



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
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FACILITY No. 03/2010

Dated Shillong the 5th of May 2010

Subject: Setting up of machinery for redressal of Public Grievances

All the importers, exporters, CHAs and other concerned are informed that the Public Grievances Committee of Customs (Preventive) Commissionerate, Shillong for the redressal of problems of the trade and to promote better understanding and facilitate imports and exports has been constituted.

The constitution of the Committee is as under:

1. Commissioner of Customs (Preventive), Shillong: **Chairperson**
2. Joint Commissioner of Customs (Tech), Customs (Preventive), Shillong: **Secretary & Convenor**

Members nominated from other agencies and the Trade:

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| 1 | The Deputy Director, Directorate General of Foreign Trade, Morello Building, Shillong-793001 | Member |
| 2 | The Deputy Manager, Container Corporation of India, ICD, Amingaon, Guwahati-781 031 | Member |
| 3 | The Director, Airport Authority of India, Lokmanya Gopinath Bordoloi | Member |

complaints/grievances directly to the Secretary of the Committee who is also designated as the **Public Grievance Officer** at the following address:

The Joint Commissioner of Customs (Tech),
CUSTOMS HOUSE,
110 M.G. Road, Shillong -793001
☎: 0364-2221770

Grievances/complaints received upto the time of the meeting and even during the meeting --will also be included in the agenda points. Even oral complaints/grievances will be taken note by the Committee during the discussion in the meeting. The complaints/grievances brought to the notice of the Committee will be discussed in the meeting and resolved before the due date of the next meeting. The action taken on each grievances/complaint will be informed to each members of the Committee at the time of the next meeting.

All Trade Associations/Chambers of Commerce are requested to bring the above contents to the notice of their member

This Facility is issued in supercession of this Commissionerate's Public Notice No. 02/2005-Customs dated 26.07.2005.

The first meeting of the committee is proposed to be held shortly. The members are requested to send problems/grievances along with suggestions for their resolution to the Secretary & Convenor for inclusion in the agenda. Thereafter, the date and venue of the meeting will be intimated to the members.

Sd/-
[S.R. BARUAH]
Commissioner

14. The Superintendent, Computer Cell, Customs Hqrs., Shillong. He is requested to upload the contents of this Facility on the website of this Commissionerate.

15. Guard File



[A.M. PAUL]
Superintendent (Tech)