

 सत्यमेव जयते	भारत सरकार/ Government of India वित्त मंत्रालय / Ministry of Finance आयुक्त सीमाशुल्क एन.एस.-II का कार्यालय Office of Commissioner of Customs NS-II, मुख्य निर्यात का मूल्यांकन, Appraising Main Export, जवाहरलाल नेहरू कस्टम हाउस, न्हावा शेवा, Jawaharlal Nehru Custom House, Nhava Sheva, जिला - रायगढ़, महाराष्ट्र - 400 707 Dist.- Raigad, Maharashtra - 400 707 E-mail: apmainexp@jawaharcustoms.gov.in	
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दिनांक/Date: - 06-10-2025

दिनांक 25.09.2025 को सम्पन्न 'निर्यात संवाद' की बैठक का कार्यवृत्त

MINUTES OF THE MEETING OF "NIRYAT SAMVAAD" HELD ON 25.09.2025

The 2nd Niryat Samvaad was held on 25.09.2025 at 1500 hrs at Jawaharlal Nehru Custom House(JNCH), Nhava Sheva Raigad, Maharashtra under the Chairmanship of Shri. Giridhar G. Pai, Commissioner of Customs (NS-II), JNCH.

2. बैठक में व्यापार के निम्नलिखित सदस्यों/प्रतिभागियों ने भाग लिया:-
The meeting was attended by the following members/participants of the trade:

क्रमसं./ Sr.No.	नाम(सर्वश्री/सुश्री/श्रीमती) Names(Shri/Ms./Mrs.)	(संगठन/संघ/पदनाम) Organisation/Association
1.	Vinayak Pilankar	Mayfair International
2.	Ajankya Mule	
3.	Rahul Gunjal	Tetra Pak India Pvt. Ltd.
4.	Maya Bangera	Socodex Exim
5.	Muskan Virani	
6.	Bharat Mohite	EMMBI Industries Ltd.
7.	Brijesh Yadav	
8.	Reshma Pillai	Ahura Mazda Group
9.	Ratish Nair	Avion Exim Pvt Ltd
10.	Dhanraj Pothran	
11.	Harpreet Makol	FIEO

3. विभागकीओरसेनिम्नलिखितअधिकारियोंनेबैठकमेंभागलिया: -
The following Officers from the department attended the meeting: –

क्रमसं./ Sr.No.	नाम(सर्वश्री/सुश्री/श्रीमती) Names(Shri/Ms./Mrs.)	पदनाम Designation
1.	B. Raghu Kiran	Additional Commissioner of Customs
2.	Dr.Chittaranjan P. Wagh	Additional Commissioner of Customs
3.	Shubh Agarwal	Joint Commissioner of Customs
4.	Saroj Kumar Sharma	Deputy Commissioner of Customs

5.	S.M Borkar	Deputy Commissioner of Customs
6.	Sangeeta Adhikari	Assistant Commissioner of Customs
7.	Rakesh Bainle	Assistant Commissioner of Customs
8.	Manoj Kumar Gupta	Superintendent/Drawback
9.	Deepak Yadav	Superintendent/Drawback
10.	Aayendra Pal	Superintendent/Export Docks
11.	Devender Kumar	Appraising Officer/CEAC
12.	Yogesh Sharma	Appraising Officer/EDI
13.	Robin Gupta	Appraising Officer/AM(X)
14.	Namana Rajanish	Examiner/AM(X)

4. The Deputy Commissioner, Appraising Main, NS-II informed that total 11 grievances were received since issuance of Meeting Notice dated 17.09.2025. Out of 11, 8 grievances were received within the due date. However, out of 11 exporters, only 2 exporters attended the meeting.

5. Although, exporters concerned were not present yet all the grievances received within due date were taken up during meeting with the permission of Chair.

6. निर्यात संवाद के दौरान उठाई गई निर्यातकों की शिकायतें/GRIEVANCES OF EXPORTERS
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कार्यबिन्दु संख्या/POINT NO. 1:Issues in DGFT Server while applying for closure of Advance Authorization. Since details of their Shipping Bills are not showing up on the DGFT server, they are unable to process and submit Export Obligation Discharge Certificate (EODC). Further, Exporter pointed out issues in ICEGATE Server while performing Shipping Bill Retransmission.

