

## **Disclosures under Section 4 (1) (b) of the Right to Information Act, 2005**

### **(i) The particulars of its organization, functions and duties :**

The Mumbai Customs Zone-II is the biggest Customs Zone in the country in terms of revenue collection and contributes about 20% of the National Customs Revenue. It is also the biggest in terms of import and export cargo handled by containers (J N Port).

Mumbai Customs Zone-II was carved out of the erstwhile Mumbai Customs Zone in October 2002. Originally, it comprised of Jawaharlal Nehru Custom House (JNCH), Nhava Sheva and Sahar Air Cargo Complex (ACC), Mumbai. The zone was reorganized in July 2007 and Sahar ACC was attached to Mumbai Customs Zone III. Presently, Mumbai Customs Zone II comprises of 6 Customs Commissionerates (NS-G, NS-I, II, III, IV and V) and two offices of Commissioner(Appeals).

### **FUNCTIONS:-**

1. The Chief Commissioner is the head of Mumbai Customs Zone II, which has jurisdiction over the Customs work (Import and Export) of Jawaharlal Nehru Port, Nhava Sheva and Raigad District of Maharashtra. The Chief Commissioner (CC) exercises administrative control and supervision over entire Mumbai Customs, Zone-II. The Chief Commissioner monitors proper implementation of Customs laws and border control regulations including instructions/guidelines issued by the Central Government from time to time on administrative, technical and vigilance matters. The Chief Commissioner also discharges certain statutory functions bestowed on him under the Customs statute. The Chief Commissioner is also a member of the committee that reviews the adjudication orders passed by the Commissioners in the Zone/s for their legality and propriety.

(i) The Chief Commissioner also supervises the functioning of the Commissioner of Customs (Appeals) of Mumbai Customs, Zone-II.

(ii) The Chief Commissioner reports directly to the Central Board of Excise and Customs, Ministry of Finance, New Delhi.

2. The Mumbai Customs, Zone-II is divided into six Commissionerates namely NS-G, I, II, III, IV and V. Each Commissionerates is headed by the Pr. Commissioner/Commissioner of Customs. They supervise in monitoring revenue collection, formulation of the trade facilitation measures, preventive and anti-smuggling checks, recovery of arrears, disposal of pendencies, redressal of the grievances and complaints of the trade/public. They supervise coordination among the Commissionerates within the Zone and effective interaction with the trade to facilitate the import and export operations. Offices under Commissionerates keep the Central Board of Excise and Customs posted of the progress in revenue collection and other Customs related work achieved by the Zone through periodic statements and reports. They also analyses the trend of imports and exports for making revenue estimates and plans trade facilitation measures to reduce dwell time and to ease of doing business.

3. The functions of Commissionerates mainly include concerning levy and collection of custom duties, prevention of smuggling and evasion of duties and all administrative matters relating to customs formations under this zone.

## ORGANIZATION SETUP AND DUTIES:-

The Mumbai Customs Zone-II is headed by the Chief Commissioner of Customs and assisted by the officers of different ranks. The hierarchy of the officers are as under:-

- a. Chief Commissioner
- b. Pr. Commissioner/Commissioner
- c. Additional/Joint Commissioner
- d. Deputy/Asstt. Commissioner
- e. Appraiser
- f. Superintendent
- g. Personal Secretary
- h. Examiner/Preventive Officer (Inspector)
- i. Senior Tax Assistant /Tax Assistant/LDC
- j. Drivers
- k. Havalgars
- l. Sepoy

Overall supervision of this Custom House is looked after by Chief Commissioner Office (CCO). The CCO is headed by the Chief Commissioner of Customs, Zone-II and assisted by Addl/Jt. Commissioner, Dy./Assistant Commissioner, Appraisers, Superintendents, Inspectors (PO/EO) and other supporting staffs. This Zone is divided into six Commissionerate NS-G, NS-I, NS-II, NS-III, NS-IV and NS-V. Each NS is headed by one Pr. Commissioner/Commissioner. The overall affairs of this Customs House are supervised by respective Commissioners with help of other officers/staff. The working of this Custom House is regulated through Dy./Assistant Commissioner and assisted by Appraisers and Superintendents who are entrusted to look after the daily working of this Zone. The basic executive functions are performed by Examiners/Preventive Officers (Inspector). The other works are supported by STA/TA/LDC. The Sepoys/Hawalgars are responsible for ensuring safety & security of office premise alongwith works related to dispatch of daily correspondence, movement of files and records, opening and closing of office etc.

