

**GOVERNMENT OF ANDHRA PRADESH  
COMMERCIAL TAXES DEPARTMENT**

**CIRCULAR**

**CCT's Ref. No.CCW/CS (2)/58/2017, Dt.26.10.2018**

Sub:Ease of doing Business (EODB)- CT Department – GST Act 2017- GST Help Desk cum facilitation centres at Division/Circle level w.e.f.01.07.2017 - assist taxpayers for e-filing of returns and explain the procedures -Orders issued- Reg.

- Ref: 1. CCT's Ref. No.CCW/CS (2)/58/2017, dated 12.06.2017.  
2. Instructions received from the Govt.of AP for implementation of New EODB parameters Dt.16.10.2018

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After implementation of GST w.e.f 01.07.2017 in the state , department has initiated action for smooth transition into GST and established the Facilitation centres cum help desks at division and circle level to assist the taxpayers in filing returns and educate them on provisions and procedures of the AP GST Act 2017. The department also notified the addresses, contact nos and e- mail IDs in the departmental website and also recorded the details of help log received from the taxpayers/ general public.

In the reference cited Govt has issued instructions to provide the following services to the taxpayers.

1. Set up service centres to assist taxpayers for e-filing of returns Under the State GST Act.
2. Establish a helpline providing basic services such as assisting users in preparing and filing returns under the State GST Act.

The department already established the Facilitation centres cum helpdesks at division and circle level offices based on the location of offices and assist the taxpayers and general public for the procedures to be followed under the GST regime ,filing of returns and help in solving the technical glitches facing.

Hence,Joint Commissioners (ST), are requested to encourage the more taxpayers to utilise the services of these facilitation centres cum help desks for e- filing of returns and assisting users in preparing and filing returns under the AP GST act 2018 with immediate effect.

The facilitation centres should maintain the record with details of services provide to the taxpayers with details like GSTN No, enterprise name, email ID and contact no for submission to the EoDB team for feedback periodically.

Sd/- J.Syamala Rao  
Chief Commissioner of State Tax  
Andhra Pradesh

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To  
All the Joint Commissioners (CT) in the State  
Copy to All the Assistant Commissioners in the State  
Copy to all the Senior officers, O/o The Chief Commissioner (ST),AP,