



PUBLIC NOTICE NO. 02/CE/SH/2015

Dated, Shillong the 26th October, 2015.

Subject : Setting up of Taxpayer Service Centre at Office of the Commissioner of Central Excise & Service Tax, Shillong - reg. .

Attention of members of trade and industry and all concerned is hereby invited to Order No. 02/Ad.IV/2015 [F. No. A.11013/ 20/ 2015/ Ad.IV dated 27.08.2015] issued by the Central Board of Excise & Customs which has operationalized the Directorate of Taxpayer Services, based on the recommendations of the Tax Administration Reforms Commission (TARC) and the Committee constituted thereafter to set up a Directorate of Tax Payers.

2. The Taxpayer Service Centre would meet the needs of the tax payers which necessitate physical contact point for service delivery and for such taxpayers who cannot access taxpayer services offered through other channels.

3. The Taxpayer Service Centre in this Commissionerate will act as a single-window system for accepting/handling all taxpayer queries, complaints, grievances etc., and will function in the following manner:

(i) Taxpayer Service Centre (TSC) has been set up at the **Office of the Commissioner of Central Excise & Service Tax, Shillong, 1st Floor, Rap's Building, M.G. Road, Shillong - 793001** and will function during office hours on all working days.

(ii) TSC will be manned by Superintendent (Technical), Hqrs. Central Excise & Service Tax, Shillong (designated as Senior Tax Facilitator) and Inspector, (Technical), Hqrs. Central Excise & Service Tax, Shillong (designated as Tax Facilitator). They will work under the direct supervision of AC (Technical), Hqrs. Central Excise & Service Tax, Shillong

(iii) Any query/ complaint/ grievance filed at the TSC will be received by the designated officer(s) and entered in a Register maintained by the Tax Facilitator under the supervision of the Senior Tax Facilitator.

(iv) A unique acknowledgement number will be generated on the spot and given for future reference of the taxpayer. The Dak so received will be put up to the Commissioner and subsequently routed to the Section / formation concerned for necessary action

(v) Disposal of any query/ complaint/ grievance filed at the TSC shall be monitored by the Assistant Commissioner and Commissioner to ensure prompt and effective disposal.

(vi) The periodic activity reports, as and when called for, by the Directorate of Taxpayer Services will be prepared by the TSC

(viii) An **e-Helpline** facility is also set up at this Headquarter office's Systems Branch. Assesseees can seek clarification on the following issues:

a) Procedural delay related issues; b) ACES related issues such as Registration, Filing of returns etc. c) Technical related issues.

(viii) The Service Quality Manual (SQM) issued by the Board (CBECSQM) will be followed as per guidelines laid down for ensuring quality service delivery as per the IS 15700 Standard.

Sd/-
(Bandhana Deori)
Commissioner

Authority: Directorate General of Taxpayer Services

D.O. No. DTPS/1/2015/3179 dated 14.09.2015.

Copy forwarded for information and necessary action to:

1. The Chief Commissioner, Customs, Central Excise & Service Tax, Shillong Zone, CRESCENS Building, M.G Road, Shillong 793001 with reference to office letter C.No. IV(16)18/CCO/SH/Tech.1/2015/4542 dated 22.09.2015.
2. The Commissioner, Central Excise & Service Tax, Dibrugarh.
3. The Commissioner of Customs (Prev), N.E.R., Shillong.
4. The Commissioner, Central Excise & Service Tax, Guwahati.
5. The Commissioner (Appeals), Central Excise & Service Tax, Guwahati.
6. The Commissioner (Audit), Central Excise & Service Tax, Guwahati.
7. The Deputy Commissioner (P & V), Central Excise & Service Tax, Shillong.
8. The Assistant Commissioner, (Tech / Audit), Central Excise & Service Tax, Shillong.
9. The Deputy / Assistant Commissioner, Central Excise & Service Tax, All Divisions under Shillong Commissionerate with a request to circulate the same to all Superintendents of Central Excise & Service Tax Ranges under their respective jurisdictions.
10. The Assistant Commissioner, Anti-Evasion, Central Excise & Service Tax, Shillong.
11. All Trade Association / Chamber of Commerce under Shillong Central Excise Commissionerate.
12. All R.A.C. Members under Shillong Central Excise Commissionerate.
13. P.A. to Commissioner, Central Excise & Service Tax, Shillong.
14. The System Officer, Computer Cell, Central Excise & Service Tax, Shillong, with a request to upload the Public Notice immediately on the Commissionerate's website.
15. Guard File.

Sd/-
(T. C. Roy)
Assistant Commissioner (Tech)