भारत सरकार GOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व विभाग DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS
प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय कर एवं केन्द्रीय उत्पाद शुल्क
CENTRAL TAX & CENTRAL EXCISE
केन्द्रीय राजस्व भवन, CENTRAL REVENUE BUILDING
आई. एस. प्रेस रोड, कोच्चि, I.S. PRESS ROAD, KOCHI-682018
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Date: 06.10.2020

E-OFFICE ORDER NO. 07/2020

Sub:- Procedure for reporting eOffice related grievances/complaints/queries – reg.

All the officers are directed not to send mail directly to eoffice-pmu@nic.in regarding their eOffice related grievances/complaints/queries. In this regard, a support mechanism has been finalized for time bound resolution and adequate redressal. The support team at the level of escalation matrix is as follows:-

1. **Level 1 –** On-Site Roll-out Support team deputed at each Field Formation of CBIC/EMD Managers.

   NIC On-site Roll Out support team details:-

   Name – Shri Abhilash Krishnan
   Contact No. 7293358139
   Email ID: abhi4abhilash@gmail.com

   EMD Manager details:-

   Name – Shri Jacob Varughese
   Designation : Inspector
   Section : Hqrs. Systems, Kochi
   Contact No. 9747406747
   Email ID: Jacob.varughese@nic.in