

भारतसरकार/GOVERNMENT OF INDIA

वित्तमंत्रालय, राजस्वविभाग

MINISTRY OF FINANCE, DEPARTMENT OF REVENUE

सीमाशुल्क (निवारक) आयुक्तकाकार्यालय

OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)

55-17-3, सी -1 ,द्वितीयतल ,औद्योगिकएस्टेट, ऑटोनगर, विजयवाड़ा -520 007

55-17-3,C-14,2nd Floor,Industrial Estate,Autonagar,Vijayawada-520 007

दूरभाष/Phone : 0866-2551261

ई-मेल/E-Mail: commr.cpc-ap@gov.in

Date: As approved

**PUBLIC NOTICE NO. 02/2025-CUSTOMS**

**Sub: Designating every Wednesday as "Open Day" for grievance redressal of Trade and Industry – Regarding.**

\*\*\*\*\*

1. It has been a practice of permitting any Member of trade and industry to meet the senior officers of the Department of Customs & GST on a particular day of the week without any prior appointment to resolve pending matters. The same practice is still being followed. It is reiterated that as a part of the trade facilitation measure, any member of the trade/industry can meet any senior officer of the Department on **every working Wednesday without prior appointment** and voice their grievance.
2. In order to ensure effective use of such interactions, the visiting members are requested to bring a brief written summary of their grievance and specifically indicating with whom or where the matter is held up. This would help in identifying the choke points and aid in quick resolution of the grievances.
3. Therefore, all Members of Trade and Industry Associations are requested to make use of this opportunity to bring in focus any pending issues with the department. It is also requested to give wide publicity of the facility to all Members of the Associations / Trade bodies to enable them meet the concerned senior officers and voice their grievances.
4. Difficulty, if any, faced in the implementation of the above public notice may be brought to the notice of the undersigned.

**(SADHU NARASIMHA REDDY)**  
COMMISSIONER

To

The Importers, Exporters, Other stake holders and all concerned.

Copy submitted to,

The Chief Commissioner of Customs, Visakhapatnam Zone, Visakhapatnam  
copy to

- 1.The Additional/Joint Commissioner of Customs, Custom House, Kakinada/Krishnapatnam.
2. The Additional Commissioner of Customs, Hqrs., Customs Commissionerate (Preventive), Vijayawada.
3. The Assistant /Deputy Commissioner of Customs, ICD MARRIPALEM, GUNTUR.
4. The Assistant /Deputy Commissioner of Customs, Customs Preventive Division, Visakhapatnam/ Kakinada/ Tirupathi/ TFC Hqrs. of Customs Commissionerate (Preventive), Vijayawada.
5. Notice Board.
6. Superintendent, Computers section, Customs Commissionerate (Preventive), Vijayawada for uploading in the website of this office.
7. Office Copy