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|  | <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> |  एक दिन लखने से जो |
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F. No.: GEN/TECH/PN/42/2025-POL

दिनांक/Date: 26-06-2025

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PUBLIC NOTICE NO. 19/2025

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

Attention of trade and general public is invited to the above subject. In response to the evolving needs of Tirupur's vibrant export community and with a commitment to enhancing customs facilitation, the Chief Commissioner of Customs (Prev.) Zone, Tiruchirappalli in coordination with Apparel Export Promotion Council (AEPC) has launched a trade facilitation portal named THUNAIVAN.

- Exporters need to register in this portal by providing required KYC particulars to obtain login credentials. Exporters can lodge any issue faced by them by logging into the portal and following the prompts. They can select the nature of issue from the predefined list in the drop down menu. They should also select the formation to which the issue pertains to. For this purpose major gateway ports used by exporters in Tirupur have been mapped in the portal.
- A 'Facilitation Centre' has also been opened in ICD, Chettipalayam. Customs Officers in this centre will direct the issues/concerns raised to 'proper officer' of the concerned formations for quick disposal. Exporters facing issues pertaining to the Office of The Joint Director General of Foreign Trade (DGFT), Coimbatore, may also raise them through this portal. These will be taken up appropriately for resolution in coordination with the concerned authority.
- The issue once marked to the concerned officer, will be resolved by him/her by interacting with the appropriate formations. Failure to dispose the issue will automatically cause escalation to the higher officer. Issues not resolved in 21 days/ 30 days will be discussed in the immediate following PTFC/ CCFC meeting for ultimate resolution. Further, the exporters are requested to check the frequently raised issues and already

available resolutions in the portal before lodging any issues to avoid duplication.

5. Exporters of Tirupur region may take note of this Public Notice regarding launch of THUNAIVAN Portal for Trade Facilitation for individual exporter of Tirupur region. Difficulty faced, if any, may be brought to the noticed of this office immediately.

Digitally signed by
KADUGANUR MARGABANDHU RAVICHANDRAN
Date: 26-06-2025 16:15:46

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

To,

- i. Members/Trade associations as per mailing list.
- ii. All concerned officers in Customs (Prev.) Commissionerate, Tiruchirappalli.
- iii. Notice Board.
- iv. EDI section, Hqrs., Tiruchirappalli.
- v. The Pr. Commissioner/ Commissioner of Customs, Tutucorin(INTU~~K~~1)
/Cochin(INCOK1)/ Chennai(INMAA1)/ Kattupalli(INKAT1)/ Ennur(INENR1)/
Mumbai(INNSA1)/ Cochin(INCOK4)/ Chennai(INMAA4) – for information and to
issue instructions to concerned officers.

Copy to:

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