



MINISTRY OF FINANCE:: DEPARTMENT OF REVENUE
OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS (PREVENTIVE)
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Public Notice No. 01/2013

Dated: .03.2013

03-04-2013

Sub: Redressal of employees' grievances - Reg.

It is brought to the notice of the public that in order to give adequate attention/ care to the individual employee's representations, providing redressal and to avoid the direct representations to the Central Board of Excise and Customs by the individual employees in service as well as retired and the public (representations such as administrative matters on compassionate ground appointments and family pensions), the following norms have been stipulated in Trichy Customs (Preventive) Zone.

- a) A time limit of 30 days is fixed for giving replies to all representations of individual employees on service matters, at the Commissionerate level.
- b) The representations mentioned above if not replied within the time limit, the individual can take up before a Committee constituted by the Chief Commissioner consulting of two Commissioners and one ADC/AC which shall conduct hearings giving an opportunity to the individual to represent his/her case. Such meetings will be convened once in a month.
- c) On the basis of the hearing, the decisions /directions of the Committee, time limit for disposal of the issue would be issued to the authorities concerned under intimation to the individual. If the representations could not be considered favorably, a speaking order would be issued by the Committee. The status of follow-up actions will be reviewed on a monthly basis.

- d) If the issue requires any action at Board's level or other Departments, the Chief Commissioner's Office would take up the same with the Board or concerned Departments in an appropriate manner.

(Issued from File C.No.II/39/09/2013-CC(P) TRY)

Yours faithfully,


(K. ANANTHA PADMANABHAN)
CHIEF COMMISSIONER

Copy submitted to:

The Commissioner of Customs, Trichy
The Commissioner of Customs, Tuticorin

Copy to:

The Deputy Commissioner/Assistant Commissioner of Customs,
Customs Division, Ramnad/ Trichy/ Cuddalore/ Nagapattinam/ Tuticorin.

The Deputy Commissioner of Customs (Preventive), Trichy (Camp Office, Chennai.)

The General Secretary, Customs & Central Excise, Gazetted Executive Officers
Association, Trichy Zonal Unit.

The General Secretary, Central Excise Inspectors Association, Trichy Branch.
Association, Trichy

The General Secretary, Customs & Central Excise Ministerial Officers
Association, Trichy.

The General Secretary, Customs & Central Excise Telecomm Staff
Association, Trichy.

The General Secretary, Customs & Central Excise Stenographers'
Association, Trichy.

The General Secretary, Customs & Central Excise Group 'D' Officers
Association, Trichy.

✓ The Superintendent, IAD, Customs Hqrs. Office, Trichy – for Publishing in Departmental
Website.

The PRO, Customs Hqrs. Office, Trichy – for displaying in Notice Boards.