

**Organisation and Function**

Item	Details of disclosure	Remarks/ Reference Points
		(Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
Particulars of its organisation, functions and duties	(i) Name and address of the Organization	Smt. Mallika Arya, Pr. Chief Commissioner, CGST & CX, C.R. Building I.P. Estate, New Delhi-110002.
[Section 4(1)(b)(i)]	(ii) Head of the organization	Principal Chief Commissioner
	(iii) Vision, Mission and Key objectives	<a href="http://gstdelhizone.gov.in/vision.php">http://gstdelhizone.gov.in/vision.php</a> CCO's functions
	(iv) Function and duties	<p>The (main) function of the Chief Commissioner's Office (CCO) is to discharge its responsibilities and strive to achieve excellence in its working besides causing due supervision and administration in ensuring the effective functioning of its subordinate GST &amp; Central Excise and Customs Commissionerates in the Zone; for this purpose, assuring -</p> <p>(1) the collection of due Government revenue under GST and Customs in a fair, equitable and efficient manner.                      (2) Administering the Government's various economic, tariff and trade policies.                      (3) Facilitating trade and industry including by streamlining and simplifying GST processes and helping Indian business to enhance its competitiveness.                      (4) Creating a climate for voluntary compliance by providing guidance and building mutual trust.                      (5) Combating revenue evasion, commercial frauds and social menace in an effective manner.                      (6) Duly implementing the Central Board of Indirect Taxes and Customs (CBIC)'s laid down policy and instructions.                      (7) Providing valuable inputs, other reports, feedback, etc. to the CBIC and higher authorities and guide the subordinate Commissionerates.</p> <p>About Goods &amp; Service Tax (GST) Indirect Taxation (w.e.f. 01-07-2017) regime</p> <p>Briefly, the law relating to Goods and Service Tax viz., the Central GST Act, 2017 (Act No. 12 of 2017) and the (concerned) State GST Act, 2017 was finally brought (legislated) into effect on 01-07-2017 (midnight), based on the constitutional amendment (effected) in this regard. It seeks to replace (subsume) the various earlier indirect taxes levied by the Central Government and State Governments (i.e., 17 kinds of indirect taxes imposed, such as: entry taxes, CVD, SAD Customs, AED, Luxury tax, Entertainment tax, taxes on lottery, betting and gambling; 23 kinds of 23 cesses imposed, such as: cess on tea and coffee, rubber, etc.). The introduction of GST is considered as a path-breaking and innovative step and measure to achieve the nation's long-cherished goal of (slogan) 'One Nation - One Tax - One Market' (seamless and unfettered flow of goods and services without any tax hindrance, as considered earlier) besides improving ease of doing business. The Government's logo in this regard is given below.</p> <p>The CCO, Delhi ZOne comprises of 04 executive Central GST Commissionerates Delhi North,East,West,South) and 02 Audit Commissionerates (Audit I/II). Apart from this,02 Commissioners (Appeals) are also functioning (Appeal I/II) and Cadre Control Authority under the administrative jurisdiction of the Chief Commissioner.</p> <p>Any complaint, grievance, etc. experienced by the taxpayer and all others concerned regarding the working of the CCO and its subordinate Commissionerates may be brought to the notice of this Office (including by e-mail) for grievance redressal and necessary action.</p>
	(v) Organization Chart	<a href="http://gstdelhizone.gov.in/organization-structure.php">http://gstdelhizone.gov.in/organization-structure.php</a>
	(vi) Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	<a href="http://gstdelhizone.gov.in/organization-structure.php">http://gstdelhizone.gov.in/organization-structure.php</a>
Power and duties of its officers and employees	(i) Powers and duties of officers (administrative, financial and judicial)	https://www.cbic.gov.in/htdocs-cbec/gst/index-english
[Section 4(1) (b)(ii)]	(ii) Power and duties of other employees	
	(iii) Rules/ orders under which powers and duty are derived and	
	(iv) Exercised	

