



कार्यालय मुख्य आयुक्त  
OFFICE OF THE CHIEF COMMISSIONER,  
केन्द्रीयकर (सी.जी.एस.टी.), केन्द्रीय उत्पाद शुल्क एवं सीमाशुल्क, भोपाल ज़ोन  
CENTRAL TAX (CGST), CUSTOMS & CENTRAL EXCISE, BHOPAL ZONE  
35-C, जीएसटी भवन, नजदीक पर्यावास भवन, जेल रोड, भोपाल  
35-C, GST Bhawan, Near ParyavasBhawan, Jail Road, Bhopal (M.P.)-462 011  
Tel.No. 0755-2765903 Email: ccu-cexbpl@nic.in

C. No.I/4190173/2026

Bhopal, Dated-22-05-2026

## **Suo moto disclosure under Section 4 of the RTI Act, 2005**

### **1.1 PARTICULARS OF ITS ORGANISATION, FUNCTIONS AND DUTIES [Section 4(1) (b) (i)]:**

#### **Name and address of the Organisation: -**

Office of the Chief Commissioner of CGST, Central Excise & Customs, Bhopal Zone, 35-C, Administrative Area, Arera Hills, Bhopal.

**Head of the Organisation: -** Manas Ranjan Mohanty, Chief Commissioner.

#### **Vision, Mission and Key Objectives: -**

**Our vision is to create a citizen friendly environment that would facilitate voluntary compliance towards payment of taxes. This would in turn generate revenue for the government which would help the government in achieving its development plan and help India in becoming a business friendly, investor attractive and a leading nation in every aspect in the world.**

#### **Thus, our Mission is:**

1. Increasing voluntary compliance among tax payers
2. Efficient, fair and transparent tax administration
3. Adjudication of disputes in a fast yet efficient manner
4. Creation of a business friendly environment
5. Combating tax evasion and commercial frauds
6. Facilitation of trade process and economic policies thus adding to the ease of doing business in the country.

#### **We are committed to:**

1. Selflessness: We will hold the public office solely for public interest.
2. Integrity: We will showcase utmost integrity in our official duties.
3. Objectivity: Merit will be the only criteria in carrying out the public business.
4. Accountability: We will be accountable for our decisions and actions to the public.

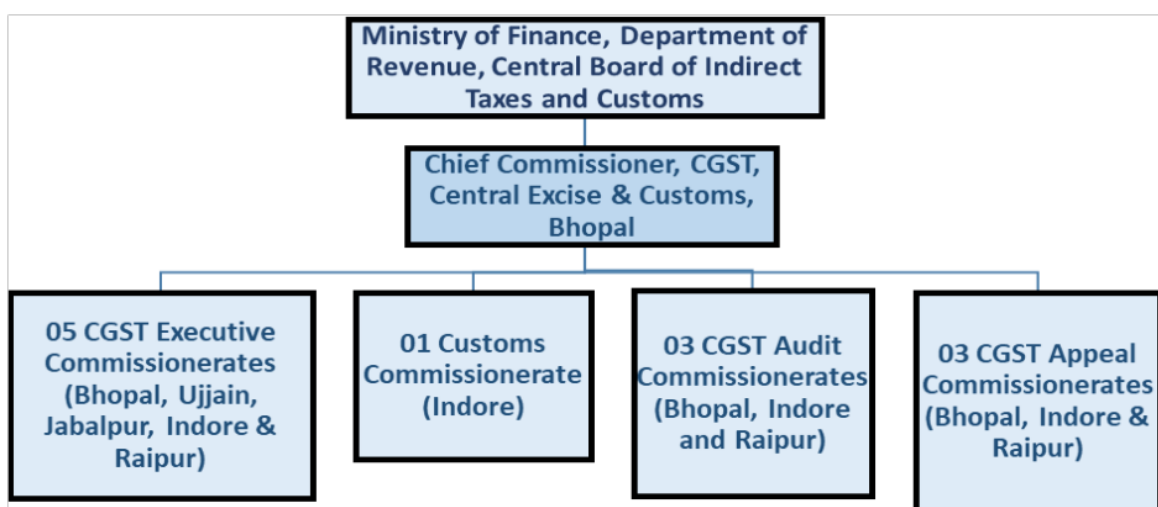
5. Leadership: We will promote a principle of leadership not only in the area of tax administration but also in area of general administration and would focus on the concept of 'leading by example'.
6. Openness: We would suo-motto disclose all the information that is for public interest and thus would adhere to the principle of 'Right to Information'.
7. Grievance redressal: We would be sensitive to the grievances of the public and work towards their fast and lawful disposal.
8. Swachh Bharat: We would implement the principle of Swachhta not only in terms of our office premise but also in terms of our thoughts, opinions and actions.

