



सीमा शुल्क आयुक्त का कार्यालय ( न्हावा शेवा-V )  
OFFICE OF THE COMMISSIONER OF CUSTOMS ( NS-V )  
जवाहर लाल नेहरू सीमा शुल्क भवन, न्हावा शेवा  
JAWAHARLAL NEHRU CUSTOMS HOUSE, NAVA SHEVA  
तालुका- उरण : जिला- रायगड, महाराष्ट्र  
TALUKA- URAN : DIST- RAIGAD : MAHARASHTRA-400707

24-12-2025

Office Order No. 48 /2025

**Subject: Mandatory electronic correspondence in Official works – reg.**

Kindly refer to the Standing Order No. 29/2020 dated 11.09.2020 issued by the Commissioner, NS-V, JNCH which emphasizes the use of the e-Office application with the objective of establishing a paperless working environment, enhancing operational efficiency, and ensuring employee convenience.

In accordance with the said Standing Order, the operation of NS-V Commissionate has migrated to the e-Office application by opening of New files electronically and undertaking priority wise migration of Legacy Files to the e-Office platform for the day to day operation of the official work.

In continuation of the above initiatives, it is hereby reiterated that all official correspondence shall be forwarded only through the e-Office application or through official email. Further, no Officer or any of the Sections operating under the NS-V Commissionate shall accept any physical correspondences directly. Any physical correspondence, if required to be submitted to any Officer/Authority/Section, shall be routed through the Central Receipt Unit (CRU) only, and the CRU Section shall forward the same to the concerned Officer/Authority/Section in accordance with the prescribed procedure. Correspondences may also be mailed to the official mail id of the Commissionate.

Further, it is also observed that after the issuance of Show Cause Notices (SCNs), certain Sections forward the Hard/Physical copies of the SCNs to the Centralized Adjudication Cell (CAC), NS-V for Indexing purposes and/or for onward submission to the concerned Assisting officers attached to the respective Adjudicating authorities [JC/ADC/Commissioner levels]. In this regard, it is clarified that since the SCNs forwarded to the CAC are issued with the approval of the Principal Commissioner/Commissioner or the Additional/Joint Commissioner, and as the Adjudication File Number is already generated at the time of uploading the SCN on the CARMA portal, there is no requirement for routing physical copies of the SCNs through or to the CAC. The SCNs may, therefore, be directly handed over to the concerned Assisting Officer of the Adjudicating Authority. Accordingly, all SCNs after issuance, shall be marked to the respective Assisting Officer of the Adjudicating Authority. The CAC Administration Section shall henceforth neither accept physical copies of SCNs nor create any files for the purpose of handing over of the same to the concerned Assisting Officer of the Adjudicating authority.

In addition to the above, all Sections should continue to submit the documents for uploading on CARMA Portal in accordance with Standing Order No. 14/2025 dated

14.08.2025.

This Order is issued with the approval of Commissioner of Customs, NS-V, JNCH, Nhava Sheva.

Digitally signed by  
Mazid Khan  
Date: 26-12-2025  
11:43:55

( Mazid Khan)  
Joint Commissioner of Customs  
ADMN., NS V, JNCH, Nhava Sheva

प्रतिलिपि / Copy to :

1. निजीसहायक, मुख्य सीमाशुल्क आयुक्त, मुंबई सीमाशुल्क, जोन -II.
2. सीमाशुल्क आयुक्त, एन एस -Gen, I, II, III, IV, V.
3. अपर/संयुक्त आयुक्त, एन एस -Gen, I, II, III, IV, V.
4. उप/सहायक आयुक्त, एन एस -V.
5. नोटिस बोर्ड.
6. EDI अनुभाग.