PUBLIC NOTICE NO. 33 / 2016

Subject: Setting up of the Taxpayer Service Centres – reg.

Kind attention of all importers, exporters, members of trade and industry Associations, Customs Brokers, Customs Officers and others is drawn to the Board’s directions to set up a “Tax Payer Service Centre” (hereinafter referred as TPSC) which will act as a single window system for accepting/handling all Taxpayers queries, complaints/grievances etc. Accordingly, Import/Export/General Commissionerates of Air Cargo Complex, Mumbai Customs Zone –III have therefore collectively constituted a TPSC with effect from 08.02.2016.

2. The TPSC will function for all Commissionerates and will remain open from 10.30AM to 5.30 PM on working days, at Air Cargo Complex, Sahar, Mumbai. It is brought to the notice of all Importers, Exporters, Customs Brokers and other members of the Trade. A unique acknowledgement number will be generated on the spot for future reference of the Tax payer and the disposal of the query/complaint/grievance etc filed at the Taxpayer Service Center shall be monitored by the Commissioner of Customs (General), so as to ensure prompt and effective disposal. For generation of unique number and for record purpose, it is requested that details should include name of taxpayer, e-mail & mobile no, issue in brief, name of the dealing Section/Dept and the same will be recorded.

3. Queries related to other Commissionerates /zones will be redirected to respective Zones/Commissionerate and taxpayer will be informed accordingly.

4. TPSC will receive letters, queries and grievances from the Taxpayers and will reply to queries and give feedback to taxpayers via e-helpline and telephone. The setting up of Taxpayers service Centre is in addition to the Centralized Receipt Section working under Correspondence section, as a measure of Government’s initiative to improve “Ease of Doing Business”.

5. The TPSC will deal with issues pertaining to Import/Export/General Commissionerate, Air Cargo Complex, Mumbai Zone - III. It will have the up to date telephone list and names of AC/DCs, ADC/JCs Principal Commissioner/Commissioner of all the Commissionerate of ACC, Mumbai in order to assist the tax payer.
6. The TPSC will be functioning from Room no. 12, located at the First floor, Air Cargo Complex, Sahar, Mumbai.

7. Till such time a software is developed, the TPSC officers will keep a record of the queries from taxpayers in a excel sheet maintained on daily basis.

8. With the opening of TPSC, the Helpdesk, Sevottam & TPSC will function together as a single point of contact with the taxpayers.

9. All Importers, Exporters, Customs Brokers and other members or the Trade are advised to make use of the above facilities.

10. Difficulties, if any, faced in the implementation of this Public Notice may be brought to the notice of the undersigned.

(J.P. SINGH)
Commissioner of Customs (General)
Air Cargo Complex, Mumbai

Copy to:-
1) Chief Commissioner of Customs, Mumbai – III
2) Commissioners of Customs (Import), (Export), (General), ACC
3) All Addl./Jt. Commissioners of Customs (Import), ACC
4) The Technical Officer (TRU), CBEC, New Delhi.
5) All DC/AC’s, ACC (Import).
6) EDI Section for uploading on ACC website.
7) BCHAA
8) Office copy