



GOVERNMENT OF INDIA
MINISTRY OF FINANCE : DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS
OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE
CHENNAI CENTRAL EXCISE ZONE
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TRADE NOTICE NO.001/2016

Dated : 24.03.2016

Sub: Central Excise & Service Tax - Taxpayer Services - Creation of Taxpayer Service Centres & Zonal Unit of Directorate General of Taxpayer Services at Chennai - Reg.

The Central Board of Excise & Customs [CBEC] is committed to delivery of quality services to the taxpayers and has been initiating various measures in this direction such as Citizen's Charter, SEVOTTAM, e-helpline, nomination of Public Grievance Officer, etc.

2. In pursuance of the objective, the CBEC declared 2015 as 'Year of Taxpayer Services' and formed an exclusive wing under its aegis called the 'Directorate General of Taxpayer Services' ["hereinafter referred to as "DGTS"] to facilitate hassle-free environment to the taxpayer to improve the service standards, exchange the information pertaining to the best practices followed by the different Central Excise and Service Tax Zones across the country to improve effectiveness and efficiency, constantly review the performance in taxpayer services etc. Further, to bestow focussed attention on improving the quality of the services, the DGTS has recently formed Zonal units of the DGTS at different zones, including one at Chennai which is headed by an Additional Director General for close coordination at Zonal level. The jurisdiction of the Chennai Zonal unit of the DGTS covers the States of Tamilnadu, Puducherry, Andhra Pradesh and Telengana.

3. As an unique measure to provide a single-window redressal forum to the taxpayers, 'Taxpayer Service Centres' [hereinafter referred to as "TSC"] have been formed in the Executive Commissionerates under the Chennai Central Excise Zone, under directives of the DGTS to attend to the queries, etc, sensitize the trade about their rights and obligations in the matter of tax compliance, coordinate with the relevant formations and furnish clarifications, redressing the grievances etc. Trade Notices have been issued by the respective Commissionerates to this effect communicating the names and contact details of the Senior / Junior Tax Facilitators attached to the TSC, which are compiled and reproduced hereunder for the benefit of the trade:

Details of TSCs:

S. No.	Name of the Commissionerate	Name of the Senior Tax Facilitator [S/Shri./Smt.]	Address	Contact No.	Email
1	Chennai-I	Arul C.Durairaj	No.26/1, Mahatma Gandhi Road, Nungambakkam, Chennai-34	28335035	taxpayerservicechennai1@grail.com
2	Chennai-II	V. Mythili	MHU Complex, No.473, Anna Salai, Nandanam, Chennai-35	24330066 Extn-423	taxpayerservicechennai2cex@gmail.com
3	Chennai-III	D.Shama Rao	No.26/1, Mahatma Gandhi Road, Nungambakkam, Chennai-34	28335126	taxpayerservicechennai3cex@gmail.com
4	Chennai-IV	V.Chitra	MHU Complex, No.473, Anna Salai, Nandanam, Chennai-35	24310327	Technhq-cexch4@gov.in
5	LTU	V.R.Rajendran	No.1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extension, Chennai-101	26159120	techcest.chennai@ltu.gov.in
6	Puducherry	T.L.Ravi	No.1, Goubert Avenue, Puducherry-605001	0413-2221999 0413-2331243	pondy.policy@gmail.com

4. The members of the Regional Advisory Committee are requested to circulate this Trade Notice among the members of their industry, Chambers & Associations and create awareness about the functioning of Taxpayer Service Centres.

[Issued in file C.No.IV/16/309/2015-CCO (Tech.I)]


[JANAKI ARUNKUMAR]
CHIEF COMMISSIONER

- To
1. All the Commissionerates
 2. The Members of Regional Advisory Committee
 - ✓ 3. The Superintendent [Computers], Chennai-I
 5. P.S. to the Chief Commissioner

Copy to
The Directorate General of Taxpayer Services
CBEC, New Delhi / Chennai Zonal Unit