



I/1341715/2023

WEBSITE:	www.customsmangalore.gov.in	 	Phone No:	0824-2406307
E-Mail ID:	commr-cusmnglr@nic.in		Fax No:	0824-2407100
सीमाशुल्कआयुक्तकाकार्यालय नवसीमाशुल्कभवन, पणंबूर, मंगलूर-५७५०१० OFFICE OF THE COMMISSIONER OF CUSTOMS NEW CUSTOMS HOUSE, PANAMBUR, MANGALURU – 575 010				
C No. S-26/33/2010-Sev Pt.-IV			Dated: as per e-sign	

(लोक सूचना संख्या) **PUBLIC NOTICE No.16 /2023**

विषय/Sub:Mangalore Customs- Implementation of SEVOTTAM Project to deliver excellence in Service delivery- Nomination of Officers-Reg.

Attention is invited to Public Notices issued earlier, inter alia, Public Notice No. 21/2018 dated 13.11.2018, wherein Public Grievance Officers, Public Relation officers and Exclusive Process Owners were appointed for implementation of Sevottam at Headquarters Office, Airport and Karwar Customs Division of this Commissionerate.

2. In supersession of the above, the following officers are hereby appointed as the Public Grievance Officers, Public Relation Officers and the Exclusive Process Owners in this Commissionerate.

3. **PUBLIC GRIEVANCE OFFICER at New Custom House, Docks, Mangalore International Airport, ACC, Customs Division Karwar, Old Port, CPU Malpe and CPU Kumta:**

Dr. SOMANNA C, JOINT COMMISSIONER OF CUSTOMS (Contact No. 0824-2406308; email ID: drsomannc@gov.in) is appointed as the Public Grievance Officer, for New Custom House, Docks, Airport, Air Cargo Complex, Old Port, Customs Division Karwar, CPU Malpe and CPU Kumta.

4. **PUBLIC RELATION OFFICERS (PROs):**

Sl. No.	Designation	Formation	ContactNos.	E-mailID.
1.	Superintendent (Technical)	HeadquartersOffice	0824-2400438	acnch.mglr-customs@gov.in
2.	Superintendent (Docks)	New Mangalore Port Docks	0824-2406273	acdocks.mglr-customs@gov.in
3.	Superintendent (Airport)	Mangalore International Airport	0824-2220430	acair.mglr-customs@gov.in
4.	Superintendent (ACC)	Air Cargo Complex	0824-2220430	acacc.mglr-customs@gov.in
5.	Superintendent (Technical)	Custom House, Karwar	08382-220593	ackwr.mglr-customs@gov.in

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6.	Superintendent (Old Port)	Old Port, Mangalore	0824-2420227	acop. mglr- customs@gov.in gov.in
7.	Superintendent (CPU, Malpe)	CPU, Malpe	0820-2537605	acnch.mglr- customs@gov.in
8.	Superintendent (CPU, Kumta)	CPU, Kumta	08386-222430	ackwr.mglr- customs@gov.in

5. EXCLUSIVE PROCESS OWNERS:

(i) At New Custom House, Mangalore:

Sl. No.	Designation	PROCESS	Contact Nos.	E-mailID.
1.	Dy./Asst. Commissioner (Appraising/Import)	All work relating to Imports at Hqrs. Office	0824-2408029	acnch.mglr- customs@gov.in
2.	Dy./Asst. Commissioner (Appraising/Export)	All work relating to Exports at Hqrs. Office	0824-2408029	acnch.mglr- customs@gov.in
3.	Dy./Asst. Commissioner (Refund)	All work relating to Refunds	0824-2400906	acnch.mglr- customs@gov.in
4.	Dy./Asst. Commissioner Drawback	All work relating to Drawback	0824-2400906	acnch.mglr- customs@gov.in
5.	Dy./Asst. Commissioner (Preventive)	All work relating to release of seized goods/records	0824-2400906	supprev.mglr- customs@gov.in
6.	Administrative Officer	Communication of acknowledgement and related work	0824-2407426	acao-cusmlr@gov.in

(ii) At New Mangalore Port Docks:

Dy./Asst. Commissioner, Docks	All work relating to Docks	0824-2400906	acdocks.mglr- customs@gov.in
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(iii) At Mangalore International Airport:

Dy./Asst. Commissioner, Airport	All work relating to Mangalore Airport	0824-2220430	acair.mglr- customs@gov.in
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(iv) At Air Cargo Complex:

Dy./Asst. Commissioner, Air Cargo Complex	All work relating to Air Cargo Complex	0824-2220430	acacc.mglr- customs@gov.in
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(v) At Customs Division, Karwar:

Sl. No.	Designation	PROCESS	Contact Nos.	E-mailID.
1.	Dy/Asst. Commissioner Karwar Division	All work relating to Customs Division, Karwar	08382-226712	Ackwr.mglr-customs@gov.in
2.	Administrative Officer	Acknowledgement of all written communication	08382-226302	Ackwr.mglr-customs@gov.in

(vi) At CPU Malpe:

Dy/Asst. Commissioner (HPU), Mangalore	All work relating to Customs CPU, Malpe	0824-2400906	acnch.mglr-customs@gov.in
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(vii) At CPU Kumta:

Dy/Asst. Commissioner, Customs Division, Karwar	All work relating to Customs CPU, Kumta	08382-220593	Ackwr.mglr-customs@gov.in
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(viii) At Old Port, Mangalore:

Dy/Asst. Commissioner (Old Port), Mangalore	All work relating to Old Port, Mangalore	0824-2400906	acop.mglr-customs@gov.in
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6. It is also informed that the exclusive Sevottam Facilitation Desk with Telephone No. 0824-2407729 is functioning at NCH, Mangalore, from 09:30 Hrs to 18:00 Hrs on all workingdays, for the benefit of the trade and public.

(वी.सौंदरराजन/V. SOUNDARARAJAN)

प्रधानआयुक्त/ Principal Commissioner

Copy submitted to:

TheChiefCommissioner ofCustoms, Bangalore CustomsZone, Bengaluru.

Copyto:

1. AllSections,NCH,Mangalore/KarwarDivision
2. Superintendent of Customs, EDI Section for uploading on Website of Mangaluru Customs Commissionerate.
3. TheChemical Examiner, NCH, Mangalore

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4. MasterFile
5. NoticeBoard
6. TheSteamerAgentsAssociation,Mangalore
7. TheCustomsBrokers/CHAAssociation,Mangalore
8. ThePresident,KanaraChamberofCommerceandIndustry,Mangalore
9. AllthePublicGrievance/RelationOfficers/Processownersnominatedasabove.