

# **DISCLOSURE UNDER SECTION 4(1)(b) OF RIGHT TO INFORMATION ACT, 2005**

## **1. ORGANISATION AND FUNCTION**

### **1.1 PARTICULARS OF THE ORGANISATION, FUNCTIONS AND DUTIES:**

#### **i. NAME AND ADDRESS OF THE ORGANISATION: -**

Office of The Chief Commissioner of Customs (Preventive), Tiruchirappalli.

No. 1, Williams Road, Cantonment, Tiruchirappalli-620001

#### **ii. HEAD OF THE ORGANISATION: -**

Shri. P.V.N. SURESH BABU, IRS., Chief Commissioner of Custom (Preventive), Tiruchirappalli

#### **iii. VISION, MISSION AND KEY OBJECTIVES: -**

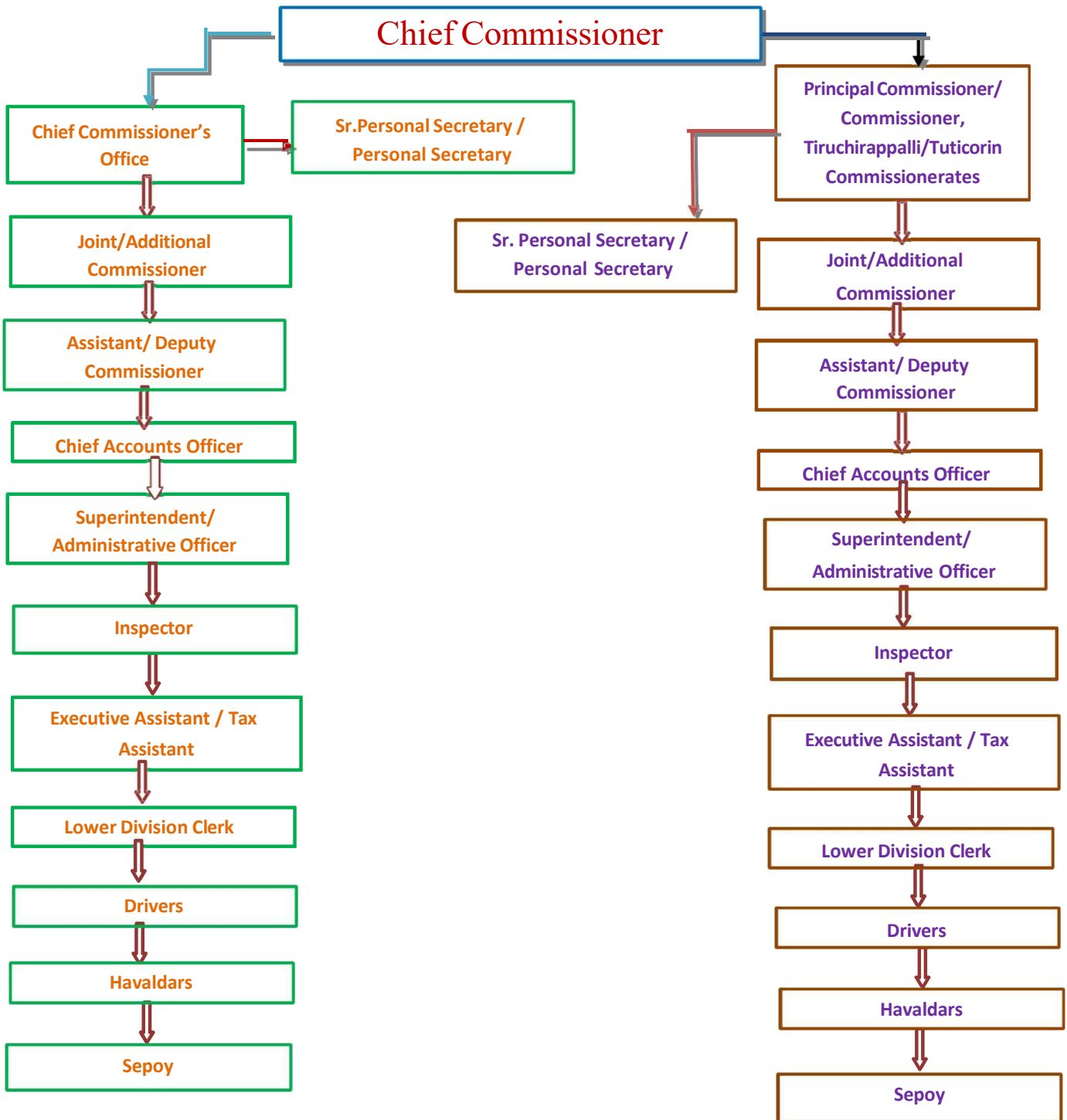
To carry out the mission of CBIC to administer Customs laws aimed at: -

- realizing the revenues in a fair, equitable & efficient manner;
- simplification of procedures, streamlining its online application and taking forward the benefits to the trade & industry by enhancing compliance;
- Setting up of institutional framework for identification of Best Practices in Customs, for pan India application and extending online application of such initiatives at National level;
- administering the Government's economic, tariff and trade policies with a practical and pragmatic approach;
- facilitating trade and industry by streamlining & simplifying Customs processes and helping Indian businesses to enhance their competitiveness;
- creating a climate for voluntary compliance by providing guidance and building mutual trust;
- Combating duty evasion and frauds in an effective manner.

