



**GOVERNMENT OF MIZORAM**  
**CITIZEN'S CHARTER**  
**for**  
**Taxation Department**  
**For the year 2020**

Address: Mizoram New Capital Complex, Aizawl  
Website: [zotax.nic.in](http://zotax.nic.in)  
Date of issue: 21<sup>st</sup> January 2021

## Citizen's Charter for Taxation Department (2020)

### **VISION AND MISSION**

#### **VISION**

To make the State of Mizoram financially sound and self-reliant.

#### **MISSION**

Fair, transparent and effective administration of tax laws; enhancing tax/SDP ratio and providing prompt, efficient and courteous services.

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**MAIN SERVICES**

<b>Sl. No</b>	<b>Services delivered by the department to citizens or other departments/ organisations including non-governmental organisations</b>	<b>Responsible official with designation</b>	<b>Email and mobile (Phone no.)</b>	<b>Process for delivery of service within the department/office</b>	<b>Documents, if any, required for obtaining the service to be submitted by citizen/client</b>	<b>Fees, if any, for the services with amount</b>
1	GST registration	Dy. Commissioner of State Tax, concerned zonal office	List attached	Application submitted on <a href="http://www.gst.gov.in">www.gst.gov.in</a> is processed within 7 working days. Approval or rejection is conveyed electronically to the applicant	Copies of PAN, ILP with 2-year validity for non-tribals, proof of permanent residential address, tax clearance certificate, latest passport-size photo of applicant	Free of cost
2	VAT registration	Dy. Commissioner of State Tax, concerned zonal office	List attached	Application filed online on <a href="http://www.zotax.nic.in">www.zotax.nic.in</a> with printout of online application submitted manually. Approval or rejection is conveyed electronically to the applicant	Copies of PAN, ILP with 2-year validity for non-tribals, proof of address, latest passport-size photo of applicant	Free of cost
3	Registration of Societies	Registrar of Firms & Societies	comtax.azl-mz@nic.in 0389-2336167	Application submitted manually is processed and verification conducted	Copies of Memorandum of Association, Rules & Regulation, Constitution, Voter ID, proof of occupancy of registered office	Registration fee Rs. 500/-

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Sl. No	Services delivered by the department to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and mobile (Phone no.)	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the services with amount
4	Registration of Partnership Firms	Registrar of Firms & Societies	comtax.azl-mz@nic.in 0389-2336167	Application submitted manually is processed and verification conducted	Copies of Partnership Deed, Voter ID, proof of occupancy of business address	Free of cost
5	Filing of tax returns - GST & VAT	Dy. Commissioner of State Tax, concerned zonal office	List attached	Taxpayer can file tax returns online through <a href="http://www.zotax.nic.in/">www.zotax.nic.in/</a> <a href="http://www.gst.gov.in">www.gst.gov.in</a>	Not required	Free of cost
6	Payment of tax - GST & VAT	Dy. Commissioner of State Tax, concerned zonal office	List attached	Taxpayer can pay tax online through <a href="http://www.zotax.nic.in/">www.zotax.nic.in/</a> <a href="http://www.gst.gov.in">www.gst.gov.in</a>	Not required	Free of cost
7	Tax Clearance Certificates	Dy. Commissioner of State Tax, concerned zonal office	List attached	Application submitted manually at the concerned zonal office	Proof of payment of tax	Rs.10/- per page

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**SERVICE DELIVERY STANDARD**

Sl. No	Services delivered by the department to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	GST registration	7 working days	Nil
2	VAT registration	5 working days	Nil
3	Registration of Societies	Not specified	Nil
4	Registration of Partnership Firms	Not specified	Nil
5	Filing of tax returns - GST	<ul style="list-style-type: none"> <li>• GSTR1 - by 10<sup>th</sup> of each month for return of the preceding month</li> <li>• GSTR3B - by 24<sup>th</sup> of each month</li> </ul>	Nil
6	Filing of tax returns - VAT	Within 30 days for return of the preceding quarter	Nil
7	Payment of tax - GST & VAT	Same as return filing	Nil
8	Tax Clearance Certificates	Not specified	Nil

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**GRIEVANCE REDRESSAL MECHANISM**

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

Sl. No	Name of the responsible officer to handle public grievance in the department	Contact number	Email	Time limit for redress of grievances
1	H.K. Lalhawngliana Jt. Commissioner of State Tax Commissionerate	9436155443	comtax.mizoram@gmail.com mahawnga@gmail.com	
	Hrangthanmawia Asst. Commissioner of State Tax Commissionerate	9862581640	comtax.mizoram@gmail.com ht.mawia@gov.in	
2	Lalthachianga Dy. Commissioner of State Tax Aizawl North Zone	9436143393	anz1.taxation@gmail.com chiangtea27@gmail.com	
3	P. Lalrinmawia Dy. Commissioner of State Tax Aizawl East Zone	9436147176	acz.taxation@gmail.com plalrinmawia4@gmail.com	
4	C. Zabiaka Dy. Commissioner of State Tax Aizawl South Zone	8131824707	asz.taxation@gmail.com czabiaka123@gmail.com	
5	C. Vanlalchhuana Dy. Commissioner of State Tax Aizawl West Zone	9436158138	c.chhuana@gov.in	
6	F. Zohmingthanga Dy. Commissioner of State Tax Lunglei Zone	9436143025	lli.taxation@gmail.com fzohminga@gmail.com	
7	David Lalchhuanawma Dy. Commissioner of State Tax Champhai Zone	9436153046	cpi.taxation@gmail.com davidchhuana@gmail.com	
8	Lalnunzira Ralte Dy. Commissioner of State Tax Kolasib Zone	9436150951	klb.taxation@gmail.com zobawirun@gmail.com	
9	H. Vabeitha Dy. Commissioner of State Tax Siaha Zone	9436149460	sha.taxation@gmail.com vbthralo@gmail.com	
10	R. Lalchhuanawma Dy. Commissioner of State Tax Lawngtlai Zone	9089275396	lti1.taxation@gmail.com	
11	K. Lalrohluna Dy. Commissioner of State Tax Serchhip Zone	9862200169	sep.taxation@gmail.com rohlunak@gmail.com	
12	T. Zohmingliana Dy. Commissioner of State Tax Mamit Zone	9436147329	mmt.taxation@gmail.com	

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### LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Government of Mizoram
2	General public
3	Business community

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**EXPECTATIONS OF THE DEPARTMENT FROM CITIZENS/SERVICE RECIPIENTS**

<b>Sl. No.</b>	<b>Expectations of the department/office from citizens/service recipients</b>
1	Courteous behaviour
2	Furnishing of correct and complete information
3	Furnishing of all required documents
4	Full disclosure of transactions and turnovers
5	Maintenance of books of accounts at the place of business at all times
6	Timely and correct tax compliance by filing correct, complete and consistent returns and timely payment of tax
7	Timely compliance of statutory requirements
8	Assistance in speedy disposal of proceedings by prompt attendance and not seeking avoidable adjournments
9	Prompt communication of change in address, telephone/fax no, e-mail id.