भारत सरकार Government of India
वित्त मंत्रालय Ministry of Finance
राजस्व विभाग Department of Revenue
केंद्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड Central Board of Indirect Taxes and Customs
आयुक्त सीमा शुल्क (निवारक) का कार्यालय
Office of the Commissioner of Customs (Preventive)
नंबर: 1, विलियम्स रोड, छावनी, तिरुचिरापल्ली, तमिलनाडु, पिनकोड-620001
No:1, Williams Road, Cantonment, Tiruchirappalli, Tamil Nadu, Pincode-620001
E-mail: commrprevtry-vig@gov.in | ISO IS 15700 CERTIFIED COMMISSIONERATE

F. No. GEN/HQR/Misc/125/2026-CONF Date/ दिनांक:: as e-signed

CUSTOMS TRADE NOTICE NO. 01/2026-SEVOTTAM (CBIC - SQM)

Subject: Service Quality Assurance / Standards (IS 15700:2018, CBIC-SQM) – Implementation of Service Delivery within the Timeline and in efficient manner as per the Citizen's Charter in Customs (Preventive) Commissionerate, Tiruchirappalli – Regarding.

विषय: सेवा गुणवत्ता आश्वासन / मानक (IS 15700:2018, CBIC-SQM) - सीमा शुल्क (निवारक) आयुक्तालय, तिरुचिरापल्ली में नागरिक चार्टर (Citizen's Charter) के अनुसार निर्धारित समय-सीमा के भीतर और कुशल तरीके से सेवा वितरण का कार्यान्वयन - के संबंध में।

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Pursuant to the instructions and guidelines issued from time to time regarding the delivery of services conforming to Quality Assurance and Service Standards [as per the norms specified in IS 15700:2018, CBIC SQM], the Customs (Preventive) Commissionerate, Tiruchirappalli affirms its commitment:

(a) for effective implementation of the Citizens' Charter;

(b) to ensure the delivery of services to its respective Stakeholders (i.e., trade or business entities, Importers, Exporters, Shipping Lines, Shipping

Agents, Custodians, Customs Brokers and others) in a technology-driven, transparent, and prompt manner; and

(c) uphold integrity, fairness, promptness, and efficiency in all organizational tasks.

गुणवत्ता आश्वासन और सेवा मानकों [IS 15700:2018, CBIC SQM में निर्धारित मानदंडों के अनुसार] के अनुरूप सेवाओं के वितरण के संबंध में समय-समय पर जारी निर्देशों और दिशानिर्देशों के अनुपालन में, सीमा शुल्क (निवारक) आयुक्तालय, तिरुचिरापल्ली निम्नलिखित के प्रति अपनी प्रतिबद्धता की पुष्टि करता है:

(क) नागरिक चार्टर का प्रभावी कार्यान्वयन;

(ख) अपने संबंधित हितधारकों (यानी, व्यापार या व्यावसायिक संस्थाओं/आयातकों और निर्यातकों) को प्रौद्योगिकी-संचालित, पारदर्शी और त्वरित तरीके से सेवाओं का वितरण सुनिश्चित करना; और

(ग) सभी संगठनात्मक कार्यों में अखंडता, निष्पक्षता, तत्परता और दक्षता बनाए रखना।

2. The organizational structure of this Customs Preventive Commissionerate is comprehensively designed to ensure effective Customs Administration, Trade Facilitation, and Anti-Smuggling Enforcement. Accordingly, the Commissionerate operates through Sea Ports, International/Customs Airport, Land Customs Station, Inland Container Depots and Costal Preventive Divisions/Field Offices.

2. इस सीमा शुल्क निवारक आयुक्तालय की संगठनात्मक संरचना प्रभावी सीमा शुल्क प्रशासन, व्यापार सुविधा और तस्करी विरोधी प्रवर्तन को सुनिश्चित करने के लिए व्यापक रूप से तैयार की गई है। तदनुसार, यह आयुक्तालय बंदरगाहों, अंतर्राष्ट्रीय/कस्टम्स हवाई अड्डे, भूमि सीमा शुल्क स्टेशन (LCS), इनलैंड कंटेनर डिपो (ICD) और तटीय निवारक डिवीजनों/फील्ड कार्यालयों के माध्यम से संचालित होता है।

3. **Service Delivery :** In all, **nineteen** services are specified in the **Citizens'** Charter for effective delivery within the specified timeline to **Citizens, Stakeholders, and Taxpayers**, **conforming** to specified quality standards

3. सेवा वितरण: नागरिकों/हितधारकों/करदाताओं को निर्दिष्ट गुणवत्ता मानकों की पुष्टि करते हुए, निर्धारित समय सीमा के भीतर प्रभावी वितरण के लिए नागरिक चार्टर में कुल उन्नीस (19) सेवाएं निर्दिष्ट की गई हैं।

