

3.1 Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)][F No 1/6/2011- IR dt. 15.04.2013]

- ix) Zonal helpdesk has been set up in the office of Chief Commissioner.
- x) RAC meeting and Sectoral meetings are being held regularly and the minutes are being issued. Policy issues are forwarded to the competent authorities wherever found necessary.
- xi) Contact details of information and facilitation counter is available on the website <https://cgstandcustomsbbsr.nic.in/>
- xii) PPP-Not Applicable.

3.2 Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]

- iii) All the details are available on the website <https://cgstandcustomsbbsr.nic.in/>
- iv) Online response and queries is through Email and Whatsapp Seva. The information in this regard is available on the website <https://cgstandcustomsbbsr.nic.in/>
- v) Arrangement for consultation before formulation of policy is by way of meetings with the trade and trade bodies for collation of information and suggestion for onward submission to competent authority are available as posts in cbic.gov.in website from time to time.

3.3 Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]

- i) Website: <https://cgstandcustomsbbsr.nic.in/>
- ii) Twitter account: <https://twitter.com/cgstcusbbsr>

3.4 Form of accessibility of information manual/handbook [Section 4(1)(b)]

- i) Electronic Format
 - a) Monthly newsletter: https://cgstandcustomsbbsr.nic.in
 - b) E-version of GST fliers : https://cgstandcustomsbbsr.nic.in
 - c) Jurisdiction finder: https://cgstandcustomsbbsr.nic.in/?page_id=47
- ii) Printed format:
 - a) AIO Handbook, Sabka Vishwas, GST FAQs

3.5 Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]

- i) List of materials available free of Cost- All items mentioned in 3.4.1 are available free of Cost
- ii) At reasonable Cost: NA