

Disclosures under Section 4 (1) (b) of the Right to Information Act, 2005

(i) The particulars of its organization, functions and duties:

Initially the Commissionerate of Customs, Patna was created in March 1972 vide Govt. of India's notification No. 95 dated 04.3.1972 with the sole purpose of preventing smuggling activities on the entire Indo- Nepal Border and to monitor the trade activities between India & Nepal and transit of goods from and to Nepal in terms of Indo- Nepal treaty of trade and transit.

Customs (Prev.) Commissionerate at Lucknow, came into existence with effect from 02.06.1994, following bifurcation of the erstwhile Customs (Preventive) Commissionerate, Indo-Nepal Border with HQ at Patna. The jurisdiction of this Commissionerate extends over the states of Uttar Pradesh and Uttarakhand, and covers the international border of about 850 kms with Nepal and China including many intractable hill areas and dense forests.

The twin objectives of the Commissionerate are Anti smuggling work and the facilitation of the trade with Nepal and China. Anti smuggling work mainly consists of the prevention of, among other things, illegal export of goods to Nepal; illegal import of goods of third country origin from Nepal; diversion of the goods being imported / exported by Nepal under the CTD facility through Indian territory into Indian market; drug trafficking and smuggling of FICN etc.

Most of the trade with Nepal is carried out through the mutually agreed and approved routes, manned by Customs on both sides. Besides this, the local people residing on either side of the border have been undertaking movement of goods in small quantities through several traditional passages.

The Commissionerate also has two international Airports at Lucknow and Varanasi. From Lucknow flights to Abu Dhabi, Muscat, Jeddah & Dubai, Sharjah, Singapore, Thailand and from Varanasi Indian Airlines flights to Kathmandu (Nepal) and Sharjah, are operating. Seasonal flights for HAJ pilgrimage are also operational from both the Airports. At present from Varanasi Airport import of only specified raw materials is allowed vide Notification No. 61/94-Cus.(NT), dt. 21-11-94. The Air Cargo facility at Chaudhary Charan Singh International Airport, Lucknow is being allowed under notification 05/99-Cus (NT) dated 27/01/1999.

The regulation of the trade with Nepal is undertaken in accordance with; (i) the Treaty of Trade; (ii) the Treaty of Transit and (iii) the Agreement of Cooperation to Control the

Unauthorized Trade. In terms of the Treaty of Trade, the export and import of goods to and from Nepal can take place through the Twelve (12) mutually agreed routes on the Indo Nepal border which lie in the jurisdiction of this Commissionerate. These routes and their corresponding points across the border in Nepal have been specified vide the Notification No. 63/94-Cus. (NT), Dt. 21-11-94 (as amended). Exports to Nepal from the Land Customs Stations situated at the mutually agreed and approved routes can also be affected under the export promotion schemes.

Import of third country origin goods from Nepal is prohibited vide Notification No. 9/96-Cus.(NT),dt. 22-1-1996, barring a few exceptions specified therein.

The bi-lateral Treaty of Transit with India governs transit facility for Nepalese Trade with other countries. Pursuant to this, Nepalese goods can be exported and imported through the Sea port of Kolkata and, after passing the Indian territory, can be moved through the 07 mutually agreed routes (Land Customs Stations) on the border in our jurisdiction,viz. Sonauli, Barhni, Nepalgunj Road, Gauriphanta, Tikonia, Jarwa, and Banbasa, notified under Notification No. 63/94-Cus. (NT), dt. 21-11-94. In both the cases, the goods have to be accompanied by a Customs Transit Declaration (CTD) and transported along the inland routes specified by the Government of India in this regard.

For the trade with China, Gunji in the District of Pithoragarh in Uttarakhand has been specified under the Notification No. 63/94-Cus. (NT), dt. 21-11-94.

