



**BHARAT
SARKAR**

भारत सरकार/ Government of India
वित्त मंत्रालय / Ministry of Finance
प्रधान आयुक्त सीमा शुल्क एन एस - I का कार्यालय
Office of Pr. Commissioner of Customs-NS-I [AM(I)]
जवाहर लाल नेहरू कस्टम हाउस (जेएनसीएच)
Jawaharlal Nehru Custom House (JNCH)
न्हावा शेवा, ताल: उरण, जिला: रायगढ़, महाराष्ट्र - 400 707
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**INDIAN
CUSTOMS**

Date:11-12-2025

Office Order: 12/2025

Sub: Improving Trade Facilitation- reg.

Attention of all the Appraisers/Superintendents and Deputy/Assistant Commissioners of Customs, in charge of Import Docks, under the jurisdiction of Nhava Sheva- I, III and V Commissionerates is hereby invited to the fact that any task related to examination of goods needs to be attended promptly in time - bound manner and due care should be taken while raising queries. Queries need to be cogent, crisp and to the point. Raising frivolous, irrelevant, invalid queries in repetitive manner results in increase of dwell time for clearance of the consignments and in turn leads to harassment of the genuine importers.

2. In view of focus of the Department on improving 'Ease of doing Business' in India for the Exim trade, the officers viz. DCs/ACs/Appraisers/Superintendents shall ensure that the consignments are cleared expeditiously and properly, without any undue delay. In case of any discrepancy being observed during the course of examination, the same shall be recorded at the earliest and be communicated to the importer promptly.

3. In view of foregoing, it is hereby reiterated that: -

- i. All queries raised by Appraisers/Superintendents shall be examined and approved by the concerned Deputy/Asstt. Commissioners of Customs in charge of Import Docks. Any problem that he/she cannot resolve will be referred immediately to the Addl./Joint Commissioner of Customs in charge of Import Docks. Further, it shall be ensured that no query is raised without proper study of the matter. In Import Docks, all queries shall be sent to the Group only with approval of the Addl./Joint Commissioner of Customs, Docks concerned. The Addl./Joint Commissioner of Customs, Docks shall ensure that no irrelevant/invalid query is raised.
- ii. The Deputy/Asstt. Commissioners of Customs in charge of Import Docks shall monitor the pendency of Bills of Entry pending for 'Out of Charge' on daily basis. They shall review the pendency of long-standing Bills of Entry in queue and periodically monitor such pendency to ensure that no such pendency is on account of want of any action to be taken on the part of Docks officers.

4. All officers posted at Import Docks will attend the office on time and ensure that they leave office only after work is completed.
5. The Addl./Joint Commissioner of Customs in charge of each Import Docks will:
 - i. Conduct surprise checks from time to time, at least once in a week, and submit a report in this regard to Commissioner concerned.
 - ii. Have a collective meeting of all the DCs/ACs posted at Import Docks on every Saturday to discuss common issues, major objections, detection etc.
 - iii. Submit a monthly performance report to Commissioner concerned, including dwell time analysis of the CFS concerned.
 - iv. Have an Open House on every Monday morning from 12.00 to 13.00 hrs to redress problems of the trade regarding any Bill of Entry, pending in the Docks. The outcome of this Open House shall be brought to the notice of Commissioner concerned.
6. These directions need to be adhered to strictly and any deviation in compliance of the same shall be viewed seriously.
7. Difficulties faced, if any, in implementation of this Standing Order may be brought to the notice of the undersigned.
8. This issues in supersession of Office Order No. 82/2015 dated 15.07.2015 and with the approval of the Chief Commissioner of Customs, Mumbai - II, JNCH, Nhava Sheva.

(Yashodhan Wanage)
PR. COMMISSIONER OF CUSTOMS, NS- I
(IN- CHARGE APPRAISING MAIN, IMPORT)
JNCH, NHAVA SHEVA

Copy to:-

1. The Chief Commissioner of Customs, Mumbai- II, JNCH, Nhava Sheva.
2. Pr./ Commissioners of Customs, Mumbai- II, JNCH, Nhava Sheva.
3. All Addl./Joint Commissioners of Customs, Mumbai- II, JNCH, Nhava Sheva.
4. All Deputy/Asstt. Commissioners of Customs, Mumbai- II, JNCH, Nhava Sheva.
5. All Appraisers/Superintendents posted in Import Docks, Mumbai- II, JNCH, Nhava Sheva.
6. Website of JNCH, Nhava Sheva.