Sections under the six Commissionerates are as under:-

Sr. No.	Commissionerates	Sections
1.	NS-General	P&E, Vigilance Section, Sevottam Cell, FSP, BG Cell, MCD, EGM Coordination, CIU, Disposal, Central Receipt Cell, License, PG, CHS, MTO, SEZ
2.	NS-I	Gr 1 & 1A, Gr-2 H-K, Group-5, EDI, Sevottam Cell, Export Assessment & Examination of the CFS covered under the Commissionerate, Importer Examination of the CFS covered under the Commissionerate,
3.	NS-II	Gr. 7-H, Gr. 7-I & U, Sevottam Cell, Drawback, SIIB (Export), Central Revenue Recovery Cell, BRC Cell, Export Assessment & Examination of the CFS covered under the Commissionerate, Importer Examination of the CFS covered under the Commissionerate,
4.	NS-III	Gr 2G, 4 and 6, Appraising Main(I), CPGRAM, RTI Cell, SVC, SVB, Pre Audit of SAD Claims, CSD, Review, SAD Groups, SIIB(I), Centralized LRM, IPR, Central Refund Cell, Bonds, Export Assessment & Examination of the CFS covered under the Commissionerate, Import Examination of the CFS covered under the Commissionerate
5.	NS-IV	Gr. 7D & 7U, UB Centre, Central Adjudication Cell,

		Sevottam, Container Cell, DEEC Monitoring Cell Review Cell, EPCG Monitoring Cell, AM (X), CPGRAM, RTI Cell, Export Assessment & Examination of the CFS covered under the Commissionerate, Import Examination of the CFS covered under the Commissionerate,
6.	NS-V	Grp 2A-F, 3, 5A & 5B, PCA, IAD, CRA, OSPCA, Export Assessment & Examination of the CFS covered under the Commissionerate, Import Examination of the CFS covered under the Commissionerate, Central Legal Cell,

**Duties/functions assigned to these Sections are given below:-**

**I. N.S. GENERAL**

Sr. No.	Name of Section	Work allocated
1.	P & E	Transfer/Posting of officers/staff, Establishment related work
2.	Vigilance Section	Processing of complaints against staff/officers received from DGV, Board & others and maintaining the relevant registers. IPR, intimation of property from Gr.'A' officers and Rewards. To maintain the agreed/ODI lists of Gr.-'B', 'C' & 'D' officers of Zone-III.
3.	Sevottam Cell	Assess the efficiency of internal processes and their impact on the quality of service delivery. Effective implementation of Citizens' Charter, thereby opening up a channel for receiving citizens' inputs on the way in which organizations determine service delivery requirements. The organization is putting efforts to achieve excellence in service delivery by efficiently managing good service delivery and building its own capacity to continuously improve service deliver.
4.	FSP Cell	Issues related with Factory Stuffing permission for Export cargo
5.	BG Cell	Maintains proper records related to bank guarantee.
6.	MCD	Record keeping/ management
7.	EGM Co-ordination	Export General Manifest related issues
8.	CIU	Processing of complaints against staff/officers received from DGV, Board & others and maintaining the relevant registers. Gr.'A' officers and Rewards. To maintain the agreed/ODI lists of Gr.-'B', 'C' & 'D' officers of Zone-III.
9.	Disposal Section	Issues related with long standing cargo at different CFS for disposal.
10.	Central Receipt Cell	Receipt/Dispatch
11.	License	Registration of licence and other related work.
12.	PG	Administrative work related and posting of Superintendents and Preventive Officers.
13.	CHS	Building maintenance, housekeeping and related issues
14.	MTO	Providing vehicle to officers/staff
15.	SEZ	SEZ related matters

