



CGST Mumbai Zone Launches GST Registration Grievance Helpdesk

CGST Mumbai Zone Sets Up Dedicated Support System for Hassle-Free GST Registration

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Central Goods and Services Tax (CGST) and Central Excise, Mumbai Zone has launched a dedicated Grievance Redressal Mechanism to help taxpayers facing issues during Goods and Services Tax (GST) registration. Applicants under the Central jurisdiction who are experiencing delays or problems can now submit their grievances via email to: [reg-cgstmz\[at\]gov\[dot\]in](mailto:reg-cgstmz[at]gov[dot]in). This initiative aims to simplify the registration process, reduce delays, and improve ease of doing business. This was stated in an official press release issued by Principal Additional Director General, Directorate of Taxpayer Services, Mumbai Zonal Unit, Shri Sumit Kumar.

How to Raise a GST Registration Complaint?

If you are encountering issues while applying for GST registration, send an email including the following:

1. Application Reference Number (ARN)
2. Jurisdiction (whether you are under Centre or State)
3. Brief and Clear description of the issue faced

Complaints will be addressed by the concerned department and applicants will be kept informed.

Nodal Officer for Assistance

1. For grievances related to GST Registration, Trade Associations/ Taxpayers can reach out to the Nodal Officer: Smt. Firdaus Pagarkar, Deputy Commissioner, CGST & Central Excise, Mumbai Zone

Contact Nos: 22001974 Ext. 504 / 22004257; Email: [reg-cgstmz\[at\]gov\[dot\]in](mailto:reg-cgstmz[at]gov[dot]in)

2. Trade associations and taxpayers can also contact the Directorate General of Taxpayer Services (DGTS), Mumbai Zonal Unit for additional assistance with indirect tax grievances, taxpayer education and feedback.

Shri Sunil Aher, AAD, DGTS, MZU and Shri Aditya Jaiswal, Inspector, DGTS, MZU

Emails: mzu-dgtps[at]gov[dot]in or dgts.mumbai[at]gmail[dot]com

Contact Nos: 022-20832086

Background and Official Notification

This initiative is part of Central Board of Indirect Taxes and Customs (CBIC's) effort to speed up and streamline GST registration, as per Instruction No. 03/2025 dated 17.04.2025. It was formally announced through Trade Notice No. 02/PCCO/Mumbai/2025/CGST dated 15.05.2025.

For Further Contact: Shri Pradeep Jhajharia, Assistant Director, DGTS Mumbai Zonal Unit

Mobile: 9833343266; Email : mzu-dgtps[at]gov[dot]in or dgts.mumbai[at]gmail[dot]com

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