

**OFFICE OF THE COMMISSIONER (APPEALS)
CUSTOMS, CENTRAL EXCISE & SERVICE TAX
ROOM NO. 221, KENDRIYA UTPAD SHULK BHAWAN
TELENGKHEDI ROAD, CIVIL LINES, NAGPUR - 440 001**

C.NO. II(39)2/CA/NGP/APPL/Conf./09/

Dated: 01/06/2016

PUBLIC NOTICE NO. 01/2016

**SUBJECT: SMS SERVICE STARTED IN THE OFFICE OF COMMISSIONER
(APPEALS), NAGPUR - REG.**

It is brought to the notice of the trade & industry, all the manufacturers, service providers, importers & exporters and other stakeholders falling under Customs, Central Excise & Service Tax Zone, Nagpur (covering the Customs, Central Excise & Service tax Commissionerates of Nagpur - I, Nagpur - II, Wardha, Nashik - I, Nashik - II and Aurangabad) that a new initiative for facilitation of the trade & industry has been launched in this office whereby information shall be disseminated to the trade & industry through an SMS (Short Messaging Service) on their mobile phone also, in addition to the written communications.

2. The trade & industry in this zone, particularly from Aurangabad & Nashik had repeatedly informed that owing to large distances from the Office of Commissioner (Appeals), Nagpur, they face delay in getting or don't get acknowledgment for the appeals filed by them; they don't receive personal hearing letters in time and also the final orders-in-appeal issued by this office reach them quite late. They also informed that whenever they request for a change of date of hearing, they do not get any communication regarding the receipt of their request, etc.

3. In order to address such concerns and as a measure for "ease of doing business", this office has put in place a system whereby the information w.r.t. the above four aspects, besides others, shall be disseminated to the appellants by way of SMS also in addition to the postal letters/e-mail.

4. As a part of this system, this Office shall send the SMSs, as the case may be, to the appellants. Some of the instances where SMS shall be sent are as under:

- a) **Receipt of appeal**: After an appeal is received from an appellant and a number assigned to the same, the following message shall be sent:

We are in receipt of your Appeal against Order in Original No. /2015 dated XX.XX.2015 & it has been registered on XX.XX.2016 as Appeal No. NGP/XXX/2016.

- b) **Date of Personal Hearing:** On according the date for personal hearing by the Commissioner(Appeals), the following message shall be sent:

With reference to your Appeal No. NGP/XXX/2016, Personal Hearing in the Office of Commissioner (Appeals) has been fixed on XX.XX.2016 at XX.XX Hrs.

- c) **Request for postponement of personal hearing:** On receipt of a request for change in date of personal hearing from an appellant, an acknowledgment message shall be sent.

- d) **Issuance of final Order-in-Appeal:** On issuance of the final Order-in-Appeal, even before its dispatch by Speed-Post, the following message shall be sent:

With reference to your Appeal No. NGP/XXX/2016, Commissioner (Appeals) has passed the final Order in Appeal on XX.XX.2016. The same shall reach you by Speed Post shortly.

- e) **On filing of Appeal by the Department:** On receipt of an appeal from the Department, an intimation of the same shall be sent to the concerned assessee to whom the Order-in-Original pertains.

5. For sending such SMS's, this Office has christened the sender as visible on mobile screen as "**DM-CommrA**".

6. A pre-requisite for making this scheme a success is the availability of the mobile numbers of the appellants/respondents.

7. Accordingly, you are requested that while submitting the Appeal in this office, you may also furnish your mobile number or that of the concerned/authorised person. The mobile number may also be furnished preferably in other communications so that the benefit of SMS service started in this office can be extended to you fully. The furnishing of mobile number is purely optional and is for the benefit of the trade & industry so that they can avail of this facility. The mobile number may be furnished in the body of the Form EA-1/CA-1/ST-4 used for filing appeals under Central Excise/

Customs/Service tax Act respectively. Alternatively, the same may be furnished in the covering letter of the appeal.

8. All trade associations are requested to give wide publicity to the contents of this trade notice among their members/manufacturers/service providers/importers/exporters in particular and the trade in general. In case of any difficulty, the undersigned may be contacted.



(NEERAJ KANSAL)

Commissioner (Appeals)
Customs, Central Excise & Service Tax
Nagpur

Copy to:

1. The Chief Commissioner of Customs, C. Excise & Service tax, Nagpur zone, Nagpur
2. The Principal Commissioner of Customs, C. Excise & Service tax, Nagpur -I, Nagpur
3. The Commissioner of Customs, C. Excise & Service tax, Nagpur -II, Nagpur
4. The Commissioner of Customs, C. Excise & Service tax, Wardha
5. The Commissioner of Customs, C. Excise & Service tax, Nashik -I
6. The Commissioner of Customs, C. Excise & Service tax, Nashik -II
7. The Commissioner of Customs, C. Excise & Service tax, Aurangabad
8. Notice Board, Nagpur/Aurangabad/Nashik
9. As per the mailing list