Thus we at Central Goods and Service Tax, Bhopal Zone seek to play an active role in enforcing rule of law, maintaining strict yet transparent tax administration and creation of a two-way communication platform between the citizens and the department.

### Functions and Duties:-

CGST, Central Excise & Customs, Bhopal Zone is a Central Government organization working under Central Board of Indirect Taxes & Customs (CBIC), Department of Revenue, Ministry of Finance, Government of India. This office is entrusted to monitor the work of levy of CGST, Central Excise & Customs being performed by 12 Commissionerates (05 CGST Executive Commissionerates, 01 Customs Commissionerate, 03 CGST Audit Commissionerates and 03 CGST Appeals Commissionerate). The Chief Commissioner of the Zone has the administrative control over the entire zone spread across the state of Madhya Pradesh and Chhattisgarh.

### Organisation Chart:-



**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 – The Government of India has implemented Goods and Service**

**Tax(GST) w.e.f 01.07.2017. GST is a single tax on supply of goods & services which replaces the existing indirect taxes levied by both Centre and States. Central Board of Excise and Customs (CBEC) has been renamed as Central Board of Indirect Taxes and Customs (CBIC).**

**1.2 POWERS AND DUTIES OF OFFICERS AND EMPLOYEES [Section 4(1) (b) (ii)]:**

The powers and duties of the officers are defined in the following Acts:

- Central Excise Act, 1944,
- Customs Act 1962,
- CGST Act, 2017,
- IGST Act, 2017, and
- Rules made thereunder, which are available in public domain.

**(i) Powers and duties of officers (Administrative, Financial and Judicial):**

**1. Chief Commissioner of CGST, Central Excise& Customs:**

The Chief Commissioner is the Administrative Head of the Zone. He/ She shall oversee collection of targeted revenue every year and shall report to the Central Board of Indirect Taxes& Customs (CBIC). He/ She exercises control over the Principal Commissioners/ Commissioners of CGST, Central Excise & Customs in the zone as well as Principal Commissioners/ Commissioners of Appeals and Audit Commissionerates coming under the zone. The Chief Commissioner is also the Cadre Control Authority having administrative control over service matters of Group-B & Group-C officers working in Bhopal Zone (Madhya Pradesh & Chhattisgarh) and Nagpur (Parts of Maharashtra).

**2. Additional Commissioner / Joint Commissioner of CGST, Central Excise& Customs:**

An officer in the rank of Additional Commissioner/Joint Commissioner of CGST and Central Excise is deployed in Chief Commissioner's office. He/ She assist the Chief Commissioner in all matters. He/ She supervise and have control over all the staff working in Chief Commissioner's office.

**3. Deputy / Assistant Commissioner of CGST, Central Excise & Customs:**

An officer in the rank of Deputy/Assistant Commissioner of CGST and Central Excise is deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner and Additional Commissioner in matters allotted to him/her. He/ She supervises and has control over the sections allocated to him/her as under:

- Cadre Control Authority & Establishment

- Confidential & Vigilance Section
- Central Administrative Tribunal (CAT) Section
- Systems Section
- Technical Section
- Legal & Review Section
- Statistics Section
- Audit Section
- Analytics Section (BIFA/ADAVIT, etc)
- RTI Cell.

**(ii) Powers and duties of other officers/employees:**

4. Superintendent/Administrative Officer of CGST, Central Excise & Customs:

Officers in the rank Superintendent/Administrative Officer of CGST and Central Excise are deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner of CGST, Central Excise & Customs in matters allotted to him/her. He/ She supervises and has control over the sections allocated to him/her.

5. Inspector of CGST, Central Excise & Customs:

Officers in the rank of Inspector of CGST and Central Excise are deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner and Superintendent of CGST, Central Excise & Customs in matters allotted to him/her.

6. Executive Assistant/Tax Assistant of CGST, Central Excise & Customs:

Officers in the rank of Executive Assistant/Tax Assistant of CGST, Central Excise & Customs are deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner and Superintendent /Administrative Officer of CGST Central Excise & Customs in matters allotted to him/her.

In addition to above, Stenographer Grade-I/II and Personal Secretary are also posted in Chief Commissioner's office to assist the Chief Commissioner and Additional Commissioner.

**(iii) Rules/orders under which powers and duties are derived:**

Instructions contained in Manual of Office Procedure are followed during discharge of functions.

**(iv) Rules/orders under which powers and duties are exercised:**

Instructions contained in Manual of Office Procedure are followed during discharge of functions.

