



मुख्य सीमा शुल्क आयुक्त कार्यालय, मुंबईअंचल-II
Office of the Chief Commissioner of Customs
Mumbai Customs Zone-II
जवाहरलाल नेहरू सीमाशुल्क भवन
JAWAHARLAL NEHRU CUSTOM HOUSE
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दिनांक /Date: 13-03-2026

**MINUTES OF THE CUSTOMS CLEARANCE FACILITATION
COMMITTEE (CCFC) MEETING HELD ON 17.02.2026**

The 1st CCFC meeting of the calendar year 2026 was held on 17.02.2026 at 15:00 hrs at Jawaharlal Nehru Custom House (JNCH), Nhava Sheva, Uran, Raigad, Maharashtra, in hybrid mode under the Chairmanship of Shri Vimal Kumar Srivastava, Chief Commissioner of Customs, Mumbai Customs Zone-II, Nhava Sheva.

2. The participants included various stakeholders (Customs Brokers, Freight Forwarders, Port Terminals, CFSs, Warehouses, Shipping Lines, trade associations), PGAs (FSSAI, PQ, WCCB, CDSCO), concerned verticals of CBIC (NCTC, ICES, ICEGATE, SWIFT) and officers of JNCH. List of participants is placed at **Annexure-I**.

3. In his opening remarks, the Chief Commissioner referred to two significant developments since the last CCFC meeting- first the presentation of the Union Budget wherein significant customs reforms have been announced, and second the conclusion of Time Release Study 2026 by JNCH. He briefly referred to the new facilitation measures announced in the Budget, such as Eligible Manufacturer Importer, Longstanding Supply Chains, Enhanced duty deferment, Auto-registration, Auto-OOC, Auto-LEO and Gate automation, and stated that these steps are expected to result in a further reduction of the dwell in the next TRS.

4. In this context, the Pr. Commissioner of Customs (NS-III) presented an analysis of TRS-2026 undertaken at JNCH. He observed that, during the study, dwell time was assessed as a single continuum without distinguishing between regulatory and logistical components, however, a clear demarcation between the two would provide more meaningful insights. In this regard, he emphasised the

role of customs brokers, custodian and other stakeholders in reducing dwell time.

5. The Commissioner of Customs (NS-II), while discussing the TRS on the export side, stated that the primary challenge lies in accurate data capture. He mentioned that dwell time parameters before Goods registration and from the post-LEO stage up to stuffing are recorded by CFS, which are taken manually and adds to the dwell time. He informed that with the introduction of gate automation in near future, the data will be integrated in ICEGATE /ICES which will result in better monitoring of dwell time on the export side.

6. The Chief Commissioner of Customs thereafter invited general comments from all participants. This was followed by a review of action taken on the follow up agenda points of the previous CCFC meetings. Subsequently, Fresh agenda items were taken up for discussion.

7. Record of discussion is placed at '**Annexure II – Follow-up Agenda Points**' and '**Annexure III – Fresh Agenda Points**'.

8. This issues with the approval of Chief Commissioner of Customs, Mumbai Customs Zone-II, JNCH, Nhava Sheva.

Digitally signed by
Pankaj Kumar Dwivedi
Date: 13-03-2026
13:25:00
(Pankaj Kumar Dwivedi)
Addl. Commissioner of Customs,
CCO, Mumbai Zone-II,
JNCH, Nhava Sheva.

Encl: Annexure - I, Annexure - II and Annexure – III,

Copy to:

1. PS to Zonal Member / Member (Customs), CBIC, New Delhi
2. All Pr. Commissioners/Commissioners, JNCH, Nhava Sheva
3. All members of CCFC
4. DC/EDI (for uploading on website)
5. Office copy

ANNEXURE – I (List of Participants)

The following officers of the department attended the meeting:

| Sr. No. | Name | Designation |
|---------|---------------------------|-------------------------------|
| 1. | Shri Yashodhan A. Wanage | Pr. Commissioner, NS-I |
| 2. | Smt. B. Sumidaa Devi | Commissioner, NS-Gen, |
| 3. | Shri Giridhar G. Pai | Commissioner, NS-II |
| 4. | Shri. Vijay Risi | Pr. Commissioner, NS-III |
| 5. | Shri Anil Ramteke | Commissioner, NS-V |
| 6. | Shri Pankaj Kumar Dwivedi | Addl. Commissioner, CCO, JNCH |

