

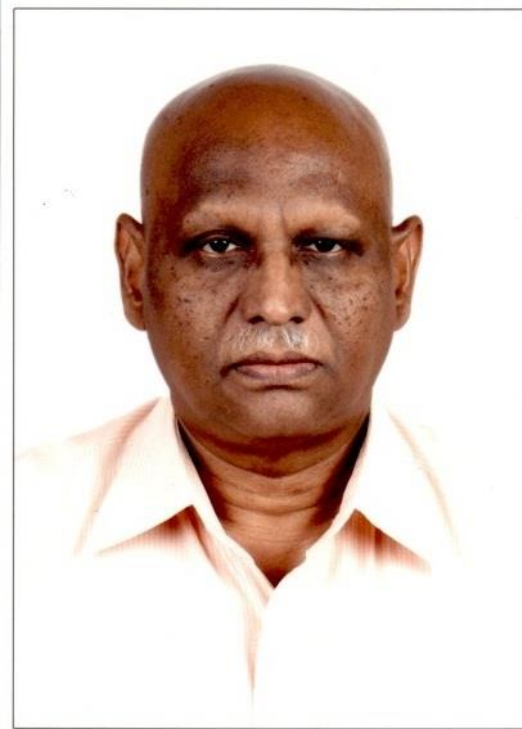
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GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
OFFICE OF THE INDIRECT TAX OMBUDSMAN, CHENNAI
26/1, MAHATMA GANDHI ROAD, NUNGAMBAKKAM
CHENNAI-600034.

KNOW YOUR INDIRECT TAX OMBUDSMAN.



Shri.S.Subramanian, Indirect Tax Ombudsman, Chennai, belongs to 1979 batch of Indian Revenue Service (C&E). His first posting was at Cochin as Assistant Collector in Custom House, Cochin. He has worked in Tuticorin Division as an Asst. Commissioner, Excise and Customs, Tuticorin Division and DRI, Chennai as Assistant Director. He has also worked as Joint Director, Enforcement Directorate, Southern Zone from 1996 – 2002. He is a recipient of President Award for Specially Distinguished Record of Service in 1995 and Chairman's certificate for Meritorious Service in 1985. On elevation he has

worked as Commissioner, Customs, Import and Export Commissionerate, Chennai. Additional Director General, DGCEI, Eastern Zone, Kolkatta, Commissioner of Customs, Seaport and Airport, Kolkatta, Additional Director General, NACEN, Chennai. On further elevation he has worked as Chief Commissioner of Customs, Central Excise and Service Tax, Cochin, Kerala Zone. He joined as the first Indirect Tax Ombudsman of Chennai Zone on 16/07/2014. He has jurisdiction over the states of Tamil Nadu, Andhra Pradesh and Telangana. The importers and exporters importing/exporting through the ports of Chennai, Tuticorin and Visakhapatnam can approach the Ombudsman for redressal of their grievance as per Indirect Tax Ombudsman Guidelines, 2011. Similarly importers/exporters including passengers travelling in and out and importing/exporting through air cargo from the Airports of Chennai, Hyderabad, Coimbatore, Trichy, Madurai and Visakhapatnam can also approach the Ombudsman for redressal of their grievance.

As per Clause 9 of the Indirect Tax Ombudsman guidelines 2011 inter alia the following are the grounds on which complaint could be filed.

- Delay in issue of refunds or rebate beyond time limits prescribed by law.
- Delay in adjudication
- Delay in registration of Tax Payers.
- Delay in giving effect to Appellate orders.
- Non adherence to the principle of “first come first served” in sending refunds.
- Non adherence to the rules prescribed for disbursement of drawback.
- Non acknowledgement of letters or documents sent to the department.
- Delay in release of seized documents, assets etc., after the proceedings are completed.
- Non adherence to prescribed working hours by Customs, Central Excise and Service Tax officials.
- Unwarranted rude behavior of Customs, Central Excise and Service Tax officials with assesses.
- Violation of administrative instructions and circulars issued by the CBEC in relation to Customs, Excise and Service Tax administration.

He is always ready to resolve problems of Excise, Customs and Service Tax Taxpayers and the citizens, as provided under Indirect Tax Ombudsman Guidelines, 2011. He can be contacted at his office situated at 26/1, MAHATMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI – 34.