



वित्त मंत्रालय / Ministry of Finance

राजस्व विभाग / Department of Revenue

सीमा शुल्क आयुक्त कार्यालय / Office of the Commissioner of Customs

कस्टम हाउस नयी हारबर एस्टेट / Custom House, New Harbour Estate

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Date: 20.10.2015

TRADE NOTICE 29/2015

Sub: Customs – Creation of Directorate of Tax Payers Services in CBEC - Setting up of 'Taxpayer Service Centre' – Reg.

In order to create a dedicated institution for the taxpayer services, CBEC, New Delhi has operationalized Directorate General of Taxpayer Services by its Order No.02/Ad.IV/2015 dated 27.08.2015. On the basis of the recommendations made by the Committee on setting up of the above Directorate, "Taxpayer Service Centres" are to be set up in all Commissionerate/Custom House. As such the "Taxpayer Service Centre" is set up in Ground Floor, main entrance of this Custom House.

2. The above Centre is set up to meet such needs of the taxpayers which necessitate physical contact point for service delivery and for such taxpayers who cannot access taxpayer services offered through other channels. It is a single-window system for accepting/handling all taxpayer queries, complaints, grievances etc. A unique acknowledgement number be generated on the spot for future reference of the taxpayer. Disposal of Query/Complaint/Grievance etc. filed at the Taxpayer Service Centre shall be monitored at the level of Commissioner and Chief Commissioner so as to ensure prompt and effective disposal.

3. Attention of the trade/taxpayers is invited to utilize the above services from the Taxpayer Service Centre at the Custom House, Tuticorin.

के. सी. जोणी (K.C.JOHNY)

आयुक्त COMMISSIONER

To
As per Mailing List I, II and III.
Notice Board,

✓ EDI Section, Custom House, Tuticorin for uploading in the website.

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