

## **DIRECTORATE OF COMMERCIAL TAXES**

**PROVIDES ONLINE UNIQUE USER-ID GENERATED BY THE SYSTEM  
TO EACH AND EVERY DEALER HAVING REGISTRATION NUMBER TO AVAIL ALL THE  
ONLINE E-SERVICES  
UNDER WBVAT ACT,2003, WBST ACT,1994 & CST ACT,1956, ENTRY TAX ACT,2012,**

**USER-ID** IS COMBINATION OF 8 CHARACTERS CONSISTING FIRST 4 LETTERS (IN CAPITAL) FROM THE TRADE NAME AND REST NUMERICALS AUTOMATICALLY GENERATED BY THE SYSTEM AND SHALL REMAIN SAME (NEVER CHANGEABLE) FOR THAT REGISTRATION NO.

**PASSWORD** IS CASE SENSITIVE AND CAN BE ANY COMBINATION OF TOTAL 8 CHARACTERS CONSISTING OF AT LEAST ONE SPECIAL CHARACTER (LIKE \*?!@#\$\$%^&() ETC.) AND ONE NUMERAL AND ALWAYS CREATED BY THE DEALER HIMSELF.

### **FREQUENTLY ASKED QUESTIONS**

**1. HOW TO GET USER-ID AND PASSWORD AFTER GETTING NEW REGISTRATION?**

**Solution:** Dealer himself has to create user-id and password through the link given in the website as [Generate of User-id](#) providing registration no, pan no and the mail-id recorded in database.

**2. HOW TO KNOW THE USER-ID ONLY?**

**Solution:** In case the dealer forgets or loses his user-id, the dealer himself can know his user-id through the link given in the website as [Generate of User-id](#) providing registration no, pan no and the mail-id recorded in database.

**3. HOW TO CHANGE PASSWORD ?**

**Solution:** There are two options to change the password :-

- i) Through **Change password** link only available after login: dealer can change his password after successful login through the link provided at top left side of the screen appeared.
- ii) Using **forget password** link available in the normal login screen: dealer can change his password through this link himself providing hint question and the answer. On successful matching system will sent a temporary password along with assigned user-id to the mail-id recorded in database.

#### 4. HOW TO GET USER-ID AND PASSWORD- IN CASE IT IS FORGOTTEN OR LOST?

**Solution:** Dealers are requested to approach his Charge/Group Officer and apply for “resetting” his password along with an undertaking that he would be responsible for any action arising out of the use of such reset password. When the Charge Group Officer is satisfied about the *bona fide* of the application, the Charge/Group Officer would write an email to the Helpdesk at <cthelpdeskwb@nic.in> for resetting the password. Accordingly dealer will get the Temporary Password to the mail-id mentioned.

#### 5. HOW TO GET USER-ID AND PASSWORD IN CASE OF RESTORATION OF A CANCELLED DEALER?

**Solution:** If a dealer have generated password or submitted either or any e-Return under the WBST, VAT and/or CST Act before cancellation and now unable to recall the same or unable to login, he may complete the procedure through [Forgot Password](#) option himself or may approach his concerned charge/group officer for resetting of password procedure as mentioned in Sl. No. 4 above.

In case of a cancelled dealer who didn't create password at all before cancellation will have to create his own User-ID and Password himself through the link given in the website as [Generate of User-id](#) providing registration no, pan no and the mail-id recorded in database.

In case the change/reset of password either done by dealer himself or by the department concerned, system will always provide temporary password for initial login to create new password. A dealer logging with temporary password will get the message like – ‘**You are entering for the first time, Change your password - Go to change password**’ in order to create new password.

**DEALERS ARE RESPONSIBLE FOR ANY UNAUTHORISED USE OF THEIR USER-ID AND PASSWORD THEREFOR REQUESTED TO MAINTAIN THE SECRECY, TAKE UTMOST CARE WHILE LOGGING AND NOT TO DISCLOSE TO ANY BODY ELSE.**

*For dealers convenience and best regards from,*

**Help Desk - FOR ON-LINE E-SERVICES ONLY**  
**Directorate of Commercial Taxes, West Bengal.**  
**Phone: +91-2251-1493/1494 Extn. 1111 & 1112**  
[DURING NORMAL WORKING OFFICE HOURS ONLY]

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**A BRIEF GUIDANCE ABOUT SEPARATE USER-ID AND PASSWORD REQUIRED FOR THE ONLINE E-SERVICES UNDER SOME OTHER IMPORTANT ACT ADMINISTERED AS FOLLOWS :**

**1. USER-ID AND PASSWORD FOR THE E-SERVICES UNDER THE WEST BENGAL STATE TAX ON PROFESSIONS, TRADES , CALLINGS AND EMPLOYMENTS RULES, 1979.**

In case of online Application for P.Tax Registration Dealer will create his own User-ID and Password through the link provided in the website as – [Profession Tax -> PT Registration -> Sign up-new User.](#)

Any query regarding P.Tax or unable to reset the password then a mail may be forwarded to Profession Tax Information Officer, Salt Lake, Kolkata. Mail-ID [query.ptax.wb@gmail.com](mailto:query.ptax.wb@gmail.com) or call 033-2334-0279.

