Subject: - Initiatives towards good governance-reg.

The contents of F. No. 296/267/2014-CX-9 dated 07.01.2015 issued by the Central Board of Excise & Customs, on the above subject is reproduced below for information, guidance and necessary action.

You are aware that the Central government has placed great emphasis on reform oriented non-adversarial tax administration. The Central Board of Excise and Customs has taken several initiatives over the years to facilitate trade and simplify procedures to reduce interface between the tax officials and the tax payers. It is our mission to achieve excellence in the formulation and implementation of Customs, Central Excise and Service Tax policies and enforcement of cross border controls for the benefit of trade, industry and other stakeholders.

2. It is reiterated that the indirect tax administration considers all taxpayers as the cornerstone of our economic independence and prosperity. Therefore, it is important to further simplify and modernize the tax system, expand the tax base and improve compliance. This is in tandem with the Central Government’s objective to ensure good governance. To this end, it has been decided that one day of the week, viz., Wednesday (9 AM to 1 PM) is designated as Taxpayers’ day wherein Heads of all offices in the field will meet the taxpayers without any prior appointment in order to address their grievances expeditiously.

3. All the trade associations are requested to bring the contents of this Trade Notice to the attention of their members in particular and the trade in general, for availing the facility to address their grievances.

4. The Hindi version follows

(Signed P.S. IV/16/08/2014 – S.T. to Jari/Issued from file C.No. IV/16/08/2014 – S.T)

Reshma Lakhani /RESHMA LAKHANI 20/1/15

Commissioner

Sewa Me /To

1. भद्र साहबे 1 का अनुसार / As per DL-I & II of Cochin Commissionerate

Prati/Copy to:-

1. ट्रिवनं्द्रम आयुक्तकालय / Trivandrum Commissionerate

2. केरल का आयुक्तकालय /Keral Commissionerate

Prati प्रस्तुत है /Copy submitted to:

मुख्य आयुक्त कालय / The Chief Commissioner’s office