

ER OF CUSTOMS (EXPORT)

JAWAHAR NEHRU CUSTOM HOUSE, NHAVA SHEVA

TAL : URAN, DIST : RAIGAD, MAHARASHTRA – 400 707

F.No. S/12- Gen- 418/05 DBK JNCH Pt

Dt. 20.02.2007

PUBLIC NOTICE NO : 08/2007
(Referred / amended vide S.O.No. [44/2011](#), [04/2013](#))

Sub: - Creation of Drawback Help Desk. – m/r.

Attention of trade, exporters / importers and CHAs is drawn to [Public Notice No. 47/2005](#) dt. 27/09/2005 wherein creation of **Drawback Help Desk** was notified. As the response of trade to this desk was not up to the extent expected, the help desk has become non functional. General trade and exporters and CHAs are requested to take notice that they should make full use of the drawback help desk which as already notified would function now from Fire Room accessible from outside in the 1ST floor of the Custom House, between 11 AM to 1.30 PM. The help desk may be contacted in respect of any problems encountered regarding with holding of drawback, Alerts, Cancellation of queries, drawback in respect of S/B s sent for manual EGM verification etc. so that they can be sorted out. A dedicated phone line will also been given to the

help desk which can be reached at 27241260. Trade may also take note that enquiries in respect of matter mentioned above will not be entertained in Drawback Section and should desist from issuing authorisation to persons on their letterhead with photo stating that they would attend to their drawback related work or to collect drawback cheques. Authorised persons of exporters/companies will have to gain entry into Custom House by getting a visitor's pass at the reception on the basis of valid Identification Card issued by their employers. Companies / exporters can approach Drawback Section for filing of supplementary claims, sanction of drawback under section 74, filing of documents in respect of drawback under brand rate, only and should submit other queries for redressal to Drawback help desk.

(SANJEEV BEHARI)

COMMISSIONER (X)