



प्रधान आयुक्त कार्यालय /Office of the Principal Commissioner
केन्द्रीय उत्पाद शुल्क आयुक्तालय
Central Excise Commissionerate
फ ब्लॉक, रिशी नगर लुधियाना
F- Block, Rishi Nagar, Ludhiana.

फा सं :IV(16)Hqrs/Tech/Sevottam/04/2015 3 21-340

दिनांक:

22-1-2016

Trade Notice No. 01/CE/Ldh/2016

Subject:- Setting up of Taxpayer Service Centre at Central Excise Commissionerate, Ludhiana-reg

Members of the trade and industry and the general public at large is hereby informed that consequent upon the Order No. 02/Ad.IV/2015 [F.No. A.11013/20/2015/Ad. IV dated 27.08.2015] vide which the Board has operationalised Directorate of Tax Services, based on the recommendations of Tax Administration Reforms Commission (TARC) and the Committee constituted thereafter to set up 'Directorate of Tax Payers'. A Tax Payer Service Centre has been set up at Central Excise Commissionerate, Ludhiana on the Ground Floor.

2. The 'Taxpayer Service Centre' would meet the needs of the Taxpayers which necessitate physical contact point for Service Delivery and for such taxpayers who can not access taxpayer services offered through other channels.

3. The 'Taxpayer Service Centre' in Central Excise Commissionerate, Ludhiana will act as a Single Window System for accepting/handling all taxpayers' queries, complaints, grievances etc. and will function in the following matter:-

- (i) 'Taxpayer Service Centre (TSC)' has been set up at Head Quarter Office, Central Excise Commissionerate, Ludhiana and will function during office hours on all working days.
- (ii) "TSC" will be manned by the Superintendent (Hqrs) (designated as Senior Tax Facilitator), Inspector (Hqrs) (designated as Tax Facilitator) and Tax Assistant I/c of Hqrs Dak Receipt (designated as Junior Tax Facilitator).

- (iii) Any query/complaint/grievance filed at the 'TSC' will be received by the designated officer/s and entered into 'Register' maintained by the Junior Tax Facilitator under the supervision of Senior Tax Facilitator.
- (iv) A unique acknowledgment 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 Principal Commissioner and subsequently routed to the Section/ Formation to which it pertains and for calling report in the matter.
- (v) Disposal of the query/complaint/grievance filed at the TSC shall be monitored by the Additonal Commissioner and Principal Commissioner himself to ensure prompt and effective disposal.
- (vi) The periodic activity reports, as an when called for, by the Directorate of Taxpayer Services will be prepared by the Senior Tax Facilitator.

के जे चौधरी
21/1/16
(के जे चौधरी)
प्रधान आयुक्त

प्रति लिपी सूचना एवं आवश्यक कार्यवाही के लिए प्रेषित हैं

- 1 मुख्य आयुक्त, केन्द्रीय उत्पाद शुल्क (चण्डीगढ़ जोन), सी आर विलडिंग, सेक्टर 17, चण्डीगढ़।
- 2 अपर आयुक्त, केन्द्रीय उत्पाद शुल्क आयुक्तालय, लुधियाना।
- 3 सहायक / उप आयुक्त, केन्द्रीय उत्पाद शुल्क मण्डल, लुधियाना-I/लुधियाना-II/ लुधियाना-III/मोगा। यह नोटिस, नोटिस बोर्ड पर संवधित व्यक्तियों की सूचना हेतु लगाए जाने चाहिए।
- 4 सहायक आयुक्त (Systems) को विभागीय वेबसाइट पर अपलोड करने के अनुरोध के साथ।
- 5 सभी व्यापारिक प्रतिनिधित्व/RAC मेंबर एवं शिकायत समितियां।
- 6 गार्ड फाइल।
- 7 नोटिस बोर्ड।

आर. के. दावड़ा
अधीक्षक (तकनीकी)