

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: Call: 1800 121 0060 (toll free), 03371221000 and 03371221222 [Direct Lines]

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

THROUGH E-MAIL: cthelpdesk-wb@nic.in

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

PERSONAL VISIT: 4th Building, Ground Floor, Room No. 006, 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 ***