Subsequent to the reorganization of Custom Department vide notification no.82/2017-Cus (NT) dt 24.08.2017 (as amended) , this Commissionerate has also taken over all such custom related work w.e.f 15/01/2018, which were hither to performed by CGST Commissionerates of Lucknow Zone, which includes implementation of self sealing/ factory stuffing of containerised export cargo, fixation of brand rate of drawback, Duty drawback for supplies made by DTA units to SEZ, Licensing of customs bonded warehouse etc. For ease of doing business, a Trade Notice No. 01/2018 dated 2.2.18 has been issued by the commissionerate creating 06 Export Promotion Circles at each of the existing Divisions (except Division Bareilly) and ICD Agra and ICD Panki.

Besides, ICDs in the cities of Agra, Kanpur & Varanasi have also come under the jurisdiction of Customs (P) Commissionerate, Lucknow w.e.f. 15/01/2018.

These ICDs are:

1. ICD JRY Kanpur with custodian CONCOR
2. ICD Panki Kanpur with custodian Kanpur Logistics Park
3. ICD Chakeri with custodian CWC
4. ICD Agra with custodian CONCOR
5. ICD Madho Singh with custodian CONCOR
6. ICD Bhadoi with custodian CWC.

Apart from above 03 Foreign Post offices at Varanasi, Kanpur and Agra, notified under Notification No. 31/2017-Cus (NT) dated 31.03.2017 falls under the jurisdiction of this Commissionerate.

ORGANIZATION SETUP AND DUTIES:-

The Commissionerate having jurisdiction over state of U.P. & Uttarakhand with Headquarters at Lucknow, functions under the administrative control of Commissioner of Customs, assisted by Adl./Joint/Deputy/ Assistant/ Commissioners. The preventive Commissionerate draws its Gr. B, C and multitasking staff from Central Excise & CGST Zone Lucknow, which is cadre controlling authority for the officers/staff in these groups.

The Commissionerate has been divided into 5 Customs Divisions headed by the Dy./Asstt. Commissioners and have their Hdqrs. at Lucknow, Bareilly, Gorakhpur, Nautanwa and Varanasi. These Divisions are further divided into Customs Mobile Preventive Unit (CMPU) and Land Customs Stations (LCS's) falling in their area. Further, for ease of doing business, a trade notice no. 01/2018 dated 02.02.2018 has been issued by this commissionerate creating 06 Export Promotion Circles (EPC). 04 existing Preventive Divisions at Nautanwa, Gorakhpur, Varanasi and Lucknow have also been designated as Export Promotion Circles for the purpose of facilitating the exporters and importer earlier being carried out by the Central Excise formations. The other 02 Export Promotion Circles are created at ICD Panki at Kanpur and ICD Agra at Agra for facilitating the trade, exporters and importers of adjoining areas/districts of Uttar Pradesh.

The hierarchy of the officers is as under:-

- i. Commissioner
- ii. Additional/Joint Commissioner
- iii. Deputy/Asstt. Commissioner
- iv. Appraiser
- v. Superintendent/Air Customs Supdt.
- vi. Personal Secretary
- vii. Inspector/Air Customs Officer
- viii. Executive Assistant /Tax Assistant/LDC
- ix. Drivers
- x. Havaldars
- xi. Sepoy

(ii) The powers and duties of its officers and employees:-

The officers and staff of Lucknow Customs (Prev.), Commissionerate are committed to its Citizen Charter, to provide to trade & industry time bound and speedy cargo clearance facility, quick redress of grievance and inculcating in its officers' sense of service with stress on-

- (i) Integrity and judiciousness
- (ii) Courtesy and understanding
- (iii) Objectivity and transparency
- (iv) Promptness and efficiency

Steps are afoot to further professionalize Customs staff to be able to render efficient and prompt service to the clients almost at par with those rendered by other Customs services in developed countries/WCO/WTO norms.

