

OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE AND CUSTOMS  
TOWN CENTRE : N-5 : CIDCO : AURANGABAD-431003

F.No. VIII(Cus)269/TA/2009.  
Aurangabad, the 08.01.2010

TRADE NOTICE NO. 15/2009 DATED 08.01.2010

Sub:- Launching of Centralised Public Grievance Redress and  
Monitoring System- reg.

Attention of the Trade is invite to the Government of India, Department of Administrative Reforms and Public Grievances, initiative of a Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for prompt and effective redress of grievances of citizens. The system is a single window grievance portal to record and receive the grievances online and redress those including actions at different levels. Since, CPGRAMS is a web enabled system; it can be accessed by visiting the website <http://pgportal.gov.in>.

2. In this regard, Dr. K. P. Mishra, Additional Commissioner is designated as Director of Public Grievances in the Commissionerate. The details of the officer are as below:

**NAME** : Dr. K. P. Mishra  
**DESIGNATION** : Additional Commissioner  
**CONTACT ADDRESS** : Central Excise & Customs, N-5, Town  
Centre, CIDCO Aurangabad  
**TELE./FAX NO** : (0240) 2484969

3. All Trade Associations / Chambers of Commerce and members of RAC are requested to bring this Trade Notice to their manufacturer - members in particular and trade in general.

(ARUN SAHU)  
COMMISSIONER  
CENTRAL EXCISE, AURANGABAD.

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To,  
The Joint Commissioner  
Chief Commissioner Unit  
Central Excise & Customs  
Nagpur Zone, Nagpur

Sub:- Name and designation of Public Grievance Officers- reg.

Please refer to your letter C.No.I(22)2/09/CCU/NZ dated 17<sup>th</sup> Nov., 2009  
& 09.12.2009 on the above subject.

In this regard, Shri A.S. Sonawane, Deputy Commissioner has been  
designated as Public Grievance Officer (PGO). The details of PGO are as under:

**NAME** : **A.S. Sonawane**  
**DESIGNATION** : **Deputy Commissioner**  
**CONTACT ADDRESS** : **Central Excise & Customs, N-5, Town  
Centre, CIDCO Aurangabad**  
**TELE./FAX NO** : **(0240) 2487674**

(ARUN SAHU)  
COMMISSIONER  
CENTRAL EXCISE, AURANGABAD