



Highlights and Achievements of GST, Central Excise and Customs,

Bhubaneswar Zone

During the year 2021-22

GST Bhawan, Central Revenue Building,
Bhubaneswar , Odisha, 751007

2021-22

Message from the Chief Commissioner

Shri R. Manga Babu, IRS
Chief Commissioner,
Bhubaneswar CGST, Central Excise and Customs Zone,
Odisha



MESSAGE

It gives me immense pleasure to present the "achievements and highlights" of the CGST, Central Excise & Customs, Bhubaneswar Zone for the year 2021-2022 (upto February, 2022).

In this period, Bhubaneswar Zone, with its constituent Commissionerates has endeavoured to put in its best efforts not only to achieve but to exceed the target set out by the Central Board of Indirect Taxes & Customs (CBIC), Government of India. Facts & Figures reflected herein are indicative of our exceptional performance. All the formations in this Zone have put in commendable efforts in spite of challenges like staff shortage and disruption due to COVID – 19 pandemic. Maximising taxpayer convenience, improving ease of doing business and minimising human interface were the guiding principles along our journey to achieving the targets.

I extend my best wishes to all the stake holders for their whole hearted support and hope the cooperation continues.


(R. Manga Babu)
Chief Commissioner

Message from the Principal Commissioner

Shri Bijoy Kumar Kar, IRS
Principal Commissioner,
Bhubaneswar CGST & Audit Commissionerate,
Odisha



MESSAGE

I am happy to note that the Zone has brought out a publication highlighting its achievements made during the current financial year 2021-2022 (upto February, 2022).

Every Commissionerate of the Zone, played their role to fullest in ensuring successful implementation of different key result areas like grant of Registration, Filing of Returns, timely sanction of Refund claims, Best judgement assessments, Auditing of units, Anti-evasion activities etc.

I am extremely thankful to our highly resilient officers who have worked consistently and untiringly to fulfil the expectations of the department and our stakeholders in achieving the goal set out for them. I am sure they will continue to live upto the expectations in future too.

A handwritten signature in blue ink, appearing to be 'B. K. Kar', written over a horizontal line.

Principal Commissioner

Message from the Commissioner

Shri Vijay Risi, IRS
Commissioner,
Rourkela CGST & Customs (Preventive) Commissionerate,
Odisha



MESSAGE

It is really a matter of immense delectation that the Zone has come out with this publication at the end of penultimate month of the current Financial Year 2021-2022 in order to present its tremendous performances in all areas of work.

It is noticeable that all Commissionerates of the Zone have played a very crucial role to achieve such unprecedented heights. Whether it is GST or Customs revenue or augmentation of revenue or management of filling of returns or liquidating the pendencies or audit performance or the disposal of appeals, the Zone has touched upon all the tangents and showcased a modular example of team work in accomplishing applaudable results.

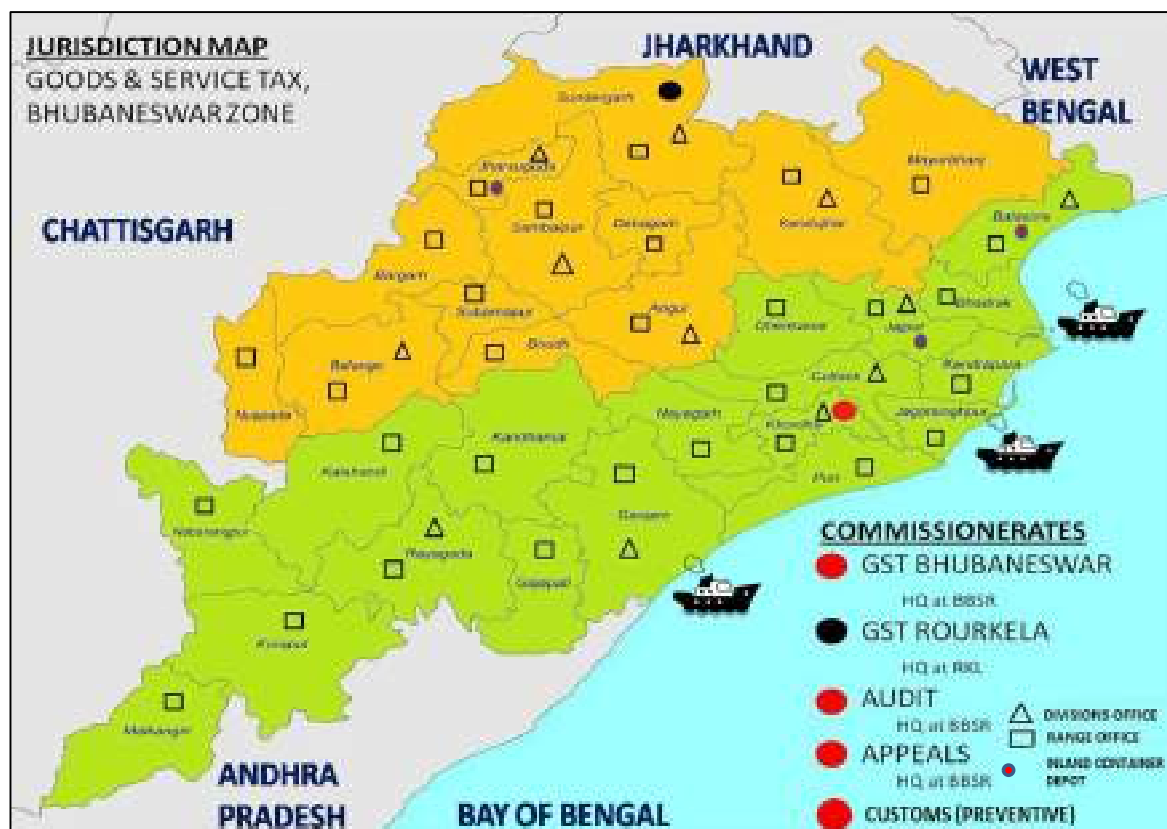
I want to take this opportunity to convey my heartfelt gratitude to the Chief Commissioner for his constant guidance, support and visionary leadership. I also convey my sincere thanks to both the Principal Commissioners for their positive attitude, timely propositions and constant support. I also want to thank each and every officer of the Zone, who not only worked day and night, but every time rose to the occasion and gave his 100% to excel the Zone. I also convey my heartfelt thanks to all the taxpayers and other stakeholders who have relentlessly worked, which on the one hand has helped in collection of such good revenues, and on the other hand, their contributions have supported the continuous process of Nation Building.