## II. NS-I

Sr. No.	Name of Section	Work allocated
1.	Sevottam Cell	Sevottam and quality management
2.	Gr. 1/1A,	Assessment work (Chapter 1 to 27 )
3	Gr-2 H-K	Assessment work (Chapter 40 to 49)
4	Group-5	Assessment work (Chapter 85)
5.	Export Assessment & Examination	Assessment and Examination of Export goods
6.	Import Examination	Examination and out of charge of Import goods

## III. NS-II

Sr. No.	Name of Section	Work allocated
1.	Import Examination	Examination and out of charge of Import goods
2.	Sevottam Cell	Sevottam and quality management of Custom House
3.	Drawback & BRC	Disbursement of Drawback claims against the export made and related issues
4.	Export Assessment & Examination	Export Assessment and Examination
5.	SIIB(Export)	Agency involved into the investigation pertaining to Export goods.
6.	Gr. 7 H, I & U	Assessment work (MEIS/FPS/FMS/SEIS/DFIA/EOU etc. )
7.	Central Revenue Recovery Cell	Recovery of arrears of revenue and related matters pertaining to entire Zone II.

## IV. NS-III

Sr. No.	Name of Section	Work allocated
1.	Appraising Main (Import) CPGRAM	Establishment work, PTFC meeting. Issues related to Open House, CPGRAM, policy issues, transfer and posting of officers, monthly reports etc
2.	RTI Cell (Import)	RTI matters pertaining to NS-I, NS-III and NS-V
3.	SVC, SVB	Valuation of related parties and similar issues
4.	CSD	Scanning of containers, selection of containers and related issues
5.	Export Assessment & Examination	Export Examination and Assessment
6.	SAD	Refund claims of 4 % SAD duty
7	Gr. II G, IV, VI	Assessment work (Chapter 39, 72 to 83, 93 & above)
8.	SIIB(import), Centralised LRM, IPR	Investigation into import goods, IPR, Risk Management, introduction/removal of target in EDI system.
9.	BOND	Maintenance of records in respect of Bonds and related issues
10.	Import Examination	Examination and out of charge of Import goods

11	Pre Audit of SAD Claims	Pre Audit of the SAD claims before disbursement
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**V. NS-IV**

Sr. No.	Name of Section	Work allocated
1.	Central Adjudication Cell	Adjudication proceedings pertaining to the Zone-II
2.	Gr. VIID, VIIG	Assessment work (DEEC and EPCG)
3.	Sevottam Cell	Sevottam and quality management
4.	Container Cell	Monitoring and issues pertaining to containers
5.	Import Examination	Examination and out of charge of Import goods
6.	DEEC Monitoring Cell	Monitoring of Advance Authorization/licences
7.	Review Cell	Review and Appeal matters and Review related reports.
8.	EPCG Monitoring Cell	Monitoring of EPCG licences and related issues.
9.	UB Centre	Clearance of unaccompanied baggage
10.	Export Assessment Examination	Assessment and Examination of Export goods
11.	Appraising Main(Export), CPGRAM,	Issues relating to Export. PTFC, CPGRAM, Monthly Reports, Transfer/posting of officers etc.
12.	RTI Cell	RTI issues

**VI. NS-V**

Sr. No.	Name of Section	Work allocated
1.	Export Assessment & Examination	Examination and Assessment of Export consignments
2.	Centralised Legal Cell	Dealing with legal matters of the entire Zone-II
3.	Import Examination	Examination and out of charge of Import cargo
4.	Gr. IIA-F	Assessment related work (Chapter 28 to 38)
5.	Gr. III	Assessment related work (Chapter 50 to 71)
6.	Gr. VA & VB	Assessment related work (Chapter 85, 86 to 92)
7.	Sevottam cell	Sevottam and quality management of the Commissionerate
8.	PCA	Post Clearance Audit of the Bills of Entry assessed by the system and the assessing Groups
9.	IAD/CRA	Audit/Inspection issues related to CRA
10.	OSPCA	On site post clearance Audit at different locations/premises of the Importers

