

	<p>भारत सरकार, वित्त मंत्रालय, राजस्व विभाग GOVERNMENT OF INDIA, MINISTRY OF FINANCE, DEPARTMENT OF REVENUE सीमा शुल्क आयुक्त (निवारक) का कार्यालय, OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE) नंबर 1, विलियम्स रोड, कैंटोनमेंट, तिरुचिरापल्ली- 620 001 NO.1, WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI- 620 001 Phone No.0431-2410672 e-mail: commrprev-custrichy@nic.in</p>	
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F. No.:GEN/TECH/PN/42/2025-POL

दिनांक/Date:30-06-2025

Standing Order

Sub.:Launch of THUNAIVAN Portal for Trade Facilitation for exporters of Tirupur region
– Reg.

Attention of Officers of this Commissionerate is invited to this office Public Notice No. 19/2025 dated 26.06.2025 on the above subject (copy enclosed).

2. Customs officers posted at the 'Facilitation Centre' at ICD Chettipalayam, Tirupur and other concerned officers of this commissionerate are hereby directed to actively manage and resolve the issues raised through the above THUNAIVAN portal. To ensure timely and effective resolution of exporter-related issues, the following escalation mechanism has been set in the said 'THUNAIVAN' portal :-

- **Beyond 7 days:** If an issue remains unresolved even after 7 days from the date it was forwarded to the concerned formation, it will be escalated to the concerned Assistant/Deputy Commissioner in-charge of the Customs Formation for resolution.
- **Beyond 14 days:-** If the matter remains unresolved even beyond 14 days, it will be escalated to the Joint/Additional Commissioner in-charge of the formation.
- **Beyond 21 days:-** If the matter remains pending even after 21 days, it will be escalated further to the Pr. Commissioner/Commissioner of Tiruchirappalli Customs (Prev.) Commissionerate.
- **Beyond 30 days:-** For issues pending beyond 30 days, escalation will be made to the Chief Commissioner, Customs (Prev.) Zone, Tiruchirappalli for resolution.

3. Policy Section of Hqrs., Customs (Prev.) Commissionerate, Tiruchirappalli shall closely monitor pendency beyond 21/30 days and furnish details about pending issues for consideration in the immediately following PTFC/CCFC.

Encl.: As above.

K.M. RAVICHANDRAN
PR. COMMISSIONER OF CUSTOMS (PREV.)
TIRUCHIRAPPALLI.

To,

- i. All officers in Customs (Prev.) Commissionerate, Tiruchirappalli
- ii. All ACs/DCs of Customs Division under Customs (Prev.) Commissionerate, Tiruchirappalli
- iii. All ADCs/JCs of Customs (Prev.) Commissionerate, Tiruchirappalli
- iv. Notice Board
- v. EDI Section, Hqrs., Tiruchirappalli
- vi. The Pr. Commissioner/ Commissioner of Customs, Tuticorin(INTUT1)/Cochin(INCOK1)/ Chennai(INMAA1)/ Kattupalli(INKAT1)/ Ennur(INENR1)/ Mumbai(INNSA1)/ Cochin(INCOK4)/ Chennai(INMAA4).

Copy to:

- i. Chief Commissioner of Customs (P), Tiruchirappalli Zone – with a request to direct the concerned officers to post it in zonal website.