(Vijay Risi)
Commissioner

About Bhubaneswar Zone:

Bhubaneswar Zone administers various indirect taxes, namely, Goods and Services Tax, Customs, Central Excise and Service Tax as per mandate of the Finance Ministry, Government of India. The jurisdiction of the Zone spreads over entire Odisha. The Zone, headed by a Chief Commissioner, has jurisdiction over Bhubaneswar CGST Commissionerate, Rourkela CGST Commissionerate, Audit Commissionerate, Customs (Preventive) Commissionerate and Appeals Commissionerate.

The jurisdictional map of the Bhubaneswar GST, Central Excise and Customs Zone is provided under.



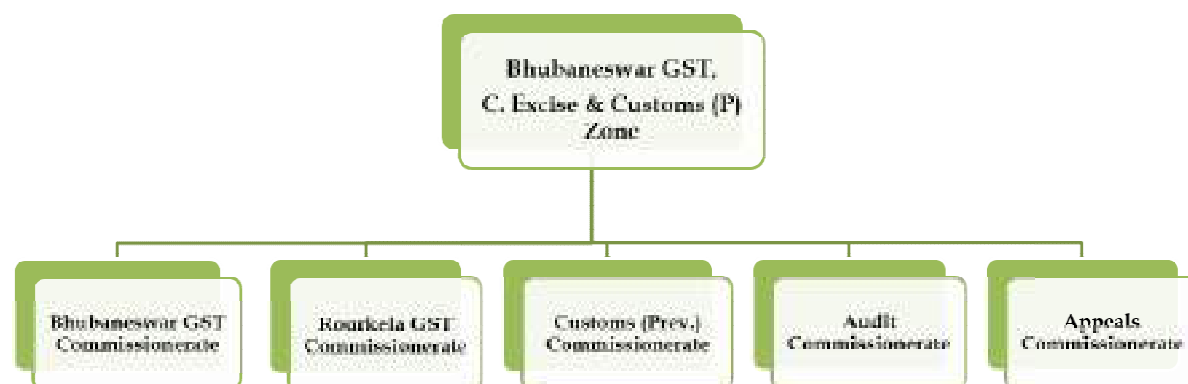
There are 05 (five) numbers of commissionerates functioning in the zone for executive control and administration of taxes. 02 (two) Commissionerates, namely, Bhubaneswar CGST and Rourkela CGST look after the GST administration in the State.

A Customs Preventive Commissionerate is set up in the state for overall administration of import and export activities in the State. Customs Commissionerate, under its jurisdiction, has Paradip Port, Dhamra Port and Gopalpur Post. Apart from the ports, it also has jurisdiction over Bhubaneswar Airport and 03 (three) other inland container depots (ICDs) at Kalinganagar, Jharsuguda and Gopalpur. It is responsible for conducting anti-smuggling operations in Odisha.

