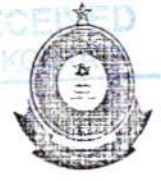


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15 SEP 2020
ADG (P&E)



करदाता सेवा महानिदेशालय
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
केन्द्रीय राजस्व भवन, आई.पी. एस्टेट,
नई दिल्ली- 110 109.



Directorate General of Taxpayer Services
Central Board of Indirect Taxes & Customs
Central Revenues Building, I.P. Estate,
New Delhi - 110 109.

AC
Consult

PUBLIC NOTICE NO. 01 /2020

Sub: Launch of e-Office in DGTS – reg.

This is for information of all taxpayers that e-Office, an application developed by the National Informatics Centre under the Ministry of Electronics and Information Technology, Govt. of India, to carry out office work electronically, has been launched in DGTS office. The application is designed to establish a paperless environment in Government offices, increase efficiency, transparency, effectiveness, employee convenience and accountability and to give better services to the taxpayers.

2. It is expected that adoption of e-Office to carry out office work will bring in its wake an attitudinal shift and awareness and usher in more efficient, effective and transparent inter and intra government transactions. The process will benefit the public in terms of enhanced transparency, increased accountability, assured data security and integrity and is also expected to be a huge transformation in work culture and ethics within the department.
3. With the launch of e-Office, taxpayers are encouraged to utilize electronic means of communication with the Department. In this regard, it may be noted that since e-Office application requires pdf files, it would be convenient if communications / letters sent to the Department by electronic means are in pdf format, better still if they are in searchable mode, for faster processing.
4. Taxpayers are also encouraged to mention their mobile number and email in their communications to facilitate immediate acknowledgement by mail and SMS through the application. They will receive the Diary Number allotted to their communications, which can be used as a reference by them while communicating with the Department in future.
5. This is for information of all taxpayers, trade and industry that the email id mentioned below has been designated as the official email id and single point of contact of DGTS, Headquarters, Delhi:dgts-cbic@gov.in
6. Therefore, it is requested that all communication to the DGTS may be sent only to the designated email id as above and no other email id. Sending communication on the designated email will ensure that it is invariably attended to by the DG office at Delhi.

आपका सहायक, राष्ट्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
Assistant Commissioner, Central Board of Indirect Taxes & Customs
आपका सहायक, राष्ट्रीय राजस्व भवन, आई.पी. एस्टेट, नई दिल्ली- 110 109.
Assistant Commissioner, Central Revenues Building, I.P. Estate, New Delhi - 110 109.

their constituent members for wide dissemination. Difficulties faced or suggestions, if any, may be brought to notice.

(Manoj Krishna)
Director General

F.No.DGTS/18/2020/Estt./4305

Dated: 17/08/2020

To,

1. The General Public
2. The members of Trade Associations / Chambers of Commerce in Delhi State.

Copy for information to:

- (i) All the Principal Commissioners / Commissioners of Customs & CGST/Directorates- with a request to give wide publicity.
- (ii) The Superintendent (Systems) – For uploading on the website.
- (iii) Notice Board.