The Powers of officers of Customs have been elaborated in Section 5 of the Customs Act, 1962 and are laid as under –

- a). Subject to such conditions and limitations as the Board may impose, an officer of Customs may exercise the powers and discharge the duties conferred or imposed on him under this Act.
- b). An officer of Customs may exercise the powers and discharge the duties conferred or imposed under this Act on any other officer of Customs, who is subordinate to him.

The work is delegated to various categories of officers within the framework of the law.

(iii). The procedure followed in the decision making process, including channels of supervision and accountability

a) The Commissioner monitors the working and functioning of the Commissionerate. Since the Policy formulations are exclusively in the domain of the Board, policy implementation in spirit of the laws so formulated forms the major functions of field formations. The Commissionerate collates and compiles various trade representations; problems faced by the Trade and Industry and forward them to the Chief Commissioner Office, Customs (Prev.), Patna Zone for onwards submission to the Board which become ingredients for policy formulation.

b) 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 and Regulations made there under or vide various circulars issued by the department from time to time.

c) Since this Custom Zone is entrusted with the main work of implementation of the Customs Act, Rules, allied Acts and Board's orders etc., all aspects of Revenue are monitored and status are forwarded to Board in the form of weekly, monthly and quarterly reports.

d) 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 noting are prepared by Inspector. The relevant notification / circulars etc. are explained by Suptd/AO. The main recommendations are made by AC /DC /ADC and finally the important decisions are approved by the Commissioner. In case of requirement of any clarification the same is referred to the Board for taking final decision.

(iv) The norms set by it for the discharge of its functions

The mission of the organization is to achieve excellence in the implementation of Customs Acts, Allied Acts and Rules there under aimed at:

- Realizing the revenues in a fair, equitable and efficient manner
- Administering the Government's economic, tariff and trade policies with a practical and pragmatic approach
- Facilitating trade and industry by streamlining and simplifying Customs and Excise processes in light of the guidelines prescribed and facilitating the Trade and Industry
- Creating a climate for voluntary compliance by providing guidance and building mutual trust

- Combating revenue evasion, commercial frauds and social menace in an effective manner
- To achieve its mission, the Zonal Office has taken on priority to utilize both the man and material resources at its disposal in-

1. Enhancing the use of Information Technology
2. Streamlining Customs and Excise Procedures
3. Encouraging voluntary compliance
4. Evolving cooperative initiatives
5. Assisting in the formulation of Tariff policies
6. Combating Revenue evasion, commercial frauds and social menace effectively
7. Measuring conformance to service delivery standards
8. Developing professionalism and responsibility

(v) The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions

Available on CBIC Website i.e. <http://www.cbic.gov.in/index>

(vi) A statement of the categories of documents that are held by it or under its control

The office documents are generally processed and stored in the form of files and folders. Files and documents related to work assigned to concern Sections of this office are duly catalogued, indexed and entered in Registers and these are kept in the custody of respective Sections. Almost entire database is available in EDI system.

(vii) The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof

The members of Public can write to this office on any such issue or seek appointment for meeting, if required.

(viii) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.

CCFC meetings and open House Meetings with Trade Representatives / Importers/Exporters and other stake holders are held at regular intervals by the this Commissionerate. The minutes of the meeting are displayed on notice board. The Citizen's Charter of the Department envisions that the Customs & Central Excise officers shall carry out their assigned tasks with integrity and judiciousness; courtesy and understanding; objectivity and transparency; promptness and efficiency. The officers are also committed to providing every possible assistance to the public and trade in implementation of the Customs policies and procedures. The Customs department has also initiated a number of measures to ensure that complaint(s)/grievance(s) are minimized and where received these are attended to promptly.