Audit Commissionerate with headquarter in Bhubaneswar looks after revenue audit of GST, Central Excise and erstwhile Service Tax of various taxpayers. It examines the financial records of taxpayers as to whether they are dutifully discharging their obligations under the tax statutes.

An Appeal Commissionerate at Bhubaneswar deals with tax appeals raised by the taxpayers against the orders of the various GST and Customs officials. Being a quasi-judicial statutory appellate authority, tax payers file their appeal in this Commissionerate before proceeding to tribunals and courts of India.

The detailed administrative set up of Bhubaneswar zone is provided for simplicity.



Revenue performance of the zone:

Looking at the revenue figures for F.Y. 2021-22, the Bhubaneswar Zone has shown remarkable growth in revenue realisation compared to last year. Till the end of March, 2022, revenue of Rs. 51025 Crs. has been collected from GST, Customs and Central Excise registering a growth of 27% as compared to previous year. In the month of March, 2022 only, revenue of Rs. 4865.20 Crs. has been collected.

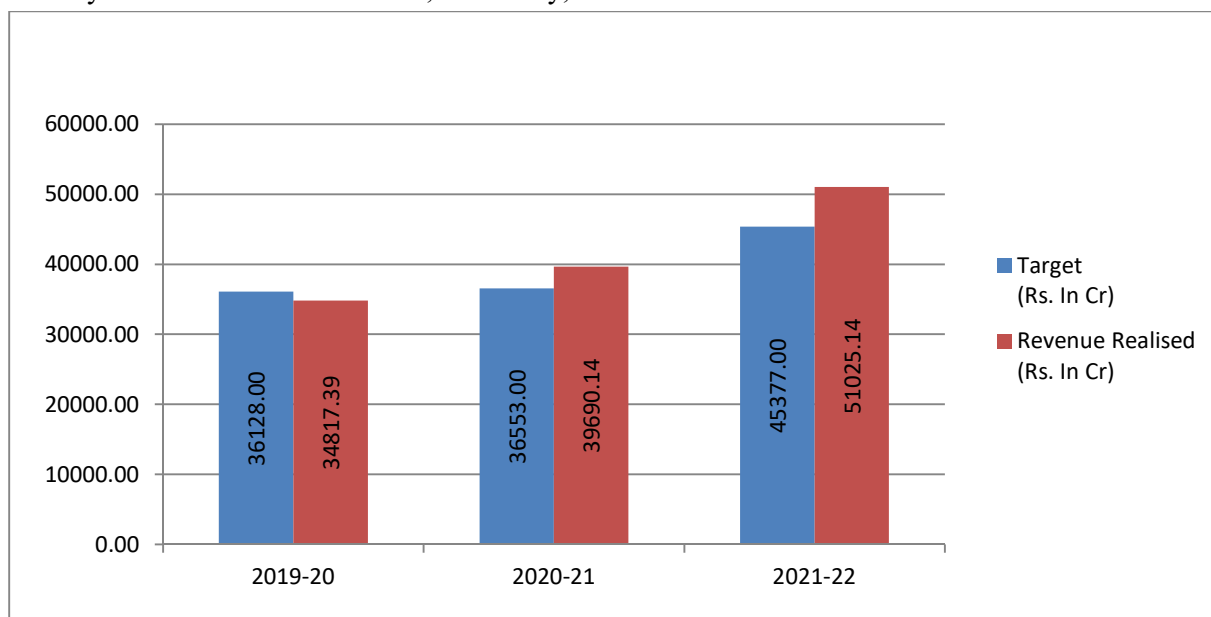


Fig 1: Total revenue growth of Bhubaneswar Zone as compared to its target vis-à-vis last two financial years

The revenue growth of the zone has been achieved through the improved tax collection on all fronts, such as Customs, GST and Central Excise as evident from the figure 2.

