



Government of India

Ministry Of Finance  
Department Of Revenue

केन्द्रीय कर एवं सीमा शुल्क के मुख्य आयुक्त का कार्यालय  
OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL TAX & CUSTOMS  
केन्द्रीय वस्तु एवं सेवाकर विभागापट्टणमधेय  
CENTRAL GST VISAKHAPATNAM ZONE  
जीएसटीभवन, पत्तनधेय, विशाखापट्टणम  
GST Bhavan, Port Area, Visakhapatnam - 530 035

C.No. V/30/12/2020 -CC(VZ)-Tech-2

**ORDER NO. 01/2020 Dated: 31.01.2020.**

**Subj:- Constitution of Grievance Redressal Committee for redressal of taxpayer grievances on GST matters -Reg**

GST Council in the 38<sup>th</sup> meeting held on 18.12.2019 approved the constitution of a 'Grievance Redressal Committee' at Zonal / State level to tackle grievances of taxpayers on GST related issues of specific/general nature.

Accordingly, a **Grievance Redressal Committee** is hereby constituted in the State of Andhra Pradesh comprising of the following members:

**Chairpersons**

- i. Chief Commissioner of Central Tax, Visakhapatnam Zone (Co-chair)
- ii. Chief Commissioner of State Tax, Andhra Pradesh (Co-chair)

**Trade Representatives**

- i. Chairman, Confederation of Indian Industry (CII), Vijayawada
- ii. President, Federation of Andhra Pradesh Chambers of Commerce and Industry (FAPCCI), Vijayawada.
- iii. Chairman, A.P. Federation of Chamber of Commerce & Industry.
- iv. State Representative, Federation of All India Vyapar Mandal, Andhra Pradesh.
- v. State Representative, President, Federation of Indian Export Organisations, New Delhi.
- vi. Chairman, Andhra Chamber of Commerce, Vijayawada.
- vii. President, Federation of Andhra Pradesh Small and Medium Industries Associations, Vijayawada.
- viii. Member, The Andhra Pradesh Small Industries Association (APSIA), Vijayawada.
- ix. Secretary, Builders Association of India (BAI), Vijayawada.
- x. National President, Federation of Small and Medium Enterprises of India (FSME), Guntur.

**Representatives of Tax Professionals**

- i. President, A.P. Tax Practitioners and Consultants Association, Guntur.

- ii. Secretary, A.P. Tax Bar Association, Vijayawada.
- iii. National Vice President, All India Federation of Tax Practitioners (Southern Zone), Vijayawada.
- iv. Council Member Representing A.P. - Institute of Chartered Accountants of India
- v. Council Member Representing A.P. - Institute of Cost Accountants of India

**Other Members (Nominations)**

- i. Representative of M/s. Rashtriya Ispat Nigam Limited (RINL- Vizag Steel Plant)
- ii. Representative of M/s. Hindustan Petroleum Corporation Limited, Visakhapatnam
- iii. Sri A. Siva Prasad, Chartered Accountant, to represent Federation of Andhra Pradesh Chambers of Commerce and Industry (FAPCCI), Vijayawada.
- iv. Sri K. Anil Kumar, Member, Builders Association of India (BAI), Vijayawada.

**Departmental Officers & GSTN Representative**

- i. Nodal Officer of ITGRC of Central Tax, O/o The Chief Commissioner of Central Tax, Visakhapatnam Zone
- ii. Nodal Officer of ITGRC of State Tax, O/o The Chief Commissioner of State Tax, Andhra Pradesh
- iii. Shri. Ravi Kiran Edara, Vice President (Services), & Sh. Sandeep Rawat, Asst. Vice President (BA) Representatives of GSTN handling the State of Andhra Pradesh

**Secretaries of the Grievance Redressal Committee**

- i. Additional / Joint Commissioner, Office of the Chief Commissioner of Central Taxes, Visakhapatnam
- ii. Joint Commissioner (ST) GST, Office of the Chief Commissioner of State Taxes, Andhra Pradesh

- The Grievance Redressal Committee may add any Representative(s) of Trade Bodies / Tax Professionals or others as deemed necessary to cover all segments.

The Member Associations may authorize the representative to attend the meetings of the Grievance Redressal Committee and actively participate in the deliberations therein. With the approval of the Co-Chairs, in the interest of effective functioning of the GRC, the Associations may authorize any of their Members to attend the meetings in place of the designated office bearer mentioned in the list above.

**Functions and mandate of the Committee:**

- i. Examining and resolving all the grievances and issues being faced by the taxpayers, including procedural difficulties and IT related issues pertaining to GST, both of specific and general nature.
- ii. Referring any issue requiring a change in Act/Rules/Notification/Form/Circular/Instruction, etc., to the GST Council Secretariat and the relevant Policy Wing of the CBIC.
- iii. Referring any matter related to IT related issue pertaining to GST Portal, to GSTN.

Whenever a GST policy related issue is referred by a GRC, the concerned Policy Wing of CBIC would examine the said policy issue and if required, would process the same for placing it before the GST Council for its consideration /approval. Likewise, if the matter is an IT related issue pertaining to GST portal, the same would be resolved by GSTN in a time bound manner, preferably within one month.

**Term of the Committee:**

The Grievance Redressal Committee will be constituted for a period of two(2) years and the term of each member so nominated shall likewise be for a period of 2 years. Any member of the Committee who is absent for 3 consecutive meetings, without adequate reasons, will be deemed to have been withdrawn from the Committee and his place will be filled by fresh nomination by the Principal Chief Commissioner / Chief Commissioner of Central Tax in consultation with the Chief Commissioner / Commissioner of State Tax.

**Periodicity of Meeting of the Committee:**

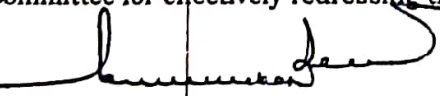
The Committee shall meet once every quarter or more frequently as decided by the Co-chairs.


**Mechanism of Working of the Committee:**

The stakeholders will send their grievances/suggestions to the Secretary(s) of the Committee, who shall place the same before the Committee. Further, the Secretary(s) of the Committee shall also submit a quarterly progress report to the GST Council Secretariat as well as to the GST Policy Wing, CBIC.

It shall be the responsibility of the Co-chairs of the Grievance Redressal Committees to ensure timely entry of the grievances and updating the status of their disposal on the portal developed by GSTN. The nodal officers of GSTN, Policy Wings of CBIC and GST Council Secretariat will also be able to update status of action taken at their end. The details of action taken on all issues will be displayed on the portal, which shall be available for viewing to all stakeholders to check the status of the resolution.

Chief Commissioner of Central Tax Zone in consultation with Chief Commissioner of State Tax shall ensure proper functioning of the Grievance Redressal Committee for effectively redressing the GST related grievances of the taxpayers.

  
**NARESH PENUMAKA**  
Chief Commissioner of Central Tax  
Visakhapatnam Zone  
(Co-Chair)

  
**PEEYUSH KUMAR**  
Chief Commissioner of State Tax  
Andhra Pradesh  
(Co-Chair)

**Copy to:**

- The Special Secretary, GST Council Secretariat, New Delhi
- All the members of the Committee
- Principal Commissioner, GST Policy, CBIC, New Delhi