#### **iv. FUNCTIONS AND DUTIES: -**

The Tiruchirappalli Customs (Prev.) Zone is a Central Government organization working under Central Board of Indirect Taxes & Customs (CBIC), Department of Revenue, Ministry of Finance, Government of India. The Tiruchirappalli Customs (Prev.) Zone is entrusted to monitor and supervise the work performed by two Commissionerates Viz., O/o The Commissioner of Customs (P), Tiruchirappalli and O/o The Commissioner of Customs, Custom House, Tuticorin regard to the facilitation of trade, collection & augmentation of revenue, anti-smuggling etc., The Chief Commissioner of Customs (P), Tiruchirappalli has the administrative control over the entire zone.

v. ORGANISATION CHART: -



**vi. Any other details – the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt** – The Tiruchirappalli Customs (Preventive) Zone is a part of the Central Board of Indirect Taxes & Customs under the Department of Revenue, Ministry of Finance, Government of India. The field offices of this Zone deal with the administration and enforcement of the Customs Act, 1962, the Rules and Regulations made thereunder and other allied Acts.

This Customs (Preventive) Zone was formed in the year 2002 by the re-organisation of the erstwhile Customs (Preventive) Zone having headquarters at Chennai (vide Notification No.14/2002 - Customs (N.T.) dated 07.03.2002) and subsequently, the Zonal headquarters was shifted to Tiruchirappalli in the year 2013 (vide Notification No.54/2012 - Customs (N.T.) dated 29.06.2012).

## **1.2 POWERS AND DUTIES OF OFFICERS AND EMPLOYEES [Section 4(1)(b)(ii)]:**

The powers and duties of the officers are defined in the Customs Act, 1962 and their Rules made there under, which are available in public domain.

### **(i) Powers and duties of officers (administrative, financial and judicial):**

**1. Chief Commissioner of Customs:** The Chief Commissioner is the Administrative Head of the Zone. He/She shall oversee collection of targeted revenue every year and preventive functions of the Zone and shall report to the Central Board of Indirect Taxes & Customs (CBIC). He/ She exercises control over the Commissioners of Customs in the zone.

**2. Additional Commissioner / Joint Commissioner of Customs:** An officer in the rank of Additional Commissioner/ Joint Commissioner of Customs is deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner in all matters. He/ She supervises and has control over all the staff working in Chief Commissioner's office.

**3. Deputy / Assistant Commissioner / Chief Accounts Officer:** Officers in the rank of Deputy/Assistant Commissioner of Customs are deployed in Chief Commissioner's office. He/ She assists the Chief Commissioner and Additional Commissioner in matters allotted to him/her. He/ She supervises and has control over the sections allocated to him/her.

- i. Establishment
- ii. Vigilance & Public Grievance Section
- iii. Headquarters Administrative Correspondence Section
- iv. Technical Section (including Policy and anti-smuggling)
- v. Legal Section
- vi. Review Section
- vii. Audit Section
- viii. Statistics Section
- ix. PRO section, RTI Section
- x. General.

**(ii) Powers and duties of other employees:**

**4. Superintendent/Administrative Officer/ Appraiser of Customs:** Officers in the rank Superintendent/Administrative Officer/ Appraiser of Customs are deployed in Chief Commissioner's office. He/She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner of Customs in matters allotted to him/her. He/She supervises and has control over the work and Officers allocated to him/her.

**5. Inspector/ Executive Assistant/Tax Assistant of Customs:** Officers in the rank of Inspector / Executive Assistant/Tax Assistant of Customs are deployed in Chief Commissioner's office. He/She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner / Chief Accounts Officer, Superintendent/Appraiser of GST and Central Excise in matters allotted to him/her.

**(iii) Rules/orders under which powers and duties are derived:** The Powers and duties are derived from The Customs Act 1962 and Manual of Office Procedure is followed for discharge of functions.

**(iv) Work allocation:** The Chief Commissioner shall oversee the collection of targeted revenue every year and preventive functions of the zone and shall report to the Central Board of Indirect Taxes & Customs (CBIC). He/She exercises control over the Commissioners of Customs in the zone. He/ She has administrative control over service matters of Group-B & Group-C officers working in Tiruchirappalli Customs (Prev.) Zone.

The Chief Commissioner is assisted by the Additional Commissioner/ Joint Commissioner of Customs who in assists the Chief Commissioner in all matters supervises and has control over all the staff working in Chief Commissioner's office.

The Deputy / Assistant Commissioner of Customs assists the Chief Commissioner and Additional Commissioner in matters allotted to him/her, supervises and has control over the sections allocated to him/her:

- i. Cadre Control Authority & Establishment
- ii. Vigilance & Public Grievance Section
- iii. Headquarters Administrative/Correspondence Section
- iv. Technical Section
- v. Review Section
- vi. Statistics Section
- vii. General

The Superintendent/Administrative Officer/Appraiser and Inspector/ Executive Assistant/Tax Assistant of Customs are deployed in Chief Commissioner's office assist the Chief

Commissioner, Additional Commissioner, Deputy/Assistant Commissioner in matters allotted to him/her.

### **1.3 PROCEDURE FOLLOWED IN DECISION MAKING PROCESS [Section 4(1)(b)(iii)]:**

**(i) Process of Decision Making – Identify key decision-making points:** Office of the Chief Commissioner of Customs (P), Tiruchirappalli is primarily an administrative /monitoring unit. It monitors the activities of Executive Commissionerates falling under the zone.