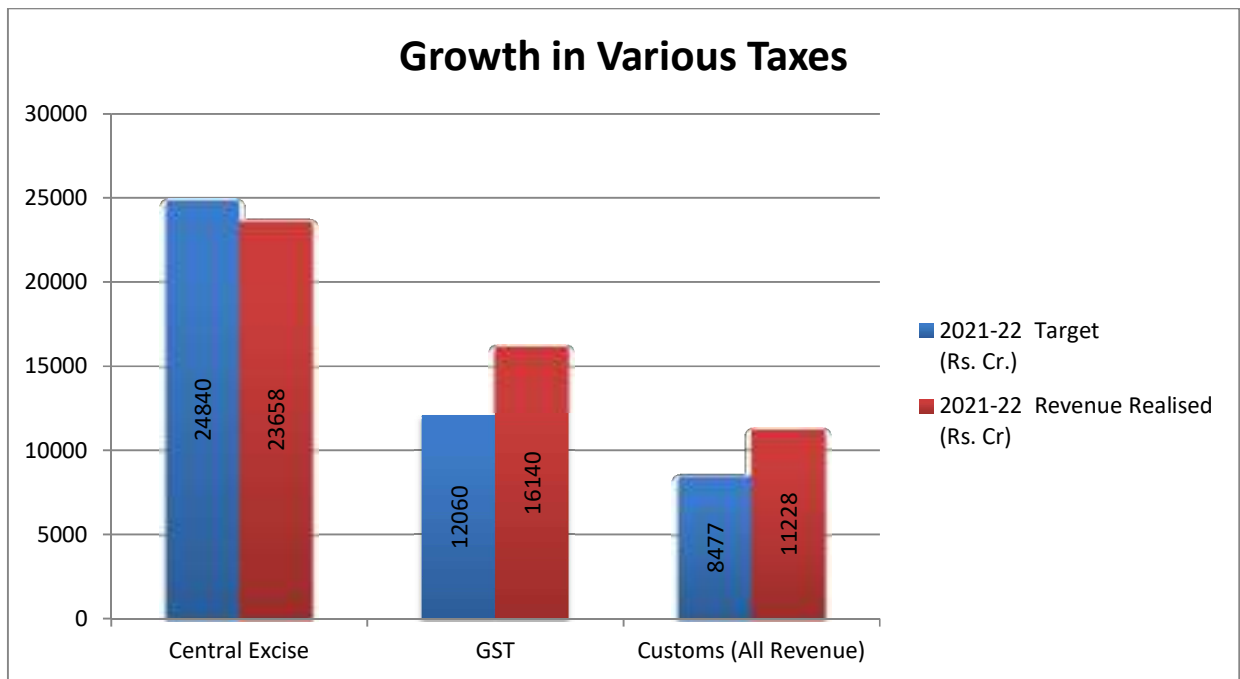


Fig 2: Tax wise performance of the zone with respect to given target.

Shri R. Manga Babu, IRS, Chief Commissioner, CGST, Central Excise & Customs has emphasised on activities and trade facilitation measures taken up by the zone for providing best services to stake holders. On administration front, e-office and DIN (Document Identification Number) have been introduced in day-to-day office work in order to bring transparency and improve efficiency with sense of responsibility. On Customs side, Faceless Assessment, Direct Port Delivery, Direct Port Entry of export cargo and e-payments etc have been introduced as part of ease of doing business initiative of the Government.

1. GST Revenue:

In view of the Chief Commissioner of Bhubaneswar Zone, this overall growth in tax collection can be attributed to increased industrial/economic activities in the Zone as evident from the GST collection figures. For the month of March, 2022, GST revenue of Rs. 1468.88 Crs has been collected from the taxpayers administered by Central Govt representing a growth of 43.69% over the same period last year. This growth in GST is an indication of increased supply amidst the covid pandemic. On analysis of revenue paid in cash by the CGST taxpayers of the Zone, it is seen that there is an increase of 87% in 2021-22 compared to the same period last year. However, the revenue growth in Bhubaneswar Zone up to the month of March, 2022 in comparison with last year for GST is 88.93% and for Customs, it is 66.56%.

The Sectoral analysis of revenue realised in cash from Top 100 taxpayers of the Zone reveals that the Steel, Mining & Mining Services, Works Contract Services Sectors have registered phenomenal growth during the current fiscal upto March, 2022 as compared to same period last fiscal.

The other important sectors namely Oil, Paper, Banking & finance etc have also shown substantial growth during April to March period of this fiscal year 2021-22 as compared to same period last year.

Further to increase the taxpayer base, regular surveys were conducted by the Central Govt., as a result of which, 24270 numbers of new taxpayers were granted registration by the tax administration during the period from April to March, 2022.

On the anti-evasion front, the department has initiated strong action to check tax fraud. Significant recovery amounting to 93.83 Crs has been collected through vigilant action against fake invoice issuers. Similarly, use of IT, data analytics and E-Way Bill verification have resulted in recovery of Rs. 345.17 Crs. during the period of April to March, 2022.

1. In F.Y. 2021-22, a total of 89 cases have been booked by the Preventive wing of the Bhubaneswar and Rourkela CGST Commissionerates. During the investigation, GST evasion of Rs. 231.76 Crore was detected and Rs. 148.22 Crore was recovered.

