

**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), 9836529667, 9830633755, 9163138658, 9239244758, 7122-1000, 1222, 7122-1527**  
**[Direct Lines]**

**FOR PROFESSION TAX: Call: (033) 7122 1172/1175/1176/1474/1485**  
**[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](mailto:cthelpdesk-wb@nic.in)**

**PROFESSION TAX E-MAIL: [query.ptax.wb@gmail.com](mailto:query.ptax.wb@gmail.com)**

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

**PERSONAL VISIT: 4<sup>th</sup> 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 \***