



OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)
2nd FLOOR, NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI - I

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Date: .08.2020

PUBLIC NOTICE No. 55/2020

**Sub: Launch of e-Office in Customs-General-Commissionerate-Zone-I-
Mumbai on 24.08.2020- reg.**

This is for information of all taxpayers that e-Office, an application developed by the National Informatics Centre under the Ministry of Electronics and Information Technology, Govt. of India, to carry out office work electronically, has been launched in General Commissionerate, Mumbai Customs Zone- I. The application is designed to establish a paperless environment in Government offices, increase efficiency, transparency, effectiveness, employee convenience and accountability and to give better services to the taxpayers.

2. It is expected that adoption of e-Office to carry out office work will bring in its wake an attitudinal shift and awareness and usher in more efficient, effective and transparent inter and intra government transactions. The process will benefit the public in terms of enhanced transparency, increased accountability, assured data security and integrity and is also expected to be a huge transformation in work culture and ethics within the department.

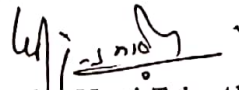
3. With launch of e-Office, taxpayers are encouraged to utilize electronic means of communication with the Department. In this regard, it

may be noted that since e-Office application requires pdf files, it would be convenient if communications / letters sent to the Department by electronic means are in pdf format, better still if they are in searchable mode, for faster processing by the Commissionerate.

4. Taxpayers are also encouraged to mention their mobile number and email in their communications to facilitate immediate acknowledgement by mail and SMS through the application. They will receive the Diary Number allotted to their communications, which can be used as a reference by them while communicating with the Department in future.

5. All members of the Regional Advisory Committee, Trade Associations and Chamber of Commerce are requested to circulate this Public Notice among their constituent members for wide dissemination. Difficulties faced or suggestions, if any, may be brought to notice.

This issues with the approval of the Commissioner of Customs (G).


(Dhirendra Mani Tripathi)
Additional Commissioner of Customs (G)
New Custom House, Mumbai

Copy for information to:

- i. The Pr. Chief Commissioner of Customs, Mumbai Zone - I
- ii. All the Commissioners of Customs, Mumbai Zone - I
- iii. All officers and staff of General Commissionerate, Mumbai Customs Zone- I
- iv. Notice Board.