



F. No. S/26-Misc-32/2018-19 Appr. Gen (I)

Dated: 13.08.2020

STANDING ORDER NO. 26/2020

Subject: SOP for Central Receipt Unit (CRU) of Mumbai Customs Zone-I, New Custom House –Reg.

Attention of all officers and staff of Mumbai Customs Zone-1 is invited to implementation of e-Office in the Zone. For this purpose, a Central Receipt Unit (CRU) is being set up at Ground floor of main building of NCH for all Commissionerate falling under the Zone and the PCCO. Henceforth, all correspondence from members of the trade (importers, exporters), Customs Brokers, shipping lines, custodians, other field formations, Directorates under the CBIC, other Government Departments etc. addressed to the Commissionerates (or their respective sections), the PCCO or individual officers (by name), whether in physical or electronic form, shall invariably be received in Central Receipt Unit. No physical documents shall be received in any of the sections. Likewise, for receipt of correspondence in electronic form, each Commissionerate has designated a unique official E-mail Id as specified in Public Notice No. 50/2020. All electronic receipts on the specified email ids shall be accessed and diarised in eoffice by CRU.

2. CRU shall comprise one EA/TA from each Commissionerate under the Zone and One Head Hawaldar/ Hawaldar/ MTS. It shall be supervised by following sections of each Commissionerates as detailed below:

Chief Commissioner unit	Unit-I
General Commissionerate	CHS
Import-I Commissionerate	Appraising General
Import-2 Commissionerate	Appraising General
Export Commissionerate	Admn. & Policy
Audit Commissionerate	Admn.

3. The following functions shall be performed by the CRU Section:

- (i) Receipts.
- (ii) Scanning.
- (iii) Diarisation and uploading on e-Office.
- (iv) Acknowledgement and forwarding of receipt
- (vi) Safe storage of correspondence received in physical form

4. The detail guidelines for each function in this regard are as follows:

4.1. **Receipts:-** Correspondence can be received either in physical form or through E-mail. Each Commissionerate shall have a designated email ID specified in Public Notice No. 50/2020 dated 13/08/2020 which will be accessed by the CRU. Such correspondence in any form can be received from stakeholders, department, departmental officers, third party etc. In addition, there may be receipt of closed envelope marked with 'Confidential', 'Personal', 'Secret' or 'Top Secret'

4.1.1. Physical DAK may be delivered by Post, Courier, Special Messenger, or Officers from other formations themselves. In case of receipt by post/courier, their receipt book should be signed with office stamp. In case, DAK is brought by any messenger/ or officer himself, receipt on forwarding copy shall be given with office stamp along with signature. However, after opening the envelope, official stamp should be put on every forwarding letter. At the time of diarising and uploading the correspondence CRU should check whether all the enclosures listed therein have actually been received and if not, it should be duly recorded so that there are no disputes later.

4.1.2. Correspondence received through designated E-mail shall also be handled by CRU. Email received through NIC email can be directly fetched from email to e office application. However, in case of difficulty, email letter can be printed and attachment can be downloaded and be diarised after scanning of email letter.

4.1.3 Opening of the 'Confidential', 'Personal', 'Secret' & 'Top Secret' envelopes are beyond the purview of CRU. These may either be diarized in physical mode in e-Office. Here, the sealed envelope is to be stamped with Physical Receipt number generated in e-Office and should be sent to the person to whom it is now addressed physically and also through e-Office for tracking purposes. In such cases, the addressee of the correspondence should not confirm receipt in e-Office unless its physical copy is also received by him. The concerned officer after opening the same can scan and upload the same in the system.

4.2. Scanning:- Scanning of all physical documents received should be done by CRU officers and should be stored in computer giving continuous Sl.No. to each correspondence. These scanned documents should be kept inside folder. The folder name should be date of receipt of Dak (DDMMYYYY) .

4.2.1. The scanner should be set on 100 DPI to 200 DPI and preferably Grey Scale in searchable pdf format, for e-Office purposes to avoid big file size.

4.2.2. Scanning of entire documents received from one entity should be done in single pdf letter. As there is a restriction that size of single pdf letter should not exceed 20 MB. Voluminous documents can be Compressed to bring to the size of less than 20 MB.

4.3. **Diarisation:-** The CRU after logging into e office through User ID & Password has to select 'Physical' or 'Electronic' Receipt in e-office and accordingly Browse & Diarize. Diarisation will include filling up all the Meta-data fields related to the correspondence. There may be mandatory fields or non-mandatory fields. However, it should be ensured that maximum fields are filled so that the said correspondence can be located easily at a later date if required. Unique Diary Number so generated should be recorded on the hard copy.

4.4. Acknowledgement : Acknowledgement for receipt of correspondence can be generated in E office application and, where possible, may be sent either by email or Message. However, if the DAK is brought by a messenger, a print out of acknowledgement should be generated and should be handed over to messenger.

4.4.1 After completing the processing of acknowledgement and diarisation, E-receipt along with e copy of documents uploaded on the e office platform should be forwarded to the sections/officers to whom letter is addressed. It shall be the responsibility of the concerned AO/Supdt to ensure that receipts in their section are monitored on daily basis and are placed in existing e-file/or a new e-file is to be created.

4.5. Storage of physical documents : CRU will retain physical receipts in a folder. Receipt shall be kept chronologically (date-wise) in sequentially bound ring folder & kept safely by the CRU in its custody. Any receipt required in physical form by a branch or section will be collected by them from CRU. In such a case, CRU shall keep a copy of the first page of the receipt and take acknowledgment on it from recipient. Entire receipt should be transferred to storage room periodically and same can be destroyed periodically as per procedure laid down in CSMOP, 2019.

5. Soft copy of e-office detailed Standard Operating Procedure should be available with CRU and should be referred to in case of technical difficulties. Any other difficulties, may be brought to the notice of Nodal Officer of e office of the concerned Commissionerate.

Sd/-

(MANOJ KUMAR KEDIA)
Commissioner of Customs (Import)-I
NCH, Mumbai.

Copy for information to:

1. The Pr. Chief Commissioner of Customs, Mumbai Zone-I.
2. All Commissioner of Customs, Mumbai Zone-I.
3. The Jt. Commissioners of Customs, Import-I, Mumbai Zone-I.
4. Notice Board/ EDI Section for uploading the same on official website.