Dear Colleagues,

You would be aware that CBIC has been in the forefront for delivering taxpayer services in the areas of GST, Customs and Central Excise. Taxpayer services rendered by the GST and Customs Seva Kendras and handholding of the MSMEs and other stakeholders through nation—wide outreach programmes in coordination with various chambers of trade and industry have been widely appreciated. Additionally, the CBIC has active Help Desks for both GST and Customs. These Help Desks are manned by private vendors and they entertain e-mail and telephonic queries of the taxpayers.

2. Hon’ble Prime Minister has emphasized on the urgent need to prioritize the taxpayer services and has desired measures to be put in place that ensure that honest taxpayers are not harassed; that those who commit minor or procedural violations are not subjected to disproportionate or excessive action and that wealth creators are respected.

3. In order to institutionalize the tax payer services in the field formations, it is necessary to designate officers who are to act as the nodal officers assigned with the job of taxpayer service. You are, therefore, requested to nominate a Joint/Additional Commissioner rank officer in each CGST and Customs Commissionerate as the Nodal Officer i/c Taxpayer Services. The said Nodal Officers may draw up plans for reaching out to the stakeholders of their jurisdiction, hold regular meetings with them and attend to their queries/ grievances. These officers would plan the taxpayer services in the Commissionerates/ Zones in coordination with the Zonal Office of DGTPS and the Chief Commissioner concerned. The Directorate of Taxpayer Service would regularly monitor the work done by these Nodal Officers who would be extended arm of the CBIC for rendering tax payer services.

4. Kindly send compliance and plan of action to Commissioner Coordination, CBIC within a fortnight.

With regards,

Yours sincerely,

(Pranab Kumar Das)

To,

All Pr. Chief/Chief Commissioner of Central GST & Central Excise/Customs/Customs (Preventive)
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