

The Vigilance Awareness Week is being observed from 29<sup>th</sup> of October to 03.11.2018. Customs, by the very nature of its function, has continuous interface with stake holders like CHA, Courier Agents, Airlines, Importers, Exporters, Freight Forwarders, Custodian 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.

On 30.10.2018, at around 1130 Hrs in all the premises of public dealing offices at NCT, FPO, Export Shed, Drawback and Bond, a Workshop is to be conducted where all the employees and stakeholders are requested to come to clarify their issues or suggestions regarding policies/procedures of the organisation and on preventive vigilance measures.

On the same day from 1500Hrs to 1800 Hrs a grievance redressal camps are also being organised in all the premises of public dealing offices at NCT, FPO, Export Shed, Drawback and Bond for citizens/customers viz. CHA/Exporters to clarify their grievances/ complaints, if any.

It is also bring to notice among all the stakeholders that Complaint/Suggestion boxes are installed at all the public dealing offices at NCT, FPO, Export Shed and NCH. The Phone Numbers of higher officers are displayed prominently at above said all public dealing offices and website of the department.

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