**(v) Work allocation:**

Work Allocation amongst the officers of all grades is done with the approval of the Competent Authority and work allocation orders are uploaded on the website for the purpose of information.

**1.3 PROCEDURE FOLLOWED IN DECISION MAKING PROCESS [Section 4(1)****(b) (iii)]:****(i) Process of Decision Making – Identify key decision making points:**

Office of the Chief Commissioner of CGST and Central Excise is primarily an administrative / monitoring unit. It monitors the activities of Executive Commissionerates, Audit Commissionerates and Appeal Commissionerates falling under the zone.

**(ii) Final Decision Making Authority:**

Commissionerate is headed by a Principal Commissioner/Commissioner who is the final decision making authority with regard to disputes regarding levy and collection of CGST, Central Excise & Customs in his/her jurisdiction.

**(iii) Related provisions, acts, rules etc.:**

The procedure followed by the officers in the decision making process and different aspects of supervision, accountability for taking decisions are outlined in the CGST Act, IGST Act, Central Excise Act, Customs Act and related Rules and Manuals which are already in public domain.

**(iv) Time-limit for taking decisions:**

Time limit for taking decisions are outlined in the CGST Act, IGST Act, Central Excise Act, Customs Act and related Rules and Manuals which are already in public domain. Further, for key services provided by the Commissionerates under this office, the time limits have also been made available in public domain through Citizen's charter.

**(v) Channel of supervision and accountability:**

Commissionerates are supervised by Principal Commissioner/Commissioner who is assisted by Additional/Joint Commissioners and other officers in the Commissionerate Headquarters office. There are subordinate field formations called Divisions which are supervised by an officer of the rank of Deputy/Assistant Commissioner and there are

multiple Ranges under each Division which are supervised by Superintendents. Each Range Officer of the Division is assisted by Inspectors. The overall control of the Zone is vested with the Chief Commissioner.

#### **1.4 NORMS FOR THE DISCHARGE OF ITS FUNCTIONS [Section 4(1)(b)(iv)]:**

**(i) Nature of functions/ services offered:** To carry out the mission of CBIC to administer CGST, IGST and Central Excise laws aimed

- realizing the revenues in a fair, equitable & efficient manner;
- administering the Government's economic, tariff and trade policies with a practical and pragmatic approach;
- facilitating trade and industry by streamlining & simplifying CGST and Central Excise processes and helping Indian businesses to enhance their competitiveness;
- creating a climate for voluntary compliance by providing guidance and building mutual trust;
- Combating revenue evasion and commercial frauds in an effective manner.

**(ii) Norms/ standards for functions/ service delivery:** The said objectives are sought to be achieved by:-

- enhancing the use of information technology;
- streamlining the procedures;
- encouraging voluntary compliance;
- Evolving cooperative initiatives.

**(iii) Process by which these services can be accessed:** Not Applicable to this office.

Further, for services provided by the Commissionerates under this office, the designated portals can be accessed through links given in E-services Tab on the website.

**(iv) Time-limit for achieving the targets:** Time limit for taking decisions are outlined in the CGST Act 2017, CGST Rules 2017, Central Excise Manual, the Adjudication Manual, Audit Manual etc. which have been made available in public domain through the website.

**(v) Process of redress of grievances:**

The aggrieved citizens may submit their grievances online through CPGRAM Portal for speedy and favorable redressal at <https://pgportal.gov.in/> or by any other mode.

The grievances received are examined by the Section dealing with the matter and if found genuine necessary action for redressal of the same is taken accordingly by the competent authority. If the grievance pertains to the field formations under the jurisdiction of this

office, the same are forwarded for their comments or necessary action and final decision is taken based on the verification report received from the field formations. Decision on the grievances is conveyed to the CPGRAM portal or by Post, from where the same is received.

**1.5 RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS, HELD BY THE ORGANIZATION OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS [Section 4(1) (b)(v)]:**

(i) Title and nature of the record/manual/instruction:

The main statutes which are related to the levy and collection of CGST, IGST & Central Excise Duty are as under:

- Central Excise Act, 1944
- Central Excise Tariff Act, 1985
- National Calamity Contingent Duty (Section 136 of the Finance Act, 2001 (14 of 2001))
- Education Cess (Chapter VI of the Finance Bill, 2004)
- Additional Duties of Excise (Goods of Special Importance) Act, 1957
- Additional Duties of Excise (Textiles and Textile Articles) Act, 1978
- Provisional Collection of Taxes Act, 1931
- Customs Act, 1962
- CGST Act, 2017; IGST Act 2017; UGST Act 2017
- Customs Tariff Act, 1975
- Foreign Trade (Development and Regulation) Act, 1992
- Chapter V of the Finance Act, 1994 [ Service Tax]
- Finance Act, 1989 (13 of 1989) (from section 40 to 49) [Inland Air Travel Tax]
- GST Rates
- Health Security se National Security Cess Act, 2025

