



प्रधान आयुक्त का कार्यालय, सीमा शुल्क, अहमदाबाद
“सीमा शुल्क भवन”, पहली मंजिल, पुराने हाई कोर्ट के सामने, नवरंगपुरा, अहमदाबाद- 380 009.
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PUBLIC NOTICE No. 10/2025

Subject: Passenger Facilitation Centre at Sardar Vallabhbhai Patel International Airport, Ahmedabad-reg.

It is hereby informed to all international passengers arriving at and departing from Sardar Vallabhbhai Patel International Airport (SVPIA), Ahmedabad, that a Passenger Facilitation Centre (PFC) has been set up by the Customs Department for passenger facilitation and prompt redressal of grievances.

2. The Passenger Facilitation Centre has been set up with the objective of providing a single point of contact for resolving Customs-related issues being faced by the passengers.

3. The Passenger Facilitation Centre will:

- Provide guidance on Customs procedures, Baggage Rules, and declaration requirements.
- Address queries and grievances related to clearance of baggage and passenger movement.
- Facilitate timely redressal of complaints through coordination with relevant Customs officers.
- Offer passengers the opportunity to submit feedback for improving facilitation measures.

4. Passengers may contact the Passenger Facilitation Centre through the following channels:

- Location: (Near Gate no .8, Arrival Hall, SVPIA, Ahmedabad)
- Email: (acairport-custahd@nic.in)
- Telephone: (Mobile- 9104007501, Landline- 079-22865734)

5. All passengers are encouraged to make use of this facility for any assistance related to Customs clearance.

This issues with the approval of the competent authority.

(Shree Ram Vishnoi)
Additional Commissioner of Customs
Sardar Vallabhbhai Patel International Airport.

Copy to:

1. The Chief Commissioner, Customs Ahmedabad Zone, Ahmedabad.
2. The Principal Commissioner, Ahmedabad Customs Commissionerate, Ahmedabad.
3. The Assistant Commissioner, SVPIA, Ahmedabad for information and wide publicity.
4. The Airports Authority of India (AAI), SVPIA, Ahmedabad for information and wide publicity.
5. The Ahmedabad International Airport Limited, SVPIA, Ahmedabad for information and wide publicity.
6. The Superintendent (Systems), HQ, Customs, Ahmedabad, for uploading this Public Notice on the website of Ahmedabad Customs Commissionerate.
7. Notice Board.