



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
OFFICE OF THE COMMISSIONER OF CUSTOMS
No.1, WILLIAMS ROAD, TIRUCHIRAPALLI- 620 001.
Tel / Fax: 0431-2418819:: E-mail: cuspoltry@gmail.com**

PUBLIC NOTICE No. 8 /2016

Sub: Creation of Zonal Office of Directorate General of Tax Payer Services
(DGTS) at Chennai-reg.

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The Central Board of Excise and Customs (CBEC) observed the year 2015 as the year of Taxpayer Services recognizing the need to focus on taxpayer services in the day to day discharge of its functions. Further, in order to give an impetus to Taxpayer Services, CBEC vide its Order dated 27.08.2015 has created Directorate General of Tax Payers Services (DGTS). The Board has also created five zonal units of DGTS, including one at Chennai. The Chennai Zonal Unit of DGTS has jurisdiction over Tamil Nadu, Andhra Pradesh and Telengana states of South India.

2. The taxpayer relations set-up has to be responsible for building strong relations based on mutual trust and confidence not only with the existing but also with potential future taxpayers. Such a set up, inter alia, will also be responsible for communication, education, customer service , customer feedback and analysis in a comprehensive manner.

3. Keeping in view the mandate of DGTS to implement best practices in Taxpayers Services, the Chennai Zonal Office of DGTS, dedicated wing of the CBEC under Government of India, would act as a facilitator to achieve these objectives. The Zonal Office shall, inter alia, be committed to set service standards and monitor, evaluate and review the same from time to time to assess their effectiveness and efficiency. In this regard, necessary initiatives would be taken to educate the taxpayers as to their rights and obligations in the matter of tax compliance. All steps would be taken to maximize the interaction with the trade & industry through seminars, workshops, Regional Advisory Committee and Permanent Trade Facilitation Committee meetings and all other such outreach programmes in a regular basis.

4. The Chennai zonal office is presently functioning at **4th Floor of Office of the Chief Commissioner of Central Excise, Customs and Service Tax, No.26/1, Mahatma Gandhi Road, Nungambakkam, Chennai- 600 034**. All such taxpayers/trade bodies or associations, who have any suggestions to make, can meet in person **Shri S. Raviselvan, I.R.S., ADG (DGTS), i/c Chennai Zone**, at the above address on every WEDNESDAY between 10.00 AM to 01.00 PM which is already

designated as Tax Payers' Day as a part of initiatives for good governance. They can also send their suggestions by post too. Suggestions for improvement will be taken into consideration and acted upon for betterment of services.

5. The work allocation in respect of the zonal units of the Directorate General of Tax Payer Services will be as under:-

Mandate of Zonal Units

- Supporting the DG/CC office and the functional verticals in carrying out their functions
- Monitoring the functioning and performance of e-Helpline, Sevattam and Taxpayer Service Centres in their zonal jurisdiction
- Conduct of consumer satisfaction and impact assessments surveys in the zonal jurisdiction
- Implementation of RTI Act at the Zonal Level
- Planning and executing joints events with local offices of national chambers of commerce and with local industry associations, professionals etc.
- Participating in local events that offer information dissemination and brand-building opportunities such as Vibrant Gujarat.

6. All taxpayers/Trade Bodies & Associations and other stake holders are requested to give wide publicity in the matter so as to enable them to provide suggestions or feedback that can result in improvement in taxpayer services proactively and effectively.

7. All the members of the Trade are advised to take note of the list of officers of the Directorate General of Taxpayer Service which is enclosed along with this Public Notice.

(Issued from File C.No. VIII/09/01/2016-Cus.Pol dated 12 .04.2016)


(K. C. JOHNY)
COMMISSIONER.

To

1. As per mailing list
2. Commissionerate website
3. Notice Board, Trichy.

Copy submitted to: The Chief Commissioner of Customs (Prev.), Trichy.

Copy ~~submitted~~ to: The Additional Director General (DGTS),
i/c, Chennai Zone, 4th Floor, O/O The Chief Commissioner of Central Excise, Customs
and Service Tax, No.26/1, Mahatma Gandhi Road, Nungambakkam, Chennai- 60 034.

Copy to: The Indirect Tax Ombudsman,Chennai.
For information.

Copy of PN in file C.No.VIII/48/23/2015-Cus. Pol. [Setting up of Tax payer Service Centers]