**(ii) Final Decision-Making Authority:** Each Commissionerate is headed by a Principal Commissioner/Commissioner who is the final decision-making authority with regard to disputes regarding levy of Customs duty and collection of Customs duty and other related matters in his/her jurisdiction.

**(iii) Related provisions, acts, rules etc.,** The procedure followed by the officers in the decision-making process and different aspects of supervision, accountability for taking decisions are outlined in the Customs Act (1962), Customs Preventive Manual, Customs Appraising Manual, the Adjudication Manual, Audit Manual, etc. The procedure indicated in Manual of Office Procedure (MOP) is also followed for decision-making.

**(iv) Time limit for taking decisions:** Time limit for taking decisions is outlined in the Customs Act (1962), Customs Manual, the Adjudication Manual, Audit Manual etc.

**(v) Channel of supervision and accountability:** Commissionerates are supervised by Principal Commissioners/Commissioners. The Principal Commissioner/Commissioner is assisted by Additional/Joint Commissioners and other officers in the Commissionerate Headquarters office. There are subordinate field formations viz. various sections / Units which are supervised by a Deputy/Assistant Commissioner. The overall control of the Zone is vested with the Chief Commissioner of Customs (P), Tiruchirappalli.

### **1.4 NORMS FOR THE DISCHARGE OF ITS FUNCTIONS [Section 4(1)(b)(iv)]:**

**(i) Nature of functions/ services offered:** To carry out the mission of CBIC to administer Customs laws aimed at:

- Setting up of institutional framework for identification of Best Practices in Customs, for pan India application and extending online application of such initiatives at National level.
- Simplification of procedures, streamlining its online application and taking forward the benefits to the trade & industry by enhancing compliance.
- realizing the revenues in a fair, equitable & efficient manner;
- administering the Government's economic, tariff and trade policies with a practical and pragmatic approach;

- facilitating trade and industry by streamlining & simplifying customs processes and helping Indian businesses to enhance their competitiveness;
- creating a climate for voluntary compliance by providing guidance and building mutual trust;
- Combating revenue evasion and frauds in an effective manner.

**(ii) Norms/ standards for functions/ service delivery:** The said objectives are sought to be achieved by:

- enhancing the use of information technology;
- streamlining the procedures;
- encouraging voluntary compliance;
- evolving cooperative initiatives.

**(iii) Process by which these services can be accessed:** Contact Information of all the Officers of O/o The Chief Commissioner of Customs (P), Tiruchirappalli is available in the Website <https://trichycustomszone.gov.in>.

**(iv) Time-limit for achieving the targets:** Time limit for taking decisions is outlined in the Customs Act (1962), Customs Preventive and Appraising Manual, the Adjudication Manual, Audit Manual etc.

**(v) Process of redress of grievances:** The aggrieved citizens may submit their grievances online through CPGRAM Portal for speedy and favorable redressal at <https://pgportal.gov.in> or by any other mode. The grievances received are examined by the Section dealing with the matter and if found genuine necessary action for redressal of the same is taken accordingly by the competent authority. If the grievance pertains to the other Commissionerates under the jurisdiction of this office, the same are forwarded for their comments or necessary action and final decision is taken based on the verification report received from the respective Commissionerate. Decision on the grievances is conveyed to the CPGRAM portal or by Post, from where the same is received.

### **1.5 RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS, HELD BY THE ORGANIZATION OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS [Section 4(1)(b)(v)]:**

**(i) Title and nature of the record/manual/instruction:** The main statutes which are related to the levy and collection of Customs duty are:

- Customs Act, 1962
- Customs Tariff Act, 1975
- The Central Excise Act, 1944

- National Calamity Contingent Duty (Section 136 of the Finance Act, 2001 (14 of 2001))
- Education Cess (Chapter VI of the Finance Bill, 2004)
- Additional Duties of Customs (Goods of Special Importance) Act, 1957
- Provisional Collection of Taxes Act, 1931
- CGST Act, 2017; IGST Act 2017; UGST Act 2017
- Foreign Trade (Development and Regulation) Act, 1992
- Foreign Exchange Management Act, 2000.
- The Drugs and Cosmetics Act, 1940.
- Food Safety and Standards Act, 2006.
- The Arms Act, 1959
- The Narcotic Drugs and Psychotropic Substances Act, 1985.
- The Indian Explosives Act, 1884
- The Dangerous Drugs Act, 1930
- Destructive Insects and Pests Act, 1914.

**(ii) List of Rules, regulations, instructions manuals and records: Rules:**

- The Custom (Appeals) Rules, 1982
- The Baggage Rules, 2016
- The Customs and Central Excise Duties Drawback Rules, 2017
- Re-Export of Imported Goods (Drawback of Customs Duties) Rules, 1995
- The Customs (Settlement of Cases) Rules, 2001
- Customs Valuation (Determination of Price of imported Goods) Rules, 2007
- Customs Valuation (Determination of Value of Export Goods) Rules, 2007
- Customs (Advance Rulings) Rules, 2002
- Foreign Privileged Persons (Regulation of Customs Privileges) Rules, 1957
- Customs (Compounding of Offence) Rules, 2005
- Consumer Welfare Fund Rules, 1992
- The Customs, Excise & Service Tax Appellate Tribunal (Procedure) Rules, 1982.

