

10

IC No. 258/2015
Cus. Pol.

Sup (cus pol) or/cos



शुल्क आबुक्त क्य काबलिय
OFFICE OF THE
COMMISSIONER OF CUSTOMS
01 DEC 2015
तिरुचिरापल्लि / TIRUCHIRAPALLI

MINISTRY OF FINANCE:: DEPARTMENT OF REVENUE
OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS (PREVENTIVE)
WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPALLI
Tel: (0431) 2417466 / Fax: 2416155 Email: ccuprev-custrichy@nic.in

C. No. VIII/48/03/2015- CC(P)

Date: 01.12.2015

To,
The Commissioner of Customs,
Trichy/ Tuticorin
Sir,

Sub: Review of functioning of Indirect Tax Ombudsman (ITOM)-reg.

Please find enclosed a copy of the letter F. No. Ombudsman (Chennai)/MR/2014 dated 24.11.2015, received from the Indirect Tax Ombudsman, Chennai, enclosing copies of letters F. No. 296/81(iv)/2013-CX.S dated 28.10.2015 and F. No. 296/81(v)/2013-CX.9 dated 28.10.2015, issued by the Board.

2. In this connection, it is requested that the instruction issued by the Board in Para 2 of the above letters dated 28.10.2015 may be scrupulously followed and report compliance please.

Yours faithfully,

(K. ENGINEER)
ADDITIONAL COMMISSIONER (CCO)

Encl: as above

file put up to JC

Tel : 044-28331093
Fax : 044-28331151



Email :
inditaxommanchn@nic.in

GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
OFFICE OF THE INDIRECT TAX OMBUDSMAN, CHENNAI
26/1, MAHATMA GANDHI ROAD, NUNGAMBAKKAM
CHENNAI-600034.



F.No.Ombudsman(Chennai)/MR/2014

Date: 24-11-2015

Sub: Review of functioning of the Indirect Tax Ombudsman (ITOM) – reg.

Kindly find enclosed copy of letters F.No. 296/81(iv)/2013-CX.9 dated 28th Oct 2015 and F.No. 296/81(v)/2013-CX.9 dated 28th Oct 2015 on the above cited subject.

In this regard, the Board has already sent the concerned letters directly to all Chief Commissioner/DGs. It is also informed that **a meeting of Indirect Tax Ombudsman with the Chairman and other members of the CBEC was held on 20.11.2015** and during the meeting various suggestions have been made and the Chairman has desired that the concerned Chief Commissioners and other officers should know about the importance of the Indirect Tax Ombudsman and provide all facilities as mentioned in the circular cited.

It has been specifically mentioned that the ITOMs should be invited during the Trade Facilitation Meetings/ RAC Meeting/ PGC and other meetings being organized by the Chief Commissioner. The field formations should also prominently display in their office premises, salient features of the Institution of the Ombudsman for knowledge/information of the Trade and Industry. The information may include the names, telephone number and address of the office and email id to the ITOMs.

Therefore you are requested to give suitable instructions to all the Commissioners and Senior officers working in your jurisdiction.

Encl: As above

(S.SUBRAMANIAN)
INDIRECT TAX OMBUDSMAN

To
The Chief Commissioner of Customs (Preventive),
Tiruchirappalli Zone

Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

189

New Delhi, the 28th October, 2015

To

1. All Chief Commissioners of Central Excise , Customs & Service Tax
2. The DG (Systems), CBEC, New Delhi
3. The Director General, DGTS, CBEC, New Delhi

Subject: - Review of functioning of the Indirect Tax Ombudsmen (ITOMs)-reg.

Sir,

I am directed to invite your attention to the Indirect Tax Ombudsman appointed by the Government of India. In order to improve the efficacy of the institution of the Indirect Tax Ombudsman, suggestions / comments were sought from the existing ITOMs. Amongst other recommendation, it has been suggested that to improve visibility, each field office should be directed to display prominently, in their office premises, salient features of the Institution of the Ombudsman for knowledge/information of the Trade and Industry. CBEC should also have a visible prominent link in its website through which assesses can know about the scheme and file their grievances online. Advertisement in media regarding ITOMs on regular basis may also be needed.

2. The suggestions have been accepted by CBEC. The following action may be taken:-
 - (i) Field formations should prominently display, in their office premises, salient features of the Institution of the Ombudsman for knowledge/information of the Trade and Industry. The information may include the names, telephone no., address of the office and email Id to the ITOMs.
 - (ii) The website www.cbec.gov.in should prominently indicate the link for Ombudsman.
 - (iii) Sustained advertisement campaign be launched to increase awareness amongst the trade and industry about this office. Each advertisement of the Department may carry a line at the bottom to state that *"in case of any grievance, you may contact the jurisdictional Ombudsman. For details, see www.cbec.gov.in".*
3. All concerned are requested to kindly take immediate action to implement the above decisions and inform the Board accordingly.

o/c

Yours faithfully,


(Surendra Singh)

Under Secretary to the Govt. of India

Tele:- 2309 2413



190
/

F.No. 296/81(v)/2013-CX.9
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

New Delhi, the 28th October, 2015

To
All Chief Commissioners

Subject: - Review of functioning of the Indirect Tax Ombudsmen (ITOMs)-reg.

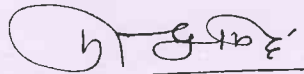
Sir,

I am directed to invite your attention to the Indirect Tax Ombudsman appointed by the Government of India. In order to improve the efficacy of the institution of the Indirect Tax Ombudsman, suggestions / comments were sought from the existing ITOMs. Amongst other recommendation, it has been suggested that ITOMs may also be given an opportunity to address the trade during Trade Facilitation Meetings/ RAC meeting/ PGC and other meetings being organized by the Chief Commissioner.

2. The above suggestions has been accepted by CBEC. It has been decided that the Zonal Chief Commissioners may invite the jurisdictional ITOMs on the day when he proposes to hold a meeting with the trade. The ITOMs may meet the trade separately before or after taking up of the agenda items by the Chief Commissioner. The discussions / address of ITOMs will be limited to encourage awareness about the institution of the ITOMs and the likely benefits that will ensue for the trade by availing the facilities / services of this office.

3. All Chief Commissioners are requested to kindly take necessary action to implement the above decision. Action taken in this matter may be intimated to the Board.

Yours faithfully,



(Surendra Singh)

Under Secretary to the Govt. of India

Tele:- 2309 2413

Copy for information to all ITOMs.