In order to take care of the grievance(s)/complaint(s) the department has put in place a grievance redressal mechanism in this Commissionerate. The grievance redressal mechanism can broadly be categorized as:

- Facilitation for receipt and guidance of complaints/representation at the inward Section in Commissioner's office.
- Redressal of vigilance complaints
- Prompt handling of the complaints / grievances received through CPGRAMS (Central Public Grievances Monitoring System)

(ix) A directory of its officers and employees

The information is reflected in the Commissionerate website <https://www.commissionercustomslucknow.gov.in/contact-us.aspx>

(x) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations

Designation Level as per Pay Matrix (7th Pay Commission)

Group 'A'

1. Commissioner	L-14
2. Additional Commissioner	L-13
3. Joint Commissioner	L-12
4. Deputy Commissioner	L-11
5. Assistant Commissioner	L-10
6. Chief Accounts Officer	L-10
7. Assistant Director (Comm.)	L-10

Group 'B(G)'

1. Sr. P.S.	L-8
2. Appraiser	L-8
3. Superintendent	L-8
4. ACAO/AO	L-7

Group 'B(NG)' /Group 'C'

1. Preventive Officer	L-7
2. Examiner/Inspector	L-7
3. DOS	L-6
4. Senior Hindi Translator	L-6
5. Junior Hindi Translator	L-6
6. Senior Tax Assistant	L-6
7. Tax Assistant	L-4
8. Lower Division Clerk	L-2
9. Motor Driver (Grade - I)	L-5
10. Motor Driver (Grade - II)	L-4
11. Motor Driver (Grade - III)	L-2
12. Head Havaldar	L-2
13. Havaldar	L-1
14. Sepoy	L-1

7th Pay Commission Pay Matrix Table (Civilian Employees)

S.NO.	Group	Designation	Level as per pay Matrix (7 th CPC)
1	A	Commissioner	14 (144200-218200)
2	A	Addl. Comm.	13 (118500-214100)
3	A	Joint Comm.	12 (78800-209200)
4	A	Dy. Comm.	11 (67700-208700)
5	A	Asstt. Comm	10 (56100-177500)
6	B(GZD)	Supdt.	8 (47600-151100)
7	B(GZD)	Appraiser	8 (47600-151100)
8	B(GZD)	Admn. Officer	7 (44900-142400)
9	B (N-GZD)	Inspector	7 (44900-142400)
10	B (N-GZD)	Executive Asstt.	6 (35400-112400)
11	B (N-GZD)	Junior Hindi Trans.	6 (35400-112400)
12	C	Driver	5 (29200—92300)
13	C	Tax Asstt.	4 (25500—81100)
14	C	LDC	3 (21700-69100)
15	C	Hav/H.hav	2 (19900-63200)

(xi) Particulars of all plans, proposed expenditures and reports on disbursements made

(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

Not applicable

(xiii) Particulars of recipients of concessions, permits or authorizations granted by it

Not applicable.

(xiv). Details in respect of the information, available to or held by it, reduced in an electronic form.

The administered Acts and Rules are available on the CBIC website (<http://www.cbic.gov.in>). All Notifications, Instructions and Circulars issued from time to time are also made available on this website. viz. <http://www.cbic.gov.in/>

The Lucknow (Preventive) Customs Commissionerate maintains its website <https://www.commissionercustomslucknow.gov.in/home.aspx> wherein salient information pertaining to various field formations is given for general information of the public at large. In

addition, website also contains a copy of the Public Notices/ Trade Facilities issued by the Commissionerate.

(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

The details of the minutes of the PTFC/CCFC Meetings are displayed on Notice Board. Library room is maintained at Commissionerate office at Eleventh floor.