	(v) Work allocation	<a href="http://gstdelhizone.gov.in/standing_order.php">http://gstdelhizone.gov.in/standing_order.php</a>
Procedure followed in decision making process	(i) Process of decision making Identify key decision making points	Decisions for executions, purchases etc. are exercised by the sub-ordinate jurisdictional Commissionerate in lines with the extant statutory provisions. For details, site of the respective Commissionerates may please be visited.
[Section 4(1)(b)(iii)]	(ii) Final decision making authority	
	(iii) Related provisions, acts, rules etc.	
	(iv) Time limit for taking a decisions, if any	
	(v) Channel of supervision and accountability	
Norms for discharge of functions	(i) Nature of functions/ services offered	Decisions for executions, purchases etc. Are exercised by the sub-ordinate jurisdictional Commissionerate in lines with the extant statutory provisions. For details site of the respective Commissionerates may please be visited.
[Section 4(1)(b)(iv)]	(ii) Norms/ standards for functions/ service delivery	
	(iii) Process by which these services can be accessed	
	(iv) Time-limit for achieving the targets	
	(v) Process of redress of grievances	<a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>
Rules, regulations, instructions manual and records for discharging functions	(i) Title and nature of the record/ manual /instruction.	<a href="https://cbic-gst.gov.in/cbic-gst-application-advisories-user-manuals.html">https://cbic-gst.gov.in/cbic-gst-application-advisories-user-manuals.html</a>
[Section 4(1)(b)(v)]	(ii) List of Rules, regulations, instructions manuals and records.	<a href="https://www.cbic.gov.in/htdocs-cbec/gst/index-english">https://www.cbic.gov.in/htdocs-cbec/gst/index-english</a>
	(iii) Acts/ Rules manuals etc.	<a href="https://www.cbic.gov.in/htdocs-cbec/gst/index-english">https://www.cbic.gov.in/htdocs-cbec/gst/index-english</a>
	(iv) Transfer policy and transfer orders	<a href="#">Available in Delhi CGST website NOTICE BOARD - Office Orders</a>
	(i) Gr. A	<a href="https://www.cbic.gov.in/htdocs-cbec/home_links/hrissues">https://www.cbic.gov.in/htdocs-cbec/home_links/hrissues</a>
	(ii) Gr. B & C	<a href="http://www.cbic.gov.in/htdocs-cbec/home_links/hrissues">CENTRAL EXCISE DELHI-I (mofapp.nic.in)</a>
Categories of documents held by the authority under its control	(i) Categories of documents	Not applicable for this office. However, it is informed that Bonds, securities etc. remain under the safe custodies of various offices under the sub-ordinate jurisdictional Commissionerate in lines with the extant statutory provisions
[Section 4(1)(b)(vi)]	(ii) Custodian of documents/categories	
Directory of officers and employees	(i) Name and designation	<a href="http://gstdelhizone.gov.in/officers.php">http://gstdelhizone.gov.in/officers.php</a>
[Section 4(1)(b)(ix)]	(ii) Telephone, fax and email ID	
Monthly Remuneration received by officers & employees including system of compensation	(i) List of employees with Gross monthly remuneration	The salary and remuneration of employees are as per 7th CPC &FR/SR in accordance with the designation and the pay scale. <a href="https://doe.gov.in/seventh-cpc-pay-commission">https://doe.gov.in/seventh-cpc-pay-commission</a>
[Section 4(1)(b)(x)]	(ii) System of compensation as provided in its regulations	

Name, designation and other particulars of public information officers	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	<a href="http://gstdelhizone.gov.in/files/rti/faa-cpio.pdf">http://gstdelhizone.gov.in/files/rti/faa-cpio.pdf</a>
[Section 4(1) (b) (xvi)]	(ii) Address, telephone numbers and email ID of each designated official.	
No. Of employees against whom Disciplinary action has been proposed/ taken	No. of employees against whom disciplinary action has been	
(Section 4(2))	(i) Pending for Minor penalty or major penalty proceedings	
	(ii) Finalised for Minor penalty or major penalty proceedings	
Programmes to advance understanding of RTI	(i) Educational programmes	
	(ii) Efforts to encourage public authority to participate in these programmes	Not applicable for this office. However, time to time training is/ are scheduled by various offices of NACIN. Therefore, for such details, the site of the respective NACIN may please be visited. <a href="https://nacin.gov.in/page/trainingcalendar">https://nacin.gov.in/page/trainingcalendar</a>
(Section 26)	(iii) Training of CPIO/APIO	
	(iv) Update & publish guidelines on RTI by the Public Authorities concerned	<a href="http://gstdelhizone.gov.in/files/rti/guidelines-for-filling-rti-application.pdf">http://gstdelhizone.gov.in/files/rti/guidelines-for-filling-rti-application.pdf</a>

Transfer policy and transfer orders	(i) Gr. A
[F No. 1/6/2011- IR dt. 15.4.2013]	(ii) Gr. B & C

[https://www.cbic.gov.in/htdocs-cbec/home\\_links/hrissues](https://www.cbic.gov.in/htdocs-cbec/home_links/hrissues)

[CENTRAL EXCISE DELHI-I \(mofapp.nic.in\)](http://CENTRAL_EXCISE_DELHI-I(mofapp.nic.in))

