



फैक्स / Fax 0471 2325252
फैक्स / Fax 0471 2337047
आयुक्त / Commissioner 0471 2320022

केंद्रीय उत्पाद एवं सीमाशुल्क तथा सेवा कर आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX
पी.बी. नं 13, आई.सी.ई. भवन, प्रेस क्लब रोड, तिरुवनंतपुरम 695001
P.B.No.13, I.C.E.BHAVAN, PRESS CLUB ROAD, THIRUVANANTHAPURAM 695001

C.No.II/39/11/2014- Vig.Cx.Tvm

Dated: 12-04-2016

Sub:Public Grievances appearing in the columns of newspapers- need for prompt action - reg.

Please find enclosed the letter C.No.IV/16/04/2016 CC(KZ)IV dated 18.03.2016 received from Chief Commissioner's office alongwith the enclosures.

Commissioner has nominated Smt.M.Girija, Assistant Commissioner(Vigilance) as the nodal officer to redress the public grievances appearing in the newspapers columns.

In this connection, all officers are requested to bring any news item noticed (appearing in newspaper/media) by them concerning public/citizen grievance pertaining to our department immediately to the notice of the nodal officer.

(V.C.KHOLE)
ADDITIONAL COMMISSIONER

Copy to :

1. The Assistant Commissioners of Central Excise, Hqrs, Trivandrum
2. The Assistant Commissioner of Central Excise Divn, TVM and Kollam/ Customs Divn, TVM/ Service Tax Divn, TVM/Air Customs, TVM/Air Cargo Complex, TVM.
3. All Section Heads of Thiruvananthapuram Commissionerate.
4. The Superintendent(PRO), to make arrangements for supply of newspapers to Vigilance Section.

Copy submitted to :

1. The Commissioner of Central Excise, Thiruvananthapuram Commissionerate.

Computer cell
24/3/16
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LC No. 46/2016

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केन्द्रीय उत्पाद शुल्क, सीमा शुल्क एवं सेवा कर मुख्य आयुक्त का कार्यालय
OFFICE OF THE CHIEF COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX
कोचिन क्षेत्र /COCHIN ZONE

केन्द्रीय राजस्व भवन, आईप्रेस रोड.एस., कोचिन 682018-

C.R.BUILDING, I.S.PRESS ROAD, COCHIN-682018

Tel - 0484-2394100 Fax - 2397614, e-mail : cccocchin@excise.nic.in

C.No.IV/16/04/2016 CC (KZ) IV

Dated: - 18.03.2016

To

The Commissioner,
Central Excise, Customs & Service Tax,
Cochin/ Trivandrum/Calicut Commissionerate

The Commissioner of Customs,
Custom House, Cochin-9.

The Commissioner of Customs (Preventive),
Catholic Centre, Ernakulam.

The Commissioner of Central Excise (Audit),
Cochin-18

The Commissioner of Central Excise (Appeals) I/II/III,
Cochin -18

Madam/Sir,

Sub: - Public grievances appearing in the columns of newspapers -need for prompt
action- regarding.

Please find enclosed herewith copy of CBEC, New Delhi letter FTS No.115750/2016
dated 02.03.2016 on the above subject for information & strict compliance.

In this regard, it is requested to that an officer may kindly be nominated to redress such
grievances.

Encl: As above

Yours faithfully,

(S.V.PRAKASH)

ASSISTANT COMMISSIONER (CCO)

MA
24/3

S.V. Prakash
18/3/16

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FTS No. 115750/2016
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

158-B, North Block,
New Delhi-110001..

Dated: 2nd March, 2016

To


The Chief Commissioner of Customs, Bengaluru
The Chief Commissioner of Central Excise, Bengaluru
The Chief Commissioner of Customs, Chennai
The Chief Commissioner of Central Excise, Chennai
The Chief Commissioner, Service Tax, Chennai
The Chief Commissioner of Customs, Central Excise & Service Tax, Cochin/Coimbatore
The Chief Commissioner of Customs, Central Excise & Service Tax, Mysore
The Chief Commissioner of Customs (Preventive), Tiruchirapalli

Sir/Madam,

Please find enclosed herewith a letter dated 18.2.16 on the subject :
Public grievances appearing in the columns of newspapers and the need for
prompt action thereon.