(Grievance from M/s. Mayfair International, IEC:0300059850)

प्रतिक्रिया/Response: Customs undertake re-transmission of Shipping Bills to DGFT only on the specific request of Custom Broker/Exporter through E-mail/physical submission. The process of transmission of Shipping Bills is done by ICEGATE and no report is generated to identify whether LEO granted Shipping Bills have been transmitted or otherwise. The exporter was requested to submit list of Shipping bills showing discrepancies/errors while re-transmission to EDI.

Action to be taken: Resolve the grievance of exporter after the receipt of all such shipping bills list from exporter.(DC/EDI)

कार्यबिन्दु संख्या/POINT NO. 2: Shipping Bill Nos.1518587 dated 19.02.2020 & 5980913 dated 20.10.2020 were cancelled and goods not exported. The same goods were later shipped under different S/Bs with full payment realized under the new S/Bs. An order confirming that no export took place under the previous S/Bs is required so that the bank can close the pending entry.

(Grievance from M/s. Marslon Industries, IEC: 0306018381)

प्रतिक्रिया/Response:

a) The current status of Shipping Bill no. 1518587 dated 19.02.2020 is shown as “SB is cancelled” in ICES 1.5 system.

b) The current status of Shipping Bill no. 5980913 dated 20.10.2020 is shown as “SB is withdrawn” and the goods covered under the aforesaid SB were allowed BTT vide F.No. S/6-BTT-150/2020-21 P CON dated 17.11.2020, as per departmental comments for the said Shipping Bill.

Action to be taken: Above status be Communicated to exporter with a request to submit documentary evidence (showing, interalia, status of goods of cancelled shipping bills) which was in existence at the time goods were cleared/exported, for resolving the issue.

(AC/Export Docks/X2)

कार्यबिन्दु संख्या/POINT NO. 3: Duty Drawback benefit for 6 Shipping Bills with dates ranging from Jan 2024 to Sep 2024 not received as the current IFSC code details were not reflecting on the ICEGATE portal. The bank has communicated regarding the same and action is awaited.

(Grievance from M/s. CHEM SEALS ENGINEERING PVT LTD., IEC: 0399052135)

प्रतिक्रिया/Response: As per data available in the ICES system, it is found that the request for IFSC registration was raised by the exporter M/s. Chem seals Engineering Pvt. Ltd. on 14.08.2025 and the same was rejected due to not receiving of Annexure A mail through the registered Bank as per PN 65/2023 dated 31.07.2023. Further, they have resubmitted their request on 19.09.2025 and the same has been approved by this office as Annexure A mail has since been received.

Action to be taken: Communication to be made to exporter about the above resolution. **(DC/EDI)**

(Closed)

कार्यबिन्दु संख्या/POINT NO. 4: The company exports Boilers and Thermal Oil Heaters under HS codes 8402 and 8403, where buyers retain 10% payment until performance trials. This amount is often delayed, partially paid, or adjusted against failures, but banking/RBI systems do not allow partial closures. In cases of part replacements, RBI guidelines are strict. For instance, it requires costly procedures like returning defective parts or third-party inspection to close the transaction.

(Grievance from M/s. HIBACHI ENGINEERING PVT LTD)

प्रतिक्रिया/Response: The exporter has raised grievance regarding non-closure of transaction by AD banks due to partial receipt of export remittance. As issue relates to export policy, FEMA policy and RBI, exporter is advised to approach DGFT and RBI for resolution.

(Closed)

कार्यबिन्दु संख्या/POINT NO. 5: A CESTAT order was delivered in favor of the Exporter regarding “Conversion of Shipping Bill” and it has handed it back to the department to decide on Conversion of Shipping Bills. A request for conversion of Shipping Bill was placed by the exporter which awaits action by Customs.

(Grievance from M/s. Rajguru Enterprises Pvt Ltd, IEC:0399042792)

प्रतिक्रिया/Response: Rajguru Enterprises & Mileage International: The exporter has raised grievance related to conversion of Shipping Bills. The conversion is pending due to the earlier rejection of their request and an ongoing investigation against the exporter by SIIB (X). In view of the exporter's fresh request dated 05.8.2025, submitted in view of the CESTAT order, issue will be examined afresh and finalized shortly.

Action to be taken: Finalize the matter at the earliest after scrutiny/examination of the relevant issue/records (DC/CEAC)

कार्यबिन्दु संख्या/POINT NO. 6: The company faced two export issues.

