



OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-I)
JAWAHARLAL NEHRU CUSTOM HOUSE, TAL – URAN, NHAVA SHEVA,
DIST – RAIGAD, NAVI MUMBAI – 400 707,
MAHARASHTRA

Minutes of the Meeting

A meeting under the Chairmanship of the **Additional Commissioner of Customs, Import Docks(Cluster A1), NS-1, JNCH** was held on **28.04.2026** with Docks Officers and the representatives of various CHA Associations to discuss operational bottlenecks and infrastructure issues at different Container Freight Stations (CFS).

2.1 The meeting focused on identifying key challenges faced at CFS locations and proposing actionable resolutions for improving efficiency and infrastructure.

2.2 **Agenda**

- Resolution of operational bottlenecks
- Infrastructure issues at CFS
- Improvement in service delivery and turnaround time

3. Following Representatives from various CHA Associations attended the meeting and shared their concerns and suggestions in respect of the CFS they operate in.

CFS Name	CHA Contacts
Speedy	Rajendra Padwal (9819986612) Bharat Professional (8108185104) Taru Bhanushali (8976086609) Sarvesh Bhosale (976859054) Kanji Nilesh (9372732066) Tejas Patil (8898080190)
DRT	Santosh Shinde (7506757909) Prafull Om Sai (9167919567)
Punjab & GDL	Pravin Sume (7498039069) Tushar Thorat (9769198886)
JCOR / JWR / JDL	Ketan Patil (7506154313)

1. Speedy CFS

Issues Raised:

- Poor infrastructure in examination areas
- Lack of protection against rain/weather
- Inadequate basic amenities (drinking water)
- Unsatisfactory canteen/food facilities

Decisions / Action Points:

- Upgrade examination area infrastructure
- Install shed coverage and improve drainage
- Ensure immediate provision of drinking water
- Improve canteen management and food quality

2. DRT CFS**Issues Raised:**

- Non-availability and poor maintenance of heavy machinery
- Recurring labour shortages (de-stuffing & cargo movement)
- Insufficient staff for seal cutting

Decisions / Action Points:

- Improve machinery maintenance and uptime
- Increase manpower for labour operations
- Deploy additional staff for seal cutting

3. Punjab & GDL CFS**Issues Raised:**

- Continued use of outdated (“old system”) workflows
- Delay in invoice assessment and documentation
- IT system discrepancies

Decisions / Action Points:

- Implement updated software systems
- Streamline invoice assessment process to reduce turnaround time
- Synchronize IT systems across departments

Conclusion

The meeting concluded with a consensus on improving infrastructure, manpower allocation, and system efficiency across all CFS locations. All stakeholders agreed to take necessary steps to resolve the identified issues in a time-bound manner. Further, CHAs were requested to provide suggestions for improvement in the working of Customs Officers. However, no responses were received.

This issues with the approval of Additional Commissioner, Cluster A1, Import docks, NS-1, JNCH.

Likhita V Umare
Deputy Commissioner,
Import Docks, A1,
JNCH