



BEFORE

GET RID OF WORRIES



AFTER

Get your Customs, Central Excise & Service Tax
grievances resolved through

INDIRECT TAX OMBUDSMAN

Ombudsman can be approached regarding :

(a) Any delay in :

- registration of tax payers
- the sanction of refunds or rebate
- adjudication
- giving effect to Appellate orders
- release of seized books of account & assets

(b) Non-adherence to :

- the principle of "First Come First Served" or the rules prescribed for disbursement of drawback
- the administrative instructions and circulars issued by the Central Board of Excise & Customs

(c) Non acknowledgment of letters or documents sent to the department :

- Ombudsman can receive complaints from taxpayers and facilitate their settlement by agreement, through conciliation and mediation or if required by passing an "award"
- Complaint can be filed in writing to the Ombudsman having jurisdiction over that office by any person himself or through his authorized representative. Complaint made through electronic means must be followed by submission of signed printout

For complete Indirect Tax Ombudsman guidelines and procedures please visit:
<http://www.cbec.gov.in/resources/inddocs-cbec/it-ombud/it-ombudsman-guidelines.pdf>

INDIRECT TAX OMBUDSMAN DELHI OFFICE - Room No. : 500, 5th Floor, Hotel Sarma, Chanakya-pur, New Delhi - 110021

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