(ii) List of Rules, regulations, instructions manuals and records:

- The Cenvat Credit Rules, 2004
- The Central Excise Rules, 2002 (Section 143 of the Finance Act, 2002) The Central Excise (Appeals) Rules, 2001
- The Central Excise (Settlement of Cases) Rules, 2001
- The Central Excise (Removal of Goods at Concessional Rate of Duty for Manufacture of Excisable Goods) Rules, 2001
- Central Excise Valuation (Determination of Price of Excisable Goods) Rules, 2000
- Consumer Welfare Fund Rules, 1992

- The Customs, Excise & Service Tax Appellate Tribunal (Procedure) Rules, 1982.
- The Central Excise (Advance Rulings) rules, 2002.
- Foreign Privileged Persons (Regulation of Customs Privileges) Rules, 1957
- Customs (Attachments of Property of Defaulters for Recovery of Government Dues) Rules, 1995
- Accessories (Condition) Rules, 1963
- Re-Export of Imported Goods (Drawback of Customs Duties) Rules, 1995
- Notice of Short-Export Rules, 1963
- Customs and Central Excise Duties Drawback Rules, 1995
- Specified Goods (Prevention of Illegal Export) Rules, 1969
- Customs Tariff (Determination of Origin of Goods under the Agreement on SAARC Preferential Trading Arrangement) Rules, 1995
- Notified Goods (Prevention of Illegal Import) Rules, 1969
- CGST Rules 2017; IGST Rules 2017

#### Manuals

- CBIC Manual on Central Excise
- CBIC Manual on Customs

(iii) Acts/ Rules manuals etc.: All these Acts, Rules, Manuals are available in CBIC website [www.taxinformation.cbic.gov.in](http://www.taxinformation.cbic.gov.in).

### **1.6 CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL [Section 4(1) (b) (VI)]:**

#### **(i) Categories of documents**

Office of the Chief Commissioner of CGST, Central Excise & Customs being only an administrative/monitoring unit, no specific records are exclusively held by it or under its control. However, the Commissionerates maintain the followings records:

1. Records of revenue realization
2. Records of inspection and audit
3. Records of litigation in Courts
4. Records of litigation in Tribunals
5. Records of vital statistics like Revenue, arrears of Revenue, Provisional assessments, Adjudication, Refunds
6. Records of Offences registered against tax evaders
7. Records of Tax Recovery
8. Records of Drawback Claims
9. Records of Vigilance matters

10. Records of Receipts and Expenditure Accounts
11. Records of Service Books
12. Records of Establishment matters
13. Records of Administration
14. Records of Stores & Stationery
15. Records of Welfare matters
16. Records of Audits conducted and discrepancies noted
17. Records of Prosecutions
18. Records of litigation in courts
19. Records of Departmental Adjudication

(ii) Custodian of documents/categories:

Apart from the matters like administration of Chief Commissioner's Office, public grievances, etc, the issues which are received in Chief Commissioner's Office for information and comments are held by it. Records related to work assigned to concerned Sections are kept in the custody of respective Sections.

**1.7 BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS PART OF PUBLIC AUTHORITY [Section 4(1) (b) (viii)]:**

- i. Name of Boards, Council, Committees etc.: Grievance Redressal Committee for Madhya Pradesh and Chhattisgarh
- ii. Composition: The Committee consists of State representatives, Industrial Associations, Business Chambers and Tax Practitioners.
- iii. Date from which constituted: 08.11.2024
- iv. Term / Tenure: 2025-26
- v. Powers and Functions: The functions are purely advisory in nature and the committee is intended for resolving the procedural difficulties of a general nature. The Committee can, however, discuss any material including the policy behind individual cases but excluding individual cases themselves and all judicial and semi judicial matters.
- vi. Whether their meetings are open to the public? No. Specific Trade Representatives who are members of the Committee participate.
- vii. Whether minutes of the meetings are open to the public?—Yes
- viii. Place where the minutes if open to the public are available— [ccobz.gov.in](http://ccobz.gov.in)>>Trade Corner.

Constitution and Minutes of the Committee for MP and CG are available under the tab Trade Corner on home page of the website [ccobz.gov.in](http://ccobz.gov.in)

In addition to above, the order of constitution of Internal Complaints Committee is also available on the website under the tab Departmental Officers>>POSH Charter.