## **(ii) The powers and duties of its officers and employees:-**

The officers and staff of this Mumbai Customs, Zone-II are committed to its Citizen Charter, to provide to trade & industry time bound and speedy cargo clearance facility, quick redressal of grievance, and inculcating in its officers' sense of service with stress on-

- (i) Integrity and judiciousness
- (ii) Courtesy and understanding
- (iii) Objectivity and transparency
- (iv) Promptness and efficiency

Steps are afoot to further professionalize Customs staff to be able to render efficient and prompt service to the clients almost at par with those rendered by other Customs services in developed countries/WCO/WTO norms.

The Powers of officers of Customs have been elaborated in Section 5 of the Customs Act, 1962 and are laid as under -

- a). Subject to such conditions and limitations as the Board may impose, an officer of Customs may exercise the powers and discharge the duties conferred or imposed on him under this Act.
- b). An officer of Customs may exercise the powers and discharge the duties conferred or imposed under this Act on any other officer of Customs, who is subordinate to him.

The work is delegated to various categories of officers within the framework of the law.

**(iii). The procedure followed in the decision making process, including channels of supervision and accountability**

- a) The Chief Commissioner and Pr. Commissioner/Commissioners monitor the working and functioning of all the Commissionerates in the Zone. Since the Policy formulations are exclusively in the domain of the Board, policy implementation in spirit of the laws so formulated forms the major functions of field formations. The Chief Commissioner's office with help of all Commissionerates collates and compiles various trade representations; problems faced by the Trade and Industry and forward them to the Board which become ingredients for policy formulation.
- b) Decision making in the organization is based on decentralization that is to say that there is a definite delegation of authority and responsibility to different levels of the organization. Such delegation is laid out either in the Customs Act, 1962 or the Rules made thereunder or vide various circulars issued by the department from time to time.
- c) Since this Custom House is entrusted with the main work of implementation of the Customs Act, Rules, allied Acts and Board's orders etc., all aspects of Revenue are monitored and status are forwarded to Board in the form of weekly, monthly and quarterly reports.
- d) All references received from the Trade, different stakeholders and Field formations are submitted by concerned Sections to the AC/DC in-charge in the Commissionerates. The file noting are prepared by EO /PO (Inspector). The relevant notification / circulars etc. are explained by Suptd / AO. The main recommendations are made by AC /DC /ADC and finally the important decisions are approved by the Chief Commissioner/Pr. Commissioners/Commissioners. In case of any clarification required the same is referred to the Board to take final decision.

#### **(iv) The norms set by it for the discharge of its functions**

The mission of the organization is to achieve excellence in the implementation of Customs Acts, Allied Acts and Rules thereunder aimed at:

- Realizing the revenues in a fair, equitable and efficient manner
- Administering the Government's economic, tariff and trade policies with a practical and pragmatic approach
- Facilitating trade and industry by streamlining and simplifying Customs and Excise processes in light of the guidelines prescribed and facilitating the Trade and Industry
- Creating a climate for voluntary compliance by providing guidance and building mutual trust
- Combating revenue evasion, commercial frauds and social menace in an effective manner
- To achieve its mission, the Zonal Office has taken on priority to utilise the both man and material resources at its disposal

To achieve its mission, the Zonal Office has taken on priority to utilise the both man and material resources at its disposal in:

1. Enhancing the use of Information Technology
2. Streamlining Customs and Excise Procedures
3. Encouraging voluntary compliance
4. Evolving cooperative initiatives
5. Assisting in the formulation of Tariff policies
6. Combating Revenue evasion, commercial frauds and social menace effectively
7. Measuring conformance to service delivery standards
8. Developing professionalism and responsibility



**(v) The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions**

Available on CBEC Website i.e. [www.cbec.gov.in](http://www.cbec.gov.in) &

JNCH website [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in)

**(vi) A statement of the categories of documents that are held by it or under its control**

The office documents are generally processed and stored in the form of files and folders. Files and documents related to work assigned to concerned Sections of this office are duly catalogued, indexed and entered in Registers and these are kept in the custody of respective Sections. Almost entire database is available in EDI system.