(xvi) The names, designations and other particulars of the Public Information Officers

List of Central Public Information Officer (CPIO)-

Sl. No.	Name and Designation of CPIO	Address	Jurisdiction
01	Shri V. K. Tewari, Assistant Commissioner	A-3/113, Sidhivinayak Tower, Vibhuti Khand, Gomti Nagar, Lucknow, Pin Code 226 010 Ph. No.0522-2306909, Email: divlko@commissionercustomslucknow.gov.in	Districts of Lucknow, Shahjahanpur, Lakhimpur Kheri, Hardoi, Sitapur, Bahraich, Barabanki, Shravasti, Amethi (Gauriganj), Pratapgarh, Kaushambi, Raebareli, Sultanpur and Unnao in the State of Uttar Pradesh.
02	Shri Binod Kumar Gupta, Assistant Commissioner	Central Revenue Building, Maqbool Alam Road, Varanasi – Pin Code 221 002 Ph. No.0542-2501415, Email:divvns@commissionercustomslucknow.gov.in	Information pertaining to the jurisdiction of office of the Assistant Commissioner, Customs (Prev.) Division, Varanasi
03	Shri Rakesh Srivastava, Deputy Commissioner,	Central Revenue Building, Mohalla Kalepur, Near Kachahari Bus Station, Gorakhpur Pin Code 273 001. Pho. No.0551 2204852, Email : divgkp@commissionercustomslucknow.gov.in	Districts of Basti, Ambedkar Nagar, Deoria, Kushinagar, Gorakhpur, Sant Kabir Nagar, Balrampur, Gonda and Siddharth Nagar in the State of Uttar Pradesh.
04	Shri Shashank Kumar Yadav, Deputy Commissioner	P.O. Nautanwa, Maharajganj Pin 273 164 Ph. No. 05522-234450, Email: divntw@commissionercustomslucknow.gov.in	Information pertaining to the jurisdiction of office of the Deputy Commissioner, Customs (Prev.) Division, Nautanwa

05	Shri D.K. Verma, Assistant Commissioner	S.S. Tower, Rohilkhand Medical College Road, Phibhit Bypass Road, Bareilly- 243006 Ph. 0581-2525081 divbly@commissionercustomslu ckno w.gov.in	Information pertaining to the jurisdiction of office of the Assistant Commissioner, Customs (Prev.) Division, Bareilly
06	Shri C. N. Mishra Deputy Commissioner	Inland Container Depot, Panki Kanpur, Near Panki Railway Station, Panki, Kanpur. Ph. No.0512-2410609, email customsicdpanki@gmail.com	Information pertaining to the jurisdiction of office of the Deputy Commissioner, Customs, ICD, Panki, Kanpur.
07	Shri C. N. Mishra, Deputy Commissioner	Inland Container Depot, Juhi Railway Yard, Kanpur Ph. 0512-2232966 e-mail: icdjry@gmail.com	Information pertaining to the jurisdiction of office of the Deputy Commissioner, ICD, JRY and EP Circle, Kanpur
08	Shri Ajit Kumar Kispotta, Assistant Commissioner	CCS International Airport, Amausi, Lucknow,(U.P.) Ph No. 0522- 2431876 airportlko@commissionercustomsl ucknow.gov.in	CCS International Airport, Amausi, Lucknow, U.P.
09	Shri Shrikant Raut, Assistant Commissioner	Inland Container Depot Agra, East Bank, Moti Mahal, Agra Pin Code 282006 Ph. No.0562-2281374, email agraicdagra.446@rediffmail.com	Information pertaining to the jurisdiction of office of the Assistant Commissioner, Customs (EPC), Agra.
10	Shri V.K. Sinha, Deputy Commissioner	Hall No. 03, 5 th Floor, Kendriya Bhawan, Sector-H, Aliganj, Lucknow- 226024 Ph. 0522- 2329828	Information pertaining to the jurisdiction of the office of the Commissioner, Customs (Prev.) Commissionerate, Lucknow

First Appellate Authority Details-

Sl. No.	Name & designation of the First Appellate Authority.	Address
01	Shri Ved Prakash Singh, Additional Commissioner	Customs (Prev.) Commissionerate, Hall No. 03, 5 th Floor, Kendriya Bhawan, Sector-H, Aliganj, Lucknow. Ph No. : 0522-2329903 Fax No: 0522-2329371

(xvii) Such other information as may be prescribed; and thereafter

Not applicable