The following PGAs/Stakeholders attended the meeting in offline mode: -

| Sr. No. | Name | Name of the PGAs/Stakeholders |
|---------|---------------------------|-------------------------------|
| 1. | Smt. Pritee Chaudhary,IRS | Regional Director, FSSAI |
| 2. | Dr. Karuna Dhale | FSSAI |
| 3. | Shri Dushyant Mulani | FFFAI/BCBA |
| 4. | Shri Harsh Lapsia | AILBIEA |
| 5. | Shri Nimish Desai | WISA |
| 6. | Shri Ganpat Korde | BCBA |
| 7. | Shri Nirav Thakkar | BCBA |
| 8. | Shri Vinayak Aparaj | BCBA |
| 9. | Shri Tej Contractor | BCBA |
| 10. | Shri Kamal S. Shah | BCBA |
| 11. | Shri Srinivas Subramanian | CFSAI |
| 12. | Capt. Sunny Williams | CFSAI |
| 13. | Shri Pradeep Jhajharia | DGTS MZU, CBIC |
| 14. | Shri Mark Fernandes | Sylvester & IMC |

The following officers, PGAs/Stakeholders attended the meeting in Virtual Mode :-

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|----|-----------------------|---------------------------|
| 1 | Shri Yogesh Loke | Additional Director, NCTC |
| 2 | Shri Rakesh Burman | WCCB |
| 3 | Shri Paresh Thakkar | BCBA |
| 4 | Shri Raghunath Singh | ICES |
| 5 | Smt. Harpreet Makol | FIEO |
| 6 | Shri Kevin Boban | SWIFT |
| 7 | Shri Shivendra Mhatre | GTI |
| 8 | Shri Sanjay Shingote | BCBA |
| 9 | Shri Prahalad Khatik | AD, ICEGATE |
| 10 | Shri Raghuram | AD, NCTC |

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| 11 | Shri Rajeev Varadkar | CFSAI |
| 12 | Smt. Leena Ganguly | AIWCBA |
| 13 | Shri Hanumant Sonawane | NCTC |
| 14 | Shri Nikhil Bhandary | Western India Bonded Warehouse Association |
| 15 | Shri Hiren Ruparel | BCBA |
| 16 | Shri Faiz Sayyed | DGM, DP World |
| 17 | Shri Aditya Kumar | Ignazio Messina |
| 18 | Shri Rajesh Kumar Verma | (ADC)CDSCO |
| 19 | Shri Omprakash Agrawal | MACCIA |
| 20 | Shri Karan Kiran Rambhia | FFFAI |
| 21 | Shri Kiran Rambhia | BCBA |
| 22 | Shri Manvesh Kumar | FSSAI |
| 23 | Shri Amit Kumar Singh | PQ, JNPT |
| 24 | Shri Hiren Modha | PSA Mumbai |
| 25 | Shri Paresh Shah | Western India Shippers' Association |
| 26 | Shri Sanjeev Gupta | Western India bonded warehouse association |
| 27 | Shri Bakshi Md Hanif | CSLA |
| 28 | Shri Manish Kumar | CSLA |
| 29 | Shri Hazrat Ali Khan | CSLA |
| 30 | Smt. Shyamali Banerjee | EPCEs |
| 31 | Sachin Parab | APMT (GTI) |
| 32 | Shri. Karunakar S Shetty | MACCIA |
| 33 | Shri Rishi Goyal | ICES/DG System |

| <u>ANNEXURE- II FOLLOW-UP ON PREVIOUS AGENDA POINTS FOR CCFC MEETING DATED 17.02.2026</u> | | | | |
|--|---|-----------------------------|---|---------------------|
| Sr. No. | Issue in Brief | Sponsoring Authority | Brief Records of Discussion | Open/ Closed |
| 1 | <p><u>Improve Testing and Sampling Protocols:</u></p> <p>Request that the Textile Committee issue clear and uniform Public Notices/Standing Orders on mandatory testing parameters, avoid unnecessary testing, and adopt risk-based sampling—particularly for repeat suppliers and identical products—to reduce delays and associated costs.</p> | BCBA | <p>In the previous CCFC meeting, the Chief Commissioner asked the Pr. Commissioner-NS-III to hold consultations with the Textile Committee and BCBA to finalize a list of appropriate testing/examination parameters.</p> <p>Accordingly, the draft parameters were prepared by NS-III and placed before the concerned NAC for circulation to all FAGs for inputs. Once finalized by NAC, the same would be issued to all concerned for ensuring uniformity.</p> <p>Action Owner : NS-III</p> | Open |
| 2 | <p><u>Mechanism for Resolving Irrelevant Queries for Dual-Use Items:</u></p> <p>Propose the implementation of a structured process to promptly address and close irrelevant or repetitive queries raised by agencies such as FSSAI, PQ, and AQCS, CDSCO during import clearance. This will streamline workflows and reduce overall dwell time.</p> | BCBA | <p>FSSAI Official informed that certain traders importing dual-use goods are not fully aware of their specific end use, resulting in irrelevant queries, particularly in respect of FSSAI clearances.</p> <p>It is desirable to implement suitable system qualifiers, in consultation with NCTC and SWIFT , to ensure proper routing of declarations and reduce unnecessary queries. In this regard, FSSAI had already taken up the matter with JS (Customs) , stakeholders have also been advised to engage separately with FSSAI for effective resolution of the issues. With regard to CDSCO, it was informed that a system qualifier is already in place and no such issues are being encountered.</p> | Closed |
| 3 | <p><u>Automate OOC Routing for Cleared Consignments:</u></p> <p>Urge the DG Systems to enable automated Out-of-Charge (OOC) routing for consignments cleared by FSSAI, PQ, or AQCS, CDSCO eliminating the current need for members to seek manual intervention from the Deputy Commissioner for shipment release.</p> | BCBA | <p>The SWIFT representative informed that the system has recently been upgraded and, at present, there is no delay in the integration of PGA NOCs with the Bill of Entry at the Customs end. It was requested that specific instances of Bills of Entry, where delays in transmission of NOCs from the concerned PGA are being experienced, may be shared for resolution. It was informed that post system upgradation maximum time taken for intergation of NOC with BoE in case of different agengies is as below :-</p> <p>CDSCO Max time -18 min AQ -11 mins FSSAI -12 mins WCCB -3mins</p> <p>Further, with regard to FSSAI, it was observed that in certain cases, documents uploaded online were not visible to FSSAI officials. The FSSAI representative informed that a recent system patch has been deployed to address this issue, which has substantially mitigated the problem and is expected to be fully resolved in due course.</p> | Closed |

