



केन्द्रीय उत्पाद शुल्क, सीमा शुल्क एवं सेवाकर, आयुक्त नागपुर - II का कार्यालय,
तेलंगखेडी रोड, सिविल लाईन्स, पो.बॉ.सं. 81, नागपुर - 440 001.

ट्रेड नोटिस नं. 07/07/2015/NGP-II

दिनांक : 19/11/2015

Subject : Setting-up of Taxpayer Service Center at Central Excise & Customs, Nagpur - II Commissionerate, Nagpur - Rega ding.

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The members of the Trade and Industry and the general public are hereby informed that a Taxpayer Service Center has been set up in Nagpur - II Commissionerate at Room No. 31, 3rd Floor, Kendriya Utpad Shulk Bhawan, Telengkhedi Road, Civil Lines, Nagpur - 440 001. The Taxpayer Service Centre will act as a single-window system for accepting/handling all taxpayer queries, complaints, grievances etc. and will function in the following manner.

- (i) Taxpayer Service Center will be manned by one Superintendent (designated as Senior Tax Facilitator) and one Inspector (designated as Junior Tax Facilitator). They will work under the direct supervision of Assistant Commissioner (Tech), H.Q.
- (ii) Any query/complain/grievance filed at Taxpayer Service Center will be received by the designated officer/s and entered into a register maintained by the Junior Tax Facilitator under the supervision of Senior Tax Facilitator.
- (iii) A unique acknowledgement number will be generated on the spot and given for future reference to the taxpayer. Disposal of the query/complaint/grievance filed at Taxpayer Service Center would be monitored at the level of Commissioner to ensure prompt and effective disposal.

2. The Taxpayer Service Center would meet the needs of the taxpayers which require a physical contact point for service delivery and for such taxpayers who cannot access taxpayer services offered through other channels.

- (1) Taxpayer Service Center will be manned by one Superintendent (designated as Senior Tax Facilitator) and one Inspector (designated as Junior Tax Facilitator). They will work under the direct supervision of Assistant Commissioner (Tech), H.Q.

फा.सं.IV(16)30-14/Tech/2014/NGP-II

नागपुर, दि. 19/11/2015

प्रतिलिपी :

1. मुख्य आयुक्त, केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क, नागपुर ।
2. आयुक्त (अपील), केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क, नागपुर ।
3. सहायक आयुक्त, केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क, प्रभागीय प्रभाग/अधीक्षक रेंज प्रभागी, केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क आयुक्तालय, नागपुर - II ।
4. सहायक आयुक्त, तकनीकी/विधि/समीक्षा एवं अधिकरण/सीमा शुल्क तकनीकी/न्यायनिर्णयन/निवारक, केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क आयुक्तालय, नागपुर ।
5. सहायक आयुक्त (संगणक), केन्द्रीय उत्पाद शुल्क एवं सीमा शुल्क मुख्यालय, नागपुर । यह अनुरोध है कि वे इस आदेश को कार्यालयीन वेब साइट पर अपलोड करें ।
6. सभी व्यापार संगठन ।
7. सभी वाणिज्य संगठन ।
8. क्षेत्रीय सलाहकार समिती के सभी सदस्य (1) संगठित क्षेत्र (2) लघु उद्योग क्षेत्र ।
9. लोक शिकायत निवारण समिती के सभी सदस्य ।

भवदीय,

(कु. जूलियट फर्नांडिस)

सहायक आयुक्त (तकनीकी)