



MINISTRY OF FINANCE :: DEPARTMENT OF REVENUE
 OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS (PREVENTIVE)
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C.No. VIII/48/82/2012 – CC(P)-TRY

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TRADE FACILITY NOTICE No. 01/2012

Sub: Launching of **e-helpline** for Trade & Industry in Trichy Customs Zone comprising of the Commissionerates of Trichy and Tuticorin –reg.

As a measure of providing tax-payer-friendly administration, an **e-helpline** facility has been launched at the Zonal level for clarifying the doubts of Trade and Industry of Tiruchirapalli Customs Preventive Zone in a user- friendly manner without the assessee being required to come to the customs office. To start with, the existing Websites of Trichy Customs (www.customstrichy.gov.in) and Tuticorin Custom house (www.tuticorincustoms.gov.in) are proposed to be utilized for this purpose. In due course, a dedicated dynamic Website for the Zone would be created, details of which would be made available to the trade. The main objective of the **e-helpline** is to provide help to the assessee for resolving 'procedural delays' relating to Customs matters pertaining to Trichy Customs Preventive Zone and providing help in respect of 'system related issues', if any.

2. To avail this facility, the above Websites have been provided with a link 'e-helpline' which trade and industry can browse and seek help in any one of the two help segments outlined above. The queries raised should be in clear and unambiguous manner. Personal references in the queries should be avoided. Any person seeking access to this facility should indicate his / their ICES reference (IE Code No.)(in the case of an Importer/ Exporter). Non registered persons can also use this facility by citing their PAN Number. No clarification can be sought without giving a PAN Number.

3. Trade and Industry in the Zone are requested to make use of the referred 'e-helpline' facility using the Tuticorin and Trichy Commissionerate's Websites viz. www.tuticorincustoms.gov.in and www.customstrichy.gov.in, respectively and bring the same to the notice of their member constituents.

4. As indicated in the 'e-helpline' link of the Websites, the queries in respect of the two help categories are required to be sent to the following email addresses:

- i Procedural delay issues - "trichyprevproc@gmail.com"
- ii System related issues and ICES related matters - "trichyprevices@gmail.com"

5. As far as possible, the queries will be processed within 7 working days and the clarifications /reply would be sent to the concerned party via his e-mail address also endorsing a copy to the jurisdictional Commissionerate. It has further been decided to nominate one nodal association of trade and Industry in each Commissionerate of the Zone and copies of the replies will be marked to them for wider dissemination through their newsletter.

6. It is hoped that this measure would remove administrative irritants and create a climate of certainty in assessments. Needless to mention, this could strengthen the partnership between the government and Industry for creating a healthy investment climate.


(K. SRIVASTAVA)
CHIEF COMMISSIONER

To
As per Mailing List (Trade and Department).