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| 4 | <p><u>EDI and ICEGATE</u></p> <p>Facilitate immediate and automatic sharing of OOC status through ICEGATE with custodians, shipping lines, and port terminals to support seamless direct delivery</p> <p>b) Address technical challenges observed after recent ICEGATE upgrades, particularly difficulties in generating required printouts, which may delay clearance when manual documents are requested.</p> <p>c) Advance paperless, real-time digital routing of all essential document statuses in line with CBIC's vision of fully paperless trade, minimizing the need for physical submissions or manual follow-ups.</p> <p>These steps will reduce clearance dwell time, eliminate manual bottlenecks, and align with the goal of digital, transparent customs operations.</p> | BCBA | <p>The ICEGATE team reported that the Out-of-Charge (OOC) status is presently being shared with custodians; however, the same is not being transmitted to shipping lines or port terminals. It was informed that several system-level modifications have already been undertaken to address the issue. However, it was informed by BCBA that OOC data is not shared with Custodians.</p> <p>The Chief Commissioner requested the officers of DG Systems to examine the feasibility of extending the sharing of OOC status to other relevant stakeholders. He also asked Pr Commr (NS-I) to refer the matter to DG Systems through a letter and schedule a dedicated meeting with Systems team to deliberate only systems related issues.</p> <p>Action Owner - NS-I</p> | Open |
| 5 | <p><u>Enhancing ICETAB Usage at CFS Locations</u></p> <p>a) Centralized Container Examination: Suggest centralizing containers from distant or low-connectivity CFS locations to a single examination area with stable network access to ensure uninterrupted ICETAB operations and reporting.</p> <p>b) Improve Network Accessibility: Upgrade digital network infrastructure at examination sites so that officers can reliably upload examination reports and photographs through ICETABs as intended under the paperless system.</p> <p>c) Anticipated Benefits: Centralized examination and improved connectivity will expedite clearances, enhance transparency, and enable full utilization of ICETAB and the Turant Customs workflow.</p> | BCBA | <p>It emerged during discussion that CFS operators are providing reliable network connectivity across centralized examination areas, yards, LCL sheds, export sections, and gate points, thereby facilitating seamless usage of ICETAB. Further, it was reported that ICETABs are being utilized on full capacity.</p> <p>BCBA may like to inform specific instances / locations of weak network connectivity, so that the concerned CFSs/ custodians can be asked for upgrading the connectivity.</p> | Closed |
| 6 | <p><u>Faceless Assessment Improvements:</u></p> <p>a) To reduce repetitive queries and improve uniformity, request that any query raised and replied to by one Faceless Assessment Group (FAG) be visible across all FAG locations handling similar consignments. This will reduce duplicate queries, minimize delays, and promote consistency.</p> <p>b) OTP generation for query responses is often delayed and needs improvement.</p> <p>c) Visibility of challans reduces after 24 hours; request for extended or continuous visibility.</p> | BCBA | <p>BCBA requested that a brief, separate meeting be convened to deliberate on issues pertaining to the Faceless initiative. Upon consideration, the Chief Commissioner directed that the matter may be taken up in conjunction with the forthcoming NAC meeting.</p> | Closed |
| 7 | <p><u>Increased Delays in ECL Duty Integration:</u></p> <p>Highlight that delays in duty integration through the Electronic Cash Ledger (ECL) have increased and require corrective measures.</p> | BCBA | <p>The ICEGATE official informed that several system enhancements relating to the ECL module have been implemented in recent months. At present, no delays are being experienced in duty integration.</p> <p>Trade stakeholders also concurred that there are currently no issues with the functioning of the ECL wallet.</p> | Closed |

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| 8 | <p><u>Provisional Assessment of S/Bills in ICES:</u></p> <p>This point was earlier discussed in the CCFC meeting held on 10.10.2025, wherein it was conveyed that the issue would be communicated to DG Systems for resolution</p> <p>We request that the matter be addressed with DG Systems for due resolution</p> | BCBA | <p>BCBA has observed that Provisionally Assessed and Amended Shipping Bills are still not being made available. In this context, a letter dated 25.11.2025 was issued to DG Systems requesting the necessary system modifications. In response, DG Systems, vide letter dated 12.12.2025, informed that the ICES team is presently examining the issue.</p> <p>The Chief Commissioner requested the ICES team to resolve the matter on an urgent basis and provide a status update at the earliest.</p> <p>Action Owner : ICES/ICEGATE</p> | Open |
| 9 | <p><u>Implementation of Shipping Container as Unit of Package for Export Cargo</u></p> <p>This point was discussed during the CCFC meeting held on 10.10.2025 and we seek your kind intervention for implementation of Advisory No.49/2025 dated 11th August 2025 in the larger interest of EXIM Trade.</p> | BCBA | <p>The Commissioner, NS-II, informed that the matter was taken up with DG Systems, which clarified that in cases where Shipping Bill "Annexure C" is not filled correctly, NCTC is unable to recognize the container as a unit of package. Based on DG Systems' communication, NS-II has issued a Public Notice directing that "Annexure C" must be completed accurately prior to submission of the Shipping Bill.</p> <p>Further, It was requested that specific instances where "Annexure C" has been correctly filled but the error still persists should be compiled and forwarded, so that the matter may be taken up with the NCTC and ICES teams for resolution.</p> | Closed |
| 10 | <p><u>Processing of Shipping Bill Amendments under Public Notice No. 44/2025</u></p> <p>This issue was discussed in the CCFC meeting held on 10.10.2025. As the issue remains unresolved, we request that the matter may kindly be taken up with the concerned authorities to ensure that amended Shipping Bills are accessible to the trade and that updated data flows seamlessly to DGFT, Banks, and other regulatory bodies.</p> | BCBA | <p>The issue was addressed in the letter vide dated 25.11.2025 to the Pr. Director General, DG Systems, and subsequently in a letter dated 14.01.2026 to the Pr. ADG, DG Systems, for resolution.</p> <p>This matter has also been discussed earlier under point 8.</p> <p>Action Owner : ICES/ICEGATE</p> | Open |
| 11 | <p><u>Difficulties and delays Faced at Empty Yards for Import Offloading and Export Pickup</u></p> <p>We wish to bring to your attention the challenges currently being faced by the EXIM trade during the offloading of import containers at CFS locations, as well as during the pick-up of empty containers for export from the empty depots.</p> <p>The following issues have been repeatedly observed:</p> <p>a) Issues at the Depots</p> <ul style="list-style-type: none"> • Depots are raising avoidable and unjustified queries such as “non-validity of DO,” despite the Delivery Order being fully valid. • There is a long queue for container offloading. In several cases, even if a container arrives at 9:00 p.m., offloading is delayed until 1:00 a.m., forcing transporters to incur detention charges. | | <p>The issue of movement of empty containers at Empty Container Depots (ECDs) was discussed with BCBA, Shipping Lines, and depot operators. It was noted by Commissioner (Gen) that limited utilization of multiple depots is contributing to congestion and operational delays.</p> <p>Stakeholders were advised to streamline operations, enhance infrastructure, implement portal-based visibility, and ensure advance online payments. Trade representatives highlighted concerns regarding prolonged waiting periods and mismatched delivery locations. It was suggested that bringing ECDs under a regulatory framework may enhance accountability, with further recommendations to be deliberated in consultation with JNPA and the Shipping Lines.</p> | |

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| <p>b) Holding of Containers for Minor Reasons</p> <ul style="list-style-type: none"> • Containers are being held back for minor or insignificant repair observations. • In many instances, containers are being held due to the non-availability of forklifts or equipment required for offloading. <p>c) Export Delivery Challenges</p> <ul style="list-style-type: none"> • Export yards are not issuing containers for delivery despite having adequate inventory on ground. • During night hours (12:00 a.m. to 7:00 a.m.), most yards refuse to release export containers, resulting in operational delays and financial impact to trade. • Transporters frequently visit one yard for pick-up and, due to non-availability, are redirected to a second or even third yard, causing further hardship, uncertainty, and loss of time. <p>These persistent issues are causing major disruption to trade operations and leading to avoidable delays, increased costs, and severe inefficiencies for transporters, customs brokers, and exporters / importers</p> | <p>BCBA</p> | | <p>Closed</p> |
| <p>12 Implementation of Customs Instruction 32/2025:</p> <p>a. We request suitable Public Notice to be issued from JNCH in-line with the Customs Instruction 32/2025 – which shall provide necessary clarity across formations.</p> | <p>AILBIEA</p> | <p>Public Notice 92/2025 has already been issued , so this agenda point may be treated closed.</p> | <p>Closed</p> |
| <p>13 Technical Issues on the Digital Warehousing Module:</p> <p>a. There are technical challenges being faced on the Warehousing Module – specifically in case of 'transfer of ownership' and subsequent clearance under 'SEZ' / 'EOU' / 'Re-Export'.</p> <p>b. In case of Transfer of Ownership from A to B, if there is any subsequent clearance by 'B' under SEZ / EOU or Re-Export, the debit of quantity happens in ledger of 'A' instead of 'B', which is blocking the quantity for 'A'.</p> <p>c. This has been an ongoing issue, for which previously the Systems team had suggested a reversal of quantity – which the Bond Section in JNCH has been supporting tremendously, however we request for a system-based solution on this.</p> | <p>AILBIEA</p> | <p>The e-bond facility is presently not available for bond-to-bond transfers. Additionally, even routine ownership transfers within the same bonded warehouse are taking more than one day for completion. In this context, the Commissioner NS-I informed that a letter dated 14.02.2026, has been addressed to the Principal Director General (Systems and Data Management) for necessary action.</p> <p>The Chief Commissioner observed that the matter may require policy-level intervention in addition to action by DG Systems. He requested Systems team to examine in consultation with Commissioner (Cus & EP) so as to identify and resolve policy-level issues, following which the ICES/ICEGATE team can implement the necessary system changes.</p> <p>Action Owner - NS-I/ DG System</p> | <p>Open</p> |
| <p>14 Permitting Multiple Warehouse Code at the time of Filing Bill of Entry</p> <p>a. In case of Import of Cargo which is being stored across multiple warehouses, it is essential for the system to allow Multiple Warehouse Codes – and enabling quantity wise Warehouse Code to be entered at time of filing of Bill of Entry.</p> <p>b. Lack of this will result in mismatch at the time of ex-bond under the new updates of the warehousing module.</p> | <p>AILBIEA</p> | <p>The Chief Commissioner noted that the issue primarily pertains to liquid bulk cargo, and in cases where the cargo cannot be pumped into a single warehouse due to capacity or operational constraints, allocation of an additional warehouse becomes necessary. The matter needs policy-level intervention. The ICES/ICEGATE team will also deliberate on the issue in coordination with the concerned team to facilitate its resolution.</p> <p>Commissioner NS-I informed that this issue has been referred to DG System vide letter dated 14.02.2026.</p> <p>Action Owner - NS-I/ DG System</p> | <p>Open</p> |

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| 15 | Speaking Orders: It is submitted that a proper mechanism to issue Speaking orders and a standard SOP for passing Speaking Orders should be established and followed. Based on the principle of Natural Justice, PH should be granted before passing any speaking order. Practice of issuing Speaking Orders to importers in case of re-assessment should be followed. | BCBA | In this regard, Standing Order 20/2025 has been issued. The point may be treated as closed | Closed |
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ANNEXURE -III FRESH AGENDA POINT FOR CCFC MEETING, DATE: 17.02.2026

| Sr. No. | Issue in Brief | Sponsoring Authority | Brief Records of Discussion | Open/ Closed |
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| 1.1 | <p><u>Non implication of Customs Brokers as Co-noticee in cases involving interpretative disputes:</u></p> <p>1) In the recent past there have been various instances wherein CB's have been implicated as Co-noticee the interpretative disputes of Importers / Exporters. We refer to CBIC Instructions No 20/2024 dated 3.9.2024 which states that Custom Brokers are governed by CBLR 2018, and any proceedings can be carried out by the Commissioner of Customs,(General) of the CB Section. Invoking penal provisions for interpretative disputes under CA 1962, should not be applicable to Custom Brokers since CB's are not owners of the goods. We refer to the following para No 4 of the said CBIC Instructions. "Accordingly, implicating Customs Brokers as Co-noticee in a routine manner, in matters involving interpretation of statute, must be avoided unless the element of abatement of the Custom Brokers in the investigation is established by the investigating authority "</p> <p>It may be noted that JNCH has issued Advisory No 01/2022-JNCH and Subsequent JN Advisory No Advisory No 02/2024 dated 23.10.2024, NCH Advisory No 01/2022 dated 29.12.2022 and Mundra Advisory No. 1/Adj/2024 have been very specific in their instructions that Custom Brokers are representing their clients for sake of clearance of import and export goods and for any dispute related to classification, valuation, levy of exemption notification is the prime responsibility of the importer / exporter and CB's should not be involved in the adjudication proceedings.</p> | BCBA | <p>It was informed that a Customs Broker is made a noticee only in cases where they are found complicit in facilitating fraudulent activities by exporters or importers. In cases involving interpretative disputes, classification issues , even audit cases unless deliberate role of CB is established, CB is not implicated as co-noticee in routine manner in light of the CBIC's Instruction No. 20/2024-Cus dated 03.09.2024 and JNCH Advisory No. 02/2024 dated 23.10.2024.</p> <p>Further, it was discussed that with the shift towards a "trust-based governance" framework, while trust is placed on Customs Brokers, importers, and exporters, the accountability of all stakeholders is correspondingly significantly enhanced.</p> | Closed |
| 1.2 | <p><u>Digitalization of Bond Section:</u></p> <p>The bond section remains entirely manual, including MOWR schemes and Ex-Bond processes. Even when Out of Charge (OOC) is granted by Assistant/Deputy Commissioners, physical initials from the Bond Superintendent at JNCH are mandatory, citing jurisdictional limits. In this digital era, we urge immediate digitalization of the entire process via ICEGATE to reduce delays and errors.</p> | BCBA | <p>The Chief Commissioner asked BCBA that a detailed, step-by-step process flow of the Bond Section be furnished, as the issues highlighted by BCBA pertain only to one or two isolated stages, and a comprehensive picture is not emerging. This would enable JNCH to be effectively take up the issues with the Customs Policy Wing.</p> <p>He further asked Pr. Commissioner NS-I to constitute a committee comprising officers of the Bond Section and concerned stakeholders to obtain a holistic assessment of the existing procedures, so that the matter may thereafter be taken up with the Board.</p> <p>In this regard, Principal Commissioner NS-I informed that certain improvements are already envisaged as part of the forthcoming budgetary reforms under the Digital Warehouse Module and are likely to be implemented by May 2026.</p> <p>Action Owner : NS-I</p> | Open |
| 1.3 | <p><u>Provisional to Final Bill of Entry Assessments</u></p> <p>Recent drives at JNCH for converting provisional Bills of Entry to final assessments do not route outcomes to customs brokers or importers. We request that assessment data (BE No. and date) be publicly shared on the JNCH website instead of relying on physical prints, enhancing transparency.</p> | BCBA | <p>The Pr. Commissioner, NS-I, stated that finalization of the Bill of Entry (BoE) in the system is accessible to the importer and their Customs Broker, as the importer, through its Customs Broker, furnishes the requisite data for finalization of the BoE.</p> <p>It was further informed that importers are notified via email upon finalization of the BoE. The request of the Customs Brokers was considered and accepted, and it was suggested that a copy of the said email may also be marked to the concerned Customs Broker.</p> | Closed |

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| 1.4 | <p><u>Non-Visibility of Notification No. 96/2008 (Developing Country List):</u></p> <p>PDF copies of Notifications lack visibility of the developing country list under Notfn. 96/2008-Cus, leading to clearance confusions. This may be addressed with DG Systems for system-level updation.</p> | BCBA | <p>DG Systems ICEGATE official requested to share sample BoE in which notification no. 96/2008 is not visible on BoE for resolving the issue .</p> <p>Action owner : BCBA / DG Systems</p> | Open |
| 1.5 | <p><u>SWIFT 2.0 Implementation Challenges for AQCS at JNCH:</u></p> <p>While SWIFT 2.0 has launched at 4 ICDs and Kolkata Customs, AQCS at JNCH routes documents via SWIFT. Technical glitches arise post-upload of Bhartkosh receipts and Bill of Entry copies, delaying NOC issuance. We request escalation to DG Systems for resolution.</p> | BCBA | <p>DG Systems SWIFT official informed that the issue has now been resolved , initially the issue was regarding uploading of Bharatkosh fee receipt , which has been resolved now.</p> | Closed |
| 1.6 | <p><u>AEO Master Circular No. 33/2016 – Facilitation for All Stakeholders:</u></p> <p>The circular includes all stakeholders in the AEO program, While FSSAI and ADC have begun facilitating AEO clients, PQ is urged to issue an advisory for AEO-specific facilitations, including declared timelines for clearances.</p> | BCBA | <p>The Chief Commissioner has informed that the matter pertains to policy level deliberations. The concerned PGAs need to examine the issue in consultation with the Customs Policy Wing .</p> | Closed |
| 1.7 | <p><u>Regular downtime of EDI / ICEGATE System :</u></p> <p>We wish to bring to your kind attention the repeated downtime in ICEGATE & the EDI system over the past several months, which have resulted in severe delays in the processing of export clearances. As you are aware, in absence of S/bill Numbers, Containers are not moved from plant / Cargo is not carted at CFS. After generation of SB, RMS output is awaited on regular basis for more than 6 – 7 hours getting dwell time increased for the clearance process.</p> <p>This ongoing disruption is significantly impacting the trade, leading to a substantial increase in the turnaround time of export consignments and causing serious financial and operational hardships for all stakeholders especially in the current turbulent geopolitical period.</p> <p>We earnestly seek your immediate intervention to ensure the continuous operation of the ICEGATE & EDI systems. In the interim, we urge the implementation of a robust contingency mechanism to ensure business continuity and to mitigate the adverse effects of such disruptions.</p> | BCBA | <p>The ICEGATE Wing of the DG Systems has informed that instances of downtime of the EDI–ICEGATE system generally occur during deployment of system upgrade patches or due to connectivity-related issues.</p> <p>It is requested that the timestamps of the specific instances of downtime may be provided to enable detailed analysis, so that appropriate corrective measures may be undertaken to further strengthen and improve the system.</p> <p>Further with respect to delay in RMS output, NCTC Official informed that a system patch was deployed and the issue has now been resolved. Currently there is no delay in sharing of RMS Output on both import and export side .</p> | Closed |
| 1.8 | <p><u>Online Good Registration for Exports:</u></p> <p>We request that Online Goods Registration for exports may kindly be enabled in a manner similar to the procedure presently followed for imports, to ensure uniformity and ease of compliance.</p> | BCBA | <p>The ICES authorities have informed that the Online Goods Registration facility for exports is being implemented in a phased manner, in first phase e-sealed based auto good registration facility is lauched as pilot program at JNPT , which will be further extended to other ports and ICD. Thereafter, a web-based form facility will be introduced for filing Shipping Bill (SB) annexures. The matter is presently under deliberation with the technical team and is at an advanced stage of development.</p> | Closed |

