

**Minutes of Public Grievance Meeting & Open House Discussion held on
12.08.2016 in the Office of the Commissioner of Central Excise & Service Tax,
Shillong, chaired by Shri Gaigongdin Panmei, Commissioner.**

The Public Grievance Meeting alongwith the Open House Discussion was held on 12.08.2016 at 1600 Hrs. in the Conference Hall, Rapø Building, Office of the Commissioner of Central Excise & Service Tax, Shillong and chaired by Shri Gaigongdin Panmei, Commissioner. Besides twenty-nine members of the trade, the following officers attended the meeting.

<u>Name of the Officers</u>	<u>Designation</u>
1. Shri L. Beimopha	Joint Commissioner (P & V), Central Excise Hqrs. Shillong.
2. Shri L. Ralte	Deputy Commissioner, Central Excise Division, Shillong.
3. Shri T.C. Roy	Assistant Commissioner (Tech), Central Excise Hqrs. Shillong.
4. Shri B. Bhattacharjee	Superintendent (Tech), Central Excise Hqrs. Shillong.
5. Shri K.D. Wallang	Superintendent (Tech), Central Excise Hqrs. Shillong.
6. Shri Langbiaklian	Inspector (Tech), Central Excise Hqrs. Shillong.

The Commissioner welcomed all present in the meeting and introduced himself and the officers to all members of the trade and also requested the members of the trade to introduce themselves.

After the introduction the Commissioner informed all the members that the agenda to be taken up for the meeting was open and any point could be taken up by the members. On this call, the first point taken up was Public Grievance.

I Public Grievance

The first point, that is, Public Grievance was taken up and the Commissioner called upon the members to bring up any issues of grievances that they faced which were related to the department.

1. Shri Kishan Tibrewalla, President of the Hotel Association of Shillong aired the following grievances:

a) He stated that Hotel Polo Towers, Shillong were subjected to scrutiny of their accounts twice by this department during the same year, once by Audit team and the other by Anti-evasion team. This action on the part of the department, he stated wastes a lot of time of their accounts officials and therefore requested the department to look into the matter so that their accounts are subjected to scrutinization by only one team/branch of the department.

b) Shri Tibrewalla also requested to conduct regular workshops after every change of rates of duty and also requested the department to carry out audit of their accounts matters within December each year.

The Commissioner, while replying to the above points stated that the matter would be looked into and the concerned officers from Hqrs. Technical Branch were asked to provide clarification immediately after ascertaining the latest position in this regard. The Commissioner further stated that if satisfactory answer is not provided, they can meet the Joint Commissioner or the Commissioner himself.

The Commissioner informed the members about the availability of the "Helpline" facility under the Department's website and to utilize the facility through which necessary clarifications can be provided by the Department. He also informed that every working Wednesday is "Taxpayers Day" where tax payers can meet the Commissioner for redressal of any grievance or seek any clarification. The Commissioner further informed the members that the facility of "CPGRAMS" was also available under the departmental website where anyone could air their grievances which are redressed by the Commissioner personally.

With regard to audit of the accounts, the Commissioner informed that audit is carried out by the Audit Commissionerate which is a separate entity and hence beyond the jurisdiction of this Commissionerate. He also informed that audit is taken up as per certain Risk Parameters which are fed into the System and thus assesseees are accordingly chosen for audit by the System itself which is computer generated.

Workshop on GST would be organized after the select officers are trained as Master Trainers.

2. Shri Amar Nath Jha of M/s Adhunik Cement Lt. raised the following point before the Commissioner that they had received a letter from Shillong Central Excise & Service Tax Division asking them about the amount of Service Tax paid on Natural Resources and that they are unaware of what the issue is all about. Shri Amar Nath Jha stated that they had tried to get some clarification from the Range office but were still not clear what it entailed.

The Commissioner, to this point informed Shri Amar Nath Jha to visit the Divisional Office and seek necessary clarification, to which the Deputy Commissioner, Central Excise & Service Tax Division, Shillong, who was also present, assured that clarification would be provided accordingly.

3. Shri Vinod Agarwal of M/s Maithan Alloys Ltd., also raised a point stating that their applications for Special Rate which were submitted earlier to this office for consideration are delayed as they have not received them.

The Commissioner, to this point stated that all Special Rate applications are being processed by this office and delay for consideration may be due to lack of certain documents or clarifications on certain issues being sought for from the assessee themselves or the Divisional office. The Commissioner informed that all Special Rate applications which are found complete and satisfactory in all respects are processed immediately without delay.

II Open House Discussion

After addressing the Public Grievances the Commissioner then took up GST as a point in the Open House Discussion.

A brief write up on GST with certain key features was distributed to all members present upon which the Commissioner deliberated and explained what to expect of GST and what it is all about. There was an interactive session between all the members present and the Commissioner informed that regular seminars and workshops on GST would be held from September for which similar workshops etc. can be held for members of the trade so as to help and educate them on GST.

The meeting then concluded with the Commissioner thanking all members present reiterating that all members of the trade should always feel free to come forward for any grievances or clarifications on any issues related to the department.

This issues with the approval of the Commissioner.

(T.C. Roy)
Assistant Commissioner (Tech)
Central Excise & Service Tax, Shillong.