

The Vigilance Awareness Week is being observed from 28.10.2019 to 02.11.2019. The theme of the Vigilance Awareness this year is "**Integrity – A way of life**". 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 a tool to achieve good governance and better operational result.

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 30.10.2019, at around 11:30 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 organization and on preventive vigilance measures.

A Grievance Redressal camps are also being organized in all the premises of public dealing offices at NCT, FPO, Export Shed, Drawback and Bond for citizens/customers viz. CHA/Exportes to clarify their grievances/complaints, if any, as per the following schedule:

Sl. No.	Date	Place of Camp	Time
1	31.10.2019	Export Shed & Drawback	15:00 Hrs. to 16:00 Hrs.
2.	01.11.2019	NCT	
3.	02.11.2019	FPO	

It is also bringing 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.