- Customs (Attachments of Property of Defaulters for Recovery of Government Dues) Rules, 1995
- Notice of Short-Export Rules, 1963
- Customs and Central Excise Duties Drawback Rules, 1995
- Specified Goods (Prevention of Illegal Export) Rules, 1969
- Customs Tariff (Determination of Origin of Goods under the Agreement on SAARC Preferential Trading Arrangement) Rules, 1995
- Notified Goods (Prevention of Illegal Import) Rules, 1969
- CGST Rules 2017; IGST Rules 2017
- Customs (Import of Goods at Concessional Rate of Duty for Manufacture of Excisable Goods) Rules, 1996.
- Customs (Publication of Names) Rules, 1975
- Customs (Settlement of Cases) Rules, 2007
- Customs Tariff (Identification and Assessment of Safeguard Duty) Rules, 1997
- Customs Tariff (Transitional Product Specific Safeguard Duty), Rules 2002
- Foreign Trade (Regulation) Rules, 1993
- Foreign Trade (Exemption from Application of Rules in certain cases) Order 1993.
- Notice of Short Export Rules, 1963
- Customs Tariff (Identification, Assessment and Collection of Countervailing Duty on Subsidized Articles and for Determination of Injury) Rules, 1995
- Customs Tariff (Identification, Assessment and Collection of Anti-Dumping Duty on Dumped Articles and for Determination of Injury) Rules, 1995
- Intellectual Property Rights (Imported Goods) Enforcement Rules, 2007

### **Regulations:**

- Sea Cargo Manifest and Transshipment Regulations, 2018 [English]
- Customs (Finalization of Provisional Assessment) Regulations, 2018 [English]
- Customs Audit Regulations, 2018 [English]
- Customs Brokers Licensing Regulations, 2018 [English]
- Warehouse (Custody and Handling of Goods) Regulations, 2016 [English]

- Special Warehouse Licensing Regulations, 2016 [English]
- Special Warehouse (Custody and Handling of Goods) Regulations, 2016 [English]
- Private Warehouse Licensing Regulations, 2016 [English]
- Public Warehouse Licensing Regulations, 2016 [English]
- Warehoused Goods (Removal) Regulations, 2016 [English]
- Customs Baggage Declaration Regulations, 2013 [English]
- Shipping Bill (Electronic Declaration) Regulations, 2011
- Customs (Provisional Duty Assessment) Regulations, 2011 [Rescinded vide CBEC Notn. No. 113/2016-Cus (N.T.) dated 22/08/2016] Replaced by guidelines issued vide Board Circular 38/2016-Cus. dated 22/08/2016, regarding provisional assessment under section 18 of the Customs Act, 1962
- On-site Post Clearance Audit at the Premises of Importers and Exporters Regulations, 2011
- Bill of Entry (Electronic Integrated Declaration) Regulations, 2011
- Courier Imports and Exports (Electronic Declaration and Processing) Regulations, 2010
- Handling of Cargo in Customs Areas Regulations, 2009
- Customs House Agents Licensing Regulations, 2004. Superseded by Customs Brokers Licensing Regulations, 2018.
- Special Economic Zones (Customs Procedures) Regulations, 2003 [Rescinded by Notfn. 12/2007-Cus (N.T.), dated 21-02-2007]
- Courier Imports and Exports (Clearance) Regulations, 1998
- Customs (Fees for Rendering Services by Customs Officers) Regulations, 1998
- Bill of Entry (Electronic Declaration) Regulations, 1995 [Superseded by Bill of Entry (Electronic Declaration) Regulations, 2011]
- Customs Refund Application (Form) Regulations, 1995
- Goods Imported (Conditions of Transshipment) Regulations, 1995
- Import of Gold and Silver by Passengers (Form of Bill of Entry) Regulations, 1994
- Shipping Bill and Bill of Export (Form) Regulations, 1991
- ATA Carnet (Form of Bill of Entry & Shipping Bill) Regulations, 1990
- Project Imports Regulations, 1986

- Customs House Agents Licensing Regulations, 2004. Superseded by Customs Brokers Licensing Regulations, 2018
- Bill of Coastal Goods (Form) Regulations, 1976
- Bill of Entry (Forms) Regulations, 1976
- Boat Notes Regulations, 1976
- Export Manifest (Aircraft) Regulations, 1976
- Export Manifest (Vessels) Regulations, 1976
- Export Report (Form) Regulations, 1976
- Import Manifest (Aircraft) Regulations, 1976
- Import Report (Form) Regulations, 1976
- Shipping Bill for Aircraft Spares Ex-Bond Regulations, 1975
- Uncleared Goods (Bill of Entry) Regulations, 1972
- Levy of Fees (Customs Documents) Regulations, 1970
- Baggage (Transit to Customs Stations) Regulations, 1967
- Manufacture and other Operations in Warehouse Regulations, 1966
- Passenger's Baggage (Levy of Fees) Regulations, 1966
- Bonded Aircraft Stores (Procedure) Regulations, 1965
- Transportation of Goods (Through Foreign Territory) Regulations, 1965
- Customs (Provisional Duty Assessment) Regulations, 1963 [Superseded by Customs (Provisional Duty Assessment) Regulations, 2011]
- Imported Packages (Opening) Regulations, 1963
- Imported Stores (Retention on Board) Regulations, 1963
- Warehoused Goods (Removal) Regulations, 1963
- CBIC Manual on Customs Preventive
- CBIC Manual on Customs Appraising
- Customs Manual on Self-Assessment 2011

**(iii) Acts/ Rules manuals etc.:** All these Acts, Rules, Manuals are available in CBIC website [www.cbic.gov.in](http://www.cbic.gov.in) and the link is available in the website <https://trichycustomszone.gov.in>.

