

TELEPHONE : 25254259
फैक्स/FAX : 044-25221861
www.chennaicustoms.gov.in
ईमेल/Email:commr4-cuschn@gov.in



(आई.एस15700.: 2005
(सेवोत्तम(प्रमाणित)
(IS 15700:2005) Sevottam
Certified)

भारत सरकार
GOVERNMENT OF INDIA
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- 600001
60, RAJAJI SALAI, CUSTOM HOUSE, CHENNAI 600001

F.No: S. Misc. 02/2019-AM-CH IV

Dated 24.12.2019

STANDING ORDER No. 25/2019

**Sub: Procedure to be followed in respect of CPGRAMs in
Chennai-IV Commissionerate-Reg.**

It is observed that the replies to the CPGRAMs are received belatedly in the Vigilance section of this Commissionerate. It shall be noted that CPGRAMs should be invariably closed within 30 days of receipt in this office.

The following procedure is prescribed for expeditious clearance of CPGRAMs.

1. All the CPGRAMs received in Vigilance, Chennai-IV Commissionerate shall be forwarded to respective sections on the same day.
2. The respective section shall submit the reply to the CPGRAMs within 3 days of receipt of CPGRAM. The reply to CPGRAM from the section shall be approved by the Joint Commissioner.
3. Vigilance Section of Chennai-IV Commissionerate shall prepare the reply to CPGRAMs on the basis of reports received from sections within 3 days of receipt.
4. Final reply to CPGRAM should be completed within a time frame of 7 days of receipt of CPGRAMs and shall be put-up to the Commissioner for approval.
5. ACs/DCs of the respective sections must send CPGRAM reply with the approval of Joint Commissioner under their name and seal.
6. The reply to CPGRAM shall be precise and shall answer all the queries and grievance raised in the CPGRAM.

This issues with the approval of Commissioner, Chennai-IV Commissionerate.

(V PAZHANIYANDI)

JOINT COMMISSIONER OF CUSTOMS
CHENNAI IV COMMISSIONERATE

To:

1. The Commissioner of Customs, Chennai-IV Commissionerate.
2. All the DC/AC, Chennai-IV Commissionerate.
3. Correspondence Section.
4. Hindi Cell.
5. The DC/AC (EDI), Chennai Custom House – For uploading on website.