### **1.8 DIRECTORY OF OFFICERS AND EMPLOYEES [Section 4(1) (b) (ix)]:**

Directory of Key Officers of the O/o the Chief Commissioner, CGST, Central Excise & Service Tax is available on the website under the Tab Useful Links>>Sampark.

### **1.9 MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS [Section 4(1)(b)(x)]:**

(i) List of Employees with Gross monthly remuneration:

| S. No. | Designation   | Pay Level in pay matrix (along with applicable allowance) |
|--------|---|---|
| 01     | Chief Commissioner                                      | LEVEL 16  |
| 02     | Additional Commissioner                                 | LEVEL 13  |
| 03     | Joint Commissioner                                      | LEVEL 12  |
| 04     | Deputy Commissioner                                     | LEVEL 11  |
| 05     | Assistant Commissioner / Chief Accounts Officer         | LEVEL 10  |
| 06     | Superintendent / Sr. Private Secretary                  | LEVEL 8   |
| 07     | Administrative Officer/ Private Secretary/<br>Inspector | LEVEL 7   |
| 08     | Executive Assistant / Steno (Gr-I)                      | LEVEL 6   |
| 09     | Tax Assistant / Steno (Gr- II)                          | LEVEL 4   |

(ii) System of compensation as provided in regulations: There is no system for compensation.

### **1.10 NAMES, DESIGNATIONS AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS [Section 4(1)(b)(xvi)]:**

The details of the CPIO and FAA are available on the website ccobz.gov.in under the Tab RTI>>List of CPIO/FAA

### **1.11 NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN [Section 4(2)]:**

No. of employees against whom disciplinary action has been initiated as on 31.03.2026:–

1. Pending for Minor penalty or major penalty proceedings–26

2. Finalised for Minor penalty or major penalty proceedings–04

No. of employees against whom disciplinary action has been initiated as on 21.05.2026:–

1. Pending for Minor penalty or major penalty proceedings–26
2. Finalised for Minor penalty or major penalty proceedings–4

#### **1.12 PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI [Section 26]:**

1. **Educational Programmes:** Training on RTI related subjects are conducted by NACIN.
2. **Efforts to encourage public authority to participate in these programmes:**
3. Officers are nominated for training on RTI related subjects which are conducted by NACIN.
4. **Training of CPIO/APIO:** All trainings are conducted by NACIN. Further, officers also have access to training modules available on iGot Platform under the tab Training on ccobz.gov.in
5. **Update & publish guidelines on RTI by the Public Authorities concerned:** Important CIC Decisions have been made available on the website under the tab RTI>> Important CIC decisions.

#### **1.13 TRANSFER POLICY AND TRANSFER ORDERS[F.No.1/6/2011-IR dt. 15.4.2013]:**

Transfer Policy and Transfer Orders are available on the website ccobz.gov.in

#### **2.1 BUDGET ALLOCATED, TO EACH AGENCY INDICATING ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE ETC. [Section 4(1) (b) (xi)] :**

- (i) Total Budget for the public authority
- (ii) Budget for each agency and plan & programmes
- (iii) Proposed expenditures
- (vi) Revised budget for each agency, if any

The details of Budget allocated for F.Y. 2025-26 is as under:

| <b>Object head</b> | <b>Budget Allotment<br/>(in thousands)</b> | <b>Expenditure<br/>(in<br/>thousands)</b> |
|--------------------|--|---|
| Salaries           | 1190000                                    | 1184866                                   |
| Wages              | 5200                                       | 5189                                      |

|  |         |         |
|--|---------|---------|
| Rewards  | 9500    | 9468    |
| Medical Treatment  | 20000   | 19955   |
| Allowances   | 972500  | 971623  |
| Leave Travel Concession                                    | 5000    | 4990    |
| Training Expenses  | 0       | 0       |
| Domestic Travel Expenses                                   | 58440   | 58385   |
| Foreign Travel Expenses                                    | 0       | 0       |
| Office Expenses  | 188000  | 187851  |
| Rent Rates and Taxes for land and Buildings                | 57000   | 55505   |
| Printing and Publications                                  | 150     | 143     |
| Rent for others  | 80000   | 79967   |
| Digital Equipment  | 5000    | 4997    |
| Material and Supplies                                      | 400     | 398     |
| Fuels and Lubricants                                       | 500     | 428     |
| Advertising and Publicity                                  | 280     | 256     |
| Professional Services                                      | 4000    | 3993    |
| Repair and Maintenance                                     | 2000    | 1991    |
| Secret Service Expenditure                                 | 1500    | 1500    |
| Other Revenue Expenditure                                  | 6000    | 5973    |
| Swachhta Action Plan                                       | 4000    | 3985    |
| <b>Minor Civil and Electric Works (Office):-</b>           | 0       | 0       |
| HoD Power  | 1500    | 1495    |
| Sanction Orders  | 0       | 0       |
| <b>Total- Minor Civil and Electric Works (Office)</b>      | 1500    | 1495    |
| Grant-in-aid-general                                       |         | 0       |
| Departmental Canteen Salaries                              |         | 0       |
| Departmental Canteen Allowances                            |         | 0       |
| Departmental Canteen Leave Travel Concession               |         | 0       |
| <b>Minor Civil and Electric Works (Residential):-</b>      |         | 0       |
| HoD Power  | 4500    | 4499    |
| Sanction Orders  | 0       | 0       |
| <b>Total- Minor Civil and Electric Works (Residential)</b> | 4500    | 4499    |
| <b>Total Revenue Section</b>                               | 2615470 | 2607456 |
| <b>Capital Section</b>                                     |         |         |
| Motor Vehicle  | 0       | 0       |
| Machinery and Equipment                                    | 2500    | 2500    |