**(iv) Transfer policy and transfer orders** – Transfer Policy are uploaded in the website <https://trichycustomszone.gov.in>.

**1.6 CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL [Section 4(1)(b)(vi)]:**

**(i) Categories of documents:**

Office of the Chief Commissioner of Customs being only an administrative/ monitoring unit, no specific records are exclusively held by it or under its control. However, the jurisdictional Commissionerates maintain the followings records:

1. Records of revenue realization;
2. Records of inspection and audit;
3. Records of litigation in Courts;
4. Records of litigation in Tribunals;
5. Records of vital statistics like Revenue, arrears of Revenue, Provisional assessments, Adjudication, Refunds etc.;
6. Records of Offences registered against tax evaders;
7. Records of Revenue Recovery;
8. Records of Drawback Claims;
9. Records of Refunds Claims;
10. Records of Vigilance matters;
11. Records of Receipts and Expenditure Accounts;
12. Records of Service Books;
13. Records of Establishment matters;
14. Records of Administration;
15. Records of Stores & Stationery;
16. Records of Welfare matters;
17. Records of Audits conducted and discrepancies noted;
18. Records of Prosecutions;
19. Records of litigation in CAT;
20. Records of Departmental Adjudication.

**(ii) Custodian of documents/categories:**

Documents relating to the administration matters of Chief Commissioner's Office, public grievances, etc., and the issues which are received in Chief Commissioner's Office for information and comments are held by it. Records relating to work assigned to concerned Commissionerates are kept in the custody of respective Commissionerates.

**1.7 BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES  
CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS PART  
OF PUBLIC AUTHORITY**

**[Section 4(1)(b)(viii)]:**

**(i) Name of Boards, Council, Committees etc.:** Not Applicable

**(ii) Composition:** Not Applicable

**(iii) Dates from which constituted:** Not Applicable

**(iv) Term / Tenure:** Not Applicable

**(v) Powers and Functions:** Not Applicable

**(vi) Whether their meetings are open to the public? -** Not Applicable

**(vii) Whether minutes of the meetings are open to the public? -**Not Applicable

**(viii) Place where the minutes if open to the public are available -**Not Applicable

**1.8 DIRECTORY OF OFFICERS AND EMPLOYEES [Section 4(1)(b)(ix)]:**

**Directory of Key Officers of Chief Commissioner:**

Sl. No.	Name of the Officer and Designation	Sections Head	Telephone No./E-mail
1	Shri. P.V.N. Suresh Babu, I.R.S.,	Chief Commissioner	Entire Zone 0431-2416255 ccuprev-custrichy@nic.in
2	Shri. Pandiyaraj GV, I.R.S.,	Joint Commissioner (CCO)	Entire work of Office of the Chief Commissioner of Customs 0431-2413369 ccuprev-custrichy@nic.in
3	G. Jai Arvind, I.R.S.,	Joint Commissioner (CCO)	Entire work of Office of the Chief Commissioner of Customs ccuprev-custrichy@nic.in
4	Shri. A. Raman, I.R.S.,	Assistant Commissioner (CCO)	Entire work of Office of the Chief Commissioner of Customs 0431-2410550 ccuprev-custrichy@nic.in
5	Shri. P. Ramesh, I.R.S.,	Assistant Commissioner (CCO)	Entire work of Office of the Chief Commissioner of Customs ccuprev-custrichy@nic.in
6	Shri. Shibu P K, I.R.S.,	Assistant Commissioner (CCO)	Entire work of Office of the Chief Commissioner of Customs ccuprev-custrichy@nic.in

7	Shri. T Manivannan	Chief Accounts Officer	Work relating to BEAMS Data /GPF, Medical, LTC and all claims; Pay Fixation including pay anomaly in all cadres/MACP; Budget Estimates and Expenditure exports.	ccuprev-custrichy@nic.in
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**1.9 MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS [Section4(1)(b)(x)]:**

**(i) List of Employees with Gross monthly remuneration:**

The Scale of Pay for Principal Chief Commissioner/ Chief Commissioner	: LEVEL 16 of Pay matrix along with applicable allowances
The Scale of Pay for Additional Commissioner	: LEVEL 13 of Pay matrix along with applicable allowances
The Scale of Pay for Joint Commissioner	: LEVEL 12 of Pay matrix along with applicable allowances
The Scale of Pay for Deputy Commissioner	: LEVEL 11 of Pay matrix along with applicable allowances
The Scale of Pay for Assistant Commissioner Chief Accounts officer	: LEVEL 10 of Pay matrix along with applicable allowances
The Scale of Pay for Superintendent / Sr. Private Secretary	: LEVEL 8/9 of Pay matrix along with applicable allowances
The Scale of Pay for Administrative Officer / Private Secretary / Inspector	: LEVEL 7 of Pay matrix along with applicable allowances
The Scale of Pay for Executive Assistant / Steno (Gr-I)	: LEVEL 6 of Pay matrix along with applicable allowances
The Scale of Pay for Tax Assistant / Steno (Gr-II)	: LEVEL 4 of Pay matrix along with applicable allowances
The Scale of Pay for ASI /Head Havaldar	: LEVEL 3 of Pay matrix along with applicable allowances
The Scale of Pay for Havaldar/MTS	: LEVEL 1 of Pay matrix along with applicable allowances

**(ii) System of compensation as provided in regulations:**

There is no system for compensation.