2. Out of all these cases, a total of around 40 cases were booked against taxpayers providing **"Works Contract Service"** defined under Section 2(119) of the CGST Act, 2017 to various Departments of Govt. of Odisha along with other service recipients. During the investigation, **a total evasion of Rs. 34 crores was detected and Rs. 13 crores (approx) was recovered.**

3. Also, 9 cases were booked against taxpayers for Irregular availment Of Input Tax Credit (ITC) of Compensation Cess in contravention of provisions of Section 17(2) of the CGST Act, 2017 read with Section 8 and 11 of the Goods and Service (Compensation to States) Act, 2017. During the investigation, **a total of Rs. 150 crores (cess) was detected and Rs. 97.66 crores (cess) was recovered.**

4. Quite a number cases were booked against taxpayers providing **"Manpower and Security services"** to its recipients, thereby resulting in **detection of Rs. 5 crores and subsequent recovery of around Rs. 2 crores (approx).**

5. A number of cases were booked against taxpayers on **"Non/short payment of GST on royalties"** thereby resulting in **detection of Rs. 7 crores and subsequent recovery of around Rs. 5.52 crores (approx).**

6. Similarly, cases were booked against taxpayers issuing/passing of Fake ITC on the strength of bogus invoices without supplying actual goods/services, thereby resulting in **recovery of around Rs. 2.28 crores (approx).**

2. Customs Revenue:

There is an increased activity on the import front. Bhubaneswar Zone has collected Rs. 11227.62 Crs. of Customs duty in this financial year registering a growth of about 67% as compared to previous year. The reasons for such increase are as under:

- (i) Higher Import of crude oil by M/s Indian Oil Corporation Limited.
- (ii) Increase in realisation Export duty on Iron Ore fines.

The top 05(Five) importers of the Zone are as under:

Sl. No.	Name of the Importer	Revenue paid (in Crs.) upto March, 2022
1	Tata Steel Ltd	1620.12
2	Jindal Stainless Ltd	1237.21
3	IOCL	1044.01
4	IFFCO	1003.6
5	Steel Authority of India Ltd	877.76
6	Jindal Steel & power Ltd	868.47

The top 03 (three) exporters in this Zone are:

Sl. No.	Name of the exporter	FOB Value (in Crs.) upto March, 2022
1	Indian Oil Corporation Ltd.	12075.84
2	Jindal Steel & Power Limited	5027.54

3	Tata Steel Limited	2715.91
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It is a matter of immense delectation that, in spite of the presence of challenges of Corona pandemic during the current F.Y 2021-22, Customs (Preventive) Commissionerate (CCP), Bhubaneswar has been able to show a laudable performance in all areas of work. As against this year's Customs Revenue Target of Rs. 8,477 Crore, they have already collected Rs. 11227.62 Crores by the end of 2022 and have surpassed the annual target by a healthy margin of 32%.

In area of revenue augmentation also, the officers of the Commissionerate have been able to display a superlative performance and collected extra revenue of Rs. 52.16 Crores which is higher by 147% of the previous year's performance which was Rs. 21.10 Crore. Performance of Customs (Preventive) Commissionerate (CCP) with reference to anti-smuggling work in the FY 2021-22 is encouraging.

The Commissioner of Customs brings the kind attention to following key performance areas which has been completed by the Customs Commiserate for the benefits of import- export community and customs administration.

(i) Post Clearance Audit pendency stood at 3830 in September 2021, however, the same has now been completely liquidated and revenue of Rs. 2.48 Crore has also been recovered during the process. This effort has been appreciated by the Directorate of Audit, New Delhi.

(ii) Finalization of Provisional Assessments was taken up as a top priority. As a result of concentrated drive against 2932 non-encumbered Provisional Assessment cases, 1811 numbers of such cases have been finalized 1811. In the process, we have also generated additional revenue of Rs. 25.52 Crore on this account.

(iii) Disposal of Gold - During the current financial year, 27.959 Kg of Gold has been successfully disposed off, and accordingly, Rs. 13, 50, 03,475/- of additional revenue have been collected on this account.

3. Central Excise Revenue:

Presently Central excise duty is levied only on petroleum products. M/s Indian Oil Corporation Limited (IOCL), Refinery Division, Paradeep is the major contributor of Central Excise kitty of this zone.

Central Excise duty realised during F.Y. 2021-2022 is 23659.7 Crs. as against 24919.71 Crs. realised during F.Y. 2020-2021, registering a marginal -ve growth of 5%. M/s Indian Oil Corporation Limited is the prime contributor of Central Excise duty for Bhubaneswar Zone which contributed around 99.61% of the total Central Excise duty of the F.Y. 2021-22. The Central Excise revenue realisation could have been higher but for the following impeding reasons which significantly hampered its upward growth.

1. Disruption due to second wave of covid-19.
2. Plant not running to optimum capacity.
3. Lower demand of Motor Spirit & HSD in the domestic market.

