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| **C:\Users\lenovo\Documents\logo.jpg** | **प्रधान सीमाशुल्क आयुक्त (सामान्य) का कार्यालय**  **OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (G)**  **करदाता सेवा केंद्र, नवीन सीमाशुल्क भवन, बैलार्ड इस्टेट मुंबई- 400001**  **Help Desk/ TPSC Section, New Customs House,**  **Ballard Estate, Mumbai- 400 001** |

**F.No. S/43-481/2015-16P (PSO) Date: 16.12.2015**

**PUBLIC NOTICE NO. 56/2015**

# **Sub : Setting up of “Taxpayer Service Centre” at New Custom House, Mumbai.]**

1. 2015 is the Year of Tax Payer Service and CBEC has issued instructions to open and operate a “Tax Payer Service Centre” to provide help to the genuine taxpayers. Mumbai Customs Zone -1 is therefore starting a TPSC w.e.f 15th Dec’ 2015 for Commissionerates of Imports I and II, Export I and II and General) of New Custom House. The TPSC will remain Open from 9.30AM to 6.00 PM on working days at the Ground Floor, New Custom House, Ballard Estate. It is brought to the notice of all Importers, Exporters, Customs Brokers and other members of the Trade that The said “Tax Payers Service Centre” is a single window system for accepting/handling all Taxpayers queries, complaints/grievances etc. and 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 Principal Commissioner of Customs (General) and Principal Chief Commissioner of Customs, Mumbai Zone – I, so as to ensure prompt and effective disposal.
2. TPSC will receive letters, reply to queries and give feedback to taxpayers via email and telephone - run e helpline. This will make our functioning transparent and reduce corruption by reducing unnecessary physical contact with multiple employees. 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
3. TPSC will also entertain queries from taxpayers via email, telephone and Skype and on line chat (to be enabled later). The email ID is taxpayerserviceszone1@gmail.com. The telephone number is 022 22757842. The Skype ID is Mumbaicustomszone1.
4. Queries related to Mumbai Customs zone - II & Zone - III will be redirected to respective zones and taxpayer will be informed.
5. Along with the unique number generated, details to be recorded will include name of taxpayer, e-mail & mobile no, issue in brief, name of the dealing Dept and reply status indicating Pending or closed.
6. On receiving a taxpayer’s query, the TPSC officer will get in touch with the concerned department and try to resolve the taxpayer’s issue. Normally there should be no direct contact between the taxpayer and concerned department employee. In case such contact becomes necessary, the TPSC officer will facilitate such meeting with the Asst Commissioner of the concerned department.
7. The TPSC will deal with issues pertaining to Customs General Commissionerate, Import 1&2 , Export 1& 2 Commissionerates in Mumbai zone - I including CC office. It will have the up to date telephone list and names of AC/ ADC/ Commissioner/ Principal Commissioner / Principal Chief Commissioner of Mumbai zone-1. It will also have the list of Directorates having office at New Custom House and contact details of Zone -II and Zone - III of Mumbai Customs in order to assist the tax payer.
8. The following officers are nominated to attend the work related to the said “Tax Payer Service Centre.”

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| **S.No** |  | **NAME OF THE OFFICER** | **DESIGNATION** |
| 1. | Senior tax Facilitator | Arshad A. Sayed | Superintendent |
| 2. | Tax Facilitator | Aakash Tayade | Tax Assistant |

1. 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.
2. With the opening of TPSC, the Helpdesk, Sevottam & e-helpline will function together as the single point of contact with the taxpayers.
3. All Importers, Exporters, Customs Brokers and other members or the Trade are advised to make use of the above facilities.

# SD/-

(B. BHATTACHARYA) PR. COMMISSIONER OF CUSTOMS (GENERAL) NEW CUSTOM HOUSE, MUMBAI.

Copy to:

1. The Pr. Chief Commissioner of Customs, Mumbai, Zone-I/II/III
2. All the Pr. Commissioner/Commissioners of Customs, Mumbai Zone-I
3. All the Addl./Jt. Commissioner of Customs, Mumbai Zone-I
4. All Dy./Asstt. Commissioner of Customs, Mumbai Zone-I
5. The DC/EDI for uploading on the website of Zone-I
6. Bombay Custom House Agent Association 7. All Trade Associations 8. Office copy.