



Office of the Commissioner of Customs , NS-I
Jawaharlal Nehru Custom House, Nhava Sheva,
Tal – Uran, Dist – Raigad, Maharashtra – 400 707

File No:S/22-Gen-185/2019-20/AM(I)

Dated:08.05.2020

DIN 20200578NW00009N4754

To,

The Brihanmumbai Customs Brokers Association/AILBCA/AIWCBA
Mumbai

Sir/Madam,

Sub: - Feedback regarding processes requiring physical interface with Customs-reg.

As it is imperative to maintain social distancing and minimize human contact, a number of measures have been taken by the Customs administration.

2. However, it has been noticed that a large number of Customs Brokers and their employees are visiting JNCH for customs clearance related work. It has been decided to carry out a study of the exact reasons for which the Trade/ stakeholders are personally visiting the Custom House. While the Department is carrying out this exercise, feedback from the Customs Brokers would be especially useful in this exercise as it is largely they or their employees who visit the Custom House.

3. Reduction in avoidable physical interface and the decongestion of the workplace would safeguard the health of Customs workforce and stakeholders. The added benefits would be enhanced ease of doing business.

4. For this purpose, feedback in the following format may be provided to this office within 5 days:

S.No.	Section/ Branch/ Group	Reason for physical interaction	Whether physical interface can be dispensed with (Yes/ No)	If Yes, then recommended alternative to physical interface

Yours faithfully

S. K. Mall

(S. K. Mall)
Commissioner (NS-I)
Mumbai, Zone-II

8.5.2020