

OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)  
MUMBAI ZONE-II, JAWAHARLAL NEHRU CUSTOMS HOUSE  
NHAVA SHEVA, TALUKA, URAN, DISTRICT-RAIGAD

F. No. S/43-263/2015 PSO JNCH

Date: 24.11.2016

PUBLIC NOTICE NO. 156/2016

Sub: - To streamline the Boarding Procedure – reg.

All the Steamer Agents/Shipping Agents are hereby informed that for speedy clearance of vessel operation and to streamline the boarding procedures, the following shall henceforth be adopted:

2. The Steamer Agents shall inform the Section Officer/Boarding Officer in advance regarding berthing time and details of the vessel along with requisite documents for scrutiny by the Boarding Officer. As soon as the message of Pilot Boarding the vessel is received by the Port authorities, they shall inform the same to the Boarding Office immediately so as to enable the Boarding Office to take necessary steps for granting entry inward.
3. A revised feedback form is appended to this Public Notice and the Steamer Agent should advise the Master of the vessel to give genuine feedback in the feedback form provided by the Boarding Officer.
4. The Boarding Officers have been directed to endorse the approval for work commencement on the hard copy of the Shipping Journal/Arrival Report as soon as the Boarding procedure is completed. All agents may take note and advise the Master(s) of vessel(s) accordingly.

Sd-  
(SUBHASH AGRAWAL)  
Commissioner of Customs (General).

## MUMBAI CUSTOMS (NHAVA SHEVA) FEEDBACK FORM

Dear Captain,

Mumbai Customs Nhava Sheva welcomes you and your crew. You are requested to fill the Part B of the feedback form carefully and give a genuine opinion about your experience with Customs. Your feedback will help us in improving our services.

(Boarding Officer)

### PART A

- 13. Boarding Officer :
- 14. Date :
- 15. Berth :
- 16. Vessel Name :
- 17. Nationality :
- 18. Master Name :
- 19. Agent :
- 20. Berthing Date & Time :
- 21. Boarding Date & Time :
- 22. Last Port of Call :
- 23. Next Port of Call :
- 24. Cargo :

### PART B

- 5. Courteous Behaviour : Average/Good/Very Good
- 6. Efficiency in work : Average/Good/Very Good
- 7. Quality of interaction : Average/Good/Very Good
- 8. Complaints, if any :

AS AGENT

MASTER

For \_\_\_\_\_ (Name of the Vessel)

\*In case of any grievance, you are requested to contact:

- 3. Mr./Ms. \_\_\_\_\_, Superintendent of Customs (Boarding) on  
022 6681 1159/ \_\_\_\_\_ (Mobile No.)
- 4. Deputy Commissioner of Customs, Preventive (General) – 022 27244745 (During  
working hours).

\*\*Please desist from offering any compliments to the Officer of Customs and please don't take offence if they decline as they are under strict order, in this regard.