4. Audit Performance:

Under the indirect taxes administration, the important task of taxpayer's compliance verification has been entrusted with the Audit Commissionerate. The Commissionerate has jurisdiction over all the Central tax taxpayers of the Zone. The Commissionerate carries out its function with the help of 07 (Seven) circles spread all over the State. The Audit provisions of the department envisaged selection of taxpayers based on risk assessment, using GST data, done by Director General of Analytics and Risk Management (DGARM). The details of audit undertaken and achievements made by the Commissionerate during the year 2020-21 & 2021-22 are as under:

	Scheduled		Audited		Detection (Rs. In Lakhs)		Recovery (Rs. In Lakhs)	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
CX	32	6	24	6	19192.58	19.50	42.93	4.76
ST	156	40	117	38	9472.34	849.06	270.35	89.13
GST	907	610	361	578	10642.58	55124.87	1950.73	17655.61
Total	1095	656	502	622	39307.50	55993.43	2264.01	17749.50

5. Appeal Performance:- Any person aggrieved by any decision or order passed by the Additional or Joint Commissioner of Indirect tax regime may appeal to the prescribed Appellate Authority i.e. the Commissioner (Appeals).

The performance of Appeals Commissionerate during the year 2019-20, 2020-21 & 2021-22 are as under:

	Cases disposed						Rs. In lakhs	
	2019-20		2020-21		2021-22			
	No.	Amt	No.	Amt	No.	Amt		
Central Excise	64	13396.60	103	16402.91	57	1742.85		
Service Tax	63	6106.80	214	5516.91	178	58481.63		
Customs	33	585.18	159	4009.17	125	8666.72		
Total	160	20088.58	476	25928.99	360	68891.20		

Outreach Programmes

Honourable Prime Minister of India has directed the tax departments to conduct special campaigns for cleanliness. It is also to note that the entire country is celebrating its 75th years of independence under the programme, "Azadi Ki Amrit Mahotsav (AKAM)". Bhubaneswar Zone has involved itself to full extent to celebrate these programs. Various outreach programmes conducted by the zone are briefly discussed under.

1. Swachhta Action Plan:

During the period from 2ndOctober to 31stOctober, 2021, through a special swachhata campaign, 4056 Numbers of files were reviewed and out of which 308 numbers of files were weeded out. As a result, 2235 sqft of office space were freed and put to productive use by the Department.

Apart from the various swachhata activities, each Commissionerate of the zone were given two projects to complete them in the financial year for larger benefits of the public. Detail progress on such projects are outlined under.

S.No	Name of the Formation	Project	Broad Category of Project	Brief of Project
1	GST Commissionerate, Bhubaneswar	Project 1	Mix projects related to swachh bharat abhiyan	Renovation and beautification inside office complex and office guest house.
		Project 2		Adoption of schools and making public spaces usable by constructing infrastructure.
2	Customs (P) Commissionerate, Bhubaneswar	Project 1	Project related to creating green environment	Exterior terracotta painting and painting related to GST and customs in the outer boundary wall of the zone office. • Beautification of municipality garbage collection pit outside the zone office to a suitable seating place for public.
		Project 2		Rain water harvesting structure in Office and construction of compost pit.
3	Audit Commissionerate, Bhubaneswar	Project 1	Project related to clean habitation - construction/installation/renovation of toilets	Renovation and up gradation of rooms and toilets occupied Audit Commissionerates
		Project 2		Construction and up gradation of toilets in two government schools
4	Appeal, Commissionerate, Bhubaneswar	Project 1	Mix projects related to swachh bharat abhiyan	Setting up modular storage for better file management.
		Project 2		Digitisation of files by outsourcing
5	GST Commissionerate, Rourkela	Project 1	Clean office project by digitization of office records	Use of scanner for digitisation of documents.
		Project 2		Digitization of documents.



Inauguration of Fountain under Swachhata Project



Plantation of sapling



Swachhata Pledge being taken

2. **Azadi Ka Amrit Mahotsav**

India is celebrating its 75th years of independence from British rule. To celebrate this historic achievement of Independence, Government of India has organised a 75 weeks long program named as Azad Ki Amrit Mahotsav (AKAM). Under this iconic program, Bhubaneswar Zone has organised yearlong celebration of various programmes with active participation of students, staff and their family members, various NGOs and other government departments.

Under this program, new taxpayer facilitation centres, namely GST Seva Kendra and Customs Seva Kendra were opened up at Bhubaneswar and Paradeep respectively for better taxpayers' convenience and facilitation. Now taxpayers can directly visit to those centres and file their queries, grievances etc pertaining to various tax matters, such as import clearance, registration and tax refund etc.