1. Exports to Ukraine (Pre-conflict Issues): Three container loads of goods shipped just before the conflict were diverted to another port, leading to extra freight and detention costs, while in-process inventory tailored for the same order had to be scrapped. They seek guidance on settling the corresponding shipping bills under which the goods were exported and subsequently recalled and possible compensation under export promotion schemes.
2. Exports to Poland (Rectification & Rejection Issues and settlement of shipping bills): Exports worth over Rs. 38 crore faced rectification and rejection; since the defective cast iron and SG iron parts cannot be repaired and returning them is uneconomical, the company requests advice on settling the related shipping bills in such circumstances.

(Grievance from M/s. Simplex Castings Limited)

प्रतिक्रिया/Response: 1. The exporter has raised grievance related to settlement of shipping bills vide which Exports to Ukraine (Pre-Conflict issues) and Exports to Poland (Rectification & Rejection issues and settlement of shipping bills) were effected and subsequently recalled. It appears to be a policy matter under the purview of DGFT & RBI. **(Closed)**

2. Regarding 2nd issue, the exporter may submit Shipping bills and all related export documents for clarification on the issue and for deciding further course of action.

कार्यबिन्दु संख्या/POINT NO. 7: IGST Refund pending for 3 Shipping Bills filed by the Exporter in 2019. Facing Difficulties while filing GSTR 1 – Instead of “payment with tax”, erroneously “without payment of tax” is showing up.

(Grievance from M/s. Radiant Engineering Works, IEC:0302028030)

प्रतिक्रिया/Response: As verified by the ICES system PFMS status of M/s. Radiant Engineering Works is showing "REJECTED" and no request from the exporter has been received for registration of IFSC account. Exporter is advised to raise the request for IFSC registration again complying with PN. No. 65/2023 dated 31.07.2023.

Action to be taken: Communication to be made to exporter about the same, If not done earlier. (DC/EDI) (Closed)

कार्यबिन्दु संख्या/POINT NO. 8: Since August 2025, the exporter has been facing a persistent issue where all refrigerated onion container shipments are being placed under “Open Examine” orders by RMS without any explanation or corrective guidance. A total of 78

consignments have been affected so far, resulting in additional costs of Rs. 10,91,000/-, which translates to an increase of USD 5.65 per MT. This cost escalation has severely impacted their global competitiveness, with buyers either withdrawing contracts or denying fresh orders due to unviable pricing in the highly price-sensitive agri-trade market. The exporter has therefore requested intervention to investigate the reasons for these repeated examination orders, provide clarity on any possible compliance or documentation gaps, and ensure that future shipments are not subjected to unnecessary examination unless genuinely warranted.

(Grievance from M/s. Pride Agro Fresh LLP, IEC: 0316949027)

प्रतिक्रिया/Response: Instructions for Open examination of goods are received from RMS, which falls under the purview of NCTC/DGARM.

(Closed)

7. OTHER GRIEVANCES OF EXPORTERS (WHICH WERE RECEIVED AFTER DUE DATE) TAKENUP DURING NIRYAT SAMVAAD :

कार्यबिन्दु संख्या/POINT NO. 1: The Exporter had filed two S/Bs under brand rate serial number 9801 instead of 9807. The claim was filed under brand rate fixation and benefit was also received. Now, Audit section has raised objection stating that the brand rate serial number used in shipping bill is incorrect and set alert against the IEC, export incentive Draw back (brand rate fixation and All Industry rate) also on hold for the period Jan2024 to till date.

The Exporter is seeking a resolution on releasing the Export Incentive Drawback (brand rate fixation and All Industry rate) on the two S/Bs.

(Grievance from M/s. Tetra Pak India Pvt Ltd, IEC:0589030621)

प्रतिक्रिया/Response: The exporter was requested to submit export details in order to decide further course of action based on factual records for resolution of the grievance.

Action to be taken: Resolve the grievance of exporter on receipt of export details from exporter.(DC/AC/Drawback)

कार्यबिन्दु संख्या/POINT NO. 2:IGST Refund pending due to EGM errors.

(Grievance from M/s. John Deere India Pvt Ltd, IEC:3100006364)

प्रतिक्रिया/Response: The issue pertains to NS-General Commissionerate. Therefore, exporter's grievance was communicated to EGM co-ordination Cell under NS-General Commissionerate.

