
	<p>भारतसरकार / Government of India वित्तमंत्रालय / Ministry of Finance राजस्वविभाग/ Department of Revenue कार्यालय / Office of the मुख्यआयुक्त, केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क, नागपुरक्षेत्र Chief Commissioner of Central Indirect Taxes & Customs, Nagpur Zone जी.एस.टी. भवन, तेलंगखेडीमार्ग / G.S.T. Bhawan, Telangkhedhi Road सिविल लाइन्स, नागपुर - 440001 / Civil Lines, Nagpur-440001</p>	
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F.No.GCCO/SYS/MISC/19/2023-SYS-O/o CC-CGST-ZONE-NAGPUR Date-(Date of Signature) / 479

Trade Notice No.-01/2025-26

Subject: Redressal of Taxpayer Grievances Related to GST Registration Process –
Designated Email ID – reg.

In pursuance of Instruction No. 04/2025-GST dated 02.05.2025 issued by the GST Policy Wing vide F. No. CBIC-20016/24/2025-GST, it has been decided to operationalize a dedicated mechanism for addressing taxpayer grievances related to the GST registration process.

2. All taxpayers are hereby informed that in case of any issues being faced during the processing of their GST registration applications, they may forward their grievances to the designated email ID:

vig-cconagpur@gov.in

3. The grievance filed by the taxpayers shall be directly monitored by the CPC Grievance Redressal Cell established in the Office of the Chief Commissioner, CGST, Central Excise & Customs, Nagpur Zone, and timely redressal of the same will be provided. The above mechanism is intended to ensure prompt resolution of genuine grievances and to enhance transparency and efficiency in GST New registration processing. The grievances should be submitted along with the following mandatory details:

- Name of Applicant
- GST Application Reference No. (ARN)
- Date of Filing of Application
- Jurisdiction (Centre/State)
- Brief Description of Issue
- Supporting Documents, if any
- Contact Email and Phone No.

4. **Grievance Handling and Monitoring:** A Nodal Officer has been designated in Nagpur Zone to monitor the timely disposal of grievances received via the designated email. Taxpayers may expect an acknowledgment within 48 hours of sending the grievance and a resolution or status update within 7 working days, subject to complexity of the issue.

5. **Scope of Grievances:** This mechanism is strictly meant for issues related to the processing of New GST registration applications only and it may be noted that queries or grievances not related to the new GST registration (e.g., return filing, Amendment,

cancellation, Revocation of Cancellation of Registration, refund, etc.) will not be entertained through this channel and should be routed through respective channels/helpdesks or GST Seva Kendras.

6. Trade and industry associations are requested to bring the contents of this Trade Notice to the attention of all concerned.

7. This is issued with the approval of Chief Commissioner, CGST and Central Excise, Nagpur Zone, Nagpur.

Digitally signed by

RAVI JARPULA

Date: 16-06-2025

15:48:59

Joint Commissioner (CCO)

Copy to:

1. The Commissioner, State GST, Maharashtra.
2. All the Pr. Commissioner/ Commissioner, CGST & Central Excise, Nagpur-I/ Nagpur-II/ Aurangabad/ Nashik.
3. All CPC Officers of Nagpur Zone stationed at Nagpur, Aurangabad and Nashik.
4. All the Members of Trade & Industries/Association of Nagpur Zone.
5. Webmaster, CGST & Central Excise, Nagpur-I for uploading on Zonal Website.