



सीमा शुल्क मुख्य आयुक्त का कार्यालय, केंद्रीय राजस्व भवन, क्वीन्स रोड, बेंगलूर 560 001  
OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS  
C.R. BUILDING: QUEEN'S ROAD: BENGALURU - 560 001  
Tel: 080-22867990/22863714 FAX : 080-22862419/22868795  
E-mail: ccu-cusblr@nic.in

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**Sub: Effective utilization of Twitter Handle for Taxpayer service-reg.**

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Attention of all the Importers & Exporters and the Trade is invited to the ongoing effort initiated by the Government of India to actively engage with Taxpayers and all stakeholders in a transparent and user friendly manner. The need for effective utilization of social media particularly, Twitter account by each Zone, has been considered by the Central Board of Excise and Customs to enhance taxpayer services and trade facilitation measures.

2. In order to honour Government of India's commitment in this regard, a Twitter account as detailed below, has been launched by the Chief Commissioner's Office, Bengaluru Customs Zone.

**Twitter link** : <https://twitter.com/cccusbzblr>

3. All stakeholders are welcome to participate in this initiative of Digital Governance to share information and impart valuable suggestions to help us improve and deliver better services, in a transparent, effective and efficient manner. The Zonal Twitter Handle would handle queries/issues relating to local issues/problems as in case of e-helplines and would not entertain queries on policy /assessment matters.

4. Hindi version follows:

  
(R.B. TIWARI)  
CHIEF COMMISSIONER