

**GOVT. of PUNJAB**

**Excise and Taxation Department**

**PUBLIC NOTICE**

Dated: 18<sup>th</sup> February 2013

**Kind Attention: All VAT Dealers, Advocates, Chartered Accountants and Cost Accountants**

**Subject: Activation of Toll Free Helpdesk Number “1800-258-2580” and phasing out of mobile number help lines**

1. This is to inform all concerned that on 7<sup>th</sup> February’ 2013, the Department has launched a Toll-Free helpdesk number “1800-258-2580” for its users
2. The services provided through the Toll-Free number will be same as the services provided by the currently active mobile number help lines
3. Subsequent to the activation of the toll-free number, the mobile number help lines will phased out and become unavailable to the users from the dates given below:

<b>Mobile Helpline No.</b>	<b>Available till Date</b>
8283801194	17 <sup>th</sup> Feb’ 2013 (Already Out of Service)
8283801198	23 <sup>rd</sup> Feb’ 2013
8283801179	1 <sup>st</sup> March’ 2013
8054324951	8 <sup>th</sup> March’ 2013

4. Using the toll-free number, the callers would be able to get clarifications on their queries, register complaints & grievances and give suggestions & feedback, on the following services:
  - a. e>Returns (VAT 20 and VAT 15 i.e. Annual and Quarterly Returns);
  - b. e-Payment; and
  - c. Other e-Services as and when launched and communicated.
5. After calling the toll-free number, the caller would be greeted by an Interactive Voice Response (IVR) system. The caller can choose the desired option from the IVR menu and speak to the helpdesk executive. At the end of the call, the caller would be given a **unique request number**, for future reference and tracking the progress of the request.
6. If the queries have not been adequately or satisfactorily resolved by the helpdesk, then please escalate the matter to:
  - a. From 9AM to 6PM: Contact +91-9988997553 (Mr. Harjinder Singh)
  - b. From 6PM to 9AM: Contact +91-9803066169
7. In case the query remains unresolved even after escalating the matter, then please report the case to: From 9AM to 6PM: +91-9971020804 (Mr. Lokesh Khaneja, Head of Helpline)