

16. KEY CUSTOMERS SERVICES (KCS) UNIT

A Key Dealer Unit was established on 01-04-2005 to provide a single point contact for large tax payers. Under the DVAT Act, this unit was renamed as Key Customer Service Unit and the dealers who pay tax of more than Rs.50 Lakhs per annum were brought into its fold. The unit was again re-organized in August, 2011 for providing high quality service to the highest tax payers in each interaction, help them understand and meet their tax obligations and for enforcement of the tax law through fair and uniform application of the law.