

DEPARTMENT OF EXCISE, ENTERTAINMENT AND LUXURY TAX
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
L & N BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI - 110002
No. F. 2(87)/Ex/R/2016-17/ 1103 Date: 30-3-17

CIRCULAR

Subject:-Service charges by hotels and restaurants – Clarification regarding

In reference to letter No. J-24/9/2014-CPU(Pt) dated 14 December, 2016 of Government of India, Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs) on the above noted subject, all the Hotels/Restaurants are advised to disseminate information through display at the appropriate place in the hotels/restaurants that the "service charges" are discretionary/voluntary and a consumer dissatisfied with the services can have it waived off.

Further, all the retail outlets are instructed to invariably issue a bill to a consumer for the purchases made by him.

(NEERAJ GUPTA)
ASSISTANT COMMISSIONER

No. F. 2(87)/Ex/R/2016-17/ 1103

Date: 30-3-17

Copy to:

1. Deputy Secretary to the Government of India, Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs), Krishi Bhavan, New Delhi, for information.
2. Assistant Director (Consumer Affairs), Government of National Capital Territory of Delhi, Department of Food Supplies & Consumer Affairs, K-Block, Vikas Bhawan, I.P. Estate, New Delhi-110002 w.r.t. letter No. F. 50/212(1)/F&S/CA/2017/152 dated 09/02/2017 for information.
- ✓ 3. Project Manager, TCS, Excise Department, Govt. of NCT of Delhi for uploading the Circular on the website of Excise Department, Govt. of NCT of Delhi.

(NEERAJ GUPTA)
ASSISTANT COMMISSIONER