



प्रणब कु० दास

अध्यक्ष

Pranab K. Das

Chairman



सत्यमेव जयते

भारत सरकार

वित्त मंत्रालय

राजस्व विभाग

केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड

नार्थ ब्लॉक, नई दिल्ली-110 001

Government of India

Ministry of Finance

Department of Revenue

Central Board of Indirect Taxes & Customs

North Block, New Delhi - 110 001

Tel. : +91-11-23092849, Fax : +91-11-23092890

E-mail : chmn-cbec@nic.in

D. O. F. No. 296/02/2016-CX-9

9th October, 2019

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. Tax payer 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 tax payer 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

warm regards,

Yours

Pranab Kumar Das

(Pranab Kumar Das)

To,

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



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Sincerely,

(Pranab Kumar Das)

To,

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

webmaster