



OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE;
COIMBATORE ZONE

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Twitter: @cxcoimbatore_tw

TRADE FACILITY NOTICE No. 02/2016

Dated: 18.03.2016

Subject: Effective Communication with taxpayers through Twitter -
Coimbatore Central Excise Zone comprising of the
Commissionerates of Coimbatore, Salem, Trichy, Madurai
Tirunelveli and Audit Commissionerate - Coimbatore -
Regarding:

It is our constant endeavour to enhance the quality of services to the members of Trade and Industry and in pursuance of this goal this Office has opened a Twitter account to engage better interaction with the taxpayers. This facility will become operational from 01.04.2016. The user id and the Twitter Handle are noted below:

User Name	cxcoimbatore_tweet
Twitter Handle	@cxcoimbatore_tw

2. The Members of the Trade & Industry can communicate with this Zonal office under the above noted Twitter Handle through the popular social media application, www.twitter.com. This facility is available for the taxpayers of the Commissionerates of Coimbatore, Salem, Trichy, Madurai, Tirunelveli and Audit Commissionerate - Coimbatore. This facility can ensure quick resolution of the queries and doubts of the taxpayers through an automated process without any physical interface.

3. The primary aim of the facility is to clarify the queries of members of Trade and Industry of Coimbatore Zone, and address local issues in a trade friendly manner without requiring the taxpayer to come to the offices of the Department. This facility is to provide help in clarifying doubts about procedural issues, help in resolving procedural delays and help in addressing system related problems and other issues that could be solved locally.

4. It is, however, made clear that issues requiring policy interventions by the Government will not be addressed in this facility. Further cases pending in various appellate/judicial *fora* will also not be discussed in this facility.

5. The above facility is a complement to the existing "e-helpline" facility wherein the taxpayers could send queries to the above noted departmental e-mail id and the queries would be replied through e-mail within seven working days. The Trade Facility Notice issued by this office relating to e-helpline is available as a link in the Department's website "cenexkovai.tn.nic.in".

6. Grievances of the taxpayers have to be addressed to the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) through www.pgportal.gov.in. This is an exclusive online facility to handle all grievances. The said website also has a downloadable application to access the facility through mobile phones.

7. The queries/issues addressed to the Twitter Handle should be clear and unambiguous. Personal references should be avoided. The querist is requested to 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. Querists may also indicate their e-mail id. Replies would be sent through e-mail or twitter.

8. The queries will be processed preferably within 7 working days and the clarification/reply would be sent with the approval of the Chief Commissioner.

9. Members of Trade and Industry in the Zone are requested to make use of this Twitter Handle. It is earnestly hoped that this measure would help improve the mutual communication between the Department and the tax payer.


(JANAKI ARUNKUMAR)
CHIEF COMMISSIONER

{Issued in file C.No.IV/16/119/2016-Tech(CCO)}

To

The Regional Advisory Committee (RAC) Members.

The Commissioner of Central Excise,
Coimbatore/Madurai/Salem/Tiruchi/Tirunelveli – To widely circulate among the
taxpayers of the respective
Commissionerates.

The Commissioner of Central Excise (Audit), Coimbatore.
The Commissioner of Central Excise, Appeals I/Appeals II.

Copy submitted for favour of information to:

The Indirect Tax Ombudsman, Chennai.
The Director General of Tax Payer Services, New Delhi.

Copy to:

The Additional Director General of Tax Payer Services, Chennai.

O.C.No. 113/2016

D 21/3/16

Emailed
22/3/2016
5:15 pm