



OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS (DZ)  
NEW CUSTOM HOUSE: NEAR IGI AIRPORT: NEW DELHI – 110037

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Dated : 27<sup>th</sup> September, 2012

TRADE FACILITY NOTICE No. 01/2012

**Subject : Launching of e-helpline for Trade & Industry in Delhi Customs Zone comprising of the Commissionerates of Import & General, Air Cargo Export and Inland Container Depot, Tughlakabad.**

It is proposed to launch an e-helpline facility at the Zonal level for clarifying the doubts of trade and Industry of Delhi Zone in an administrative friendly manner without the assessee having to come to offices of the department. For this purpose, the Zone has created a website called "[cccdelhizone.gov.in](http://cccdelhizone.gov.in)". The main aim of this facility is to provide help in two areas: help in resolving procedural delays and help in addressing system related problems including ACES and ICES related issues.

2. The website will have a link 'e-helpline' which trade and industry can browse and can seek help in any one of the three help segments outlined above. The queries raised should be in a clear and unambiguous manner. Personal references should be avoided. Any person seeking access to this facility should indicate his/their ACES Registration No. (RC No.) (in the case of Central Excise manufacturer/ Service Provider) or ICES reference (IE Code No.) (in the case of an importer/Exporter). Non registered person can also use this facility by citing their PAN Number. No clarification can be sought without giving a PAN number.

3. The queries will be processed preferably within 7 working days and the clarification/reply with the approval of the Chief Commissioner would be sent to the concerned party via his e-mail address also endorsing a copy to the jurisdictional Commissionerate. It has further been decided to nominate one nodal association of trade and industry in each Commissionerate of the Zone and copies of the replies will be marked to them for wider dissemination through their newsletter.

4. Temporarily the "e-helpline" facility will function using the Import & General Commissionerate's website "[delhicustoms.gov.in](http://delhicustoms.gov.in)" and the queries in respect of the two help categories can be sent to the following e-mail id :

"[delhicusproc@gmail.com](mailto:delhicusproc@gmail.com)"

- (i) Procedural delays related issues
- (ii) System related issues and ICES related matters

This could then graduate to a zonal website as soon as it is created. A detailed trade notice would thereafter be issued after the creation of a dynamic website with the domain name of [cccdelhizone.gov.in](http://cccdelhizone.gov.in).

5. Trade and Industry in the zone are requested to make use of this e-helpline facility and bring the same to the notice of their member constituents. It is hoped that this measure would remove administrative irritants and create a climate of certainty in assessment. Needless to mention, this could strengthen the partnership between the government and industry for creating a healthy investment climate.

Sd/-  
(NAJIB SHAH)  
CHIEF COMMISSIONER

To  
As per Mailing List (Trade and Department)

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