

F.No.296/267/2014-CX.9
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

January-07, 2015

To
The Chief Commissioners(All)

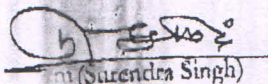
Madam/Sir,
Sub: Initiatives towards good governance -reg.

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) may be 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. Trade/Industry Associations etc. may be suitably informed. This decision may also be locally publicized through Press Note.

4. The receipt of these instructions may be acknowledged.


Surendra Singh
Under Secretary(CX.9)