|  |         |         |
|--|---------|---------|
| Other Capital Expenditure                                    | 0       | 0       |
| Information, Computer, Telecommunications<br>(ICT) equipment | 12500   | 12494   |
| Furniture's & Fixtures                                       | 2000    | 1995    |
| Other Fixed Assets   | 0       | 0       |
| <b>Total- Capital Section</b>                                | 17000   | 16989   |
| <b>Grand Total</b>   | 2632470 | 2624446 |

(v) Report on disbursements made and place where the related reports are available: Not available.

(VI) Information related to Procurements:

- I. Notice/tender enquiries, and corrigenda – Not available as this office does not make procurements. Procurement for O/o the Chief Commissioner, CGST & Central Excise, Bhopal is done by the CGST Executive Commissionerate, Bhopal.
- II. Details of the bids awarded, comprising the names of the suppliers of goods/ services being procured – Not available as this office does not make procurements. Procurement for O/o the Chief Commissioner, CGST & Central Excise, Bhopal is done by the CGST Executive Commissionerate, Bhopal.
- III. The works contracts concluded in any such combination of the above- Not Applicable.
- IV. The rate /rates and the total amount at which such procurement or works contract is to be executed - Not Applicable.

## 2.2 FOREIGN AND DOMESTIC TOURS [F. No. 1/8/2012-IR dt. 11.9.2012]:

- i. Budget – Not Applicable
- 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 – Not Applicable

## 2.3 MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES [Section 4(1)(b)(xii)]:

Name of the programme of activity –There is no subsidy program in the Chief Commissioner's Office.

- i. Objective of the programme - Not Applicable.

- ii. Procedure to avail benefits- Not Applicable.
- iii. Duration of the programme/scheme - Not Applicable.
- iv. Physical and financial targets of the programme - Not Applicable.
- v. Nature/Scale of Subsidy/Amount allotted - Not Applicable.
- vi. Eligibility criteria for grant of subsidy - Not Applicable.
- vii. Details of beneficiaries of subsidy programme (number, profile, etc) - Not Applicable.

**2.4 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 –There are no discretionary and non-discretionary grants.
- ii. Annual accounts of all legal entities that are provided grants by public authorities – Not Applicable.

**2.5 PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATIONS GRANTED BY THE PUBLIC AUTHORITY [Section 4(1)(b) (xiii)]:**

**1. Concessions, permits or authorizations granted by public authority:** There are no concessions, permits or authorizations available in the generic sense of the term.

**2. For each concession, permit or authorization granted:**

- I. Eligibility criteria - Not Applicable.
- II. Procedure for getting the concession/ grant and/ or permits of authorizations - Not Applicable.
- III. Name and address of the recipients given concessions/ permits or authorizations - Not Applicable.
- IV. Date of award of concessions/permits of authorizations - Not Applicable.

**2.6 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:**

Office of the Chief Commissioner of GST and Central Excise being only a monitoring unit, there are no CAG & PAC paras regarding the Chief Commissioner's Office.

**3.1 PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE**

**PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THERE OF[Section 4(1)(b)(vii)] [F.No. 1/6/2011-IR dt. 15.04.2013]**

(i) Arrangement for consultations with or representation by the members of the public

- a. Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens:
- b. All the relevant Acts, Rules, Forms and other documents are available under the Tab “Acts & Rules” on homepage of the website. Further, “CPGRAMS” online portal also exists for redressal of grievances of the public under the tab “Citizen’s Corner” on the homepage of the Website.

