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CBEC has established the procedure given below for handling of complaint. To ensure that citizens get services as per prescribed norms CBEC has adopted CPGRAMS (Central Public Grievance Redress and Monitoring System) for handling citizen complaints/grievances. Citizen can use this system to raise grievances if prescribed service norms are not met with or there is any mistreatment due to discharge of CBEC regulatory and service functions.

CPGRAMS is a standardized web based solution and an integrated application to register and to redress the grievances received online, by post and by hand.

CPGRAMS is functional at the Board (CBEC) level, where grievances lodged by citizens are received by the Nodal officer (Commissioner Co-ordination) and then forwarded electronically to the concerned officer (Chief Commissioner / Director General) for redress and appropriate action. The redress is monitored at the Board level, both for timelines and quality.

Procedure for citizens to lodge grievance:

1. Grievances can be lodged online by log-in to www.pgportal.gov.in (PG portal) with provision for selecting password and giving email ID to receive electronic acknowledgement. The citizen could also lodge grievance using – link on CBEC website www.cbec.gov.in . The specifics in the grievance may be provided like the right jurisdictional office (if known), details of specific service not meeting Citizen Charter norms and remedy requested with immediate action if any. Citizen may provide additional details as sought by department for effective grievance redress.
2. The system shall generate a ‘Unique Registration number’ for each grievance. This number could be used to check periodic progress and send reminders.
3. On grievance redress, reply is received and can be viewed through the PG portal.
4. Grievances can also be sent by post or hand to Public Grievance Officers (PGO) at field level on a plain paper giving above specific details for redress. PGO shall issue a unique number to complainant for follow up. The grievances could be followed up with PGO for progress or redress quoting the unique number. Details of the PGO are available at the CBEC web-site or could be got by calling the jurisdictional Chief Commissioner/ Commissioner office.

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- If field officers don't respond to the citizen grievance, citizen could approach jurisdictional Chief Commissioners of Customs as the appeal authority for the grievance redress in matters related to Central Excise & Service Tax domain. Similarly the citizen could approach jurisdictional Chief Commissioners of Central Excise as the appeal authority for the grievance redress in matters related to Customs domain.

The grievance Redress path:

