Ministry of Finance

DGTS Organises Outreach Programme on World Bank's Business Ready (B-READY) Initiative in Mumbai

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The Directorate General of Taxpayer Services (DGTS), Mumbai Zonal Unit, in collaboration with Mumbai Customs, organised an outreach session today for officers of the Central Board of Indirect Taxes and Customs (CBIC) on the World Bank's Business Ready (B-READY) Initiative. The programme was conducted jointly with the Tax Policy and Research Unit (TPRU), Department of Revenue, and witnessed active participation from officers of Mumbai Customs.

The session commenced with a welcome address by Principal Additional Director General, DGTS (Mumbai Zonal Unit), Shri Sumit Kumar. He highlighted that the structural reforms announced in the Union Budget 2026 are "aimed towards a trust based tax administration".

He noted that reforms in Customs and GST are expected to significantly enhance India's business environment and positively influence its performance under the B-READY assessment.

Shri Sumit Kumar also elaborated on key budgetary measures in the Customs domain, including targeted duty exemptions for manufacturers and exporters, removal of the ₹10 lakh value cap for e-commerce exports, and the introduction of a simplified, risk-based framework for handling returns in the customs domain. He also underscored the emphasis on digitised, faceless procedures and technology-driven clearance processes designed to improve supply chain efficiency and reduce transaction costs.

On the GST front, the Budget heralds the transition to GST 2.0, focusing on rate rationalisation, simplification of compliance procedures, enhanced system-based controls, and reduced compliance burden for businesses.

A notable reform discussed was the introduction of a fully digital interface for the GST Appellate Tribunal, expected to expedite dispute resolution and improve transparency.

Joint Commissioner, TPRU, Ministry of Finance, Shri Abhishek Tripathy addressed the gathering and explained the objectives and methodology of the B-READY framework. He stated that the initiative replaces the earlier Ease of Doing Business reports and adopts a business life-cycle approach to assess regulatory design and implementation effectiveness across approximately 190 economies. India is currently being evaluated for the third B-READY report, scheduled for release in 2026.

Deputy Commissioner, TPRU, Ministry of Finance, Ms. Katyayani Sanjay Bhatia further elaborated on the framework's emphasis on digitisation, gender inclusion, and sustainability. She highlighted the importance of documenting best practices and engaging stakeholders to strengthen India's position in the global rankings.

The outreach session forms part of a pan-India sensitisation exercise being undertaken by TPRU in collaboration with DGTS to apprise field formations of India's engagement with the B-READY assessment. Since April 2025, DGTS has conducted over 45 outreach programmes across the country, reinforcing its role as a facilitative and service-oriented directorate.

The programme was organised under the guidance of senior officers of DGTS Mumbai Zonal Unit and aligns with the Government of India’s vision of creating a transparent, predictable, and efficient regulatory environment for businesses.

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