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**GOVERNMENT OF INDIA**  
**OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL EXCISE**  
**KOLKATA - I COMMISSIONERATE**  
**CENTRAL EXCISE BUILDING**  
**180 SHANTIPALLY, RAJDANGA MAIN ROAD: KOLKATA-700107**



**TRADE NOTICE**

**NO. 02/GL/02/CE/Kol-1/2016**

**DATED :04/04/2016**

Attention of Trade & Industry, Field Formations, Department Officers and all others concerned is invited to the following order issued by C.B.E.C, New Delhi which has operationalized the Directorate of Taxpayers Services, based on the recommendations of the Tax Administration Reforms Commissioner (TARC) and the Committee constituted thereafter to set up 'Directorate of Tax Payers'.

Sl. No.	Circular No. & Date	Issuing Authority	Subject
1	Board's order no. 02/Ad.IV/2015 issued vide F.No.A.11013/20/2015/Ad.IV dated 27.08.2015 issued by the Deputy Secretary, Govt. of India.	C.B.E.C, New Delhi.	Taxpayer Service Centre

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 of accepting/handling all taxpayer queries, complaints, grievances etc., and will function in the following manner:

(i) Tax payer Service Centre (TSC)' has been set up in the Office of the Principal Commissioner of Central Excise, Kolkata - I Commissionerate, Kendriya Utpad Shulk Bhawan, Room No.127A( 1<sup>st</sup> Floor) 180, Shantipally, Rajdanga Main Road: Kolkata-700107 and will function during office hours on all working days.(Phone No.-033-2441 6818)

(ii) TSC' will be manned by the Superintendent of Central Excise ( Technical), Hqrs. Kolkata - I Commissionerate ( designated as Senior Tax Facilitator) and Inspector ( Technical) Hqrs. , Kolkata - I Commissionerate ( designated as Tax Facilitator). They will work under the direct supervision of Joint Commissioner, Central Excise, Kolkata - I Commissionerate.

(iii)Any query/complaint/grievance filed at the 'TSC' will be received in the office of the designated officer(s) and entered in a 'Register' maintained by the said office 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 letters and correspondence 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 Joint 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'.

(vii) The taxpayer may file any query / complain/ grievance through e-mail- cexcall@nic.in

(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/-

04/04/2016

( S.K.Sinha )

Commissioner

Central Excise

**Kolkata-I Commissionerate**

[Authority: Directorated General of Taxpayer Services  
D.O.NO. DTPS/1/2015/3207 dated 14.09.2015