A detailed list of programs under AKAM is briefly described under.

Mar 30, 2021 – To commemorate India's 75th year of Independence & CBIC Azadi Ka Amrut Mahotsav program, tricolour balloons were released by the Chief Commissioner, BBSR Zone at BBSR, and the balloons were deployed publicising the AKAM program.

Apr 13, 2021 – GST & Central Excise BBSR Commissionerate has organized a webinar on 'Role of CGST officers in Atmanirbhar Bharat, MSME & Make in India initiatives of the Government of India' under the AKAM program. Both Officers and representatives from trade have taken part enthusiastically in the discussion session that followed the webinar.

Apr 13, 2021 – As part of AKAM, a blood donation camp was organized by the GST, Central Excise & Customs, BBSR Zone in remembrance of the Jallianwala Bagh Massacre's martyrs, under the supervision of the Chief Commissioner.

June 10, 2021 – GST, Central Excise & Customs BBSR Zone has organized a COVID Vaccination drive at Bhubaneswar. Several Officers of the zone have been vaccinated in the drive.

June 21, 2021 — On the occasion of International Yoga Day, the GST, Central Excise & Customs, BBSR Zone has organized a Yoga session online. All the Officers took part actively in the 'Desk Yoga' session, and it was led by an internationally certified Yoga instructor from Chennai.

July 5, 2021 — To mark the celebration of World Environment Day and as part of AKAM Program, the GST, Central Excise & Customs BBSR Zone has organised a sapling plantation drive in the Office premises and also on the premises owned by the department in the city of Bhubaneswar.

July 1, 2021 – Fourth GST Day was celebrated by the CGST BBSR Zone, strictly adhering to COVID norms. The Chief Commissioner has awarded commendation certificates to 10 Officers for their distinguished service. The event was graced enthusiastically by Officers and Trade representatives alike.

August 9, 2021- Bhubaneswar Zone celebrated the Quit India Movement Day on 9th August, 2021. By organising, painting, debate and essay competitions at Sri Sai Saraswati School, Dumduma, Phase-4, Bhubaneswar-751019, Nua Someswerpur Nodal High School, Nua Someswarpur, Sakhigopal, Puri and Garhsanput High School, Garhsanput, Puri. About 25 students from these three schools participated in the above programmes. The Quit India Movement programs as mentioned above were held strictly adhering to the COVID norms.

Also 7 students from three nearby schools of Bhubaneswar Zone visited the Zonal office along with their teachers. These 7 students held a Mock Parliament on Anti Drug Campaign and discussed the positive and negative sides of legalisation of drugs in India. After the completion of Mock Parliament these students interacted with the officers of the Zone and the Principal Commissioner briefly explained them about the Central Board of Indirect taxes and Customs organisation, its function and administration set up at the state and division level.

August 15, 2021- India's Independence Day was celebrated with great joy and enthusiasm. Officers of the zone were encouraged to participate in the Rastragaan organized by Ministry of Culture and submitted their certificates.

September 5, 2021- Bhubaneswar Zone has celebrated the Teacher's Day on 5th September, 2021 to pay tribute to all astounding teachers who have transformed life of millions by organizing painting

competition among students of Odisha. More than 200 hundred students across Odisha participated in the competition. On this occasion, an essay writing competition was organized at Shri Jagannath High School, Koradakanta, Odisha.

October 5, 2021- To promote Khadi during the celebration of AKAM, a Khadi and Handicrafts exhibition was organised in the premises of Bhubaneswar GST, Customs and C. Excise Zone. Local traders and manufacturers of Khadi products participated in the event. Khadi and handicrafts products were also put on sale by them. This event attracted the officers of the Department, residents of Central Revenue Colony and public to a large extent. Visitors took the opportunity to purchase items. The entire event was very successful and organized keeping the Covid guidelines of the State in mind.

12th October, 2021-Bhubaneswar Zone also celebrated the raising day of Rani Jhansi Battalion by INA on 12th October, 2021. On this historic event, this zone posted a contingent of lady officers at the Biju Pattanaik International Airport (BPIA) to work as frontline Customs officers for this day. The lady officers were given 01 day training by Customs Commissionerate for handling of incoming passenger and goods, clearance of items, declaration, green and red channel procedures etc prior to their posting.

26th November, 2021-In continuation to observance of various events this Zone celebrated the Constitution Day (संविधानदिवस) on 26th November, 2021. This programme was organized in association with the Utkal Bipanna Sahayata Samiti, an NGO, at its premises located in Bhubaneswar. The Chief commissioner of the Zone, Sri R.Manga Babu, IRS deliberated upon the significance of the Constitution day and Sri Bijoy Kumar Kar have highlighted the role of farmers during the freedom struggle and their role in building national economy. On this event, ten farmers from different parts of Odisha were felicitated for their innovative farming methods.

