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वित्त मंत्रालय, राजस्व विभाग,
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
आयुक्त सीमा शुल्क का कार्यालय, चेन्नै- IV
OFFICE OF COMMISSIONER OF CUSTOMS, CHENNAI- IV
60, राजाजी सालै, सीमा शुल्क भवन, चेन्नै-600 001.
60, RAJAJI SALAI, CUSTOM HOUSE, CHENNAI-600 001.

F.No.S.Misc.67/2018-AM(CH-IV)

Dated: 16.10.2018

STANDARD OPERATING PROCEDURE

During the course of the Vigilance Audit of the Chennai-IV Commissionerate carried out by the officers of DG Vigilance, Chennai, it has been observed that the complaints received by this Commissionerate were not properly handled.

2. Hence, it has been decided to lay down the following procedure to deal with the complaints received by this Commissionerate.

- a. The Assistant Commissioner of Customs (Appg. Main) is allotted with the work related to Vigilance Administration and designated as AC (Vig. Admn).
- b. The representations received in this Commissionerate are to be handled by him through JC (AM).
- c. The representations received should be studied to decide whether the representation is in the nature of grievance by the applicant or in the nature of complaint against the officer.
- d. If the representation is in the nature of grievance, it has to be forwarded to the concerned section with a copy to TPSC section for redressal of the grievance with the approval of the Commissioner.
- e. If the representation is in the nature of complaint against the officer i.e. vigilance angle, it should be forwarded to vigilance section in Commissionerate VIII with the approval of Commissioner.
- f. The above action is required to be completed within 15 days of receipt of the representation.

g. The Appraising Main section is required to maintain a separate register and all the representations received are required to be entered in the above register including the particulars of disposal of the representations.

3. All the complaints directly received by other Section Heads are required to be forwarded to JC (Vig. Admn) for uniform handling of the complaints as per the prescribed procedure.

Any difficulties in implementation of the above procedures may be brought to the notice of the JC (AM), Chennai IV.


(PRAKASH KR. BEHERA)
COMMISSIONER OF CUSTOMS
CHENNAI-IV

Copy to:

1. The Chief Commissioner of Customs, Chennai Zone for information.
2. The Commissioner of Customs, Chennai-I/II/III/AUDIT/VII/VIII.
3. The DC/EDI for uploading on the Chennai Customs Website.
4. The JCs , Chennai IV.
5. All DC/ACs, Chennai IV.