Budget and Programme	Details of disclosure	Remarks/ Reference Points
Item		(Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.	(i) Total Budget for the public authority	Available on the website <a href="http://gstdelhizone.gov.in/">http://gstdelhizone.gov.in/</a>
[Section 4(1)(b)(xi)]	(ii) Budget for each agency and plan & programmes	
	(iii) Proposed expenditures	
	(iv) Revised budget for each agency, if any	
	(v) Report on disbursements made and place where the related reports are available	
Foreign and domestic tours	(i) Budget	<a href="https://www.cbic.gov.in/htdocs-cbec/info-act/tourdtls/foreign-idx">https://www.cbic.gov.in/htdocs-cbec/info-act/tourdtls/foreign-idx</a>
(F.No. 1/8/2012- IR dt. 11.9.2012)	(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.	
	a) Places visited	
	b) The period of visit	
	c) The number of members in the official delegation	
	d) Expenditure on the visit	Decisions for executions, purchases etc. Are exercised by the sub-ordinate jurisdictional Commissionerate in lines with the extant statutory provisions. For details site of the respective Commissionerates may please be visited. Links are also available in NOTICE BOARD
	(iii) Information related to procurements	
	a) Notice/tender enquires, and corrigenda if any thereon,	
	b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured,	
	c) The works contracts concluded - in any such combination of the above-and	
	d) The rate /rates and the total amount at which such procurement or works contract is to be executed.	
Manner of execution of subsidy programme	(i) Name of the programme of activity	NA
[Section 4(i)(b)(xii)]	(ii) Objective of the programme	NA
	(iii) Procedure to avail benefits	NA
	(iv) Duration of the programme/ scheme	NA
	(v) Physical and financial targets of the programme	NA
	(vi) Nature/ scale of subsidy /amount allotted	NA
	(vii) Eligibility criteria for grant of subsidy	NA
	(viii) Details of beneficiaries of subsidy programme (number, profile etc)	NA

Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	NA
	(ii) Annual accounts of all legal entities who are provided grants by public authorities	NA
Particulars of recipients of concessions, permits of authorizations granted by the public authority	(i) Concessions, permits or authorizations granted by public authority	NA
[Section 4(1) (b) (xiii)]	(ii) For each concessions, permit or authorization granted	
	a) Eligibility criteria	
	b) Procedure for getting the concession/ grant and/ or permits of authorizations	
	c) Name and address of the recipients given concessions/ permits or authorisations	
	d) Date of award of concessions /permits of authorizations	
CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	<a href="https://www.cbic.gov.in/htdocs-cbec/deptt_offcr/audit-cxst/audit-cxst">https://www.cbic.gov.in/htdocs-cbec/deptt_offcr/audit-cxst/audit-cxst</a>

Publicity Band Public interface		Remarks/ Reference Points
Item	Details of disclosure	(Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of	Arrangement for consultations with or representation by the members of the public	RAC (Regional Advisory Committee) is scheduled on quarterly basis. REIC (Regional Economic Intelligence Committee) is scheduled on by-monthly basis. Time to time, RAC members and REIC members are intimated of the schedule/ bylaws/ relevant statutory provisions by way of correspondences through letters/ e-mail. Further, there is no fixed scheduled for holding JCM meeting with the Principal Commissioner. As and when required, the members of the respective association/s approach the competent authority for sorting out their grievances/ problems. Chief Commissioner or Principal Commissioner Calls meeting for resolving their issues relating to administration, establishment and welfare etc.
	(i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	
[Section 4(1)(b)(vii)]	(ii) Arrangements for consultation with or representation by	
	a) Members of the public in policy formulation/ policy implementation	
[F No 1/6/2011-IR dt. 15.04.2013]	b) Day & time allotted for visitors	Arrangement for details of Information & Facilitation Counter (IFC) to provide publications as sought by RTI applicants is being provided during 09:30 to 18:00 Hrs., on each working day through SEVOTTAM counter being operated at "OFFICE OF THE CHIEF COMMISSIONER, CGST & CX, Delhi Zone, Ground Floor, C.R. Building I.P Estate, New Delhi-110002 Phone :- 011-23708308.
	c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	
	Public- private partnerships (PPP)	
	(i) Details of Special Purpose Vehicle (SPV), if any	NA
	(ii) Detailed project reports (DPRs)	NA