2. It is requested that such grievances as indicated in the said letter of
Commissioner (Coordination) should be attended to in a time-bound manner.
Kindly ensure that your office and all officers under your charge adhere to
the instructions given in the said OM.

Yours faithfully,



(VANAJA N. SARMA)
Member(Admn) &
Member, South Zone, CBEC
(Tele:011-23092568)
(Telefax:011-23092308)

Encl: as above.

Dec
Pl inform the committee.
It is man reminder - the office

F.No.296/41/2016 -CX.9 (CPGRAMS)
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

New Delhi, dated 18th February, 2016

To,
All Chief Commissioners/Directors General.

**Sub.:-Public grievances appearing in the columns of newspapers-
need for prompt action:- Reg.**

Sir/Madam,

The Joint Secretary, Department of Administrative Reforms & Public Grievances, New Delhi vide letter F.No.K-11019/4/2015-PG C1 dated 11.01.2016 has communicated that:-

"All Ministries/Department should regularly examine the grievances column of the newspapers to pick up the cases coming under their purview and take expeditious action to redress the grievances in a time bound manner. The citizen should be promptly informed of the action taken for redressal of the grievance within two month's time. Where redressal is likely to take longer, an interim reply should be sent to the citizen explaining the steps taken and assuain that further necessary action is being taken in the matter."

2. You are requested to ensure that the aforesaid instructions are adhered to by all officers in your Zone.
3. This issues with the approval of Chairman, CBEC.

Yours faithfully,



(Hemambika R. Priya)
Commissioner (Coord.)

Encls.As above

Copy to:-

1. All Members, CBEC, North Block, New Delhi for information please.
2. All Joint Secretaries/ Commissioners, CBEC, New Delhi for kind information please.

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*for letter to zonal CLS -
dicta M*

Commissioner (Co-ordinate) SEC
408
17-2-16

No.K-11019/4/2015-PG C1
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag

10/53
16/2/16

Sardar Patel Bhavan, Sansad Marg,
New Delhi the 11th February, 2016

Office Memorandum

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16W

Cyru
Ch.DT

Subject:-Public grievances appearing in the columns of newspapers – need for prompt action -

As effective grievance redress mechanism is a priority of the Government, it is obligatory upon the Government to make the administration more responsive and to establish institutional arrangement to attend the public grievances promptly and sympathetically.

2. It is therefore reiterated that all Ministries/Departments should regularly examine the Grievances column of the newspapers to pick up the cases coming under their purview and take expeditious action to redress the grievances in a time bound manner. The citizen should be promptly informed of the action taken for redressal of the grievance within two month's time. Where redressal is likely to take longer, an interim reply should be sent to the citizen explaining the steps taken and assuring that further necessary action is being taken in the matter.

3. In addition to the above, it is further requested that the name of the Director of Public Grievances of the respective Ministry/Department may also be kept updated on "pgportal.gov.in".

Smita Kumar
(Smita Kumar)
Joint Secretary to the Government of India

To
Secretary,
Ministries/Departments (As per list)

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11/11/16

Commr (low)
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Receipt of letter dated 18.02.2016 on the subject "**Public grievances appearing in the columns of newspapers-need for prompt action:- Reg.**"

1. Member(P&V), CBEC, North Block, New Delhi.
2. Member(Customs), CBEC, North Block, New Delhi.
3. Member(CX), CBEC, North Block, New Delhi.
4. Member(Budget), CBEC, North Block, New Delhi.
5. Member(L& IT), CBEC, North Block, New Delhi.
6. Member(Service Tax), CBEC, North Block, New Delhi.