

Ministry of Finance



CBIC Chairman Shri Sanjay Kumar Agarwal, in presence of Members of the Board, launches new initiatives to enhance taxpayer services

The four citizen-centric initiatives include revised Citizen's Charter, Revamped Citizen's Corner for complete tax related information, 'Ease of Doing Business' tab for making suggestions, and CBIC Archives for tax repository

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Shri Sanjay Kumar Agarwal, Chairperson, Central Board of Indirect Taxes and Customs (CBIC), in presence of all Board Members, today launched a series of initiatives that aim to improve taxpayer experience and enhance transparency.



After the launch, Shri Agarwal said, “The initiatives launched today are a testament to our unwavering commitment to simplifying tax processes and fostering a culture of transparency and trust. By empowering taxpayers and incorporating their suggestions, we are creating a system that is not only efficient but also reflective of citizens needs and aspirations.”

The following four initiatives were launched today:

1. Revised Citizen's Charter: A Commitment to Better Service Standards: The CBIC has introduced a revised Citizen's Charter, which provides updated timelines and service standards for key taxpayer services. Covering areas such as Drawback, Import & Export of Air Cargo, and innovative platforms like CPGRAMS (Centralized Public Grievance Redress and Monitoring System), the new Charter ensures

transparency and accountability in service delivery. By including suggestions for Ease of Doing Business (EoDB), the Charter is tailored to meet the evolving needs of taxpayers, reinforcing the government's commitment to efficiency and responsiveness.

2. 'Ease of Doing Business' tab for giving suggestions: A new platform has been launched to enable taxpayers to directly contribute to the ease of doing business (EoDB). This initiative, born out of insights from *Chintan Shivir 2023*, allows individuals and businesses to share suggestions for improving tax procedures and policies. By inviting active participation, the CBIC fosters a collaborative environment where taxpayers play a vital role in shaping a more streamlined and business-friendly tax regime.

3. Revamped Citizen's Corner: Knowledge at Your Fingertips: The Citizen's Corner online portal has been significantly enhanced to serve as a one-stop hub for tax-related information. Designed to empower taxpayers with knowledge, the Citizen's Corner simplifies self-compliance and encourages voluntary adherence to tax regulations.

4. CBIC Archives: A Digital Window to India's Tax History: Highlighting its storied legacy, the CBIC has launched a digital archive showcasing the historical evolution of indirect taxes in India. This user-friendly platform now features six (06) interactive menu tiles with approximately 82 submenus, offering taxpayers access to videos, webinars, and the latest updates on various tax-related topics. CBIC Archives offer a comprehensive glimpse into the milestones that have shaped the nation's economic trajectory. By preserving and sharing this history, the initiative not only pays homage to the institution's contributions but also educates the public on the pivotal role of indirect taxes in nation-building.

These initiatives underscore the CBIC's commitment to taxpayer-centric governance and digital transformation. By leveraging technology and streamlining processes, the CBIC aims to create a more efficient and transparent tax administration system.

The initiatives are spearheaded by the Directorate General of Taxpayer Services (DGTS) as part of the Government's ongoing efforts to streamline tax administration and foster a conducive business environment.

NB/KMN

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