



Calcutta Customs House Agents' Association

23 Sir R. N. Mukherjee Road, Kolkata 700 001 Phone : 033 4813 8209
E-mail : cchaakolkata@gmail.com Website: www.cchaakolkata.org

To,

ALL MEMBERS,
CCHAA

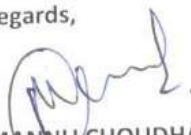
SUB: GRIEVANCE MATTERS OF UNREALISED AMOUNT FROM PRINCIPALS

While in the course of Business, Association is well aware, members suffer due to non-payment of CHA expenses and other reimbursable costs and expenses, from their clients(principals) and even, these clients are carrying on their business with the help of some other customs broker without clearing the dues of the previously engaged customs broker.

The Association has a Grievance Sub Committee in place whose duty is to look into such cases and help members recover their bona fide dues. Cases with no merit are rejected. Such a committee is now being handled by President of our Association, alongwith other Office Bearers. Members are requested to write to the Association, addressed to 'The Honorary Secretary' 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 / 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 or quasi-judicial body will however be not entertained by Association.
 - Complete Name, Address, Telephone /email id and names of the contact authorised person/s of the defaulting company.
 - Present activities of the client and details of current customs broker so engaged, if any.
 - 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 .

Regards,


(MANNU CHOUDHARY)

PRESIDENT -CCHAA

DATE:26th March 2026



Associated to : Federation of Freight Forwarders' Association in India, Mumbai



Affiliated with : Bengal National Chamber of Commerce & Industry