The services specified in the Citizen's Charter(Last updated on 11.12.2024), the prescribed deliverables and timelines are given below:

नागरिक चार्टर (11.12.2024 को अंतिम बार अद्यतन) में निर्दिष्ट सेवाएं, निर्धारित वितरण योग्य और समय-सीमा नीचे दी गई हैं:

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
1.	i. Acknowledgement of all written communication including declarations, intimations, applications and returns ii. Acknowledgement of communication received through electronic media	Only the documents received from Citizen shall be considered in this standard. No internal / departmental correspondence will be a part of the standard.	Written communication on plain paper or in prescribed format or received through electronic mode	i. Acknowledgement issued (Timeline: within 3 days) ii. Auto acknowledgement issued through electronic mode (Timeline: Immediate reply to customer)
2.	Convey decision on matters including declarations or assessments	Scrutiny is not a part of standard. As regards where this applies, the decision is warranted for the benefit of citizen.	Written communication on plain paper or in prescribed format specifically highlighting that a decision is needed	Written communication conveying decision (Timeline: within 15 days)

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
3.	i. Disposal of refund claim of Customs Duty ii. Disposal of refund claims of GST	Refund claim under relevant Acts read with rules & notification	Complete refund claim in prescribed format. List of documents to be attached with the claim Details are available on CBIC website.	Issuance of Refund Sanction order Timeline: i. within 90 days from receipt of complete application in case of refund of Customs Duty ii. within 60 days from receipt of complete application in case of refund of GST
4.	1. Sanction of Drawback: (a). Electronic processing of Drawback claims (b). Manual processing of Drawback claims 2. Fixation of Brand rate of Duty Drawback (within 25 days from date of complete application)	The export goods for which brand rate of drawback has not been fixed.	Complete application for fixation of brand rate to be submitted at the port of export.	Sanctioning of Drawback: Timeline: (a). Electronic Processing of Drawback claims - within 3 days from Export. (b). Manual processing of Drawback claims - within 15 days of filing of manual return Provisional Brand rate fixation letter issued till the finalization of the brand rate fixation. (Timeline: 25 days from date of complete application)

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
5.	Cargo Release Time: (a) In case of exports, for: i. Sea Cargo (within 24 hours) ii. Air Cargo (within 12 hours) iii. ICD (within 24 hours) iv. LCS (within 24 hours) (b) In case of imports, for: i. Sea Cargo (within 48 hours) ii. Air Cargo (within 24 hours) iii. ICD (within 48 hours) iv. LCS (within 48 hours)	In case of exports: Clear the goods covered under a declaration of export like shipping bill. In case of imports: Clear the goods covered under a declaration of import like bill of entry. Any delay on the part of the importer in payment of duty shall be a separate variable and delay in duty payment shall be excluded to measure compliance to the standard.	In case of exports: Electronic filing of declaration through ICES or in paper in prescribed format In case of imports: Electronic filing of declaration through ICES or in paper in prescribed format	In case of exports: 'Let Export Order' issued for the goods within specified time limits. In case of imports: Out of Charge order issued for the goods specified time limits.
6.	GST registration i. 7 days (where Aadhar number is authenticated) ii. 30 days (where Aadhaar Authentication has not been opted, or Aadhaar Authentication fails, or where the applicant is identified for physical verification of the premises.	Facility for the applicant to obtain registration on the GST common portal	Filing appropriate REG forms through electronic means on the GST common portal	Grant of the Certificate of registration

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
7.	Amendment of GST registration, if found eligible	Amendment of details like change in legal name, change of address of principal / additional place of business, addition or deletion of partners or directors etc. which does not warrant a cancellation of registration.	The amendments are to be submitted within 15 days of occurrence of the event warranting amendment along with valid documents	The proper officer approves / rejects the amendments (Timeline: within 15 days)
8.	Cancellation of GST registration	Cancellation of registration on the request of the taxpayer is covered.	Application for cancellation of registration filed through electronic means along with relevant details	Proper officer cancels the registration if found eligible or rejects the application for cancellation (Timeline: within 30 days from the date of application)
9.	Advance intimation before undertaking audit	Intimation of audit to the registered taxpayer before undertaking audit	None	Intimation to the auditee of the dates of audit and documents called for by the department (Timeline: Minimum 15 working days)
10.	Conclusion of Audit, if being conducted at the premises of the auditee: a. GST Audit (within 90 days from the commencement of audit) b. Customs Audit (within 30 days from the commencement of audit)	Conduct of audit at the premises of the registered taxpayer	To make available the books of accounts and other documents and provide information sought for within stipulated time, and to provide necessary facility for audit	Conclusion of audit

