



CUSTOMS AND EXCISE DEPARTMENT

Circular No: 16/96
Our Ref: Customs P17.05.V01
Date: 16 May 96

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To: All Traders, Freight Forwarders,
Cargo Agents and Carriers

CUSTOMS CORPORATE HEADQUARTERS MOVING TO REVENUE HOUSE IN JUNE 1996

We are pleased to announce that the Corporate Headquarters of the Customs & Excise Department will move in June 96 to the new Revenue House from its existing premises at the World Trade Centre. Revenue House is a 24-storey high-tech intelligent office block situated at the junction of Thomson and Newton roads. This move to Revenue House will bring Customs and IRAS together under one roof to serve the public more conveniently on all GST matters.

2 The Customs Corporate Headquarters will occupy the 7th to 10th storeys and an area at the 2nd storey, Podium Block.

Podium Block:

2nd storey - Customs Service Centre

Tower Block:

7th storey - Documentation and Petroleum Branches
8th storey - Intelligence, Anti-Evasion, Prosecution and Computer Information Systems Branches
9th storey - Training and Warehousing Branches
10th storey - Directorate, Administration, Personnel, Finance, Public Relations, Research and Internal Audit Branches

3 As part of our continual efforts to improve our services, we will be establishing a Customs Service Centre at our new Corporate Headquarters. Conveniently located on the 2nd level at the podium block, the Centre provides a "one-stop" facility for enquiries and services on all Customs matters. There will be three interview rooms and a comfortable public waiting area. The public will be served by counter staff who are fully equipped with computer terminals which are linked to the mainframe for direct access of up-to-date information.

4 Shifting to the new headquarters will be done in phases starting from 1 June 96 with all branches fully operational from Revenue House on Monday, 10 June 96. The first to shift will be the Directorate and the Documentation Branch. To ensure a smooth transition, they will move during the weekend after closing office at 1 pm on Saturday, 1 June 96. Please note that effective Monday, 3 June 96, Documentation and Petroleum Branches and the Customs Service Centre will operate at the new HQ. The new fax number of Documentation Branch is 250 9606.

5 Warehousing Branch will shift to the new HQ together with the rest of the branches on 9 June 96. So effective Monday, 10 June 96, applications for supervision of stuffing and unstuffing of containers which are currently handled by Warehousing officers should be transmitted to the new fax number 250 9958. For convenience, officers assigned to supervise stuffing and unstuffing operations will assemble every morning at the Customs Service Centre on the 2nd storey.

6 With effect from Monday, 3 June 96, members of the public are requested to approach the following for services and enquiries on all Customs matters:

- the **Customer Service Unit** on the new telephone number 355 2000; or
- the **Customs Service Centre** located on the 2nd storey of the Podium Block.

Customs-TIPS, the Customs automatic telephone enquiry service will continue to provide the public with specific information round-the-clock. The new telephone number of Customs-TIPS is 250 7337 will be operational as from 1 June 96 at 1 pm.

7 Effective 1 June 96, the Customs mailing address and fax number are as follows:

Revenue House,
55 Newton Road, #10-01
Singapore 307987
Telefax: 250 8663

8 We look forward to serving you better at our new Corporate Headquarters.



MRS CHEW LAI LENG
HEAD PUBLIC RELATIONS BRANCH
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE