



GOVERNMENT OF PAKISTAN
MODEL CUSTOMS COLLECTORATE OF EXPORTS
KARACHI



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Reg.S-37-07-90-Exp-Hq-Pt-I

Dated: 16.09.2020

OFFICE ORDER NO.42/2020

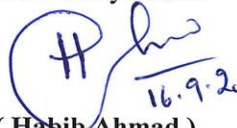
SUBJECT: **ESTABLISHMENT OF COMPLAINT CELL**

In compliance of Board's direction conveyed vide letter No. 1(41)/E&C/2020 dated 27.08.2020 a **Complaint Cell** is established in MCC (Exports), Karachi. It will be headed by the Collector, MCC (Exports), Karachi and will consist of the following members:

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| a. Mr. Javed Balwani | President, Pakistan Apparels Exporters Association |
| b. Mr. Shahid Ismail | Director, Premier Cables. Chairman, Cable Manufacturers & Exporters Association |
| c. Mr. M. Yahya | Member, Karachi Customs Agent Association |
| d. AC/DC HQs | |

2. The Complaint Cell, hereinafter mentioned as Cell, shall look into the complaints, to judge their merit and to take corrective measures. Following procedure shall be adopted for receipt, acknowledgement and prompt redressal of grievances/complaints of the taxpayers and general public:

- Anyone with a genuine grievance or any taxpayer/person aggrieved of mal-administration of personnel of MCC (Exports), Karachi may lodge a complaint
- In case the complainant is unwilling to appear in person, grievances/complaints may be sent in writing by post to the Cell or by mail at mccexportskarachi@gmail.com.
- Written complaints must bear the signature of the complainant and complete mailing address with telephone or cell phone number.
- The Cell shall acknowledge the receipt of the complaint either through email, letter or phone, allot a complaint number and communicate to the complainant for future reference.
- The Cell shall be bound to respond in writing within two weeks of receipt of complaint.
- The Cell shall formally review all complaints and will prepare statistical reports about the number of complaints received, complaints redressed and number of pending complaints which require further action or guidance from the higher authorities.
- All complaints referred to the Cell shall be entered in specified registers to be maintained for this purpose by the Assistant / Deputy Collector (HQs). The number of complaints received settled or pending will be reported to the Board every month.


(Habib Ahmad)
Additional Collector HQs

For information to:

- The Chief Collector of Customs (Enforcement-South), Custom House, Karachi.
- The Collector of Customs, MCC (Exports), Custom House, Karachi.
- The Secretary (Enforcement & Coordination), FBR, Islamabad.
- ✓ Mr. Javed Bilwani, Chairman, Apparel Manufacturers Association, Karachi.
- Mr. Shahid Ismail, Director Premier Cables, Karachi.
- Mr. Yahya Muhammad, Member, Karachi Customs Agent Association, Karachi.