

DGTS and CGST Goa Highlight Digital-First, Taxpayer-Centric Reforms Through "Bharat Sarkar Aapke Dwaar" Initiative – Shri Sumit Kumar

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The Directorate General of Taxpayer Services (DGTS) and the CGST Goa Commissionerate highlighted digital-first, taxpayer-centric reform measures being undertaken through the "Bharat Sarkar Aapke Dwaar" initiative in Goa. Shri Sumit Kumar, Principal Additional Director General, DGTS, Mumbai, shared this information during a joint press conference held in Panaji today.

The Directorate General of Taxpayer Services (DGTS), Mumbai Zonal Unit, in collaboration with the CGST Goa Commissionerate, hosted the briefing at GST Bhawan, Panaji. The event marked the successful culmination of a four-day intensive outreach program across Goa aimed at enhancing taxpayer facilitation, strengthening grievance redressal, and boosting voluntary compliance.



Shri Subodh Singh, Commissioner of CGST Goa, delivered the welcome address and introductory remarks, highlighting the Commissionerate's ongoing local initiatives and commitment to maintaining a transparent and efficient tax environment. Following the welcome, Shri Sumit Kumar, Principal Additional Director General (Pr. ADG), DGTS, Mumbai, addressed the media on key national and regional tax administration reforms.

Emphasizing the central government's commitment to doorstep service delivery under the philosophy of "Bharat Sarkar Aapke Dwaar", Shri Sumit Kumar stated that indirect tax administration covering GST, Customs, and Central Excise is now completely digital and

compliance-driven. He noted that over 99 percent of taxpayers currently have zero physical contact with the department, as registrations, tax payments, return filings, and refund claims are managed entirely online.

To address the minimal percentage of taxpayers who require operational support, a robust multi-layered grievance redressal framework remains active. Taxpayers can engage directly through email, WhatsApp messages, or formal letters to local field formations and Commissioners. Escalations handled through DGTS maintain a 100 percent resolution success rate. Furthermore, under the CPGRAMS portal monitored by the Prime Minister's Office and the Cabinet Secretariat, the Central Board of Indirect Taxes and Customs (CBIC) consistently ranks among the top three to four central government departments nationwide out of nearly 99 departments in grievance resolution quality. Statutory safeguards through RTI mechanisms and appellate authorities further ensure institutional accountability, Shri Kumar stated.

Highlighting trade facilitation innovations in Customs, Shri Sumit Kumar detailed the 'Atithi' mobile application, which allows international passengers to file necessary declarations up to three days before or after travel. He also elaborated on the Authorized Economic Operator (AEO) trust-based clearance system that facilitates the seamless movement of goods without human intervention. Additionally, he shared information on schemes such as duty deferment and EMI options, which enhance liquidity and working capital availability for manufacturers.



Shri Kumar outlined the public outreach initiatives undertaken by DGTS, particularly the "Taxpayer Education On Demand" framework. Under this initiative, specialized workshops are organized for trade bodies and tax practitioners following major policy changes, such as decisions taken during GST Council meetings. Simultaneously, consumer literacy drives are being expanded across schools, colleges, and universities to raise awareness among citizens regarding valid invoices and verifiable GSTIN numbers.

Presenting local performance metrics, Shri Subodh Singh highlighted the significant revenue contributions and robust infrastructure of the CGST Goa Commissionerate. Goa currently counts 20,960 registered taxpayers who have contributed ₹1,143.87 Crores in revenue up to August for the current financial year, with the accommodation and food & beverage sectors leading tax collections. The local GST Seva Kendra situated on the ground floor of GST Bhawan in Panaji has assisted over 2,000 visitors. To support the working capital needs of businesses, online refund claims are processed within 3 to 7 days, alongside provisional refunds of up to 90 percent sanctioned swiftly for eligible taxpayers, Shri Singh stated.

The press briefing concluded the four-day outreach program conducted by DGTS from September 28 to October 1, 2026, which included internal sessions with CGST Goa officers, an industrial visit to Goa Shipyard Limited, trade awareness programs, and academic interactions at BITS Pilani (Goa Campus) and Goa Business School at Goa University.

Concluding the session, Shri Sumit Kumar urged media representatives to contact the jurisdictional commissioners to obtain official context and clarifications on policy, technical, or operational matters prior to publishing any news reports.

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(**Source:** CGST, Goa) | PIB Panaji | Nana Meshram/Ambadas Yadav/Darshana Rane

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