(ii) Arrangements for consultation with or representation by

- a. Members of the public in policy formulation/ policy implementation: The Commissionerates are maintaining Seva Kendras or Help Centres for the assistance of Tax Payers. Such Seva Kendras facilitate interaction/consultation with the tax payers. The details of Seva Kendras and Turant Seva Kendras are available under the tab “Citizen’s Corner” on homepage of the Website.
- b. Day & time allotted for visitor: The working hours of the facility are between 9.30 AM and 6.00 PM on Government working days.
- c. Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants: GST Seva Kendra, CGST Bhopal has been established.

Public- Private Partnerships (PPP).

- a. Details of Special Purpose Vehicle, if any – Not Applicable.
- b. Detailed project reports (DPRs) – Not Applicable.
- c. Concession agreements – Not Applicable.
- d. Operation and maintenance manuals – Not Applicable.
- e. Other documents generated as part of implementation of the PPP – Not Applicable.
- f. Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government –Not Applicable.
- g. Information relating to outputs and outcomes –Not Applicable.
- h. The process of the selection of the private sector party (concessionaire etc.) –Not Applicable.
- i. All payments made under the PPP project –Not Applicable.

**3.2 ARE THE DETAILS OF POLICIES/DECISIONS WHICH AFFECT PUBLIC**

**INFORMED TO THEM [Section 4(1)(c)]:**

Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;

- i. Policy decisions/ legislations taken in the previous one year: Policies/decisions which affect public are informed to them vide Trade Notices which are uploaded under the Tab “Trade Corner” on homepage of the Website.
- ii. Outline the Public consultation process– Not Applicable as all policy decisions are taken by CBIC. However, for redressal of grievances of the trade, Grievance Redressal Committee Meetings are conducted which are attended by the State representatives, Industrial Associations, Business Chambers and Tax Practitioners. The Minutes of these meetings are also available under the Tab “Trade Corner” on homepage of the Website.
- iii. Outline the arrangement for consultation before the formulation of policy - Not Applicable.

**3.3 DISSEMINATION OF INFORMATION WIDELY AND IN SUCH FORM AND MANNER WHICH IS EASILY ACCESSIBLE TO THE PUBLIC [Section 4 (3)]:**

Use of the most effective means of communication,

- i. **Internet (website) :**

Information related to all the relevant Acts, Rules, Transfer Policy, Transfer Orders, different Committees etc. are uploaded on the website [ccobz.gov.in](http://ccobz.gov.in).

**3.4 FORM OF ACCESSIBILITY OF INFORMATION MANUAL/HANDBOOK [Section 4(1)(b)]:**

- i. Information Manual/Handbook available in: English on the web-site  
<http://www.cbic.gov.in>
- ii. Electronic Format : Information Manual/Handbook available in English in the website <http://www.cbic.gov.in>
- iii. Printed Format: Not Applicable

**3.5 WHETHER INFORMATION MANUAL/HANDBOOK AVAILABLE FREE OF COST OR NOT [Section 4(1)(c)]:**

- i. Free of cost: Information Manual/Handbook available in English in the website <http://www.cbic.gov.in>. Further, information is also available on the website [ccobz.gov.in](http://ccobz.gov.in)>>Training>>E-learning.

ii. At a reasonable cost of the medium– Not Applicable

**4.1 LANGUAGE IN WHICH INFORMATION MANUAL/HANDBOOK AVAILABLE [F.No. 1/6/2011-IR dt. 15.4.2013]:**

- (i) & (ii) English : Information Manual/Handbook available in English on ccobz.gov.in
- (iii) Vernacular/ Local Language: Not available.

**4.2 WHEN WAS THE INFORMATION MANUAL/HANDBOOK LAST UPDATED? [ F.No. 1/6/2011-IR dt. 15.4.2013]:**

Last date of Annual update: 21.05.2026

**4.3 INFORMATION, AVAILABLE IN AN ELECTRONIC FORM [SECTION 4(1)(b)(xiv)]:**

1. Details of information available in electronic form: Office of the Chief Commissioner of CGST Central Excise, Customs being only an administrative / monitoring unit, no specific information is exclusively held by it or under its control. The administered Acts and Rules and all Notifications, Instructions and Circulars issued from time to time are made available on CBIC website (<https://www.cbic.gov.in>).
2. Name/ title of the document/record/other information: <https://www.cbic.gov.in>
3. Location where available: <https://www.cbic.gov.in>

**4.4 PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION [SECTION 4(1)(b)(xv)]:**

1. Name & location of the facility: The website <https://ccobz.gov.in> provides information and guidelines for the public. The Reception Desk and GST Sewa Kendra assists the public who approach the office for assistance or information.
2. Details of information made available: Information such as Trade Notices, Division of Taxpayer base between State and Central Government, Advance Rulings under GST, Transfer orders, etc. are uploaded in the website <https://ccobz.gov.in>
3. Working hours of the facility: The working hours of the facility are between 9.15 AM and 5.45 PM on Government working days.
4. Contact person and contact details (Phone, Fax and E-Mail):- PA to CC, Bhopal  
Contact details: 0755-2765903 E-mail: [ccu-cexbpl@nic.in](mailto:ccu-cexbpl@nic.in)

