



**OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-I) MUMBAI  
ZONE-II, JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,  
TALUKA: URAN, DISTRICT RAIGAD, MAHARASHTRA-400707.**

**F. No.** S/22-Gen-04/2017-18/AM(I)

Dated : 30.01.2020

**PUBLIC NOTICE NO. 18 /2020**

**DIN-20200178NW00008K99CD**

Subject:- Setting up of “Tax Payers’ Service Centre” at JNCH, Mumbai  
Customs Zone-II.– reg.

Attention of the importers, exporters and all other stakeholders is invited to the JNCH Facility Notice No. 88/2015 dtd 16.11.2015 by which Taxpayers’ Service Centre was set up at first floor of JNCH and is functional since then.

2. CBIC and its field formations have taken every possible effort to help improve the ease of doing business, through outreach and compliance support to taxpayers. In order to improve taxpayer services, CBIC has taken several initiatives such as Sevottam, CPGRAMS, PTFC/CCFC/Open House meetings etc.

3. Carrying forward the mandate of CBIC and Directorate General of Taxpayers Services (DGTS), now the Tax Payers’ Service Centre (TPSC) has been revamped at a cabin located at Ground Floor of JNCH Building of Mumbai Customs Zone-II, which is adjacent to RMS Facilitaion Centre.

4. TPSC is a single window system for accepting/handling all Taxpayers queries, complaints, grievances etc. TPSC will also entertain all queries of Taxpayers via various media such as email, telephone, letters etc.

5. The stakeholders may approach Tax Payers’ Service Centre (TPSC), JNCH, Zone-II for their tax related queries physically as well as through email- [dcedi@jawaharcustoms.gov.in](mailto:dcedi@jawaharcustoms.gov.in). Further, TPSC may also be contacted telephonically at 022-27244927.

Sd/-

**(SUNIL KUMAR MALL)**  
Commissioner of Customs (NS-I)

Copy to:

1. The Pr. Chief Commissioner of Customs, Mumbai Zone-II, JNCH.
2. The Commissioner of Customs, NS-G/ NS-I/ NS-II/NS-III/ NS-IV / NS-V, JNCH.
3. EDI, JNCH ( for uploading on JNCH web portal)