

Service Providers	Services	Details of Business formatted	Time line
Unit Offices	a) Granting Registration under different Acts	Govt to Public	Within 3 working days.
	b) Acceptance of payments of Tax & return	----do----	Within 24 hours.
	c) Issuances of Forms- Delivery Notes, Road Permits, Despatch Notes, 'C' Forms, 'F' Forms.	----do----	Within 3working days.
	d) Issuance of clearance certificates	----do----	Within 2 working days
	e) Sanction of refund	----do----	Within 15 working days
	f) Issuances of certified copies	----do----	Within 7 working days
	g) Timely inspection & reporting of Industrial Unit	----do----	Within 15 working days
	h) Disposal of RTI petitions.	----do----	As per provisions under RTI Act
	i) Amendment of R/C	----do----	Within 3 working days
	j) Cancellation & Revalidation of Forms	----do----	Within 3 working days
	k) Acknowledgement of submission	----do----	Within 24 hours
Check Posts	a) Issuance of Transit Pass	----do----	Instantly
	b) Endorsement of Transit Pass	----do----	Instantly
	c) Prompt checking of documents & vehicles	----do----	Instantly
	d) Proper collection ,maintenance of security and subsequent disposal of such security	----do----	Within 24 hours
Recovery Offices	a) Collection and reporting of demand dues	Inter office	Within 7 days of succeeding month of collection
	b) Timely release and withdrawal of arrear certificates.	----do----	Within 7 days of succeeding month of collection

Zonal Offices	a) Process and sanction of refund within time line	Govt to Public	Within one month
	b) Quick redressal of grievances of the service receiver	Govt to Public	Within 3 working days
	c) Inspection and reports of working of Units, Check Post and officers therein	Inter office	Within 15 working days
	d) Process of reports of Industrial units	Govt to Public	Within 15 working days
Appellate Offices	a) Timely admission of appeal petition and disposal of those petitions.	Govt to Public	Within 3 working days
	b) Timely release of bank guarantee if any after disposal of appeal petition.	Govt to Public	Within 10 working days from date of disposal.
Apex Office- a) Administrative Branch	a) Data Bank of officers, staffs and offices		
	b) Placement of help desk		
	c) Provisions for sitting arrangement and drinking water.		
	d) Display of position of different branches and office chambers		
	e) Display of feed back		
	f) Redressal of grievances	Govt to Public	Within 7 working days

b) Legal Branch	a) Issuance of clarifications and advance rulings	Govt to Public	Within 15working days
	b) Process and sanction of refund petition.	Govt to Public	Within one month
	c) Process of Industrial Units report	Govt to Public	Within 15working days
	d) Issuance of form to Unit Office	Inter office	Within 15working days
	e) process of RTI petitions	Govt to Public	As per provisions under RTI Act
	f) Issuance of Circulars	Govt to Public	Within 15working days
Computerization Branch	<ul style="list-style-type: none"> a) Timely uploading of notifications, amendment, clarification, circular and other relevant information in the official website b) Ensuring uninterrupted 24 x 7 hours service c) Quick disposal of call logs d) Ensuring seamless uploading tax returns e) Timely modification of software as per amended Acts and notifications f) Redressal of system related grievances 	Govt to Public	Call logs to be disposed within two working days