

OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT)
JAWAHARLAL NEHRU CUSTOM HOUSE, SHEVA,
TAL UAN, DIST RAIGAD, MAHARASHTRA 400 707.

F. No. S/26-Misc-37/2009-10 CRC IIA

JNCH ?? Date:16.02.2010

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STANDING ORDER NO.11 /2010

SUB: Introduction of new facility for payment of refund amount directly to Importer's Bank Accounts instead of by way of issuing of cheques reg.

???????????????? Attention of all the officers of Jawaharlal Nehru Custom House is drawn to the Standing Order No. 01/2009 Dated 02/02/2009 and Public Notice No. 91 /2009 Dated 30/11/2009 regarding procedure for payment of SAD refund amount in pursuance of Notification No.102/2007 Customs dated 14.09.2008. As per existing procedure, once the refund is sanctioned by the Astt./Dy. Commissioner and the Order-in-Original is issued, the T.A./S.T.A. prepares the R.O.(Refund Order) in the prescribed format and submits it to the A.O. / Supdt. for signature. Thereafter, the R.O.s is handed over to the applicant or his authorized person or is dispatched by Speed Post. The applicant puts his signature on the R.O. on a revenue stamp as a token of pre-receipt of the refund amount and gets his signature attested from his banker. On presentation of R.O, for payment, the accounts deptt. prepares a cheque for the payment.

2. ???????? The present procedure of issuing of R.O., its receipt back from the applicant and dispatch of cheque takes about one month on average. Apart from this there are occasions where cheques are returned back by the postal authorities owing to the address being of importer's godown or incomplete or changed. Also many a times there are cases of signature mismatch or human errors in writing of amount in words or figures or other particulars on the cheques. Further, the cheques exceeding certain value require verification from RBI. All these factors lead to considerable delay in realization of the refund amount by the claimants. To avoid hardship to the claimants on this account, a facility for payment of SAD refund amount directly to Importer's Bank Accounts instead of by way of cheques is being introduced in the Jawaharlal Nehru Custom House, Nhava Sheva.

3. ???????? The **procedure** under the new facility is as under-
- (i) The facility is optional. The facility shall be available in respect of refund claims filed after issuance of the facility notice. However, this facility could be extended to the claims where Refund Orders have not been issued and the claimant makes a specific request in this regard and provides the necessary authorization.
 - (ii) The claimants who desire to avail the facility shall provide an authorization in duplicate in the format annexed to the Facility Notice issued in this regard.
 - (iii) ? Their shall be no change in the existing procedure till the refund is sanctioned and the Order-in-Original for refund is issued. However, under the new facility the Refund Orders

would bear a remark as ♦For payment of refund amount to Importer♦s Bank Account♦ and it would not be handed over or dispatched to the applicant or his authorized person but would be forwarded to the Cash & Accounts Branch alongwith a copy of the authorization letter from importer and the refund file. The Cash & Accounts Branch as per the existing instructions contained in Public Notice♦ No. 91/ 2009 dated 30/11/2009 carry out verification of the arithmetical correctness and NPC (No Payment Certificate) and make necessary endorsements in the challan and other documents. Thereafter, a scroll of such Refund Orders received on previous day will be prepared in the Excel Work Sheet in the following format-

File No. of Refund Section	Claimant Name	IFSC Code	Bank A/C No.	Refund amount	Email address

- (iv) The Cash & Accounts Branch would forward the scroll to the State Bank of India, Nhava Sheva on the next working day, in a soft copy through email and a hard copy under signature of the CAO, along with a cheque for the consolidated refund amount. A copy of the authorization letter from importer will be retained by the Cash & Accounts Branch. The refund files of the particular day with a copy of scroll will be forwarded back to the concerned CRC Section soon after for further necessary action regarding post audit etc.
- (v) Upon receipt of the scroll signed by the CAO and the cheque for the consolidated refund amount, the Bank would make payment to the respective claimants in their accounts through NEFT/ RTGS after deducting their applicable service charges.
- (vi) ♦To meet the requirement of Para 4 of the Facility Notice issued in this regard, email accounts dccrc2a@gmail.com and dccrc2b@gmail.com have been created exclusively to receive emails from the claimants in case a claim remains unpaid after 75 days of its submission. The concerned Assistant/ Dy. Commissioner of Centralized Refund Cell CRC IIA/ IIB shall check their emails on daily basis, take necessary action and send a reply through email as soon as possible.

4. ♦♦♦♦♦♦♦♦ The above guidelines come into force with immediate effect and should be strictly followed by the concerned officers and staff. Difficulties if any, in following the above directions may be immediately brought to the notice of the undersigned.

♦♦♦ (A. K. Das)
♦♦♦♦♦♦♦ Commissioner of Customs (Import)

To
All the Concerned.

Copy to :

1. The Chief Commissioner of Customs, Mumbai Zone-II, JNCH.
2. The Commissioner of Customs (Appeals), JNCH.
3. The Commissioner of Customs (Export), JNCH.
4. All the Addl./Jt. Commissioner of Customs, JNCH.
5. All the Asstt./Dy. Commissioner of Customs, JNCH

6. All the Trade Associations.
7. The BCHAA, Mumbai.
8. ♦ The Branch Manager, SBI, JNCH, Nhava Sheva.
9. Office Copy.