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| <p>1.9</p> | <p><u>Review of Empty Container Allotment Mechanism</u></p> <p>We wish to draw your attention to the persistent challenges faced by exporters due to the existing empty container allotment mechanism at Nhava Sheva. Despite confirmed delivery orders, exporters are frequently unable to secure timely allotment of empty containers, leading to significant disruptions in export planning and execution.</p> <p>In view of the above, we strongly request a comprehensive review of the current empty container allotment mechanism in consultation with shipping lines and other relevant stakeholders. We further urge the introduction of a transparent process supported by suitable trade advisories, to ensure smooth availability and timely allocation of empty containers in the larger interest of the export community at Nhava Sheva..</p> | <p>BCBA</p> | <p>Already discussed in Point 11 of Annexure -II</p> | <p>Closed</p> |
| <p>1.10</p> | <p><u>Helpdesk for RoDTEP and ROsCTL Queries with a Prompt Resolution Mechanism</u></p> <p>We wish to highlight the continuing difficulties faced by exporters and customs brokers in resolving RoDTEP and ROsCTL related issues, particularly those arising from incorrect or deficient data reflection on the ICEGATE portal.</p> <p>In this regard, we request the establishment of a dedicated RoDTEP and ROsCTL Helpdesk to address and resolve such trade queries in consultation with the concerned stakeholders within defined timelines, thereby ensuring prompt and effective grievance redressal.</p> | <p>BCBA</p> | <p>It was informed by Commissioner NS-1 that the matter is system-related and has been escalated to DG Systems, ICEGATE, for necessary resolution.</p> <p>Further, ICEGATE official informed that Help Desk are working round the clock and greivances are resolved in a timely manner.</p> | <p>Closed</p> |
| <p>1.11</p> | <p><u>Creation of a Single Digital Platform for Export Customs Clearance</u></p> <p>At present, the export customs clearance process mandates the use of multiple, unintegrated digital platforms across various agencies for a single shipment, including ICEGATE, GSTN, RFID vendors, exporter/CB systems, shipping line and custodian systems, PGA platforms, DGFT, RBI, among others. This fragmented digital ecosystem results in duplication of data entry, increased manual intervention, higher dwell time, and also has a greater risk of data errors.</p> <p>While initiatives such as SWIFT and PCS have been rolled out to streamline processes, the lack of end-to-end digital integration among all stakeholders has limited their effectiveness.</p> <p>In this regard, we propose the establishment of a single national EXIM digital platform. This unified platform would function as a one-stop system for the entire export clearance process, enabling seamless data exchange among all stakeholders through modern, technologically advanced integration tools. Such an approach would eliminate redundant data entry, reduce errors, ensure end-to-end visibility for all stakeholders, and significantly lower overall export dwell time.</p> | <p>BCBA</p> | <p>The Chief Commissioner acknowledged that the issue was recently discussed during interaction of Chairman CBIC with stakeholders.</p> <p>In the Union Budget for the financial year 2026-27 presented by the Hon'ble FM, an ambitious plan for an AI Enabled platform for customs and trade facilitation, called the CUSTOMS INTEGRATE SYSTEM (CIS) was announced to address the above issues.</p> | <p>Closed</p> |

