

GRIEVANCE COMMITTEE MATTER

To,

ALL MEMBERS, CCHAA

The Association has a grievance committee in place whose duty is to look into cases of non-payment of CHA expenses and other reimbursable costs and expenses, from their clients (principals) and help members recover their bona fide dues. There are cases clients are carrying on their business with the help of some other customs broker without clearing the dues of the previously engaged customs broker. Cases with no merit are rejected. Such a committee as of now is being handled by Past President of our Association, Sri Shankar Prasad Verma, as its Mentor. Members are requested to apply to the Association with such grievance if any, with the following details initially by soft copy -

- How long are such dues lying outstanding.
 - Place (Port) of clearance/despatch of their consignment.
 - Soft and Hard Copies of correspondence with the defaulting client company to establish members' claim and their refusal, if any. If the matter has been referred to any advocate by any of the parties, full disclosure is to be made. Any grievance matter already under *sub judice* in a court of law will however be not entertained by Association.
 - Complete Name, Address, Telephone & Fax Numbers/email id and names of the contact person/s of the defaulting company.
 - Present activities of the client and details of current customs broker so engaged.
 - Rs.2000/(Rupees two thousand) only, to be deposited per complaint as Registration Fee. Further, once the due amount when recovered, the member shall be bound to pay 10% of the amount realised or Rs.15,000 whichever is lower.
- Any clarification required may be sought from Association Office .

SUBHASH CHANDRA GHOSH
PRESIDENT-CCHAA