



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for
Taxation Department
For the year 2022

Address: Mizoram New Capital Complex, Aizawl
Website: zotax.nic.in
Date of issue: 5th May 2022

Citizen's Charter for Taxation Department (2022)

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

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
1	GST registration	Dy. Commissioner of State Tax, concerned zonal office	List attached	Application submitted on www.gst.gov.in 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 www.zotax.nic.in 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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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 www.zotax.nic.in/ www.gst.gov.in	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 www.zotax.nic.in/ www.gst.gov.in	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"> • GSTR1 - by 10th of each month for return of the preceding month • GSTR3B - by 24th of each month 	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

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.azl-mz@nic.in mahawnga@gmail.com	
2	Hrangthanmawia Asst. Commissioner of State Tax Commissionerate	9862581640	comtax.azl-mz@nic.in ht.mawia@gov.in	
3	Lalthachianga Dy. Commissioner of State Tax Aizawl North Zone	9436143393	anz1.taxation@gmail.com chiangtea27@gmail.com	
4	P. Lalrinmawia Dy. Commissioner of State Tax Aizawl East Zone	9436147176	acz.taxation@gmail.com plalrinmawia4@gmail.com	
5	F. Zohmingthanga Dy. Commissioner of State Tax Aizawl South Zone	9436143025	asz.taxation@gmail.com fzohminga@gmail.com	
6	C. Vanlalchhuana Dy. Commissioner of State Tax Aizawl West Zone	9436158138	awzsc2018@gmail.com c.chhuana@gov.in	
7	B. Lalremruati Dy. Commissioner of State Tax Lunglei Zone	9436157535	lli.taxation@gmail.com ruati7535@gmail.com	
8	Mona Zote Dy. Commissioner of State Tax Champhai Zone	9436159369	cpi.taxation@gmail.com monazote@gmail.com	
9	Lalnunzira Ralte Dy. Commissioner of State Tax Kolasib Zone	9436150951	klb.taxation@gmail.com zobawirun@gmail.com	
10	H. Vabeitha Dy. Commissioner of State Tax Siaha Zone	9436149460	sha.taxation@gmail.com vbthralo@gmail.com	
11	R. Lalchhuanawma Dy. Commissioner of State Tax Lawngtlai Zone	9089275396	lti1.taxation@gmail.com rlalchhuanawma65@gmail.com	
12	K. Lalrohluna Dy. Commissioner of State Tax Serchhip Zone	9862200169	sep.taxation@gmail.com rohlunak@gmail.com	
13	T. Zohmingliana Dy. Commissioner of State Tax Mamit Zone	9436147329	mmt.taxation@gmail.com tzova09@gmail.com	

LIST OF STAKEHOLDERS/CLIENTS

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

EXPECTATIONS OF THE DEPARTMENT FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
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.