



**OFFICE OF THE COMMISSIONER OF CUSTOMS(EXPORT)  
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAV SHEVA  
TAL.-URAN, DIST-RAIGAD (M.S.)**



F. NO. S/12-Gen-05/2010  
Apprg. Main (X)   
Dt.-04.02.2010

**STANDING ORDER NO.  07/2010**

**SUB:** - Appointment of Nodal Officer to handle the work related to CPGRAM ( Centralised Public Grievance Redress and Monitoring System) -reg.

 The Department of Administrative Reforms And Public Grievances is the nodal agency to formulate policy guidelines for citizen-centric governance in the country. Redress of citizens' grievances, being one of the most important initiatives of the department, DAR&PG formulates public grievance redress mechanisms for effective and timely redress / settlement of citizens' grievances.

 The DAR&PG has been making endeavors to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with different Ministries and Departments of the Government and trying to eliminate the causes of grievances. As a part of it, a website [pgportal.gov.in](http://pgportal.gov.in) is being maintained and monitored by them under Centralised Public Grievance Redress and Monitoring System (CPGRAMS) . This is a Government of India Portal aimed at providing the citizens with a platform for redress of their grievances.

In above context and in pursuance to Member, CBEC Board s letter D.O. F. No.283/02/2009-CX9 dated 21<sup>st</sup> December 2009 and Chief Commissioner Office s letter F. No. S/V-30-Misc-214/07 CCO M.II dated 14.1.2010, the Dy. Commissioner of Customs, Appraising Main (Export)

Section is being nominated as nodal officer for attending the work related to CPGRAMS and to interact with Chief Commissioner's Office.

The Nodal officer shall have the following functions:

1. Everyday morning, Nodal Officer will visit the [pgportal.gov.in](http://pgportal.gov.in), check whether any grievances have been posted by Citizen/forwarded to Commissioner of Customs(Export) Nhava Sheva by parent office for redressing.
2. If the grievance is pertaining to this Commissionerate, Nodal Officer would attend and examine the grievance. At this stage, necessary report to the effect Under Examination. At our Level would be fed at the portal. If required, grievance may be referred to concerned section for necessary action or for getting the current status of the case/grievance.
3. For early redressal of the grievance, Nodal Officer would pursue it with the concerned sections. Staff of Appraising Main (Export) Section would assist in pursuing the issues with the sections.
4. On getting feedback from the sections, depending upon the feedback, appropriate interim/final report would be fed by Nodal Officer against the particular grievance.
5. If the grievance is not pertaining to this Commissionerate, grievance be returned to higher authorities/parent Department with appropriate comments.
6. Nodal Officer would also interact with the Chief Commissioner's Office on the issue of CPGRAMS.

7. It would be the duty of Nodal Officer to dispose off the grievance expeditiously. Final replies to the grievances are to be provided to the complainant within 30 working days, failing which an interim reply should be provided to the concerned complainant.

-Sd  
( B. K. SINHA )  
COMMISSIONER OF CUSTOMS(EXPORT)  
To,  
**All the Officers Concerned**

Copy for information to:◆

- 1.◆◆ The Chief Commissioner of Customs, Mumbai-II Zone, JNCH
- 2.◆◆ The Commissioner of Customs (Import), JNCH.