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OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE;
COIMBATORE ZONE
6/7, ATD STREET, RACE COURSE ROAD, COIMBATORE - 641 018
☎ 2222983, 2225595, 2220169 /// e-mail : ccu-cexbtr@nic.in /// ☎ 2220226, 2221376

C.No.IV/16/384/2015-Tech(CCO)

Dated 22.12.2015

To

The Commissioner of Central Excise,
Coimbatore/Madurai/Salem/Tirunelveli/Trichy/Audit - Coimbatore.

Sir,

Subject: Re-energising e-helpline facility - Regarding:

Please find enclosed a copy of the Trade Facility Notice No.1/2015 Dated 22.12.2015 issued by the Chief Commissioner, on the above subject, in continuation of the Member (ST) letter dated 11.09.2015 and the Directorate General of Tax Payer Services letter dated 10.12.2015.

2. It is requested that this Trade Facility Notice may be widely circulated among the trade, industry and the RAC members within the jurisdiction of the Commissionerate.

3. Further, whenever the "e-helpline" queries are forwarded to the Commissionerate for comments, such references have to be immediately attended to and replies approved by the Commissioner should be mailed to this office, within the prescribed time.

Yours faithfully,

(R.Saravanakumar)

Additional Commissioner(CCO)

Encls:a.a.

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TRADE FACILITY NOTICE No. 01/2015

Dated: 23.12.2015

Subject: Re-energising e-helpline for Trade & Industry in Coimbatore Central Excise Zone comprising of the Commissionerates of Coimbatore, Salem, Trichy, Madurai and Tirunelveli.

In our constant endeavour to enhance the quality of services to the members of Trade and Industry and in furtherance of the Hon'ble Prime Minister's key policies of "Ease of doing business" and "Digital India", it has been decided to re-energise the existing "e-helpline" facility at the Zonal level comprising the Commissionerates of Coimbatore, Salem, Trichy, Madurai and Tirunelveli and Audit-Coimbatore. This facility can ensure quick resolution of the queries and doubts of the taxpayers through an automated process without any physical interface.

2. The primary aim of the facility is to clarify the doubts of members of Trade and Industry of Coimbatore Zone in a trade friendly manner without the assessee having to come to the offices of the department. This facility is to provide help in three areas: help in clarifying doubts about procedural issues, help in resolving procedural delays and help in addressing system related problems including ACES related issues. However, issues requiring policy interventions by the Government will not be addressed in this facility.

3. The "e-helpline" facility will function as a link in the Department's website "cenexkovai.tn.nic.in". Members of the Trade and Industry can browse through the link and seek help in any one of the aforesaid three help segments outlined above.

4. The queries raised should be clear and unambiguous. Personal references should be avoided. Any person seeking access to this facility should indicate his/their ACES Registration Number (RC No.) (in the case of Central Excise Manufacturer/Service Provider) or ICES reference (IE Code No.) (in the case of an Importer/Exporter). Non registered persons can also use this facility by citing their PAN Number. No clarification can be sought without giving the above particulars. Querists should also indicate their e-mail id since replies would be sent only through e-mail.

5. The queries will be processed preferably within 7 working days and the clarification/reply would be sent to the querist's e-mail id, with the approval of the Chief Commissioner.

6. Alternately, queries could also be sent to this office e-mail id: ccu-cexcbtr@nic.in.

7. Members of Trade and Industry in the Zone are requested to make use of this e-helpline facility and bring the same to the notice of their member constituents. It is earnestly hoped that this measure would remove administrative hassles and create a climate of certainty in taxation matters. Needless to mention, this could strengthen the partnership between the government and industry for creating a healthy investment climate.


(JANAKI ARUNKUMAR)
CHIEF COMMISSIONER

{Issued in file C.No.IV/16/384/2015-Tech(CCO)}

To

As per mailing list.