**1.10 NAMES, DESIGNATIONS AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS [Section 4(1)(b)(xvi)]:**

**(i) Name & Designation of the Officer (ii) Address & Telephone No.**

<b>Name of The Officer</b>	<b>Designation</b>	<b>Address &amp; Telephone No.</b>
G. Jai Arvind, Joint Commissioner	First Appellate Authority, CCO	Office of the Chief Commissioner of Customs (Preventive) Tiruchirappalli – 620 001. Tel. No. 0431-2413369 Fax No.0431-2416155 E-mail- ccuprev-custrichy@nic.in
Shri Shibu P.K, Assistant Commissioner	CPIO, CCO	Office of the Chief Commissioner of Customs (Preventive) Tiruchirappalli – 620 001. Tel. No. 0431-2415477 Fax No.0431-2416155 E-mail- ccuprev-custrichy@nic.in
Shri B. Suresh Kumar, Superintendent	CAPIO, CCO	Office of the Chief Commissioner of Customs (Preventive) Tiruchirappalli – 620 001. Tel. No. 0431-2417466 Fax No.0431-2416155 E-mail- ccuprev-custrichy@nic.in

**1.11 NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN [Section 4(2)]:**

No. of employees in CC Office against whom disciplinary action has been

**(i) Pending for Minor penalty or major penalty proceedings – Nil**

**(ii) Finalized for Minor penalty or major penalty proceedings – Nil**

**1.12 PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI [Section 26]:**

**(i) Educational Programmes:** Training on RTI related subject is conducted by NACIN.

**(ii) Efforts to encourage public authority to participate in these programmes:**

Officers are nominated for training on RTI related subjects which are conducted by NACIN.

**(iii) Training of CPIO/APIO:** All trainings are conducted by NACIN.

**(iv) Update & publish guidelines on RTI by the Public Authorities concerned:** Not applicable.

**1.13 TRANSFER POLICY AND TRANSFER ORDERS [F.No.1/6/2011-IR dt. 15.4.2013]:** Transfer Policy and Transfer Orders are uploaded in the Tiruchirappalli Customs (Prev.) website <https://trichycustomszone.gov.in>.

## **2. BUDGET AND PROGRAMME**

### **2.1 BUDGET ALLOCATED, INDICATING PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE [Section 4(1)(b)(xi)]:**

**(i) Total Budget (allocated for 2025-26) for the Public Authority:** Rs.63380 (in thousand)

**(ii) Budget for each agency and plan & programmes:** Not Applicable.

**(iii) Proposed expenditures:** Not Applicable

**(iv) Revised budget for each agency, if any:** Not Applicable.

**(v) Report on disbursements made and place where the related reports are available:**  
Not available.

### **2.2 FOREIGN AND DOMESTIC TOURS [F.No. 1/8/2012-IR dt. 11.9.2012]:**

**(i) Budget –** Not Applicable

**(ii) Foreign and Domestic Tours by Ministries and Officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department –**Not Applicable

**(iii) Information related to Procurements:**

**a. Notice/tender enquires, and corrigenda –** Goods & Services are procured as per the provisions of GFR, 2017 etc., in force.

**b. Details of the bids awarded comprising the names of the suppliers of goods/ services being procured –** As Chief Commissioner.

All the procurements are being made through GeM (Government e-Market portal).

**c. The works contracts concluded in any such combination of the above-**Not Applicable.

**d. The rate /rates and the total amount at which such procurement or works contract is to be executed -**Not Applicable.

### **2.3 MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES [Section 4(1)(b)(xii)]:**

**i. Name of the programme of activity –**There is no subsidy program in Chief Commissioner's Office.

**ii. Objective of the programme -** Not Applicable.

**iii. Procedure to avail benefits-** Not Applicable.

**iv. Duration of the programme/ scheme** - Not Applicable.

**v. Physical and financial targets of the programme** - Not Applicable.

**vi. Nature/Scale of Subsidy/Amount allotted** - Not Applicable.

**vii. Eligibility criteria for grant of subsidy** - Not Applicable.

**viii. Details of beneficiaries of subsidy programme (number, profile etc)** - Not Applicable.

**2.4 DISCRETIONARY AND NON-DISCRETIONARY GRANTS [F.No.1/6/2011-IR dt. 15.04.2013]:**

**i. Discretionary and non-discretionary grants /allocations to State Govt./NGOs/other institutions:**

There are no discretionary and non-discretionary grants.

**ii. Annual accounts of all legal entities who are provided grants by public authorities:**

Not Applicable.

**2.5 PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATIONS GRANTED BY THE PUBLIC AUTHORITY [Section 4(1)(b)(xiii)]:**

**(i) Concessions, permits or authorizations granted by public authority:** There are no concessions, permits or authorizations available in generic sense of the term.

**(ii) For each concession, permit or authorization granted:**

**a. Eligibility criteria** - Not Applicable.

**b. Procedure for getting the concession/ grant and/ or permits of authorizations** - Not Applicable.

**c. Name and address of the recipients given concessions/permits or authorizations** - Not Applicable.

**d. Date of award of concessions/permits of authorizations** -Not Applicable.

**2.6 CAG & PAC paras [F.No. 1/6/2011-IR dt. 15.4.2013]:**

**CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament:** Office of the Chief Commissioner of Customs being only a monitoring unit, there are no CAG & PAC paras regarding Chief Commissioner's Office.