**4.5 SUCH OTHER INFORMATION AS MAY BE PRESCRIBED [SECTION 4(1)(b)(xvii)] :**

- i. Grievance redressal mechanism –“CPGRAMS” online portal exists for redressal of grievances of the public [[www.pgportal.gov.in](http://www.pgportal.gov.in)]
- ii. List of completed schemes/Projects/ Programmes: Not Applicable.
- iii. List of schemes/projects/programme underway: Not Applicable.
- iv. Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract– Not Applicable.
- v. Annual Report -Not Applicable.
- vi. Frequently Asked Question (FAQs) –Frequently Asked Questions are available at CBIC’s website at <http://www.cbicgst.gov.in/faq.html>  
<http://www.gstcouncil.gov.in/faq/>

**Any other information such as**

- a) Citizen’s Charter – Available on website <https://ccobz.gov.in> and <http://www.cbic.gov.in>
- b) Result Framework Document (RFD) – Not Applicable..
- c) Six monthly reports- Not Applicable.
- d) Performance against the benchmarks set in the Citizen’s Charter - Not Applicable.

**4.6 RECEIPT & DISPOSAL OF RTI APPLICATIONS & APPEALS [F.No.1/6/2011-IR dt.15.04.2013] [F. No. 1/6/2011-IR dt. 15.4.2013]:**

1. Details of applications received and disposed: Details of RTI Applications received under RTI and information provided is being uploaded regularly in the website and are available under RTI Tab.
2. Details of appeals received and orders issued: Details of RTI Appeals received and orders issued under RTI are being uploaded regularly in the website available under RTI Tab.

**4.7 REPLIES TO QUESTIONS ASKED IN THE PARLIAMENT [Section 4 (1)(d) (2)]:**

- i. Details of questions asked and replies given: Not available
- ii. Details of applications received under RTI and information provided :

| Year    | No. of RTI Application Received | No. of RTI Application's Disposed | No. of RTI Appeals received | No. of RTI Appeals disposed |
|---------|---------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| 2025-26 | 5003                            | 4954                              | 55                          | 52                          |

**5.1 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]**

(i) Name and details of

**(a) Current CPIOs & FAAs:**

| Name & Designation of the Officer | Designation                 |
|-----------------------------------|-----------------------------|
| Shri Faraz Ahmad Qureshi          | Additional Commissioner/FAA |
| Shri Rajeev Kumar Shrivastava     | Assistant Commissioner/CPIO |

**(b) Earlier CPIO & FAAs from 22.06.2023**

**CPIOs**

| Name & Designation of the Officer | Period                   |
|-----------------------------------|--------------------------|
| Shri Sunil Kumar Kaushal, AC      | 22.06.2023 to 31.03.2026 |
| Shri Rajeev Kumar Shrivastava, AC | 01.04.2026 to till date  |

**FAAs**

| Name & Designation of the Officer | Period                   |
|-----------------------------------|--------------------------|
| Shri Pranesh Gupta JC             | 22.06.2023 to 25.10.2023 |
| Shri Faraz Ahmad Qureshi, ADC     | 26.10.2023 to till date  |

- ii. Details of the third-party audit of voluntary disclosure –
  - a. Dates of audit carried out – Not Applicable
  - b. Report of the audit carried out – Not Applicable
- iii. Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD :
  - a. Date of appointment - Not Applicable
  - b. Name & Designation of the officers – Not Applicable
- iv. Consultancy committee of key stakeholders for advice on suo-motu disclosure:
  - a. Dates from which constituted – Not Applicable.
  - b. Name & Designation of the officers – Not Applicable
- v. Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI
  - a. Dates from which constituted – Not Applicable.
  - b. Name & Designation of the Officers – Not Applicable.

**6.1 Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information:**

All information related to this office such as Head of the Department, Organizational Structure, Geographic Jurisdiction, related Acts, Rules, Links to different taxpayer services,

Contact details of CPIO/FAA, Constitution of various Committees, Transfer Policies and Transfer orders, etc are readily available on the website <http://ccobz.gov.in>

**6.2 Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. of India):**

- (i) Whether STQC certification obtained and its validity: Audited by CERT-In
- (ii) Does the website show the certificate on the Website: Yes

(RAJEEV SHRIVASTAVA)  
ASSISTANT COMMISSIONER