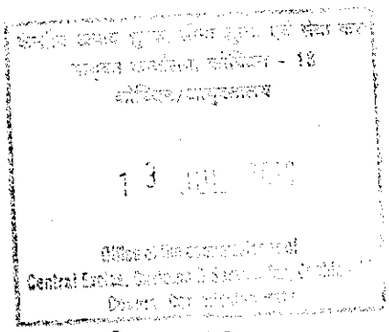

केन्द्रीय उत्पाद शुल्क, सीमा शुल्क एवं सेवा कर मुख्य आयुक्त का कार्यालय, कोचिन क्षेत्र,
OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE, CUSTOMS
AND SERVICE TAX, COCHIN ZONE,
केन्द्रीय राजस्व भवन, C.R. BUILDING,आई एस प्रेस रोड,I.S. PRESS ROAD,
कोचिन COCHIN – 682 018. ई मेल /E-mail id: cccochin@.nic.in
Tel.No.0484-2394100 FAX No.0484-2397614

TRADE NOTICE NO. 1 /2016

Dated: 21.06.2016

Subject :- Creation of Zonal Office of Directorate General of Tax Payer Services (DGTS) at Bangalore – reg.

****

The Central Board of Excise & Customs (CBEC) celebrated the year 2015 as the year of Taxpayer Services in recognition of the need to focus on taxpayer services in the day to day functioning of the CBEC and it's field formations.

2. Further, in order to give an impetus to Taxpayer Services, the CBEC vide Office Order dated 27.08.2015 has created the Directorate General of Taxpayers Services (DGTS) . The Board has also approved creation of five zonal units of DGTS, including one at Bangalore. The Bangalore zonal unit of DGTS shall have jurisdiction over Karnataka, Kerala and Lakshadweep.

3. 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.

4. Keeping in view of the mandate of DGTS to implement best practices in Taxpayer Services, the Bangalore Zonal Office of DGTS, a 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 increase the interaction with the trade and industry through seminars, workshops, Regional Advisory Committee and Permanent Trade Facilitation Committee meetings and all other such outreach programmes on regular basis.

5. The Bangalore Zonal office will be functioning from 4th floor of TTMC BMTC Building, Domlur, Old Airport Road, Bangalore-560071 (Tel.No.080-25353054 / Fax No.080-25131768). All such tax payers / trade bodies or associations, who have any suggestions to make, can meet in person Shri.Vivek Prasad, ADG (DGTS) ,Bangalore Zone at the above address between 10.00 AM and 01.00 PM on every Wednesday which is already designated as Tax Payer' Day as a part of initiatives for good governance. They can also send their suggestions for improvement which would be taken into consideration and acted upon in the best interest of tax administration.

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.

(Issued from File C.No. IV/16/122/2015 CC (KZ) IV-B)

(M.VINOD KUMAR)
CHIEF COMMISSIONER
COCHIN ZONE

To

All registered Trade Associations / Trade Bodies as per mailing list of RAC members
As per D.L. No. I & II
The Member (Service Tax), CBEC, New Delhi
The Ombudsman(Indirect Taxes), Bangaluru,
The Chief Commissioner of Central Excise, Cochin Zone
The Commissioner of Central Excise, Cochin /Calicut /Trivandrum/Audit
The Commissioner of Central Excise (Appeals) –I / II
The Director General of Taxpayer Services, New Delhi | Bangalore
Systems Manager for uploading on the website.
Master File.