



OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE
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C. No. I/22/06/2016 CCO (Tech II)

Dated: 01.04.2016

TRADE FACILITY NOTICE NO. 02/2016

Sub: Launching of "TWITTER HANDLE" for Taxpayer Service.

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As a measure of providing tax-payer-friendly administration, and the need for utilization of the social media particularly Twitter to enhance taxpayer services a **TWITTER** account bearing the user name "**cxchennai_tweet**" has been launched at the Central Excise Zonal Level for clarifying the doubts of Central Excise assesseees of Chennai Central Excise Zone in an administrative friendly manner. The same can also be accessed under the Official website "centralexcisechennai.gov.in".

2. The main aim of this facility is to provide help in resolving grievances or to address queries in a transparent, effective and efficient manner. The Tax payers can browse the 'Tweet' link and can seek help on any issue relating to Central Excise. However, queries on policy/assessment matters cannot be entertained as it is being handled centrally by the Board in order to have uniformity as such matters may involve legal issues with larger ramifications.

3. In order to render effective assistance to the taxpayers, the queries raised should be in a clear and unambiguous manner avoiding personal references.

4. Tax payers of this Zone are requested to make use of this Twitter facility and strengthen the healthy relationship between the Government and Industry for creating a Healthy environment and to facilitate rendering effective service by the Department.

CHIEF COMMISSIONER

To,

1. All Commissioners, Chennai Central Excise Zone, Chennai.
2. RAC Members, Chennai Central Excise Zone, Chennai
3. AS PER MAILING LIST (TRADE AND DEPARTMENT).
4. Copy to Superintendent (Computer), Chennai I for displaying in the website.