

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS &
SERVICE TAX, RAIGAD COMMISSIONERATE
4TH FLOOR, KENDRIYA UTPAD SHULK BHAVAN, KHANDESHWAR,
NAVI MUMBAI - 410 206.**

TRADE NOTICE

Trade Notice Number: 03/Central Excise/Raigad/2012 - 13 Dated - 28/09/12

Sub: Creation of e-helpline for Central Excise, Mumbai Zone II

The Central Board of Excise and Customs, as a measure of trade facilitation, has decided to create e-helpline where the doubts of the trade could be clarified without having to visit the office to meet the officer / staff of the department. This help line will function under the Chief Commissioner of Central Excise, Mumbai Zone II.


The areas / issues where the trade may require help have been identified and categorised into three groups. They are, "assessment related issues, procedural delay related issues and systems related issues including ACES and ICES matters". Accordingly, three e-mail ID's have been created for the three categories under which help is being offered. The members of the trade are expected to send their mail to the respective mailing address according to the category under which help is sought. The email IDs are stated below.

S. No	Category	E-mail address
1	Assessment related issues	ccmum2assessment@gmail.com
2	Procedural delays related issues	ccmum2procedural@gmail.com
3	System related issues including ACES & ICES matters.	ccmum2aces@gmail.com

While sending the email, please note that your query must contain the following details without fail.

1. The PAN based registration number of the assessee (Who is sending mail).
2. Location code, Division Name and Range Name. (Jurisdiction where the assessee is functioning)
3. The category under which the assessee is seeking help. (Column 2 of the table above)

4. The address, contact number and e-mail address (if different than mailing address through which the mail is sent)
5. Nature of help sought by the assessee. This elaboration should be detailed and comprehensive. Assessee can also attach files if required.


[ARUN TANDON]
Commissioner of Central Excise
Raigad

F. No. I/Comp/34/Raigad/2003/Pt. I
Navi Mumbai, dated 28th September, 2012

Copy to: As per distribution list below -

1. The Chief Commissioner of Central Excise, Mumbai Zone - II.
2. The Commissioner of Central Excise, Raigad.
3. All Trade Association [As per mailing list]
4. All members of RAC.
5. Additional/Joint Commissioner [P & V]/Audit/Tech
6. DC/AC - Alibag/Khopoli/Mahad/Panvel/Rasayani/Service Tax Division
7. DC/AC - [Prev/Hq.Audit/Tax Rec. Cell/Hq. Tech/Hq. Adjudication/Legal/Review/Stats/Vigilance/Rebate]
8. P.R.O.
9. Notice Board