



आयुक्तसीमाशुल्क निर्यात (काकार्यालय)
OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)
हवाईमालपरिसर, सहारअंधेरी पूर्व, मुंबई - 400099
AIR CARGO COMPLEX SAHAR ANDHERI (E) MUMBAI-400099
Email: - appraisingmainexport@gmail.com Phone No. 26816649

F.NO. S 3-Misc- 26 18-19 E& T ACC

DATE: 29/09/2021

PUBLIC NOTICE NO. 54/2021

DIN No: 20210979DE000000BB26

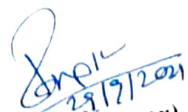
Subject: Establishment of Grievance Redressal and Media Cell in Commissionerate of Customs, Export, Air Cargo Complex, Mumbai.

1. In order to redress grievances of trade in prompt and time bound manner, a Grievance Redressal and Media Cell is created in the Commissionerate of Customs, Export. The Cell shall receive the grievance, send immediate acknowledgement and coordinate to resolve the grievance promptly. The Cell shall maintain record of grievance received and action taken. The Cell shall also monitor social media, respond to it and coordinate redressal of the issues raised on the social media.
2. Further, it has been decided to hold Open House Meeting every month under the chairmanship of Commissioner of Customs, Export. All stakeholders are invited to attend the meeting. Any person who has any grievance can attend the meeting without any prior permission. However, it is advised that the person may send the grievance beforehand so that necessary action can be taken before the meeting.
3. The Grievance redressal and Media cell can be reached at the following address.

Address: Grievance Redressal and Media Cell
Office of the Commissioner of Customs (Export)
Air Cargo Complex, Sahar, Andheri (E)
Mumbai-400099

Email ID:- commr-cus4mum3@nic.in

Phone No.: 022-26828131//022-26826612


(Rajit Kumar)
Commissioner of Customs,
ACC, Mumbai - III

Copy to :-

- 1) The Chief Commissioner of Customs, Zone-III for information
- 2) All Commissioner of Customs, Zone-III, Mumbai
- 3) Notice board/ All sections
- 4) DC/EDI for uploading on the website immediately
- 5) FIEO/All stakeholders