

## DIRECTORATE OF COMMERCIAL TAXES, WEST BENGAL

# Help Desk

### FOR ON-LINE E-SERVICES ONLY

WORKING OFFICE HOURS FROM 10.30AM TO 17.30PM  
[RECESS HOURS: 14.00PM TO 14.30PM]

#### DO YOUR SELF

All the citizen centric e-Services of the Commercial Taxes provided on the web site along with user manual and step by step instruction. Try yourself to avail your required eServices module/link online and then if you are facing **ANY ERROR MESSAGE, ANY PROBLEM** or there is **ANY DOUBT**, 'Help Desk' is here for you, yes! You can approach in the following manners:-

#### OVER TELEPHONE:

FOR GST & VAT: **Call: 18001210060 (Toll Free), (033)7122-1000/ 1222/ 1527 [Direct Lines]**

FOR PROFESSION TAX: **Call: (033)7122 -1176/1485/1175/1474 [Direct Lines]**

You can ask for any Doubts/Queries/Information relating to online e-Services (except legal matters).

#### THROUGH E-MAIL :

FOR GST & VAT: **cthelpdesk-wb@nic.in**

FOR PROFESSION TAX: **query.ptax.wb@gmail.com**

You can mail your queries relating to online e-Services for which you are facing problem (except legal matters).

#### PERSONAL VISIT:

FOR GST & VAT: **4<sup>th</sup> Building, Ground Floor, Room No. 006, 14 Beliaghata Road, Kolkata – 700015.**

FOR PROFESSION TAX: **2<sup>nd</sup> Building, 6<sup>th</sup> Floor, Room No. 620 , 14 Beliaghata Road, Kolkata – 700015.**

Visit Help Desk for any problem faced online for the e-Services provided on the Website. It is requested to **take the print out of the ERROR MESSAGE appeared on the screen along with the other required detail** viz. registration no, user-id and password and Digital Signature along with pin nos. etc.

For any queries which are required to check through Systems/Database or in case of checking/correction of XML files or Annexure Data etc., please visit Help Desk after 15.00 Hours.

#### AVOID VIA QUERIES

**PERSON WHO IS ACTUALLY DOING TECHNICAL THINGS AND FACING PROBLEMS, HIMSELF SHOULD RAISE QUERIES INSTEAD OF SENDING OTHER PERSON**

**\*DO YOURSELF - ANY PROBLEM - YOU ARE WELCOME - LET US HELP YOU \***