कार्यबिन्दु संख्या/POINT NO. 3:Issue regarding Provisional to Finalization of two Shipping Bills No. 7957428 dated 14.10.2013 and 9461297 dated 13.01.2014.

(Grievance from M/s.Nylex Traders, IEC:0388108835)

प्रतिक्रिया/Response: CEAC shall look into the issue and resolve the grievance at the earliest.

Action to be taken: Resolve the grievance of exporter at the earliest. (DC/AC/CEAC)

8. Apart from the above grievances, other issues of a certain exporters, who had attended the meeting without submitting any prior grievance, were taken up for discussion with the permission of Chair:

Issue No. 1 raised by M/s. Socodec Exim: The Exporter raised an issue regarding a Shipping Bill filed in December 2024 wherein two amendments were done due to mismatch in FOB value and change in freight value. Though the S/B got amended, IGST value mismatch is still pending. The Exporter by mistake filed GSTR under LUT even after paying GST for Export of goods under the Shipping Bill. In view of the above, the Exporter requested for guidance as to how the issue can be resolved.

प्रतिक्रिया/Response: The Exporter was asked to amend the GST value mismatch in GST portal by submitting supporting documents regarding the payment of GST. Thereafter, file for amendment of the Shipping Bill with the Customs.

Issue No. 2 raised by M/s. EMMBI Industries Ltd: Delay in generation of Scroll and disbursement in IGST Refund.

प्रतिक्रिया/Response: It was informed that there was no delay in generation of Scroll as of now. For further facilitation, AC/DCs are being posted every Saturday on alternate basis to avoid any delay in the above process.

Issue No. 3 raised by M/s. Ahura Mazda Group: AIR Brand rate amount was pending due to some data transmission error between the Customs and the DGFT. The scroll got generated, a part of the scroll amount around 11 lakhs was also received. However, the rest of the amount got stuck. The Exporter pursued the issue with DGFT, PFMS and other organizations, but the issue is still unresolved.

प्रतिक्रिया/Response: The exporter was requested to submit relevant export details/records along with detailed write up in this regard.

9. Further, the Chair instructed that the grievances of the trade should be resolved with utmost priority. All concerned should seriously prioritize communications from exporters/trade received via email or otherwise and redress the grievances at the earliest and if it is not possible to resolve, the same should be intimated by recording valid reasons for non-resolution of the same to concerned exporter. The Chair stressed that after receiving the grievance, all efforts be made to resolve the grievance at the earliest and if we do this on regular basis in a limited time frame, the concerns of the trade would not escalate into a grievance

10. The meeting ended with a vote of thanks to the Chair.

11. This issues with the approval of the Commissioner of Customs, NS-II.

12. Any amendments to these minutes be provided within the next five working days.

13. Minutes are placed on the JNCH website and are also sent through emails to all members including concerned exporters.

उपआयुक्त,सीमाशुल्क/Deputy Commissioner of Customs,
मूल्यनिरूपणमुख्य(निर्यात)/Appraising Main (X),
जे.एन.सी.एच.,न्हावाशेवा/ JNCH, Nhava Sheva.

सेवामें/To,

सभी संबंधित निर्यातक कोईमेलकेमाध्यमसे/All Concerned Exporters (through email)

प्रतिलिपि/Copy to :(ईमेल के माध्यम से)

1. मुख्य आयुक्त,सीमाशुल्क,मुंबईअंचल-II/Chief Commissioner of Customs, MUM Zone-II;
2. प्रधानअपरमहानिदेशक,करदाता सेवा महानिदेशालय,मुंबई/The Principal Add. Director General, Directorate General of Tax Payers Services, Mumbai Zonal Unit, room No 138/139, New Custom House, Mumbai-400001(mzu-dgtps@gov.in);
3. सभी अपर/संयुक्त आयुक्त,एनएस II, जेएनसीएच,न्हावा शेवा /All ADC/JC, NS-II, JNCH, ;
4. सभी उप/सहा.आयुक्त, एनएस II,जेएनसीएच&सहा/उप आयुक्त, ईडीआई न्हावा शेवा /All DCs/ACs,NS-II& AC/DC/EDI, JNCH;
5. सहा/उप आयुक्त, ईडीआई, जेएनसीएच,न्हावा शेवा को अविलंब वैबसाइट में अपलोड करने के लिए/AC/DC, EDI, JNCH, Nhava Sheva, for uploading in JNCH website;
6. कार्यालयप्रति/Office Copy.