information and other assistance at the GST Seva Kendras/Facilitation Counters as also on the website www.cbic.gov.in
- To effectively combat corruption as part of the comprehensive national mission for promotion of integrity

Note:

- Information required to be published under Section 4.1.b of RTI Act, 2005 are available on the website www.cbic.gov.in

- The standards of service deliverables under GST are applicable mutatis mutandis to the service deliverables under Central Excise and the Service Tax.
- Time norms for other services, as may be prescribed, shall also be observed.