



भारत सरकार  
Government of India  
वित्त मंत्रालय, राजस्व विभाग  
Ministry of Finance, Department of Revenue  
सीमा शुल्क आयुक्त (निवारक) का कार्यालय  
Office of the Commissioner of Customs (Preventive)  
पूर्वोत्तर क्षेत्र  
North Eastern Region  
सीमा शुल्क भवन 110 एम . जी. रोड शिलांग . 793001  
Custom House, 110 M. G. Road, Shillong - 793001  
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**FACILITY No. 02/2010**

Dated Shillong the 23<sup>rd</sup> of February 2010

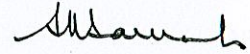
Attention of the trade is invited to the Citizens' Charter, wherein the Central Board of Excise and Customs has set up service delivery standards for itself while providing services to the trade, industries and other stakeholders. As per the standards, certain time norms have been set for clearance of goods. In case of imports, where the declaration relating to any consignment is complete and correct, the time norm set for clearance of goods is within 48 hours of filing of declaration and in case of exports the time norm set for clearance of goods is within 24 hours of filing declaration.

In cases where, despite furnishing complete and correct declaration, the goods are not cleared timely, the trade is advised that in such cases of delay beyond the period as stipulated above, they should approach the Deputy/Assistant Commissioner of the concerned Customs Division for the redressal of their grievances. If the clearance is delayed beyond a period of 96 hours after the filing of complete and correct declaration as envisaged under the Citizens' Charter and despite bringing it to the notice of the higher officer as aforesaid, the trade may approach the Joint Commissioner of Customs for the redressal of their grievances. In case of non-redressal of issue at Joint Commissioner's level, matter may be brought to the notice of the Commissioner.

Similarly, in case of any delay beyond the stipulated time norms in respect of other deliverables enumerated in the Citizens' Charter, trade is advised to take recourse to the hierarchical remedy outlined in the preceding para.

Grievances can also be taken up with the Public Grievance Committee and Permanent Trade Facilitation Committee but as these bodies meet only at regular intervals, for immediate redressal the remediation process as outlined in preceding paras may be resorted to.

Copy of Citizens' Charter has been displayed on <http://shillongcustoms.nic.in> and <http://www.cbec.gov.in> and copies have also been circulated to the trade.



[S.R. BARUAH]  
Commissioner

**FAX/SPEED POST**

C.No.VIII(48)11/CUS/98/9992-10004 (A)

Dated:

24 FEB 2010

Copy to:

1. The Chief Commissioner, Central Excise & Customs, Shillong Zone, NER, 'CRESCENS', M.G. Road, Shillong – 793001
2. The Commissioner, Central Excise, Morello Compound, Shillong- 793001
3. The Commissioner, Central Excise, Sethi Trust Building, G.S. Road, Bhangagarh, Guwahati-781005
4. The Commissioner, Central Excise, Milan Nagar, Lane 'F', P.O. C.R. Building, Building- 786 003
5. The Commissioner (Appeals), Central Excise & Customs, Piyali Phukan Path, Christian Basti, Guwahati
6. The Deputy/Assistant Commissioner, Customs Division \_\_\_\_\_ (All) with a request to circulate the Facility among all the Exporter/Importer Association(s), Customs House Agents under their jurisdiction.



[A.M. PAUL]  
Superintendent (Tech)