

**SUO-MOTO DISCLOSURE OF INFORMATION UNDER SECTION 4 (1) OF RTI ACT, 2005**

**1. Organisation and Function**

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
1.1	Particulars of its organisation, functions and duties [Section 4(1)(b)(i)]	(i) Name and address of the Organization	CUSTOM HOUSE, NEW HARBOUR ESTATE, TUTICORIN
		(ii) Head of the organization	THE COMMISSIONER OF CUSTOMS
		(iii) Vision, Mission and Key objectives	Particulars are available at <a href="http://www.cbic.gov.in/htdocs-cbec/info-act/customs/customs">http://www.cbic.gov.in/htdocs-cbec/info-act/customs/customs</a>
		(iv) Function and duties	<p>The functions of this Commissionerate mainly include concerning levy and collection of custom duties, prevention of smuggling and evasion of duties and all administrative matters relating to this Custom House.</p> <p>Overall supervision of this Custom House is looked after by the Commissioner and assisted by Addl/Jt. Commissioner, Dy./Assistant Commissioner, Appraisers, Superintendents, Inspectors (PO/EO) and other supporting staffs.</p> <ul style="list-style-type: none"> <li>• Realizing the revenues in a fair, equitable and efficient manner</li> <li>• Administering the Government's economic, tariff and trade policies with a practical and pragmatic approach</li> <li>• Facilitating trade and industry by streamlining and simplifying Customs and Indirect Taxes processes in light of the guidelines prescribed and facilitating the Trade and Industry</li> <li>• Creating a climate for voluntary compliance by providing guidance and building mutual trust</li> <li>• Combating revenue evasion, commercial frauds and social menace in an effective manner</li> </ul>
		(v) Organization Chart	Particulars are available at <a href="http://www.cbic.gov.in/htdocs-cbec/info-act/customs/customs">http://www.cbic.gov.in/htdocs-cbec/info-act/customs/customs</a>
		(vi) Any other details- the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	The details are available at : <a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a>

1.2	Power and duties of its officers and employees [Section 4(1) (b)(ii)]	<ul style="list-style-type: none"> <li>(i) Powers and duties of officers (administrative, financial and judicial)</li> <li>(ii) Power and duties of other employees</li> <li>(iii) Rules/ orders under which powers and duty are derived and Exercised</li> <li>(v) Work allocation</li> </ul>	<p>The Powers /duties of officers of Customs have been elaborated in Section 5 of the Customs Act, 1962.</p> <p>Duties are performed with –</p> <ul style="list-style-type: none"> <li>(i) Integrity and judiciousness</li> <li>(ii) Courtesy and understanding</li> <li>(iii) objectivity and transparency</li> <li>(iv) Promptness and efficiency</li> </ul> <p>Work allocation are available at Tuticorin Customs Website : <a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a></p>
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	<ul style="list-style-type: none"> <li>(i) Process of decision making. Identify key decision making points</li> <li>(ii) Final decision making authority</li> <li>(iii) Related provisions, acts, rules etc.</li> <li>(iv) Time limit for taking a decisions, if any</li> <li>(v) Channel of supervision and accountability</li> </ul>	<p>As per the provisions of Customs Act, decision making in the organization is based on decentralization that is to say that there is a definite delegation of authority and responsibility to different levels of the organization. Such delegation is laid out either in the Customs Act, 1962 or the Rules made thereunder or vide various circulars issued by the department from time to time</p> <p>Commissioner of Customs</p> <p>Customs Act, 1962 and other Allied Acts.</p> <p>As provided under Customs Act, 1962 and CBIC service quality Manual</p> <p>All references received from the Trade, different stakeholders and Field formations are submitted by concerned Sections to the AC/DC in-charge in the Commissionerates. The file notings are prepared by EO /PO (Inspector). The relevant notification / circulars etc. are explained by Supt. / AO. The main recommendations are made by AC /DC /ADC and finally the important decisions are approved by the Commissioner. In case of any clarification required the same is referred to the CC / Board to get final decision.</p>
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	<ul style="list-style-type: none"> <li>(i) Nature of functions/ services offered</li> <li>(ii) Norms/ standards for functions/ service delivery</li> <li>(iii) Process by which these services can be accessed</li> <li>(iv) Time-limit for achieving the targets</li> </ul>	<p>Levy and collection of custom duties, prevention of smuggling and evasion of duties and all administrative matters relating to this Custom House.</p> <p>As per the standards laid down under CBIC Service Quality Manual (SQM), which is available at <a href="http://www.cbic.gov.in">www.cbic.gov.in</a></p> <p>As per the provisions contained in the Customs Act, 1962 / Rules made thereunder and RTI Act.</p> <p>Time limit for each function has been set out in the CBIC Service Quality Manual.</p>