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| <p>2.1</p> | <p>Issuance of a Public Notice in line with PN No. 15/2013 to facilitate the evacuation of SMTP-granted ICD containers in cases where there is a delay in receipt of the scanning list for a particular vessel.</p> <p>In case of non-receipt of the scanning list, terminals are unable to load SMTP-granted ICD containers on trains due to the absence of a specific public notice. In the CCFC meeting held on 21-05-2024, it was mentioned, in response to agenda point 5.2 raised by DP World, that “PN No. 15/2013 does not differentiate between CFS-bound containers and ICD-bound transshipment cargo, as the necessary communication will continue to be sent to the ICD location once the scanning list is made available by the CSM module for detailed examination at the respective ICDs.”</p> <p>However, in PN No. 15/2013, point 3 specifically states that “After completion of eight hours from entry inwards, if the scanning list still remains to be generated, the CFS shall be allowed to move containers to the respective CFSs to avoid congestion inside the port.” As there is no specific instruction for ICD-bound containers given in PN15/2013, we request the issuance of a separate public notice prescribing the process to be followed for ICD-bound containers in cases of delayed receipt of the scanning list.</p> | <p>GTI</p> | <p>Chief Commissioner asked Commissioner NS-General, to examine the matter in detail and a comprehensive review of the previously issued Public Notice to be undertaken. Thereafter, a consolidated and comprehensive Public Notice to be issued, inter alia, addressing issues relating to ICD-bound containers.</p> <p>Action Owner : NS-Gen</p> | <p>Open</p> |
| <p>2.2</p> | <p>OOO Generated for DPD Containers Selected for Scanning</p> <p>Our Terminal Operating System (TOS) is integrated with NLP Marine (ICEGATE) to auto-release DPD containers based on the EDO and OOC messages. However, in certain cases, it has been observed that for DPD containers selected for scanning, the OOC is generated in advance, before completion of the scanning process.</p> <p>In such cases, there is a risk that DPD containers selected for D-scan may be delivered without completion of the scanning process, as the drive-through scanner is located outside the terminal.</p> <p>Details of such instances are as follows:</p> <p>1. Container No.: HAMU1546285 Selected for: SCAN-D OOO Ref. No.: 2068386359 OOO Date: 04-01-2026</p> <p>2. Container No.: CAIU6620490 Selected for: SCAN-D OOO Ref. No.: 2068231369 OOO Date: 06-01-2026</p> | <p>GTI</p> | <p>It was informed by Commissioner NS-III that the matter is being examined and the Public Notice is under review, a meeting is scheduled between port terminals, shipping lines and concerned stakeholders for deliberation on the issue , thereafter a comprehensive Public Notice will be issued in respect of DPD containers selected for scanning.</p> <p>Action Owner : NS-III</p> | <p>Open</p> |

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| <p>2.3</p> | <p>Provision to Extract Vessel Entry Inward Time Details from NLP Marine Portal</p> <p>Presently, terminals receive vessel entry inward time details through e-mails from the Boarding Office. In the absence of such e-mails, terminals are solely dependent on the vessel operating agent to provide this information. During night hours, it becomes very difficult for terminals to obtain this information from either the Boarding Office or the vessel operating agent.</p> <p>Hence, we recommend that once the vessel entry inward time is granted in the Customs system, this information should be simultaneously captured in the NLP Marine Portal, from which terminals can extract it whenever required. This will eliminate the terminals' dependency on the Custom Boarding Office/vessel operating agents and will also help reduce import dwell time.</p> | <p>GTI</p> | <p>It was informed by the DG Systems official that the matter is under examination.</p> <p>The meeting recommended the stakeholders request for transmission of data from ICEGATE to the NLP Portal. The matter may be examined by DG (Systems) and a suitable system developed to give effect to the same.</p> <p>Action Owner : DG System</p> | <p>Open</p> |
| <p>2.4</p> | <p>Transmission of Import SEZ Containers SMTP Messages through NLP Marine Portal (ICEGATE)</p> <p>Import SEZ container SMTP messages should be transmitted to terminals through the NLP Marine Portal (ICEGATE) to enable the auto-release of SEZ containers.</p> <p>Presently, terminals receive SMTP documents for import SEZ containers via e-mail from SEZ clients. To automate this process, we request Customs to transmit SEZ container SMTP messages through the NLP Marine Portal (ICEGATE) to terminals, similar to the process followed for ICD and DPD containers.</p> | <p>GTI</p> | <p>Similar issue discussed in point 2.3 , DG System to examine the matter and develop a mechanism.</p> <p>Action Owner : DG System</p> | <p>Open</p> |
| <p>3.1</p> | <p>Issue regarding alert in system at the time of registration of DFIA :</p> <p>The importers have pointed out that at the time of registration of DFIA, the customs EDI system shows an alert that 'DEEC Bond not available for this DEEC BE'/ License' Bond requirement should be shown only if it is a DEEC license registration and DFIA Scheme being post export scheme that alert is redundant. DFIA license is issued after exports have been complete and hence bond / BG is not required to be furnished.</p> <p>Necessary amendment / rectification in the EDI system may be carried out .</p> | <p>AIIEA</p> | <p>It was informed by Commissioner NS-II that no such alert has been shown at the time of registration of new DFIA Licenses /amendment sheet issued by the DGFT in the export commissionerate , JNCH. Further, the trade is requested to provide specific instances and live examples in this regard so that the matter may be taken up with DG (Systems) for necessary examination and appropriate action.</p> | <p>Closed</p> |