### 3. PUBLICITY AND PUBLIC INTERFACE

#### 3.1 PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF [Section 4(1)(b)(vii)] [F.No.1/6/2011-IR dt. 15.04.2013]:

##### Arrangement for consultations with or representation by the members of the public

##### **(i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens:**

All the trade notices are uploaded in the website <https://trichycustomszone.gov.in>.

“CPGRAMS” online portal also exists for redressal of grievances of the public [[www.pgportal.gov.in](http://www.pgportal.gov.in)].

**(ii) Arrangements for consultation with or representation by Members of the public in policy formulation/ policy implementation:** The Commissionerates are also maintaining Seva Kendras or Help Centers / MSME Help Desks for the assistance of Tax Payers. Such Seva Kendras facilitates interaction/consultation with the tax payers.

**b. Day & time allotted for visitors:** The working hours of the facility are between 9.15 AM and 5.45 PM on Government working days.

**c. Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants:** Contact details are provided in the website <https://trichycustomszone.gov.in>

##### Public- Private Partnerships (PPP)

**(i) Details of Special Purpose Vehicle, if any – Not Applicable.**

**(ii) Detailed project reports (DPRs) – Not Applicable.**

**(iii) Concession agreements – Not Applicable.**

**(iv) Operation and maintenance manuals – Not Applicable.**

**(v) Other documents generated as part of implementation of the PPP – Not Applicable.**

**(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government –Not Applicable.**

**(vii) Information relating to outputs and outcomes –Not Applicable.**

**(viii) The process of the selection of the private sector party (concessionaire etc.) –Not Applicable.**

**(ix) All payments made under the PPP project –Not Applicable.**

### **3.2 ARE THE DETAILS OF POLICIES/DECISIONS WHICH AFFECT PUBLIC INFORMED TOTHEM [Section 4(1)(c)]:**

Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;

**(i) Policy decisions/ legislations taken in the previous one year:** Policies/decisions which affect public are informed to them vide Trade Notices and Facilitation Circulars which are uploaded in the web-site <https://trichycustomszone.gov.in> as and when they are issued.

**(ii) Outline the Public consultation process–** Not Applicable as all policy decisions are taken by CBIC.

**(iii) Outline the arrangement for consultation before the formulation of policy -** Not Applicable.

### **3.3 DISSEMINATION OF INFORMATION WIDELY AND IN SUCH FORM AND MANNER WHICH IS EASILY ACCESSIBLE TO THE PUBLIC [Section 4 (3)]:**

#### **Use of the most effective means of communication**

**i. Internet (website):** Information such as Public Notices, Standing Orders, Transfer orders, etc. are uploaded in the web-site <https://trichycustomszone.gov.in>.

### **3.4 FORM OF ACCESSIBILITY OF INFORMATION MANUAL/HANDBOOK [Section 4(1)(b)]:**

Information Manual/Handbook available in English in the web- site [www.cbic.gov.in](http://www.cbic.gov.in) and the link is available in the website <https://trichycustomszone.gov.in>.

**(i) Electronic Format:** Information Manual/Handbook available in English in the web-site [www.cbic.gov.in](http://www.cbic.gov.in)

**(ii) Printed Format:** Not available.

### **3.5 WHETHER INFORMATION MANUAL/ HANDBOOK AVAILABLE FREE OF COST OR NOT [Section 4(1)(c)]:**

List of materials available:

**(i) Free of cost:** Information Manual/Handbook available in English in the web-site <https://trichycustomszone.gov.in> /rti.

**(ii) At a reasonable cost of the medium:** Not Applicable.

## 4. E-GOVERNANCE

### 4.1 LANGUAGE IN WHICH INFORMATION MANUAL/HANDBOOK AVAILABLE [F.No. 1/6/2011-IR dt. 15.4.2013]:

(i) **English:** Information Manual/Handbook available in English in the web-site [www.cbic.gov.in](http://www.cbic.gov.in).

(ii) **Vernacular/ Local Language:** Not available.

### 4.2 WHEN WAS THE INFORMATION MANUAL/HANDBOOK LAST UPDATED? [F.No. 1/6/2011-IR dt. 15.4.2013]:

**Last date of Annual updation:** Not applicable.

### 4.3 INFORMATION, AVAILABLE IN AN ELECTRONIC FORM [SECTION 4(1)(b)(xiv)]:

(i) **Details of information available in electronic form:** Office of the Chief Commissioner of Customs (Prev.) being only an administrative / monitoring unit, no specific information is exclusively held by it or under its control.

(ii) **Name/ title of the document/record/ other information:** Not Applicable.

(iii) **Location where available:** Not Applicable.

### 4.4 PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION [SECTION 4(1)(b)(xv)]:

(i) **Name & location of the facility:** The website [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in) & <https://trichycustomszone.gov.in> provides information and guidelines for the public. The Reception Desk assists the public who approach the office for assistance or information. The Commissionerates are also maintaining Seva Kendras or Help Centres / MSME Help Desks for the assistance of Tax Payers. Such Seva Kendras facilitates interaction/consultation with the tax payers.

The administered Acts and Rules and all Notifications, Instructions and Circulars issued from time to time are made available on CBIC website (<http://www.cbic.gov.in>).

(ii) **Details of information made available:** Information such as Public Notice, Standing Orders, Circulars of Central Government, Transfer orders, etc. are uploaded in the web-site <https://trichycustomszone.gov.in>.