		(v) Process of redress of grievances	<p>In order to take care of the grievance(s)/complaint(s) the department has put in place a grievance redressal mechanism in the Custom House. The grievance redressal mechanism can broadly be categorized as:</p> <ul style="list-style-type: none"> <li>• Facilitation for receipt and guidance of complaints / representation at the inward Section in Commissioner's office.</li> <li>• Redressal of vigilance complaints</li> <li>• Prompt handling of the complaints / grievances received through CPGRAMS (Central Public Grievances Monitoring System).</li> </ul>
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	<p>(i) Title and nature of the record/ manual / instruction.</p> <p>(ii) List of Rules, regulations, instructions manuals and records.</p> <p>(iii) Acts/ Rules manuals etc.</p> <p>(iv) Transfer policy and transfer orders</p>	<p>The Customs Act, 1962 and other Allied Acts.</p> <p>The Acts/rules/regulations, instructions / manuals and records for discharging its functions are available at CBIC Website i.e. <a href="http://www.cbic.gov.in">www.cbic.gov.in</a> &amp; Tuticorin Customs website: <a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a></p> <p>Available at CBIC website and at Tuticorin Customs website.</p>
1.6	Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]	<p>(i) Categories of documents</p> <p>(ii) Custodian of documents/categories</p>	<p>The office documents are generally processed and stored in the form of files and folders. Files and documents related to work assigned to concerned Sections of this office are duly catalogued, indexed and entered in Registers and these are kept in the custody of respective Sections.</p> <p>Respective Section Heads.</p>

1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	<p>(i) Name of Boards, Council, Committee etc.</p> <p>(ii) Composition</p> <p>(iii) Dates from which constituted</p> <p>(iv) Term/ Tenure</p> <p>(v) Powers and functions</p> <p>(vi) Whether their meetings are open to the public?</p> <p>(vii) Whether the minutes of the meetings are open to the public?</p> <p>(viii) Place where the minutes if open to the public are available?</p>	<p>Central Board of Indirect Taxes and Customs.</p> <p>PTFC (Permanent Trade Facilitation Committee) and Customs Clearance Facilitation Committee have been formed.</p> <p>CBIC composition/term/tenure are available in its website.</p> <p>PTFC/CCFC is consisting of Trade members and Participatory Government Agencies, Chaired by the Commissioner of Customs. PTFC/CCFC meetings are held in this Custom House on regular monthly basis. Also, Meetings with Trade Representatives / Importers / Exporters and other stake holders are held at regular intervals. The minutes of the meeting are uploaded in the website. <a href="http://www.tuticorincustoms.gov.in">http://www.tuticorincustoms.gov.in</a></p> <p>The meetings are open to the trade only. Yes</p> <p>Yes</p> <p>At CBIC website and also at Tuticorin Customs website</p>
1.8	Directory of officers and employees	<p>(i) Name and designation</p> <p>(ii) Telephone , fax and email ID</p>	As per Annexure-A
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1)(b) (x)]	<p>(i) List of employees with Gross monthly remuneration</p> <p>(ii) System of compensation as provided in its regulations</p>	Vide Annexure-B
1.10	Name, designation and other particulars of public information officers [Section 4(1)(b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	<p>Shri. N. Sampath, Asst. Commr. (CPIO),</p> <p>Shri. Ravi C., Supdt. (CAPIO)</p> <p>Shri. Suresh Babu Bodduluri, Addl. Commr. (Appellate Authority )</p>

