



भारत सरकार
Government of India
वित्त मंत्रालय, राजस्व विभाग
Ministry of Finance, Department of Revenue
सीमा शुल्क आयुक्त (निवारक) का कार्यालय
Office of the Commissioner of Customs (Preventive)
पूर्वोत्तर क्षेत्र

North Eastern Region
सीमा शुल्क भवन 110 एम . जी. रोड शिलांग . 793001
Custom House, 110 M. G. Road, Shillong - 793001
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FACILITY No. 09/2019

Dated, Shillong the 25th of June, 2019

Subject: **Creation of Taxpayers Service Centre at Customs Division Office, Guwahati**

1. Attention of all concerned is brought to this office Public Notice No. 11/2015 dated 12.11.15.
2. To further assist in resolving the issues faced by the trade and to enhance the "Ease of Doing Business" it has been decided to set up another TAXPAYERS SERVICE CENTRE, at Customs Division Office, Guwahati, Nilamoni Phukan Path, Christian Basti, Guwahati – 781 005 to meet the needs of the taxpayers.
3. This Taxpayers Service Centre will act a single-window system for accepting/handling taxpayer queries, complaints, grievances etc. This Taxpayers Service Centre will also act as a HELPDESK to address queries by the trade/entrepreneurs of this Zone and for bringing their issues to the notice of other Partner Government Agencies and/or Customs Hqrs. Office, Shillong and ensure their effective resolution.
4. This centre will be manned by the Superintendent (Technical), Customs Division, Guwahati who will be the designated Senior Tax Facilitator and by Inspector (Technical), Customs Division, Guwahati who will be the designated Tax Facilitator.
5. The officers can be met in person in their office chambers at above mentioned address or if the same is not feasible, queries can be made telephonically at 0361-2340512 or by email to cusgau@nic.in.
6. The Partner Government Agencies (PGAs) and Custodians as listed from Sl.No. 2 to 11 in the endorsement to this Facility are requested to kindly nominate a Nodal Officer, details of whom including phone number and email address, may be shared with the Assistant Commissioner, Customs Division, Nilamoni Phukan Path, Christian Basti, Guwahati – 781 005 (☎: 0361: 2340511;

email: cusgau@nic.in) so that queries pertaining to these agencies raised at the above mentioned Taxpayers Service Centre/Helpdesk can be brought to their notice.


[K. Ashy Khieya]
Commissioner

SPEED POST/email

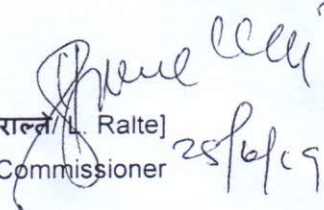
C.No. VIII(48)13/CUS/TECH/DTPS/2015/ 4338-65(A)

Dated: 25 JUN 2019

Copy for information and necessary action to:

1. The Chief Commissioner, CGST & Customs, Guwahati Zone
2. The Assistant Director, Directorate General of Foreign Trade, R.G. Baruah Road, Guwahati-781 024
3. The Director, Food Safety and Standards Authority of India (FSSAI) Guwahati Regional Office, 6th Mile, Milan Path, Juri Pur, Panjabari Road Guwahati-781037
4. The Plant Protection Officer, Plant Quarantine Station, Ashirwad, Airport Road, Lankeshwar, Jalukbari, P.O. Guwahati University, Guwahati -781 014
5. The Assistant Drugs Controller, Central Drugs Standard Control Organisation, Sub-Zonal Office, Regional Drugs Testing Laboratory Campus, Six Mile, Panjabari Road, Guwahati-781022
6. The Assistant Director, Wildlife Crime Control Bureau, 4th Floor, HOUSEFED Building, Rukminigaon, G.S.Road, Guwahati-781 022
7. The Deputy Director, Spices Board, Regional Office, H.No 350, Tulsi Path, G.S. Rd, Six Mile, Guwahati 781022
8. The Assistant General Manager, Agricultural and Processed Food Products Export Development Authority (APEDA), Housefed Complex, West End Block Building, 4th Floor, Beltola-Basistha Road, Dispur, Guwahati, Pin – 781006
9. The Manager, FOREX, Reserve Bank of India, Pan Bazaar, Station Road, Guwahati - 781 001
10. The Terminal Manager, ICD Amingaon, Guwahati – 781 031
11. The Deputy General Manager, Cargo, NER, AAI, Air Cargo Complex, Borjhar, Guwahati – 781 015
12. The Joint Commissioner (P&V), Customs Hqrs., Shillong
13. The Assistant Commissioner, Customs Division, Guwahati to set up the Taxpayers Service Centre/Helpdesk on priority basis. He should ensure proper liaison with PGAs so as to ensure proper redressal of issues raised by the trade/entrepreneurs.

14. The Assistant Commissioner, Customs Division, Agartala/Aizawl/Dhubri/Dimapur/Imphal/Karimganj/Shillong/Agartala LCS/Moreh LCS/Sutarkandi LCS/ICD Amingaon
15. The Superintendent (Technical), Customs Division, Guwahati
16. The Inspector (Technical), Customs Division, Guwahati
- ✓ 17. The Superintendent (Computer & Training), Customs Hqrs., Shillong for uploading the instant Facility to the Departmental website.
18. The Jr. Hindi Translator, GL Branch, Customs Hqrs., Shillong to get issued Hindi version of this Facility.
19. Guard File


[एल राल्टे / L. Ralte]
संयुक्त आयुक्त/ Joint Commissioner 25/6/19