



**HRISHIKESH SHARAN  
OMBUDSMAN**

**OFFICE OF THE  
INDIRECT TAX OMBUDSMAN  
(Customs, Central Excise & Service Tax)  
Maharashtra & Goa  
Department of Revenue  
Ministry of Finance  
Mumbai**

**F.No. ITO/Mumbai/Gen/2012  
Dated, the 25<sup>th</sup> March, 2013**

**Dear Sir/Madam,**

As a taxpayer, you may have some very legitimate grievances relating to your Customs, Central Excise & Service Tax (Indirect Tax) matters such as settlement of your claims etc. You may, for example, feel that the Department owes you a certain refund of tax but it is not doing enough to hear your grievance or complaint nor taking action to redress it. You may also be aggrieved about the unwarranted rude behaviour of officials or their failure to follow instructions and circulars of the Board. In all such cases, you can approach your Indirect Tax Ombudsman.

For details please see the Indirect Tax Ombudsman Guidelines, 2011 available at [cbec.gov.in](http://cbec.gov.in).

The office of Ombudsman, Indirect Tax, Mumbai is located at

**Utpad Shulk Bhavan : Plot No. C-24: Sector-E:  
Bandra- Kurla Complex: Bandra (East): Mumbai-40005  
Telephone- 022-26572822, email: [ombudsman-mum@nic.in](mailto:ombudsman-mum@nic.in)**

You may like to peruse the attached brochure for further information.

  
25.03.13.  
(Hrishikesh Sharan)

Encl: brochure