



GOVERNMENT OF INDIA

MINISTRY OF FINANCE

OFFICE OF THE PRINCIPAL COMMISSIONER

CENTRAL GOODS AND SERVICES TAX, COIMBATORE

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Sub: GST – Taxpayer Service @ 24 X 7 to contact Sevakendra / Trade Facilitation Centre through voice call – Regarding.

To take the Taxpayer facilitation to the next level , the Principal Chief Commissioner of Central Tax & Central Excise, Chennai Zone has launched the facility of "**Taxpayers Service @ 24 X 7**", through voice call. A dedicated, secured Mobile Number **9445898686** has been assigned for this purpose. The salient features of this facility are;

- All the Trade Facilitation Centers/Sevakendras functioning in each of the eight Central GST Commissionerates of Tamilnadu & Puducherry , have been integrated through one single dedicated mobile number 9445898686.
- The caller has the option to select language (Tamil / English) and their jurisdictional Commissionerate (viz. Chennai-North, Chennai-South, Chennai-Outer, Puducherry, Tiruchirappalli, Madurai, Coimbatore and Salem) and on being selected, automatically the call will get connected to the landline number of Seva Kendra / Trade Facilitation Centre of that Central GST Commissionerate.
- If in case the Taxpayer does not select the Commissionerate , the call will get connected to Principal Chief Commissioner's Office landline number exclusively dedicated for this purpose.
- Once the call is attended by the officer, the Taxpayer can get their queries, doubts clarified.

- Assuming that the call is not answered (during office hours / after office hours, on holidays) on real time, the officer concerned shall call back the taxpayer and attend to their queries. There is also a facility for the Taxpayer to leave their query/doubt by way of voice message which will be sent to the respective commissioner's office from the Chief Commissioner's Office.
2. The taxpayers or public can contact the above mobile number at any time for getting their queries, doubts, grievance resolved on GST matters.
3. The Public Notice is being issued to sensitise all concerned about the new trade facilitation measure, whereby the taxpayers can get their issues addressed anytime without physically visiting the GST office premises.

A.R.S.KUMAR
PRINCIPAL COMMISSIONER
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