**(vii) The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof**

The members of Public can write to this office on any such issue or seek appointment for meeting, if required. Further e-helpline is available on JNCH website [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in)

**(viii) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;**

PTFC (Permanent Trade Facilitation Committee) meetings are held in this Custom House on regular monthly basis. CCFC meetings are held on regular periodical basis. Also, Open House Meetings with Trade Representatives / Importers/Exporters and other stake holders are held at regular intervals jointly by the Customs zonal Offices in Mumbai. The minutes of the meeting are uploaded in the office website.

The Citizen's Charter of the Department envisions that the Customs & Central Excise officers shall carry out their assigned tasks with integrity and judiciousness; courtesy and understanding; objectivity and transparency; promptness and efficiency. The officers are also committed to providing every possible assistance to the public and trade in implementation of the Customs policies and procedures. The Customs department has also initiated a number of measures to ensure that complaint(s)/grievance(s) are minimized and where received these are attended to promptly.

In order to take care of the grievance(s)/complaint(s) the department has put in place a grievance redressal mechanism in the field formations of Customs. The grievance redressal mechanism can broadly be categorized as:

- Facilitation for receipt and guidance of complaints / representation at the inward Section in CC Office/Commissioner's office.
- Redressal of vigilance complaints
- Prompt handling of the complaints / grievances received through CPGRAMS (Central Public Grievances Monitoring System)

**(ix). A directory of its officers and employees**

1.	Dr. John Joseph, Chief Commissioner of Customs, Mumbai, Zone-II	27242411	Ext. – P.S. 802
2.	Dr. John Joseph, Pr. Commissioner of Customs NS -I	27242411	Ext. – P.S. 802
3.	Shri. Subhash Agrawal, Commissioner of customs NS - General & NS-IV	27242396 P.S. 812	Ext. 811
4.	Shri. M.R. Mohanty, Commissioners of Customs ( NS - II )	27242396 P.S. 812	Ext. 849
5.	Shri. Shrawan Kumar, Commissioner (NS -III)	27242411	Ext. 888 P.S. 889
6.	Shri Vijay Singh Chauhan, Commissioner (NS-V)	27244812	Ext. 811

No.	Name of Addl. Commissioners/ Jt. Commissioners	Contact Numbers
1	Shri. Dr. Ashir Tyagi, ADC	9825448544, 751, PA-752 9819267499
2.	Shri. Rahul Ramesh Nangare, ADC	9820959237, 853, PA-852
3.	Shri. S.C. Gangar, ADC	7506078765,
4.	Shri. Vijay Risi, ADC	9699678793861, PA-862
5.	Shri. Akhilesh Pandey, ADC	9029708500 991, PA-731
6.	Shri. Dharendra Lal, ADC	9920064007
7.	Shri Nikhil Meshram, ADC	9422505004
8.	Shri. Jagdish Sharan, ADC	7738141955
9.	Smt. Pritee Choudhary, JC	7932178171, 829, PA-930
10.	Shri Mohit Agrawal, JC	8424010141

No.	Name of Dy. Commissioners / Asstt. Commissioners	Contact Number
1.	Amit Kumar	9225221239
2.	Nair M.K.	9819594251
3.	Kamleshwar Singh	99821619264
4.	R.P.Singh	9619142454
5.	Manvesh Kumar	9769898250
6.	Rai Vivekanand	9450182843
7.	D. S. Rana	9757074339
8	Rahul Gawande	9920424744
9.	Rajiv Magoo	9821851701
10	GokhaleAnand Y	9423680670
11	AlweVasudev S	9967083018
12	Ganreddiwar R.M.	9987105069
13	Paunekar D N	9820411205
14	Swain Bijay Kumar	9870714840
15	Patnaik Pradeep Kumar	9819107149
16	Kashyap Kunal	9836250026
17	Priyadarshika Srivastava	9767237721

