

**OFFICE OF THE COMMISSIONER OF CUSTOMS, NS-III,
MUMBAI CUSTOMS ZONE-II
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TAL: URAN, DIST: RAIGAD, PIN - 400 707.**

F. No. S/22-Gen-402/2017-18/AM (I) JNCH

Date 15.05.2019

PUBLIC NOTICE NO. 43/2019

Subject: - Introduction of online complaints module for AEO and DPD clients – reg.

Attention of the Importers, Exporters, General Trade, Port Terminal Operators, Shipping Lines / Shipping Agents, CFSs coming under the jurisdiction of JNCH, Nhava Sheva and all other stakeholders is invited to the newly introduced online complaint module on DPD JNCH website.

2. As a trade facilitation measure Mumbai Customs Zone-II has introduced a facility wherein AEO & DPD clients can file complaint online on DPD JNCH website (www.dpdjnch.com). The complaint can be filed in matters related to DPD only.

3. For the purpose of filing complaint online, AEO/ DPD importers or their authorised Custom Broker are required to visit **DPD JNCH website**(www.dpdjnch.com) and follow the steps mentioned below:-

(a) Importers or their authorised Custom Broker are required to click on **Complaints** tab highlighted on the screenshot below or they can visit _ url.



News Flash State VAT registration cancellation, are now available for GST enrolment. Taxpayers are requested to enrol before 30th April 2017 The schedule for

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(b) On complaints tab, Importers or their authorised Custom Broker are required to select **Write** tab as specified below:-


DIRECT PORT DELIVERY
 जवाहरलाल नेहरू सीमा शुल्क भवन
Jawaharlal Nehru Custom House



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[IAL View](#) | [Download Annexure A for Online Permission](#) | [Write](#) | [Priority Examination](#) | [Apply Letter of Permission Online](#) | [Out of Charge](#)

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News Flash 2017 and also whose Provisional Ids and passwords were cancelled due to State VAT registration cancellation, are now available for GST enrolment

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(c) After selecting complaints write tab, Importers or their authorised Custom Broker are required to fill the details as shown below:-

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Write your Complaint

Complaint Against:

Contact No:

Name:

E-Mail ID:

Complaint:

Upload File: No file chosen

(d) The complainant has to select the tab of concerned agency against whom they want to lodge complain as mentioned below and require to fill the details i.e. Contact no., Name, E-mail-id,

additional information in complaint box and any other supporting document related to complaint can be uploaded :-

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DPD DIRECT PORT DELIVERY **जवाहरलाल नेहरू सीमा शुल्क भवन**
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Scan Status

Logout COO Login

Write your Complaint

Complaint Against:

Contact No:

Name:

E-Mail ID:

Complaint:

Upload File: No file chosen

4. Importers or their authorised Custom Broker who have filed complaint earlier can view their complaint status in complaint view tab after submitting details i.e. Name or E mail-id or Contact No. etc. as mentioned below.

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DPD DIRECT PORT DELIVERY **जवाहरलाल नेहरू सीमा शुल्क भवन**
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Scan Status

Logout COO Login

View Complaints and Replies

Name E-Mail ID Contact No

5. Importers and all other stakeholders are requested to avail the above trade facilitation measure. In case of any difficulty, the specific issue may be brought to the notice of Dy. Commissioner in charge of AEO/DPD Cell, NS-III (email address: dpd.amijnch@gmail.com).

-SD/-

(R K Mishra)
Commissioner of Customs, NS-III

Copy to:

1. The Principal Chief Commissioner of Custom, Mumbai Zone-II, JNCH.

2. The Commissioner of Customs, NS-G, NS-I, NS-II, NS-IV, NS-V, JNCH.
3. All Additional / Joint Commissioners of Customs, JNCH.
4. All Deputy / Assistant Commissioners of Customs, JNCH.
5. All Sections/Groups of NS-G, NS-I, NS-II, NS-III, NS-IV, NS-V, JNCH.
6. Representative of BCBA / FIEO for information and circulation among their members for information.
7. AC/DC, EDI for uploading on JNCH website.