



कार्यालय आयुक्त सीमा शुल्क
(पंजाब, हिमाचल प्रदेश एवं चंडीगढ़)
जी.टी.रोड, साहनेवाल, लुधियाना- 141120
OFFICE OF THE COMMISSIONER OF CUSTOMS
(Punjab, Himachal Pradesh & Chandigarh)
ICD-GRFL, G.T.ROAD, SAHNEWAL, LUDHIANA- 141120
टेली./Tel. - 0161- 2847360: फैक्स/Fax - 0161-2845360

OFFICE ORDER

Dated: 27.04.2020

In the wake of the COVID-19 pandemic, a Task Force/ Response Team is created with the following members:-

Sr.No.	Name and designation	Email id	Mobile no.
1	Ms Parul Garg, Joint Commissioner	parul.garg@icegate.gov.in	7340960775
2	Sh Akshit Jain, Deputy Commissioner	akshat.jain@gov.in	9415331212
3	Shri Aman Mittal, Deputy Commissioner	mittal.aman@gov.in	8802593438
4.	Shri Neeraj Gupta, Superintendent (Tech)	techludhiana@gmail.com	7814728000
5	Shri Udit Vashisht, Superintendent (EDI)	udit.vashisht@gov.in	9878374167
6.	Shri Harbans Singh, Superintendent (S&I)	sandi-customs.ldh@gov.in	9814961284

2. The task force may handle their work from the email id covid.cusldh@gmail.com and through other official emails. The task force will inter alia be looking after the following:-

- (i) Responding to all the emails/correspondence related to COVID 19 pandemic;
- (ii) Listen to the grievances of the trade and provide a response/remedy for the difficulty faced by them;
- (iii) Act as a communication channel for the stakeholders in customs related work;
- (iv) Organize online meetings;
- (v) Respond to trade queries;
- (vi) Continuously evaluate on established practices;
- (vii) Monitor and suggest the best practices being followed by different formations;
- (viii) Make efforts to reduce paper work;
- (ix) Provide regular updates on key actions and decisions;
- (x) Prioritize issues of greatest urgency;
- (xi) Prepare an administrative continuity plan of COVID-19;
- (xii) Create a dedicated hotline for handling queries;
- (xiii) Monitor Social Media posts related to Custom clearances during this period;
- (xiv) Issue regular Public Notices/Office Orders catering to COVID-19 related matters;
- (xv) Co-ordinate activities with Wellness Committee;
- (xvi) Anticipate difficult questions from trade and prepare replies;
- (xvii) Inform media about action taken, plan of course and its impact on stake holders;
- (xviii) Prepare plan for smooth transition of office and build trust with stake holders;

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(xix) Strategize the post pandemic communication process post 03rd May 2020.

3. The Task Force shall conduct a weekly meeting (preferably Monday) covering all the above aspects during the period of the pandemic. It will act as the main source of information.

4. Difficulty if any, faced in this regard may be brought to the notice of the undersigned.


(A.S Ranga)
Commissioner

C.No. II-3(5)ET.I/Ldh/Cus/HQ/Misc/2020

Dated : 27.04.2020

Copy to:

1. The Chief Commissioner of Customs (Preventive), Delhi Zone, New Customs House, New Delhi.
2. All Joint/Deputy/Assistant Commissioners, Customs Commissionerate, Ludhiana.
3. The Superintendent (EDI/Hqrs.), Customs Commissionerate, Ludhiana.
4. The Administrative Officer (Pay & Cash/Et.II), Customs Commissionerate, Ludhiana.
5. Individual concerned.
6. Notice Board
7. Guard File


Commissioner