**2. USER-ID AND PASSWORD FOR E-STDS UNDER SECTION 40 OF THE WBVAT ACT,2003**

Dealers would be required to create his own User-ID and Password through the link provided in the website as – [Click here to Generate USERID & PASSWORD](#) and can be reset through - [Click here to Reset PASSWORD](#) himself.

In case if unable to do so, the concerned DDO may apply before the Concerned Officer, ESTDS Cell, 1<sup>st</sup> Floor, 2<sup>nd</sup> Building or sending mail to [stds.comtax@gmail.com](mailto:stds.comtax@gmail.com) for reset. Accordingly ensuring genuine and deserving cases the concerned Officer would write an email to the Helpdesk at <[cthhelpdeskwb@nic.in](mailto:cthhelpdeskwb@nic.in)> for resetting the password and initial password will be sent to the mail address mentioned.

## SOME IMPORTANT AND RELEVANT CIRCULARS

Government of West Bengal  
Directorate of Commercial Taxes,  
14, Beliaghata Road, Kolkata-700015  
TRADE CIRCULAR NO. 02/2013  
Dated: ..13/02/2013.....

Sub: User ID & Password

Recently some instances of unauthorised use of their user id and password have been reported by some dealers. For instance, it is alleged that the person trusted by one such dealer has generated waybills without the knowledge of the dealer in order to evade tax. It is also alleged that contact information has been modified behind the knowledge of the concerned dealer to deny notification of such unauthorised generation of waybill to him. It is a matter of serious concern. This should be taken as warning for all registered dealers. The password is generated by the dealer himself and it is the responsibility of the dealer himself to maintain the secrecy of his user id and password. A dealer cannot shelve his responsibility of any alleged misuse of user id and password by any means. Moreover, the dealer shall be liable to pay tax, interest and penalty involved in such a case. Criminal proceedings and other legal actions according to provisions of law shall be taken against all concerned including the dealer himself. Dealers are therefore advised against sharing their user id and passwords with anybody. It is to reiterate that when a dealer avails any e-service from CTD website, like filing of returns or generations of waybill etc, system generated sms and emails are sent to their contacts. Hence dealers are also advised to check their contacts and other information from Dealer's Profile link of the CTD website and ensure that they are their own and not anybody else's. A dealer cannot deny responsibility of such unauthorised use of e-services and avoid any legal/criminal proceeding merely on the plea of breach of trust.

(Binod Kumar)  
Commissioner,  
Sales Tax, West Bengal  
Memo No. 124 CT/PRO  
3C/PRO/2012 Dated: .13/02/2013...

Copy forwarded for information and necessary action to :

- 1) The Principal Secretary, Finance (Revenue) Department, Government of West Bengal.
- 2) Spl. Commissioner, Sales Tax, W.B./Addl. Commissioner, Sales Tax, W.B.
- 3) Spl. Officer, Bureau of Investigation.
- 4) Sr. Joint Commissioner, Sales Tax (H.Q.)
- 5) Sr. Joint Commissioner, Sales Tax.....Circle/Range/Central Section.
- 6) Jt. Commissioner, Sales Tax.....Circle/Charge.
- 7) Public Relations Officer, Directorate of Commercial Taxes, W.B.
- 8) Website HYPERLINK <http://www.wbcomtax.gov.in>

for Commissioner,  
Commercial Taxes, W.B.

**GOVERNMENT OF WEST BENGAL  
DIRECTORATE OF COMMERCIAL TAXES  
14, BELIAGHATA ROAD, KOLKATA – 15  
CIRCULAR  
DATED 12-06-2013**

**Sub: Resetting of Password e-Services**

There is a provision for resetting of Password for the dealers who are availing e-Services. This facility is available through Helpdesk and the same is done after getting proper documents from the applicant dealers. Besides resetting of Password through Helpdesk, there is also a facility of resetting of password by the dealer through “forgot password” link. However, there are reports that dealers are facing some difficulty in getting their passwords reset.

2. It is, therefore, decided that the dealers would be required to reset their passwords first by using the “forgot password” link where they have access to email IDs as recorded in our database. However, in cases where a dealer does not have access to his email ID that is recorded in the database, he would be required to approach his Charge/ Group Officer and apply for “resetting” his password along with an undertaking that he would be responsible for any action arising out of the use of such reset password. When the Charge Group Officer is satisfied about the *bona fide* of the application, the Charge/Group Officer would write an email to the Helpdesk at <cthelpdeskwb@nic.in> for resetting the password. Record of each reset password by the dealer should be kept with the records of that dealer in the concerned Charge. It should be ensured by the Charge/Group Officer that such resetting of password is allowed only in genuine and deserving cases. The mobile number and email address should invariably be mentioned in the request. Henceforth, no request for resetting the password should be sent to Helpdesk directly.

3. The password reset should then be done by the system and emailed/SMSed to the dealer at the new email/mobile. Intimation should also be sent at old email/mobile if changed.

4. The above guidelines are to be strictly followed to avoid any misuse of password of the dealer in availing e-Services in future.

Sd/- 12.06.2013  
(Binod Kumar)  
Commissioner,  
Sales Tax, W.B.

Memo No. 574CT/PRO Date: 12.06.2013

Copy forwarded to ADDL.CCT/ISD through e-mail for information and for taking necessary action in uploading this circular in the Directorate’s website for information of officers of the Directorate and the dealers.

Sd/- 12.06.2013  
(K.C.Chowdhury)  
Addl.CCT/WB