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
11.	Intimation of findings of audit a. **GST Audit** (within 30 days after conclusion of audit) b. **Customs Audit** (within 7 days after finalization of audit report)	Taxpayer or Stakeholder to be intimated of the findings of the audit conducted	None	On conclusion of the audit, the proper officer shall inform the findings of audit to the registered person/Stakeholder concerned
12.	Release of seized documents and things, if not required by the department	If seized documents and/or things are not required, these would be released	Communication in writing(online/manual) from respective Stakeholder (if required)	Return of documents and/or things not required by the department (Timeline: within 30 days after issue of show cause notice) or as applicable in Customs Act, 1962
13.	Complete examination and clearance of export consignment at factory / warehouse premises	Accept a request for examination and clearance of export consignment at factory / warehouse premises.	Request on plain paper or in prescribed format	Conduct of examination for clearance of export consignments (Timeline: within 24 hours from receipt of application by proper officer)
14.	Permission for self-sealing for export consignments	Granting of permission for self-sealing for export consignments	Request on plain paper or in prescribed format	Acceptance / rejection of the request for self-sealing (Timeline: within 10 days from receipt of application by proper officer)

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
15.	Issue of Orders-in-Original / Orders-in-Appeal	Issue of order-in-original / order-in-appeal after giving opportunity to taxpayer to be heard	Appear for personal hearing and submit information as required	**GST** Issuance of Order-in-Original: Timeline: within 30 days from the date of conclusion of personal hearing where all requisite information is available Issuance of Order-in-Appeal:__1 year from the date on which appeal is filed. **CUSTOMS** Issuance of Orders-in-Original / Orders-in-Appeal: 30 days from the date of conclusion of personal hearing where all the requisite information is available
16.	Finalization of provisional assessment	The final order needs to be passed finalizing the provisional assessment	Taxpayer to submit necessary assessment documents, information, etc.	**GST:** Issuance of final order (Timeline: 6 months from date of passing of the provisional order) **CUSTOMS:** Issuance of final order (Timeline: 30 days from the date of conclusion of inquiry or submission of requisite documents)

Sl. No.	Service in Citizens' Charter	What is covered	Input needed from citizen / Stakeholder	Service Deliverable
17.	Return of Bond and BG in Export Promotion Schemes: a) When not selected by Customs for verification b) Other cases not under investigation	Goods covered under export promotion schemes	Complete application including EODC	The Bond and BG is returned to the exporter: a) When not selected by customs for verification: (Timeline : within 10 days from receipt of complete application including EODC) b) Other cases not under investigation: within 30 days from receipt of complete application including EODC
18.	CPGRAMS (Centralised Public Grievance Redress and Monitoring System)	Public Complaints / grievances	Complaint/ grievances applications	Resolution of CPGRAM Complaints and grievances (Timeline: 21 days on receipt of complete application)
19.	Suggestions for Ease of Doing Business (EoDB)- This Key facility has been provisioned for receiving suggestion from Trade/ Trade Associations/ Taxpayers and ensuring due consideration of the same by CBIC.	None	Suggestions and Feedback from Trade/Business entities	Feedback and suggestions are shared with the appropriate authority to drive service quality improvements through timely actions and incentives, adhering to standard norms.

4. The services specified in Sl. Nos. 1, 2, 3, 4, 5,10,11,12, 14, 15, 16, 17, 18, and 19 of the above table are specifically applicable to the Customs

Commissionerate. The Citizens' Charter and the Service Quality Manual [IS 15700:2018] are available for free download on the website **www.cbic.gov.in** for reference.

4. उपरोक्त तालिका के क्रम संख्या 1, 2, 3, 4, 5, 10, 11, 12, 14, 15, 16, 17, 18 और 19 में निर्दिष्ट सेवाएं विशेष रूप से सीमा शुल्क आयुक्तालय (Customs Commissionerate) पर लागू होती हैं। नागरिक चार्टर (Citizens' Charter) और सेवा गुणवत्ता नियमावली [IS 15700:2018] संदर्भ के लिए वेबसाइट www.cbic.gov.in पर निःशुल्क डाउनलोड के लिए उपलब्ध हैं।

5. To ensure that citizens, stakeholders, taxpayers, exporters, and importers receive services as per prescribed norms, CBIC has adopted CPGRAMS (Central Public Grievance Redress and Monitoring System) for handling public complaints and grievances. Any citizen may log in to **www.pgportal.gov.in** to raise a grievance if prescribed service norms (service deliverables and timelines) are not met, or if there is any complaint relating to the discharge of CBIC's regulatory and service functions. The Commissioner, Customs (Preventive) Commissionerate, Tiruchirappalli, is designated as the Public Grievance Officer for the jurisdiction of the said Commissionerate.

