



**OFFICE OF THE COMMISSIONER OF CUSTOMS, AIR CARGO EXPORTS,**  
**NEW CUSTOM HOUSE, NEAR IGI AIRPORT, NEW DELHI-110037**

The Vigilance Awareness Week is being celebrated from 30<sup>th</sup> October to 04<sup>th</sup> November 2017. The theme of the Vigilance Awareness this year is **“My Vision-Corruption free India”**. The Central Vigilance Commission has been laying stress on Preventive Vigilance and driving home the point that Vigilance should not be seen in isolation but as a tool to achieve good governance and better operational results.

Customs, by the very nature of its function, has continuous interface with stake holders like CHA, Airlines, Importers, Exporters, Freight forwarders, Custodians etc. It is imperative that the officers are accessible and platforms like CPGRAMs and RTI are effectively attended to redress the grievances of all stakeholders. This Commissionerate has made efforts to inculcate a sense of participation amongst the stakeholder and also instill a sense of accountability & responsibility among the officers. Efforts have been made to attend to all such public grievance and replies are being given to all CPGRAMs/RTI with in stipulated time.

This Commissionerate welcomes feedback, suggestion of stakeholders and endeavor to improve its functioning accordingly.