

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, NS II  
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,  
TAL: URAN, DIST: RAIGAD, MAHARASHTRA - 400 707.**

DRAWBACK SECTION

F.No. S/12-Gen-Misc-205/2015-16 DBK NS-II

Date- 03.03.2016

**FACILITY NOTICE NO. 41/2016**

**Sub: Ease of Doing Business: Creation of Dedicated Drawback Facilitation  
Counter for resolution of Queries at JNCH-regarding**

1. Facility Notice No.70/2015 dated 15.09.2015 issued by Principal Commissioner of Customs JNCH, NS-II had requested all exporters/Members of the trade organisation/brokers concerned to come forward for clearance of DBK claims which were pending for non compliance of queries which were to be complied by the exporters.
2. As an endeavour to aid the exporters in resolving pending queries a list of 200 exporters was published on the website of JNCH whose claims were pending disbursement due to non submission/non compliance with the documents raised in the queries. However, the response received is not on expected lines & rather lukewarm. Due to inadequate response from the exporters the pending Drawback claims could not be processed.
3. In order to liquidate the pendency of Drawback claims on priority basis list of 200 exporters has been published again on the website of JNCH and a Dedicated Facilitation Counter is also being set up on 1<sup>st</sup> Floor of JNCH, Customs House, Nhava Sheva from 03.03.2016. This counter would specifically cater to the queries raised for Shipping Bills and awaiting compliance from the exporters.
4. The exporter can approach the Drawback Facilitation Counter on 1<sup>st</sup> floor of JNCH, Customs either telephonically, through e-mail "drawbackquery.jnch@gmail.com" or in person to get the status/content of their pending drawback claim due to queries. The officer Smt. M.P. Kurdikar (Tel. No.022-27244700) at the counter will also help the exporter in explaining the query/deficiency in their drawback claims. A soft copy of the queries shall be provided to the exporter or his authorised representative.
5. The exporters may also contact Shri I.L.Kalal, Assistant Commissioner (Drawback)(Tel.022-27244719 Ext. No. 719) for any matter related to queries which remains unresolved at the Facilitation Counter.

6. If any exporter is still not satisfied with the reply of the Drawback Facilitation Counter, he may approach Additional Commissioner of Customs, drawback between 1500 hrs to 1530 hrs on any working day without any prior appointment. The office of the Additional Commissioner (Drawback), Shri Ashir Tyagi is located on 6<sup>th</sup> Floor, JNCH Customs House, Nhava Sheva.
7. In addition the exporters can approach e-helpline facility available at JNCH website for query details pertaining to their shipping bills. The link for e-helpline is "[drawback.jnch@gmail.com](mailto:drawback.jnch@gmail.com)".
8. The Trade Organisations concerned are also being provided with a CD of all such exporters whose claims are pending because of queries which remain uncomplained by exporters. It is anticipated that all organisations would circulate the contents to their respective members so that the queries resolution objective is achieved.

--Sd--  
(Rajeev Tandon)  
Principal Commissioner of Customs,  
JNCH,NS-II

Copy to:

1. The Chief Commissioner of Customs,NS-II Zone
2. Commissioner of Customs JNCH,NS-I
3. Commissioner of Customs JNCH,NS-II
4. Commissioner of Customs JNCH,NS-III
5. Commissioner of Customs JNCH,NS-IV
6. Commissioner of Customs JNCH,NS-V
7. EDI Section for publishing on the website along with the exporters list
8. FIEO, BCHAA, Mumbai for wide circulation among their members.
9. Office copy