		(ii) Address, telephone numbers and email ID of each designated official.	Shri N. Sampath, (CPIO) Custom House, Tuticorin Mobile : 94438-90099 e-mail id : <a href="mailto:sampath5365@gmail.com">sampath5365@gmail.com</a> Shri. Ravi C, (CAPIO) Custom House, Tuticorin Mobile : 95855-24550 Email id : <a href="mailto:Ravee1971@gmail.com">Ravee1971@gmail.com</a> Shri. Suresh Babu Bodduluri Custom House, Tuticorin. Mobile : 94452-23620 e-mail id : <a href="mailto:bsureshbabu70@gmail.com">bsureshbabu70@gmail.com</a>
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings (ii) Finalised for Minor penalty or major penalty proceedings	Major penalty : 4 cases (2 Retired officers and 2 Serving officers)  -
1.12	Transfer policy and transfer orders [F No. 1/6/2011- IR dt.15.4.2013]		Transfer policy and Transfer orders are available at CBIC website and Tuticorin Customs website.

## 2. Budget and Programme

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority (ii) Budget for each agency and plan & programmes (iii) Proposed expenditures (iv) Revised budget for each agency, if any (v) Report on disbursements made and place where the related reports are available	Detailed in Annexure-C

2.2	Foreign and domestic tours (F. No. 1/8/2012- IR dt. 11.9.2012)	Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.	No foreign tour was performed by the Head of Office. The Head of office has performed domestic tours and an amount of Rs.3,57,955/- has been expended till date.
		(iii) Information related to procurements a) Notice/tender enquires, and corrigenda if any thereon, b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured.	Notice / Tenders are available at Central Public Procurement portal and Tuticorin Customs portal.  Goods are purchased through Government e-Market Place (GEMS)

### 3. Publicity Band Public interface

S. No.	Item	Details of disclosure	Remarks / Reference Points (Fully met / partially met / not met- Not applicable will be treated as fully met / partially met)
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof  [Section 4(1)(b)(vii)]  [F No 1/6/2011- IR dt. 15.04.2013]	Arrangement for consultations with or representation by the members of the public  Arrangements for consultation with or representation by a) Members of the public in policy formulation/ policy implementation b) Day & time allotted for visitors c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	Not Applicable to this office. Policy formulation and consultation is done by the CBIC, New Delhi.

3.2	Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]	<p>Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;</p> <p>(i) Policy decisions/ legislations taken in the previous one year</p> <p>(ii) Outline the Public consultation process</p> <p>(iii) Outline the arrangement for Consultation before formulation of policy</p>	<p>All the details of Policy decisions are available in the CBIC website and Tuticorin Customs website in the form of Notification / Circular / Public Notice / Facility Intimation / Standing Orders.</p> <p>Whenever an important policy decision / proposals are made, the Stake holders are being consulted through meeting/out reach programmes.</p> <p>The Stake holders are informed through their mail ID and called upon to take part in the meeting/programmes before formulation of policy.</p>
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	<p>Use of the most effective means of communication</p> <p>(i) Internet (website)</p>	<p><a href="http://www.cbic.gov.in">www.cbic.gov.in</a></p> <p><a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a></p>
3.4	Form of accessibility of information manual/ handbook [Section 4(1)(b)]	<p>Information manual/handbook available in</p> <p>(i) Electronic format</p> <p>(ii) Printed format</p>	Available in electronic format
3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]	<p>List of materials available</p> <p>(i) Free of cost</p> <p>(ii) At a reasonable cost of the medium</p>	Acts/Rules/Regulations are available electronically for viewing by Public/Trade.

#### 4. E. Governance

Sl. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011- IR dt. 15.4.2013]	<p>(i) English</p> <p>(ii) Vernacular/ Local Language</p>	<p>English &amp; Hindi</p> <p>-</p>

