

F.No. DGTS/48/2016

Directorate General of Taxpayer Services

Central Board of Excise & Customs

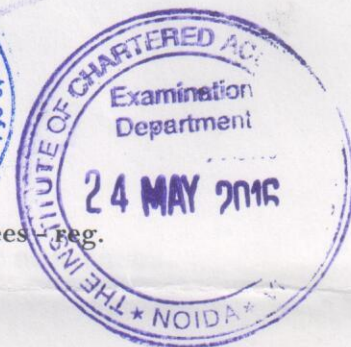
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Ph: 011 - 23379331 Fax: 011 - 23370744

Dated: 17.05.2016

To:

The President/General Secretary of Associations (as per mailing)



Subject: Filing of returns by Central Excise & Service Tax non-filer assessee reg.

Madam/Sir,

You are aware that the Government has been placing great emphasis on taxpayer-friendly tax administration as part of its initiatives to improve ease of doing business. In this direction, the CBEC has taken several initiatives to facilitate trade. The Central Excise and Service Tax assessee are no longer required to visit any office to file their monthly/quarterly/ half-yearly returns, which can now be filed online from anywhere 24X7 on the ACES. A number of facilities have been provided for helping assessee in online filing of the periodical returns in Central Excise & Service Tax, which are briefly mentioned below:-

- Service tax/Central Excise Returns can be filed either online or by using the offline utility by downloading the latest version from "DOWNLOADS" section of ACES website <https://www.aces.gov.in>
- For details on how to e-file in ACES or any further information/ assistance, read the instructions given in the return form and the FAQs under the 'Help' section.
- In case of any queries, assessee can also contact ACES Service Desk by sending email to aces.servicedesk@icegate.gov.in
- For any assistance, assessee can also call up national toll free number 1800 425 4251.

Further, Taxpayer Service Centres have been set up in every Commissionerate to assist the assessee for matters relating to Central Excise or Service Tax. Assessee can also visit the Taxpayer Service Centres in their Commissionerate, in case any assistance is required.

2. However it is pointed out that a substantial number of assessee are not filing their periodical Central Excise/Service Tax returns. Non-filing of return attracts penalty under the provisions of the Central Excise Rules, 2002/Service Tax Rules, 1994. Non-filing of returns thus invites avoidable penal action, and is also not in consonance with the spirit of voluntary compliance. Besides, it unnecessarily increases workload on the tax administration.

3. In the above circumstances, I request you to educate and impress upon all the members of your association to file their periodical Central Excise & Service Tax returns by the due date in the spirit of voluntary compliance.

Yours faithfully,

(Vinay Chhabra)
Director General, DGTS

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Dated: 17.05.2016

To:

The President/General Secretary of Associations (as per mailing list).

Subject: Early filing of returns by Central Excise & Service Tax assessees.

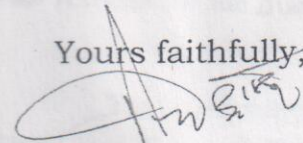
Madam/Sir,

I would like to inform you about the problems faced by the Service Tax payers in accessing ACES recently for filing their return for the half-yearly period October, 2015 to March, 2016. Service Tax assessees were required to file this return by 25th April, 2016.

2. It has been observed that during the period from 1st-20th April, 2016, around 38% of the filers filed their returns. From 21st to 25th April, the larger chunk of the assessees attempted to file, but only 30% assessees were able to file returns till 24th April, 2016. This huge pressure on the network and systems, during the last few days prior to 25th April, 2016, caused some hardware/software related problems and many users were thus unable to access the ACES website www.aces.gov.in. These problems necessitated the Government to extend the due date from 25th April to 29th April, 2016. Urgent measures taken by the Directorate General of Systems resulted in rectification of the hardware/software related problems, which has since enabled assessees to file returns both online & offline. It would be relevant to point out that the return filing cycle is available from 1st of the month in which return is required to be filed (both online & offline). Considering the limitations of the technology, to ensure a hassle-free filing, it would also be pertinent to impress upon the members of your associations that they should start filing returns much ahead of the due date to avoid such problems.

3. In the above circumstances, it is requested to educate and impress upon all the members of your association not to wait for the last date and start filing their periodical Central Excise & Service Tax returns much ahead of the due date to avoid problems faced on account of last minute congestion on the server/network.

Yours faithfully,



(Vinay Chhabra)

Director General, DGTS