18	R. MurugaBoopathi	9869467646
19	Sankhe V. N.	9869515820
20	Kamble V.L	9892161123
21	InderlalKalal	9890312667
22	Ravindra Kumar	9820372360
23	N.J.Sable	9867129982
24	Prashant Koli	9987331925
25	T.S Ravi	9820275396
26	Mahipal Singh	9167304824
27	C.P.S Chauhan	9819193032
28	S. Nandkumar	9833673746
29	Anushree Hardikar	9867583660
30	Sunil T. Badkar	9820289079
31	Mangat B.S	9869384436/9757025339
32	Angane Sunil S	9821296444
33	Singh Manjit	9820436136
34	Negi R S	9769224774
35	Thakkar A.K	9869051859
36	Naharya Arpita	9930006251
37	Yadav Sandeep GM	9892936326
38	Sandhu Dr Gurbaz	9920238460
39	Madoli Daso	8692811735
40	D Silva C.J	9820416425
41	Vipul Gupta	7379100005
42	P.K Ahire	9619416279
43	Prabhakar Kumar	9310144665
44	S.S. Chinchpure	9930186025
45	Tapan Kumar	8884816106
46	Das Subhash Chandra-I	9820030284
47	S.S. Kadam	9821196570
48	Jyoti Agarwal	9619838447
49	Rajesh V. Shelke	9765961599
50	G.T. Chougule	9820629175
51	Meena Babulal	9757263125
52	Diwakar Dinbandho	9987247747
53	Rakesh Kumar -I	9820636673
54	Ayya Chandrashekar R.	9773540152
55	Jambotkar shailesh	8879160001
56	B.L. Reddy	8056040799
57	Jayaram S.	9619438560
58	Deshmukh Prakash P	9869343393
59	Kunal Anuj	9999892290
60	J. G. Sahadpuri	9867291007
61	Nitharwar Uma Ram	9423908697

**(x) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;**

Sr. NO.	Group	Designation	Level as per Pay Matrix (7 <sup>th</sup> Pay Commission)
1	2	3	4
	<b>Group 'A'</b>	Chief Commissioner	L-16
		Pr. Commissioner	L-15
		Commissioner	L-14
		Additional Commissioner	L-13
		Joint Commissioner	L-12
		Deputy Commissioner	L-11
		Assistant Commissioner	L-10
		Chief Accounts Officer	L-10
		Assistant Director (Comm.)	L-10
	<b>Group 'B(G)'</b>	Sr. P.S.	L-8
		Appraiser	L-8
		Superintendent	L-8
		ACAO/AO	L-7
	<b>Group 'B(NG)' / Group 'C'</b>	Preventive Officer	L-7
		Examiner	L-7
		DOS	L-6
		Senior Hindi Translator	L-6
		Junior Hindi Translator	L-6
		Senior Tax Assistant	L-6
		Tax Assistant	L-4
		Lower Division Clerk	L-2
		Motor Driver ( Grade - I )	L-5
		Motor Driver ( Grade - II )	L-4
		Motor Driver ( Grade - III )	L-2
		Head Havalдар	L-2
		Havalдар	L-1
	Sepoy	L-1	



**(xi) The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;**

The proposed expenditures and disbursements are reflected in respective **Commissionerate.**

**(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes**

Not applicable

**(xiii) Particulars of recipients of concessions, permits or authorizations granted by it**

Not applicable.

**(xiv). Details in respect of the information, available to or held by it, reduced in an electronic form.**

Information available on the Zonal website at Website-[www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in)

**(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;**

The details of the minutes of the PTFC/CCFC Meetings are uploaded on the Zonal Website-<http://www.jawaharcustoms.gov.in>. Library/Reading room is maintained in this office at sixth floor.

**(xvi) The names, designations and other particulars of the Public Information Officers;**

The details are mentioned on the zonal website separately.

<http://www.jawaharcustoms.gov.in/index.php/cpios>

**(xvii) Such other information as may be prescribed; and thereafter**

Not applicable

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