



सीमा शुल्क प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
सीमा शुल्क सदन :: पत्तन क्षेत्र :: विशाखपट्टनम - 530035
CUSTOM HOUSE:: PORT AREA :: VISAKHAPATNAM - 530035

F.No. P3/17/2015-Statistics (AM)

Date: 29.10.2015

PUBLIC NOTICE No. 21 / 2015

Sub: Setting up of Tax Payer Service Centre – Reg.

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Importers, Exporters, CHAs, members of the trade and industry and the general public at large is hereby informed that the Central Board of Excise and Customs (CBEC) has come forward with a further innovative step towards improvement in quality and timely delivery of service. Consequent upon the Order No. 02/Ad.IV/ 2015 [F. No. A.11013/ 20/ 2015/ Ad.IV dated 27.08.2015], the Board has operationalized Directorate of Taxpayer Services, based on the recommendations of Tax Administration Reforms Commission (TARC). Accordingly, a 'Tax Payer Service Centre' has been set up in Custom House, Visakhapatnam.

2. The 'Tax Payer Service Centre' would meet the needs of the tax payers which necessitate physical contact point for service delivery and for such taxpayers who cannot access taxpayer services offered through other channels.

3. The 'Tax Payer Service Centre' established in this Commissionerate will act as a single window system for accepting/handling all taxpayer queries, complaints, grievances etc., and will function in the following manner:

(i) 'Tax Payer Service Centre (TSC)' will function during office hours on all working days.

(ii) The following are the members of Tax Payer Service Centre:

S.NO	Officers	Designated as
1	Superintendent (App. Main)	Senior Tax Facilitator
2	02 Inspectors /any deputed officer, App. Main	Tax Facilitator

"Tax Payer Service Centre" will work under the direct supervision of the Assistant Commissioner, Appraising Main.

(iii) Room No. 204 at 2nd floor of Custom House, Visakhapatnam; which is presently called as Appraising Main, has also been marked as 'Tax Payer Service Centre'.

(iv) Any query/ complaint/ grievance filed at the 'TSC' will be received by the designated officer/s and will be entered into a 'Register' under the supervision of Senior Tax Facilitator.

(v) A unique acknowledgement number will be generated on the spot and given for future reference of the taxpayer. The Dak so received will be put up to the Principal Commissioner and subsequently routed to the Section / formation to which it pertain and for calling report in the matter.

(vi) Disposal of the query/ complaint/ grievance filed at the TSC shall be monitored by the Additional Commissioner and Commissioner himself to ensure prompt and effective disposal.

(vii) The periodic activity reports, as and when called for, by the Directorate of Taxpayer Services will be prepared by the Senior Taxpayer Facilitator under the supervision of Assistant Commissioner, Appraising Main.

This issues with the approval of the Principal Commissioner.


29.10.15
(Sudhakar Mishra)
Additional Commissioner

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1. The Superintendent, EDI for uploading at the official website.
2. Notice Board