27th January, 2022- Variety of activities were undertaken in Bhubaneswar CGST, Central Excise and Customs Zone on the occasion of International Customs Day. An interactive Webinar session was held with members of the Trade such as Exporters, Importers, CHAs, Steamer Agents, Customs House Brokers and Custodians where a presentation on various customs measures were shared and feedback was elicited from the stakeholders. A dedicated e-mail ID (feedbackbbsrcustoms@gmail.com) was also created and shared with the Stakeholders for obtaining feedback on various Customs Schemes. Banners highlighting the International Customs Day 2022 were put up at Headquarters, BPIA Airport, Bhubaneswar and Sea-ports.

3. Vigilance Awareness Week:

This year, the Vigilance Awareness Week was observed in the Bhubaneswar GST, Customs and Central Excise zone from 26th October, 2021 to 01st November, 2021, as per directions of the Central Vigilance Commission. This program was inaugurated on 26th October, by Chief Commissioner, Mr. R. Manga Babu, IRS, who administered the “*integrity pledge*” amongst all the officers of the zone. This year, the theme of the Vigilance Awareness Week was “**Independence India @ 75: self-reliance with integrity**”. The Principal Commissioner of the Customs, Mr. Bijoy Kumar Kar, IRS delivered the message of Hon’ble President of India on the occasion.

Grievances received from tax payers, VIPs, Ministers and other stakeholders were carefully scrutinized for early disposal. Further to make Bhubaneswar Zonal office as a gender sensitized organization, a training-cum-awareness program was organized by the Chairman, Internal Compliance Committee. The website of the zone was also simplified to provide facility for grievance redressal and to report cases of corruption related to tax administration.

Various programs, such as, Rangoli competition, essay writing, painting, debate completion and a walkathon were organized to promote the importance of integrity amongst officers, students and taxpayers. All the officers of the zone also took online integrity pledge, towards promoting a corruption free, self-reliant and developed India.



Integrity Pledge administered by Chief Commissioner



Internal Compliance Committee meeting



Rangoli made by staffs of the Department



Essay competition organised in a school

4. Covid pandemic support

In compliance with the various instructions issued by the Government of India from time to time, all offices under this Zone were ordered to function with skeletal staff as per roster devised for the purpose and the balance officers were advised to work from home and to be available through telephone/ mobile and other electronic means of communication.

The office buildings of GST, Central Excise and Customs, Bhubaneswar Zone were sanitized as per the norms prescribed by the Ministry of Health & Family Welfare, Government of India to avoid spread of CORONA virus among the officers and the visitors.

In a gesture portraying giving back to the society, the staff of the department distributed staple food to the needy people residing on Road side and nearby Slums. Sanitizers and masks have also been distributed among the officers of this zone as well as Customs House agents, slum dwellers and road side dwellers.

For the benefits of the tax payers, interactive session was held outlining safety measures of the Steamer Agents, Customs Brokers at Sea Ports. Further, regular coordination was maintained with district administration and police authorities for ensuring smooth movement of Export Import cargo, and persons engaged in the process during the lockdown. During the lockdown period, GST Refund was given top priority and the same has been processed using remote access facility started by CBIC in addition to other means within time-limit prescribed for the same.

5. Promotion of Hindi - In order to promote Rajbhasa in the official correspondences of the department, the Hindi Cell of the Zone have undertaken various activities for the purpose as detailed below:

1. OLIC meeting is held in every quarter for proper implementation of Official Language in the department and minutes are being issued in time.
2. Quarterly report on progressive use of Hindi and Annual report on Implementation of Hindi in the Deptt. are being sent in time.
3. Hindi workshop is being organized regularly for staffs having working knowledge in Hindi.
4. Hindi fortnight, celebrated successfully in the Deptt. from 01.9.2021 to 14.09.2021 and various competitions were held online and officers were awarded for various Hindi competitions held during Hindi Fortnight.
5. 26th Edition of Departmental Hindi E- magazine, KONARK was released during Hindi Fortnight, 2021 and uploaded in the departmental website.
6. Officers of this Department are regularly nominated for Hindi Praveen / Pragya /parangat classes being held in the office premises through Hindi Teaching Scheme. Officers are also nominated for Hindi computer training classes under Hindi Teaching Scheme.
7. Cash awards and personal pay are granted to officers after successfully completing Hindi Praveen/Pragya/parangat/ and also Hindi computer typewriting.
8. This year GST, Bhubaneswar was awarded first prize for outstanding performance in Implementation of Rajbhasa in the Department by Town Official Language Implementation Committee(TOLIC),BBSR.