	(iii) Concession agreements.	
	(iv) Operation and maintenance manuals	NA
	(v) Other documents generated as part of the implementation of the PPP	NA
	(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government	NA
	(vii) Information relating to outputs and outcomes	
	(viii) The process of the selection of the private sector party (concessionaire etc.)	NA
	(ix) All payment made under the PPP project	NA
Are the details of policies / decisions, which affect public, informed to them	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;	<a href="http://gstdelhizone.gov.in/taxpayerservices.php">http://gstdelhizone.gov.in/taxpayerservices.php</a>
[Section 4(1) (c)]	(i) Policy decisions/ legislations taken in the previous one year	
	(ii) Outline the Public consultation process	NA
	(iii) Outline the arrangement for consultation before formulation of policy	NA
Dissemination of information widely and in such form and manner which is easily accessible to the public	Use of the most effective means of communication	
[Section 4(3)]	(i) Internet (website)	<a href="http://gstdelhizone.gov.in/index.php">http://gstdelhizone.gov.in/index.php</a>
Form of accessibility of information manual/ handbook	Information manual/handbook available in	
[Section 4(1)(b)]	(i) Electronic format	<a href="https://www.cbic.gov.in/htdocs-cbec/gst/index-english">https://www.cbic.gov.in/htdocs-cbec/gst/index-english</a>
	(ii) Printed format	
Whether information manual/ handbook available free of cost or not	List of materials available	
[Section 4(1)(b)]	(i) Free of cost	Various brochures of different schemes etc. (viz. SVLDRS) are available in the office, free of cost during 09:30 to 18:00 Hrs., on each working day through SEVOTTAM counter being operated at "OFFICE OF THE CHIEF COMMISSIONER, CGST & CX, Delhi Zone, Ground Floor, C.R. Building I.P Estate, New Delhi-110002 Phone :- 011-23708308.
	(ii) At a reasonable cost of the medium	

<b>E.Governance</b>		
<b>Item</b>	<b>Details of disclosure</b>	<b>Remarks/ Reference Points</b>
<b>(Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)</b>		
Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]	(i) English	<a href="https://cbic-gst.gov.in/cbic-gst-application-advisories-user-manuals.html">https://cbic-gst.gov.in/cbic-gst-application-advisories-user-manuals.html</a>
	(ii) Vernacular/ Local Language	<b>Manual etc. are not available in Hindi Etc</b>

When was the information Manual/Handbook last updated? [F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	Updated on regular basis.
Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form (ii) Name/ title of the document/record/ other information (iii) Location where available	<a href="https://www.cbic.gov.in/index">https://www.cbic.gov.in/index</a>
Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the facility (ii) Details of information made available (iii) Working hours of the facility	Office of the Principal Chief Commissioner, CGST & CX, 1st Floor, C.R. Building, I.P Estate, New Delhi-110002. NA 09:30 am to 06:00 pm (working days)
	(iv) Contact person & contact details (Phone, fax email)	Ph: 011-23708308, Email : ccu-cexdel@nic.in
Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	<a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>
	(ii) Details of applications received under RTI and information provided	RTI Quarterly report 2021-22
	(iii) List of completed schemes/ projects/ Programmes	As, the said information pertaining to this office, related to these subject issues are dealt with/ prepared/ executed/ reported by the sub-ordinate jurisdictional Commissionerates of this zone in lines with the extant statutory provisions. Therefore, for such details, the site of the respective jurisdictional Commissionerates may please be visited.
	(iv) List of schemes/ projects/ programme underway	
	(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	
	(vi) Annual Report	
	(vii) Frequently Asked Question (FAQs)	<a href="http://cbic-gst.gov.in/faq.html">cbic-gst.gov.in/faq.html</a>
	(viii) Any other information such as a) Citizen's Charter	<a href="https://www.cbic.gov.in/htdocs-cbec/whoweare/ctzen-ctre-new">https://www.cbic.gov.in/htdocs-cbec/whoweare/ctzen-ctre-new</a>
	b) Result Framework Document (RFD)	
	c) Six monthly reports on the	
d) Performance against the benchmarks set in the Citizen's Charter		
Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed (ii) Details of appeals received and orders issued	RTI Quarterly report 2021-22 RTI Quarterly report 2021-22
Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	

Information as may be prescribed		
Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
	(i) Name & details of (a) Current CPIOs & FAAs	<a href="http://gstdelhizone.gov.in/files/rti/faa-cpio.pdf">http://gstdelhizone.gov.in/files/rti/faa-cpio.pdf</a>

Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]	(b) Earlier CPIO & FAAs from 1.1.2015	
	(ii) Details of third party audit of voluntary disclosure	NACIN
	(a) Dates of audit carried out	NACIN for period 2019-20
	(b) Report of the audit carried out	Not Available with this office
	(iii) Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD	Shri Manish Kumar, Additional Commissioner
	(a) Date of appointment	23.09.2021
	(b) Name & Designation of the officers	Shri Manish Kumar, Additional Commissioner