(iii) **Working hours of the facility:** The working hours of the facility are between 9.15 AM and 5.45 PM on Government working days.

**4.5 SUCH OTHER INFORMATION AS MAY BE PRESCRIBED [SECTION 4(1)(b)(xvii)]:**

**(i) Grievance redressal mechanism** – “CPGRAMS” online portal exists for redressal of grievances of the public [[www.pgportal.gov.in](http://www.pgportal.gov.in)]

**(ii) Details of applications received under RTI and information provided:** RTI applications have been received, forwarded to the respective Commissionerates and replied by the respective Commissionerates.

**(iii) List of completed schemes/Projects/Programmes:** Not Applicable.

**(iv) List of schemes/ projects/ programme underway:** Not Applicable.

**(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract of contract –** Not Applicable.

**(vi) Annual Report** -Not Applicable.

**(vii) Frequently Asked Question (FAQs)** –Frequently Asked Questions are available at CBIC’s website at <http://www.cbic.gov.in>.

**(viii) Any other information such as:**

- Citizen’s Charter is posted in the website <https://trichycustomszone.gov.in>.
- Result Framework Document (RFD) – Not Applicable.
- Six monthly reports- Not Applicable.
- Performance against the benchmarks set in the Citizen’s Charter – Not Applicable.

**4.6 RECEIPT & DISPOSAL OF RTI APPLICATIONS & APPEALS [F.No.1/6/2011-IR dt. 15.04.2013] [F.No. 1/6/2011-IR dt. 15.4.2013]:**

**(i) Details of applications received and disposed:**

<b>Year</b>	<b>Received</b>	<b>Disposed</b>
2018	67	67
2019	77	77
2020	81	81
2021	56	56
2022	50	47
2023	173	125
2024	58	54
2025	1194	833

**(ii) Details of appeals received and orders issued:**

<b>Year</b>	<b>Received</b>	<b>Disposed</b>
2018	03	03
2019	01	01
2020	01	01
2021	02	02
2022	04	04
2023	01	01
2024	01	01
2025	24	22

**4.7 REPLIES TO QUESTIONS ASKED IN THE PARLIAMENT [Section 4 (1)(d)(2)]:**

Details of questions asked and replies given:

<b>Year</b>	<b>Received</b>	<b>Disposed</b>
2024-25	30	30
2025-26	41	41

## 5. INFORMATION AS MAY BE PRESCRIBED

### 5.1 SUCH OTHER INFORMATION AS MAY BE PRESCRIBED [F.No. 1/2/2016-IR dt.17.8.2016, F.No. 1/6/2011-IR dt. 15.4.2013]

#### (i) Name and details of

##### (a) Current CPIOs & FAAs

Name & Designation of the Officer	Designation
Shri G Jai Arvind, Joint Commissioner	First Appellate Authority, CCO
Shri Shibu P.K, Assistant Commissioner	CPIO, CCO

##### (b) Earlier CPIO & FAAs

from 01.01.2019 FAAs

Sl.No.	Name & Designation of the Officer	Period
1	Sagabala Eswar Reddy, JC	01.04.2019-06.09.2019
2	J Mohd. Navfal, ADC	07.09.2019 – 15.08.2021
3	V.S.Vengadashwaran, JC	16.08.2021 – 05.07.2022
4	P.Ram Mohan, ADC	06.07.2022 - 07.05.2025
5.	Pandiyaraj GV, JC	08.05.2025 - 15.07.2025
6	G Jai Arvind, JC	16.07.2025 – till date

##### CPIOs

Sl.No.	Name & Designation of the Officer	Period
1	M Pandaram, AC	01.04.2019- 26.11.2019
3	M Saravanakumar,DC	20.06.2020 - 18.08.2022
4	Dr. Pravin Gavaskar, DC	19.08.2022-25.07.2023
5	R.Namasivayam, AC	26.07.2023-27.11.2023
6	Dr. Pravin Gavaskar,DC	28.11.2023-12.04.2024
7	K.Sivakumar, AC	13.04.2024 – 31.08.2024
8	A.Raman, AC	01.09.2024 – 19.05.2026
9	Shibu P.K, AC	20.05.2026 – till date

#### (ii) Details of third-party audit of voluntary disclosure –

a. Dates of audit carried out - 18.06.2025.

#### (iii) Report of the audit carried out –

<https://trichycustomszone.gov.in/pdf/Third-party-Transparency-audited-report-2024-25.pdf> 18.06.2025

#### (iv) Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD:

a. Date of appointment –08.05.2025

b. Name & Designation of the officers – Shri Pandiyaraj GV, Joint Commissioner

**(v) Consultancy committee of key stake holders for advice on Suo-motu disclosure:**

**a. Dates from which constituted** – Not Applicable.

**b. Name & Designation of the officers** – Not Applicable.

**(vi) Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI:**

**a. Dates from which constituted** – Not Applicable.

**b. Name & Designation of the Officers** – Not Applicable.

## **6. INFORMATION DISCLOSED ON OWN INITIATIVE**

**6.1 Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information:** Information such as Public Notices, Standing Orders of Central Government, Circulars Transfer orders, etc. are uploaded in the web-site <https://trichycustomszone.gov.in>.

**6.2 Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual Office e Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. of India):**

**(i) Whether STQC certification obtained and its validity:** UNDER PROCESS

**(ii) Does the website show the certificate on the Website:** YES