

	<p>कार्यालय प्रधान आयुक्त सीमा शुल्क (आयात) Office of The Principal Commissioner of Customs (IMPORT) इनलैंड कंटेनर डिपो, तुगलकाबाद, नई दिल्ली-११००२० Inland Container Depot, Tughlakabad, New Delhi-110020 Email: <a href="mailto:tech.icdtkdimp@gov.in">tech.icdtkdimp@gov.in</a>, <a href="mailto:ic1.icdtkdimp@gov.in">ic1.icdtkdimp@gov.in</a></p>	
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F.NoVIII/ICD/TKD/Imp/Tech/PN & SO/11/2021/2148-55 Dated: 16.03.2022

16.03.22

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**Subject :- Single point of contact for resolving the grievances and difficulties faced by trade-reg.**

To further improve the processes, in addition to adopting a targeted approach for resolution of issues raised by trade, an analysis of mails/grievances on CPGRAMS carried out as well as regular interaction with trade pointed to concentration of few issues raised frequently by the trade, namely, status of refund, License registration, Bond, IPR, Adjudication, AEO etc.

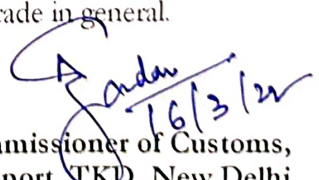
2. Attention of all the Importers (importing goods at ICD, TKD, New Delhi), Customs Brokers and Members of the Trade is hereby invited to the new initiative of the Commissionerate namely **“Creation of a dedicated e-mail id where the trade can raise their grievances and difficulties for fast tracked resolution of such issues”**. The receipt of all mails will be acknowledged and a dedicated officer, who will serve as a single virtual interface, will be designated.

The following are the details of the designated officer:

Name	Designation	Email id
Aditya Singh Yadav	Deputy Commissioner	<a href="mailto:feedback-tkdimp@gov.in">feedback-tkdimp@gov.in</a>

This e-mail id will also serve as dedicated feedback mechanism.

All Importers, Custom Brokers and Trade Association are requested to give wide publicity to the contents of this Public Notice among their members in particular and Trade in general.

  
Deputy Commissioner of Customs,  
ICD-Import, TKD, New Delhi

**Copy to:**

1. The Chief Commissioner of Customs, Delhi Zone, New Custom House, New Delhi for information.
2. All Principal Commissioner/Commissioner of Customs, ACC-Import/ACC-Export/ICD PPG and other ICDs/ICD-TKD (Export).