



**OFFICE OF THE COMMISSIONER OF CUSTOMS, CENTRAL EXCISE & SERVICE TAX
HYDERABAD-I COMMISSIONERATE
L B STADIUM ROAD :: BASHEERBAGH :: HYDERABAD – 500 004.**

Trade Notice No.07/2011 (CEX)
Trade Notice No.07/2011 (ACES)

Dt: .05.2011

**Sub: - Difficulties faced by Service Tax Assesseees in e-filing of
Service Tax Returns –Regarding.**

Service Desk:

A service Desk has been set up with a national toll-free number 1800 425 4251 which can be accessed between 9AM to 7PM on all working days (Monday to Friday). Besides this, e-mails can be sent (24X7) to e-mail ID (aces.servicedesk@icegate.gov.in). ACES Service Desk generates a unique number called the ticket number and ticket is closed only on resolution of the problem and confirmation by the complainant. If the user gives the required details, the issue is analysed for resolving at Service desk itself (L1) and if not possible, the issues are escalated to the L2/L3 team for resolution. Once the resolution is received the same is communicated to the persons concerned via e-mail and on receipt of confirmation the calls are closed. Since the existing nos. of telephones are not sufficient to handle pressure during peak filling periods as sometimes the phone lines may be busy, the taxpayers are advised to send e-mails to Service Desk.

Certified Facilitation Centres:

You may be aware that the ACES certified Facilitation Centres (CFCs) have also been operationalized in October, 2010 and we invite you to visit the CFC link in the ACES website for more details. So far 343 numbers of CFCs, in more than 90 cities, have been set up by members of ICAI, ICWAI & ICSI. These Centers have been set up by Members of these Institutes, who have valid Certificates of Practice. Authorized persons of ACES Certified Facilitation Centers (CFCs), set up by ICAI, ICWAI, ICSI and others can work in ACES on behalf of Central Excise and Service Tax assessee. This initiative aims at providing services to taxpayers who may not have requisite IT infrastructure/ resources, to use ACES. The services would be available on payment of prescribed services charges for various services such as digitization of paper documents and on-line filing/ uploading of documents such as application for Registration, Returns, Claims, Permissions and Intimations etc. in ACES. The CFCs can perform all the functions in ACES on behalf the assesses who authorize them to work in ACES.

Learning Management Software:

In help section of ACES website (www.aces.gov.in) the Learning Management Software has been provided, which taxpayer can download and see page by page as to how to work in ACES application. In this section, User Manuals has also been provided for ease of the taxpayers.

Correction of e-mail IDs:

The assesses are advised to get in touch with the Jurisdictional Range Officers for updation/ correction of email IDS and re-generation of TPIN &

Password, as Range Officers are empowered in ACES to do these tasks. While lodging complaints with Service Desk the taxpayers are advised to attach the .xml file, which they are trying to upload, to the mail.

Unblocking of account and regeneration of password:

As regards blocking of accounts, please note that when the users enter wrong passwords five times, the accounts get blocked. For unblocking the accounts the assessee is requested to visit their jurisdictional officers. We are now automating the process so that by providing the Registration No and hint question and answer, password will be regenerated automatically and sent to the e-mail ID of the assessee.


(G.A.RAMA RAO)
ASST.COMMISSIONER (TECH)

To

As per Distribution List-I
Copy to:

1. The Additional Commissioners, Central Excise, Hyderabad-I Commissionerate.
2. Assistant/Deputy Commissioner, Central Excise Division-A/B/C/D/NZB Dvn. – for strict compliance.
3. All Range Superintendents in Hyderabad I Commissionerate – for strict compliance.

(Issued from file C.No.IV/16/18 /2011CEX.TECH II/HYD-I)