



केन्द्रीय उत्पाद शुल्क के आयुक्त का कार्यालय, चेन्नै - IV आयुक्तालय  
**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE  
CHENNAI - IV COMMISSIONERATE**

692, एम.एच.यू. कॉम्प्लेक्स, नन्दनम, चेन्नै-600035

692, M.H.U.COMPLEX, NANDANAM, CHENNAI - 600 035

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सी सं C.No.IV/16/27/2015-Tech

दिनांक Dated: 16.10.2015

## **TRADE NOTICE NO. 15/2015**

Subject: Central Excise – Directorate General of Taxpayer Services –  
Setting up of Taxpayer Service Centre - Reg.

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Attention of the Trade and General Public is invited to the above subject. Based on the recommendations of the Tax Administration Reforms Commission and the Committee constituted thereafter for the creation of a dedicated institution for the taxpayer services, the Central Board of Excise and Customs has operationalised **Directorate General of Taxpayer Services** as per Order No.02/Ad.IV/2015 (F.No. A11013/70/2015/ AdIV dated 27.08.2015). One of the recommendations of the Committee is for setting up of **Taxpayer Service Centres** in Commissionerates to meet the needs of taxpayers which necessitates physical contact point for service delivery and for such taxpayers who cannot access taxpayer services offered through other channels.

2. In tune with the guidelines issued by the Directorate General of Taxpayer Services in letter D.O.No.1/2015/3190 dated 14/15.09.2015, it is notified that this Commissionerate has set up a **Taxpayer Service Centre (TSC)** at 5<sup>th</sup> Floor, M.H.U. Complex, 692, Anna Salai, Nandanam, Chennai 600035, as a single window system of point of public contact for accepting / handling all queries, complaints, grievances etc., of the taxpayer comprising of the Senior Tax Facilitator, Tax Facilitator, Junior Tax Facilitator. The taxpayer may file his query, grievance, complaint, etc with the Taxpayer Service Centre in person. On receipt of the reference from the taxpayer, the Taxpayer Service Centre shall issue an acknowledgement on the spot by generating a unique acknowledgement number which can be cited by the taxpayer in all future correspondence relating to the subject matter.

The disposal of the query, complaint etc would be monitored at the level of Commissioner on monthly basis to ensure prompt and effective disposal.

3. Trade may take notice of the above and utilise the services of the Taxpayer Service Centre effectively.

*K.M. Ravichandran*  
16/10/2015  
(के एम रविचंद्रन) / (K.M.RAVICHANDRAN)  
(आयुक्त) / COMMISSIONER

To  
The Trade & RAC Members (As per mailing list)  
The DC/AC of all Divisions of this Commissionerate.  
The DC/AC of all Sections in Headquarters.  
P.S to Commissioner, Chennai IV Commissionerate.  
Steno to Additional Commissioners, Chennai IV Commissionerate.  
*PKO, for placing on the notice board*  
Copy Submitted to:  
The Chief Commissioner of Central Excise, Chennai Zone. Chennai-34.