



सीमा शुल्क मुख्य आयुक्त का कार्यालय, केंद्रीय राजस्व भवन, क्वीन्स रोड, बेंगलूर
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The Central Board of Excise & Customs (CBEC) celebrated the year 2015 as the year of Taxpayer Services in recognition of the need to focus on taxpayer services in the day to day functioning of the CBEC and its field formations.

2. Further, in order to give an impetus to Taxpayer Services, the CBEC vide Office Order dated 27.08.2015 has created the Directorate General of Tax Payers Services (DGTS)). The Board has also approved creation of five zonal units of DGTS, including one at Bangalore. The Bangalore Zonal unit of DGTS shall have jurisdiction over Karnataka, Kerala and Lakshadweep.
3. The taxpayer relations set-up has to be responsible for building strong relations based on mutual trust and confidence not only with the existing but also with potential future taxpayers. Such a set-up, inter-alia, will also be responsible for communication, education, customer service, customer feedback and analysis in a comprehensive manner.
4. Keeping in view the mandate of DGTS to implement best practices in Taxpayers Services, the Bangalore Zonal Office of DGTS, a dedicated wing of the CBEC under Government of India, would act as a facilitator to achieve these objectives. The Zonal Office shall, inter-alia, be committed to set service standards and monitor, evaluate and review the same from time to time to assess their effectiveness and efficiency. In this regard, necessary initiatives would be taken to educate the tax payers as to their rights and obligations in the matter of tax compliance. All steps would be taken to increase the interaction with the trade and industry through seminars, workshops, Trade meetings and all other such outreach programmes on a regular basis.
5. The Bangalore Zonal Office will be functioning from 4th floor of TTMC-BMTC Building, Domlur, Old Airport Road, Bangalore-560 071. All such Tax payers/trade bodies or associations, who have any suggestions to make, can meet in person Shri. Vivek Prasad, ADG(DGTS), Bangalore Zone at the above address between 10 AM to 01 PM on every Wednesday which is already designated as Tax Payers' Day, as a part of initiatives for good governance. They can also send their suggestions by post at the said address. All constructive feedback and suggestions for improvement would be taken into consideration and acted upon in the best interest of tax administration.

6. All importers/exporters, Custom Brokers & the Members of the Trade are requested to provide suggestions or feedback that can result in improvement in taxpayer services proactively and effectively.

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(R.B. TIWARI)
CHIEF COMMISSIONER OF CUSTOMS
BANGALORE ZONE

To

All registered Trade Associations/Trade Bodies as per mailing list

The Member (Customs), CBEC

The Ombudsman (Indirect Taxes), Bengaluru

The Principal Commissioner/Commissioner of Customs, Bangalore Airport & ACC/City Commissionerate, Audit/LTU

The Principal Commissioner , Audit

The Commissioner of Customs (Appeals)

The Director General of Taxpayer Services, New Delhi

The ADG (Audit), Bengaluru

The ADG, DGTS, Bangalore Zone

The JCDR, CESTAT, Bengaluru

The Webmaster/Superintendent (EDP), City Commissionerate for uploading on the website

Master File & Notice Board.