

OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS,MUMBAI ZONE II

JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,

URAN, RAIGAD, MAHARASHTRA 400 707.

F. No. S/I-22(04) 2010 -CCO M-II

Date:05.10.2010

PUBLIC NOTICE NO.99/2010

The Members of the Trade had sought in the Open House meeting that a Feedback Form, wherein they could provide their experiences/ suggestions during the course of interaction with the Department, be issued by the Department .

2. Accordingly, a committee was set up to devise a Feedback Form for the purpose. The Feedback Form as recommended by the Committee was accepted by the Department. The format of the said Feedback Form is attached herewith.

3. The same is available in the Electronic Form on the Official website of Jawaharlal Nehru Custom House, Nhava Sheva at <http://www.jawaharcustoms.gov.in>. The members of the trade may forward their feedback in the prescribed Form by way of email to cheifcom@awaharcustoms.gov.in . This response will enable the Custom House not only to improve upon the processes to give better service delivery but also measure the outcomes against client satisfaction.

4. Difficulties faced, if any, may be brought to the notice of the ADC, CCO, JNCH.

(K.R. BHARGAVA)

Chief Commissioner, Zone-II

JNCH

Encl: As above

IMPORTER/EXPORTER/CHA FEEDBACK FORM

IMPORTER/EXPORTER/CHA CODE/NO :

Name of the Company/Firm :

Telephone No and E-mail :

Note: First time efforts are made by Jawaharlal Nehru Custom House, for obtaining feedback directly from the Importers/Exporters. Please provide candid information without any apprehension at email id: chiefcom@jawaharcustoms.gov.in. Information received will be treated as confidential.

SECTION I: IMPORTS

1. Bill of Entry Number/ Baggage Declaration Form(BDF) No. and Date :

2. When was the Bill of Entry/BDF filed :

3. When was the Out of Charge given :

4. When were the goods delivered :

4. Are you satisfied with the time and process of clearance of cargo? If not, please provide specific reasons known to you.

5. Did you experience any delay on account of customs? If yes, please give specific reasons.

6. Did you experience any delay on account of any other agencies namely:

a) Shipping Company (Name) :

b) Container Freight Station (Name) :

c) Port Operations :

d) C.H.A(Name) :

e) PQ/FSSAI/ADC etc. :

7. Did you face any problems in EDI in terms of filing of Bills of Entry through Ice-Gate, Service Center, transmission from DGFT to Customs and vice versa:

SECTION II: EXPORTS

1. Shipping Bill Number and date :

2. Date of LEO (Let Export Order):

3. Are you satisfied with the time taken for LEO ? If not, please provide specific reasons known to you. . .

4. Did you experience any delay in release of E.P Copies ?

5. Did you face any problems in EDI in terms of filing shipping bills through Ice-Gate, Service Center, transmission from DGFT to Customs and vice versa ?

SECTION III: OTHER SERVICES

1. Any delays observed in credit of duty drawback amounts? If yes, give details.

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2. Any delays/problems experienced in grant of Refunds? If yes, give details(See Public Notices issued by Customs). ..

3. Any delays experienced in confirmation of exports sent to Maritime Commissioner/Jurisdictional Excise authority for sanction of rebate claims?

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4. Any delays in release of LUT/Bonds/original documents etc by Customs ?

SECTION IV: OVERALL ASSESSMENT

1. Have you contacted any Custom Official for redressing your grievance? If yes, whom (Name):

2. Please state your experience/feedback about your interaction:

a) Unsatisfactory

b) Satisfactory

c) Good

d) Excellent

3. Give details in 20 words regarding your experience of interaction. ..

4. Overall, are you satisfied with the functioning of department? If not, provide specific suggestions.

5. Did you face any harassment during the process of clearance of goods? If yes, you may provide details of the specific case to the Chief Commissioner of Customs, Nhava Sheva at chiefcom@jawaharcustoms.gov.in