



सीमा शुल्क आयुक्त का कार्यालय
नव सीमा शुल्क भवन, पणंबूर, मंगलूर-५७५०१०
OFFICE OF THE COMMISSIONER OF CUSTOMS
NEW CUSTOMS HOUSE, PANAMBUR, MANGALURU – 575 010
Telephone No. 0824-2408164, website -www.bangalorecustoms.gov.in, Email- commr-cusmnglr@nic.in

F. No.: GEN/TECH/SEVM/Misc/2/2023-ADMN-O/O-
COMMR-CUS-MANGALURU

दिनांक/ Date: As signed in
E- Office

लोक सूचना संख्या/PUBLIC NOTICE NO. 19 /2024

Sub: Mangalore Customs-Implementation of SEVOTTAM PROJECT to deliver excellence in Service Delivery - Nomination of Officers- Reg.

Attention is invited to the Public Notices issued earlier inter alia Public Notice No.16/2023 dated 08/08/2023 , 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 the Commissionerate.

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

Shri Biju Thomas, Additional Commissioner (Contact No: 0824- 2406308; email ID: biju.thomas@nic.in) is appointed as the Public Grievance Officer, for New Custom House, Docks , Airport, Air Cargo Complex, Old Port, Karwar Division, CPU Malpe and CPU Kumta.

4. PUBLIC RELATION OFFICERS (PROs):

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Superintendent (Technical)	Headquarters Office	0824- 2400438	acnch.mglr-customs@gov.in
2	Superintendent (Admin, Docks)	New Mangalore Port Docks Office, NMPA	0824- 2406273	acdocks.mglr-customs@gov.in

3	Superintendent (Airport Admin)	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
6	Superintendent (Old Port)	Old Port, Mangalore	0824- 2420227	acop.mglr- customs@gov.in
7	Superintendent (CPU, Malpe)	CPU, Malpe, Mangalore	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	Formation	Contact Nos.	E-mail
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.cus toms@gov.in
6	Administrative Officer.	Communication of acknowledgements and Dak related work	0824- 2407426	acao- cusmlr@gov.in

(ii) At New Mangalore Port, Docks:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, Docks	All work relating to Docks	08382- 2400906	acdocks.mglr-customs@gov.in

(iii) At Mangaluru International Airport:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, Airport	All work relating to Mangaluru Airport	0824- 2220430	acair.mglr-customs@gov.in

(iv) At Air Cargo Complex:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, Air Cargo	Complex All work relating to Air Cargo Complex	0824- 2220430	acacc.mglr-customs@gov.in

(v) At Karwar Custom Division:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, Karwar Division	All work relating to Customs Division, Karwar	08382- 226712	ackwr.mglrcustoms@gov.in
2	Administrative Officer	Acknowledging all written communication	08382- 226302	ackwr.mglrcustoms@gov.in

(vi) At CPU Malpe:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, (HPU) Mangaluru	All work relating to CPU Malpe	0824- 2400906	acnch.mglr-customs@gov.in

(vii) At CPU Kumta:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant	All work relating to CPU	08382- 220593	ackwr.mglrcustoms@gov.in

Commissioner, Karwar Custom Division	Kumta		ms@gov.in
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(viii) At Old Port, Mangaluru:

Sl. No	Designation	Formation	Contact Nos.	E-mail
1	Dy./Assistant Commissioner, (Old Port) Mangaluru	All work relating to Old Port, Mangalore	0824- 24200906	acop.mglrcusto ms@gov.in

6. It is also informed that the exclusive Sevottam Facilitation desk with Telephone No. 0824-2407729 is operational at NCH, Mangaluru, from 0930Hrs to 1800 Hrs on all working days, for the benefit of the trade and public.

Signed by P.vinitha
Sekhar
Date: 24-09-2024 17:15:53

(P.VINITHA SEKHAR)
COMMISSIONER

Copy submitted to the Chief Commissioner of Customs, Bengaluru Customs Zone, Bengaluru.

Copy to :

- 1.All Sections, NCH, Mangaluru/Karwar Custom Division.
- 2.The Superintendent, EDI section for uploading in the Website of Mangaluru Customs Commissionerate.
- 3.The Chemical Examiner, NCH, Mangaluru.
- 4.The Steamer Agents Association, Mangaluru.
- 5.The Custom Brokers/CHA Association, Mangaluru.
- 6.The President, Kanara Chamber of Commerce and Industry, Mangaluru.
- 7.All the Public Grievance /Relations Officers/Process owners nominated as above.
- 8.Master file.
- 9.Notice Board.