

Handwritten: 19/11/15

F.No. 296/81(iv)/2013-CX.9

Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

D.O. Systems & D. No. 3298
Date 19/11/15
3300

New Delhi, the 28th October, 2015

ADD
AD.

To

1. All Chief Commissioners of Central Excise , Customs & Service Tax
2. The DG (Systems), CBEC, New Delhi
3. The Director General, DGTS, CBEC, New Delhi

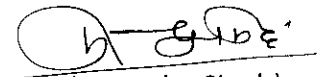
Subject: - Review of functioning of the Indirect Tax Ombudsmen (ITOMs)-reg.

Sir,

I am directed to invite your attention to the Indirect Tax Ombudsman appointed by the Government of India. In order to improve the efficacy of the institution of the Indirect Tax Ombudsman, suggestions / comments were sought from the existing ITOMs. Amongst other recommendation, it has been suggested that to improve visibility, each field office **should be directed to display prominently, in their office premises, salient features of the Institution of the Ombudsman for knowledge/information of the Trade and Industry.** CBEC should also have a visible prominent link in its website through which assesses can know about the scheme and file their grievances online. Advertisement in media regarding ITOMs on regular basis may also be needed.

2. The suggestions have been accepted by CBEC. The following action may be taken:-
 - (i) Field formations should prominently display, in their office premises, salient features of the Institution of the Ombudsman for knowledge/information of the Trade and Industry. The information may include the names, telephone no., address of the office and email Id to the ITOMs.
 - (ii) The website www.cbec.gov.in should prominently indicate the link for Ombudsman.
 - (iii) Sustained advertisement campaign be launched to increase awareness amongst the trade and industry about this office. Each advertisement of the Department may carry a line at the bottom to state that **"in case of any grievance, you may contact the jurisdictional Ombudsman. For details, see www.cbec.gov.in".**
3. All concerned are requested to kindly take immediate action to implement the above decisions and inform the Board accordingly.

Yours faithfully,


(Surendra Singh)

Under Secretary to the Govt. of India

Tele:- 2309 2413

ADD (ICE GA 7 &)