5. यह सुनिश्चित करने के लिए कि नागरिकों, हितधारकों, करदाताओं, निर्यातकों और आयातकों को निर्धारित मानदंडों के अनुसार सेवाएं प्राप्त हों, सीबीआईसी (CBIC) ने जन शिकायतों और परिवादों के निपटान के लिए CPGRAMS (सेंट्रल पब्लिक ग्रीवांस रिड्रेस एंड मॉनिटरिंग सिस्टम) को अपनाया है। यदि निर्धारित सेवा मानदंड (सेवा और समय-सीमा) पूरे नहीं होते हैं, या सीबीआईसी (CBIC) के विनियामक और सेवा कार्यों के निर्वहन से संबंधित कोई शिकायत है, तो कोई भी नागरिक शिकायत दर्ज करने के लिए **www.pgportal.gov.in** पर लॉगिन कर सकता है। आयुक्त, सीमा शुल्क (निवारक) आयुक्तालय, तिरुचिरापल्ली को इसके अधिकार क्षेत्र के लिए लोक शिकायत अधिकारी (Public Grievance Officer) के रूप में नामित किया गया है।

6. This Trade Notice is issued to sensitize the trade, exporters, importers, other stakeholders, and field formations regarding the contents of the aforesaid

references. For complete details, the respective documents may be referred to on CBIC's website at **www.cbic.gov.in**.

6. यह ट्रेड नोटिस व्यापार जगत, निर्यातकों, आयातकों, अन्य हितधारकों और क्षेत्रीय कार्यालयों को उपर्युक्त संदर्भों की सामग्री से अवगत कराने के लिए जारी किया गया है। पूरी जानकारी के लिए, सीबीआईसी (CBIC) की वेबसाइट www.cbic.gov.in पर संबंधित दस्तावेजों को देखा जा सकता है।

7. All Trade & Industry Associations and Chambers of Commerce are requested to bring the contents of this Trade Notice to the attention of all their members.

7. सभी व्यापार और उद्योग संघों तथा वाणिज्य मंडलों से अनुरोध है कि वे इस ट्रेड नोटिस की सामग्री को अपने सभी सदस्यों के ध्यान में लाएं।

8. All jurisdictional Assistant Commissioners are requested to bring the contents of this Trade Notice to the attention of all officers working under their charge, as well as the stakeholders falling under their jurisdiction.

8. सभी अधिकार क्षेत्रीय सहायक आयुक्तों से अनुरोध है कि वे इस ट्रेड नोटिस की सामग्री को अपने प्रभार के तहत काम करने वाले सभी अधिकारियों के साथ-साथ अपने अधिकार क्षेत्र में आने वाले हितधारकों के ध्यान में लाएं।

(Approved in electronic File No. GEN/HQR/Misc/125/2026-CONF)

Digitally signed by
BHARAT PRAKASH
Date: 20-11-2026
10:45:33

(भरत प्रकाश / BHARAT PRAKASH)
आयुक्त / COMMISSIONER

प्रेषित/**To:**

1. All the members of the Trade and Industry Association, Trade or Business entities, Importers, Exporters, Shipping Lines, Shipping Agents, Custodians, Customs Brokers and others Stakeholders

(Through Notice Board/Email from field formations/depots/Airports)
व्यापार और उद्योग संघ के सभी सदस्य, व्यापारिक या व्यावसायिक संस्थाएं, आयातकर्ता, निर्यातकर्ता, शिपिंग लाइन्स, शिपिंग एजेंट, कस्टोडियन (अभिरक्षक), सीमा शुल्क ब्रोकर (कस्टम्स ब्रोकर्स) और अन्य हितधारक (क्षेत्रीय कार्यालयों / डिपो / हवाई अड्डों से नोटिस बोर्ड / ईमेल के माध्यम से).

2. All Division, Headquarter & Field Formation Heads and officers
सभी प्रभाग, मुख्यालय और क्षेत्रीय कार्यालय प्रमुख एवं अधिकारी
3. All other Stakeholders
अन्य सभी हितधारक
4. CRU Section Headquarters for forwarding to Division levels(DPU, CPU) , ICDs, Sea Port, Airports etc.
संभाग स्तरों (डीपीयू, सीपीयू), आईसीडी, समुद्री बंदरगाह, हवाई अड्डों आदि को अग्रेषित करने हेतु सीआरयू अनुभाग मुख्यालय।
5. Notice Board Hqrs. Office and all field formations
सूचना पट्ट मुख्यालय कार्यालय एवं सभी क्षेत्रीय कार्यालय
6. The Superintendent, CCO, Trichy (For uploading in the Website)
अधीक्षक, CCO, त्रिची (वेबसाइट पर अपलोड करने के लिए)

Copy Submitted To :
प्रतिलिपि प्रेषित:

1. The Chief Commissioner of Customs (Preventive) Zone, Tiruchirappalli
मुख्य सीमा शुल्क आयुक्त (निवारक), क्षेत्र, तिरुचिरापल्ली