4.2	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information electronic form	All the relevant details including the order passed by the Commissioner from time to time are made available on the website. Further, other details like Trade Notices/ procurement/tenders etc. are also made available on the website. For more details please see website <a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a>
		(ii) Name/ title of the document/record/ other information	
		(iii) Location where available	
4.3	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	Public Relations Officer (PRO) & Sevottam at Custom House, Tuticorin Ph.: 0461-235 2633 Fax : 0461-235 2019 PRO Shri. Manimuthu, Mobile: 9442684309
		(ii) Details of information made available	
		(iii) Working hours of the facility	
		(iv) Contact person & contact details (Phone, fax email)	
4.4	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	Grievance redressal mechanism has been set up for- <ul style="list-style-type: none"> <li>• Facilitation for receipt and guidance of complaints</li> <li>• Redressal of vigilance complaints</li> <li>• Prompt handling of the complaints / grievances received through CPGRAMS (Central Public Grievances Monitoring System)</li> </ul>
		(ii) Details of applications received under RTI and information provided	Received : 27 Replied : 21 (Upto the First Quarter)
		(iii) List of completed schemes/ projects/ Programmes	(1) 100 KW Solar power plant has been installed and became operational w.e.f. 01.06.2018. (2) Bio Digester for effluent water treatment has been established in March, 2018. (3) This office has been switched to LED lighting from January, 2018. (4) e-SANCHIT, e-sealing have been implemented. (5) Direct Port Delivery has been extended to all importers w.e.f. 31.05.2018. (6) Scanning of export containers has been implemented w.e.f. 20.04.2018.
		(iv) List of schemes/ projects/ programme underway	1) Upgradation of Customs Office Building – B Wing at a cost of Rs.53,83,000/- 2) Construction of 6 Nos. of Addl. Residential Quarters in Port area at a cost of Rs.1,47,60,000/-  All the above works are being done by CPWD.



		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	<p>(1) AMC for Facility Management Services at Container Scanning Division(CSD) – M/s. Falcon C Security Services Pvt Ltd., Chennai @ Rs.1,72,703/- per month for 14729 Sqft. From June, 2019 to March, 2020</p> <p>(2) AMC for Security Services at CSD – M/s. Madras Security Services Pvt Ltd., Chennai @ Rs.3888/- per day for 08 personnel From June, 2019 to March, 2020</p> <p>(3) AMC for House Keeping Services at Custom House – M/s. Firstman Management Services Pvt Ltd., Chennai @ Rs.1,92,863/- per month for 125235 Sqft. From June, 2019 to March, 2020</p> <p>(4) AMC for Computers &amp; Peripherals – M/s. Tamil Computers, Tuticorin @ Rs.3,07,414/- for 2019-20</p> <p>(5) AMC for Printronix printers – M/s. Tamil Computers, Tuticorin @ Rs.50,465/- for 2019-20</p> <p>(6) AMC for Computers &amp; Peripherals – M/s. Tamil Computers, Tuticorin @ Rs.1,79,360 for 2019-20</p>
		(vi) Frequently Asked Questions (FAQs)	FAQ are available in the Websites: <a href="http://www.cbic.gov.in">www.cbic.gov.in</a> <a href="http://www.tuticorincustoms.gov.in">www.tuticorincustoms.gov.in</a>
		(viii) Any other information such as Citizen's Charter	Citizen charters have been kept at the entrance of the office.
4.5	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	Received : 27 Disposed : 21 (Upto First Quarter)
		(ii) Details of appeals received and orders issued	Received : 2 Orders issued : 2
4.6	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	2018-19 Received & replied : 10 2019-20 Received & replied : 07

5. Information as may be prescribed

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
5	Such other information as may be prescribed [F.No. 1/2/2016- IR dt. 17.8.2016, F No. 1/6/2011- IR dt. 15.4.2013]	Name & details of  (a) Current CPIOs & FAAs  (b) Earlier CPIO & FAAs from 1.1.2015	(a) Shri. N. Sampath, AC (CPIO) Shri. Suresh Babu Bodduluri, ADC (FAA)  (b) <u>From 01.01.2015</u> Shri. S. Palanichamy, AC(CPIO) Shri. S.A. Uma Shanker Goud, <u>From 01.04.2016</u> Shri. K. Thirugnanam, AC (CPIO) Shri. Suresh Nandanwar, ADC (FAA) <u>From 18.11.2016</u> Shri. K. Jayakumar, AC (CPIO) Shri. Suresh Nandanwar, ADC (FAA) <u>From 28.06.2017</u> Shri. N. Thirugnana Sundaram, AC (CPIO) Shri. V. Sivakumar, ADC (FAA)

## 6. Information Disclosed on own Initiative

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain Information		All details regarding the Public Authority and its Administrative set up, Governing Acts and Rules are available in the website.
6.2	Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India)	<p>(i) Whether STQC certification obtained and its validity.</p> <p>(ii) Does the website show the certificate on the Website?</p>	<p>This office has been awarded with Service Quality Management Systems IS 15700:2005 by the Bureau of Indian Standards (BIS).</p> <p>Yes.</p>

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