



GOVERNMENT OF PAKISTAN  
MODEL CUSTOMS COLLECTORATE OF EXPORTS  
KARACHI

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No. SI/MISC/09/09/Exp-HQ

14<sup>th</sup> April, 2010.

**PUBLIC NOTICE NO.02/2010-EXPORTS.**

**SUBJECT:- COMPLAINT RE-DRESSAL CELL (CRC).**

In order to ensure prompt redressal of trade complaints, grievances and hardships regarding delays in processing of duty drawback claims, DTRE approvals and problems if faced at Exporting Stations, etc., and to provide one window facility regarding to complainants, a **Complaint Re-dressal Cell (CRC)** is established at Model Customs Collectorate of Exports, Headquarters, with immediate effect.

2. The cell shall comprise of:

i)	Collector	Chairman
ii)	Additional Collector-I	Coordinator.
iii)	Deputy Collector (Headquarters)	Focal Person/ Member.

3. Procedures and functions of the CRC shall be as under:

- a) The aggrieved person shall address his complaint to the Collector, Model Customs Collectorate of Exports, Karachi.
- b) The issue shall be clearly and precisely (preferably in 250 words) framed and mention with which section/ group his complaint relates to. Details of relevant references like SR No., GD (Shipping Bill.No.), description, amount involved etc, may be mentioned in the complaint. The complainant's current address, his contact numbers and email address, etc. shall be clearly mentioned on the complaint.
- c) All complaints received / registered by every Monday shall be taken up by the CRC Committee in its weekly meeting to be held on each Wednesday, from 10:30 a.m. to 1:00 p.m.
- d) Each complaint shall be registered and a specific Serial Number shall be allocated for future reference and issuance of necessary instructions/ dispensation.

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- e) To ensure prompt disposal and fair play, the complainant shall be required to assist the Committee during the proceedings while producing all the relevant documents/ evidences, orders in support of his contention enabling thereby the Committee to decide the matter forthwith for issuance of necessary instruction as deemed appropriate.
4. All Trade representative fora are requested to apprise their members for utilizing the CRC forum for prompt redressal of their grievances and hardships with a view to save their time and resources

  
(GHULAM AHMED)  
Collector