

Manual-15

The following methods are being used to provide information to public:

1. Educative advertisements through newspaper of major languages like English, Hindi, Urdu and Punjabi.
2. Distribution of printed materials like reply to Frequently Asked Questions and Tax-payers guide.
3. Through the website of the department. Address: <http://dvat.gov.in/>.
4. Organizing Bhagidari workshop of market traders associations, various department of the Govt. of Delhi.
5. Display of advertising panels at various places like coaches of metro trains.
6. Educative messages through advertisements on FM Radio about various provisions of Delhi Value Added Tax.
7. 24 hours Helpline with telephone No.: 1800 11 00 66 (Toll free)
8. Setting of stall in the India International Trade Fair.
9. By organizing workshop at different market places of Delhi.
10. By personal interaction of officers with public and dealers during public meeting hours daily between 12 Noon to 1.00 P.M.
11. By allowing inspections of record and issuing copies of documents on payment of prescribed fees.
12. By advisory visit of the officers at the business premises of the dealers.
13. By providing citizen friendly atmosphere for the visitors.
14. By providing informative display boards in the premises.
15. By providing all the circulars, notifications and other orders related to DVAT Act & Rules and VAT Department displayed on departmental website accessible to public.
16. By providing adequate Law Books and study material including newspapers for the use of public and their representatives.