

Disclosures under Section 4(1)(b) of the Right to Information Act, 2005

The particulars of its organization, functions and duties:

The Office of the Principal Commissioner of Customs General falls under Mumbai Customs Zone-I and is situated at New Custom House, Ballard Estate, Mumbai 400001.

Functions:

The Principal Commissioner is the head of General Commissionerate of Mumbai Customs Zone-I. The General Commissionerate has vast geographical expanse and having control/jurisdiction over departments situated in New Custom House, Mumbai, Division offices situated in MbPT Docks area as well as ICD-Mulund located at Mulund (East), Mumbai. The Principal Commissioner monitors proper implementation of Customs laws and border control regulations including instructions/guidelines issued by the Central Government from time to time on administrative, technical and operational matters. The Principal Commissioner also discharges certain statutory functions bestowed on her/him under the Customs statute. The Principal Commissioner passes the adjudication orders.

The Principal Commissioner of Customs General also supervises the functioning of the Joint/Additional Commissioner of Customs of General, Mumbai Customs, Zone-I.

The Principal Commissioner of Customs General reports to Principal Chief Commissioner of Customs Mumbai, Zone-I.

The Basic function of the General Commissionerate is to look after administrative work and cadre management work comprising of posting of adequate staff/personnel in the above referred three establishments, upkeep and maintenance of New Custom House premises, taking care of housing and office infrastructure, keeping service record of officers posted in General Commissionerate, salary, pension, vigilance, court cases, welfare, promotional and other administrative work related to Zone-I and cadre management for all the officers posted in Mumbai Customs Zone- I, II & III.

Organization Set Up and Duties:-

The General Commissionerate is headed by the Principal Commissioner of Customs and assisted by the officers of different ranks. The hierarchy of the officers is as under:-

- a. Pr. Commissioner/Commissioner
- b. Additional/Joint Commissioner
- c. Deputy/Asstt. Commissioner
- d. Superintendent/Appraiser
- e. Personal Secretary
- f. Examiner/Preventive Officer(Inspector)
- g. Senior Tax Assistant/Tax Assistant/LDC
- h. Drivers
- i. Havaldars
- j. Sepoy

Overall supervision of this Commissionerate is looked after by the Office of Principal Commissioner of Customs General. The Office of Principal Commissioner of Customs General is headed by the Principal Commissioner of Customs General and assisted by Addl/Jt. Commissioner, Dy./Assistant Commissioner, Appraisers, Superintendents, Inspectors (PO/EO) and other supporting staffs. The working of this Custom House is regulated through Dy./Assistant Commissioner and assisted by Appraisers and Superintendents who are entrusted to look after the daily working of this Commissionerate. The basic executive functions are performed by Examiners/Preventive Officers (Inspector). The other works are supported by STA/TA/LDC. The Sepoys/Hawaldars are responsible for ensuring safety & security of the office premise along with works related to dispatch of daily correspondence, movement of files and records, opening and closing of office etc.

General Commissionerate has the **Mumbai Port and CFS Mulund** under its jurisdiction.

Duties/functions assigned to Sections are given below:

Name of Section	Works allocated
Personnel & Establishment	<p>1. DPC, MACP & related matters, Confidential (APAR), IPR, Assets Declaration, Conduct Rules, matters related to welfare fund.</p> <p>2. Salary matters related to Group "A" cadre. ICT, Deputation, Loan issues, Retirement, Resignation, VRS, HOP maintenance for Appraising and Ministerial Cadre.</p> <p>3. Issuance of Service Certificate, NOC, Processing of cases of absconding officers, Compassionate Appointment, JCM.</p> <p>4. Sports Quota Appointment, Reports related to P&E, Examination related matters. Training Cell Sports & Training.</p>
Vigilance Section	Vigilance cases of Group B, C and erstwhile Group D officers posted in Mumbai Customs, Zone I only.
Preventive Main	<p>Medical reimbursement claims of Preventive Staff (Supdts. And P.O's). Repair passes for ship repair work. G.P.F. withdrawal/ Advance/Final payment of Supdt/P. O's. Overtime allowances of P.O's, Group "C" staff and Car Drivers. Cargo Boat Licence. Anchoring & Beaching Permission of scrap vessel. Bunkering Permissions (in stream bunkering). Conversion work of foreign to Coastal run vessel and vice versa, Electricity & Water Charges Bills, Quarterly Hindi Statements. Replies to Parliamentary Question, RTI applications and CPGRAMs.</p>
TCU	<p>Work relating to monitoring of cases filed by the Dept/Party in CESTAT under the General Commissionerate.</p> <p>Submission of reports relating to CESTAT cases.</p> <p>Replies to RTI and reports called by CCO, Mumbai Zone-I related to CESTAT under the General Commissionerate.</p>
CAT Cell	<p>Matter pertaining to:</p> <p>a) Cases filed by Departmental Officers (Gr A,B,C etc) in Hon'ble Central Administrative Tribunal, Mumbai.</p> <p>b) Cases appealed by the Department in Hon'ble High Court against the order of Administrative Tribunal.</p> <p>c) Cases appealed by the Departmental Officers in Hon'ble High Court against the order of Administrative Tribunal.</p> <p>Parliament questions relating to Court cases pertaining to Departmental Officers</p>
Preventive General	<p>Matter pertaining to Gates and Divisions, Preventive SO, Protocol, UB Centre, Sample Collection and Monitoring. Annual General Transfer(AGT) and Posting Orders of Supdt and Preventive Officers.</p> <p>Apart from Administrative work, policy related issues, docks related permissions are issued by PSO (Admn) Section such as issuance of permission to shipping agents for taking equipments in/out of docks on returnable basis, issuance of Cargo Boat License, Boat validity renewal, Anchoring & Beach-in permission of scrap vessel Bunkering Permission (in stream bunkering), conversion work of Foreign to Coastal run vessel and vice versa, stream discharge of bulk cargo under boat note procedure, monitoring day to day functions in all the Divisional officers in Mumbai docks and Cruise Terminal</p>

Name of Section	Works allocated
RTI General	<ul style="list-style-type: none"> • Receiving RTI applications under section 6 of the RTI Act, 2005. Assistance is sought from the concerned section for providing requisite information to the applicant as per the RTI Act, 2005. • Processing the information received from Sections and accordingly information/replies/decisions are sent to the RTI applicants. • Providing information/reply/decision to the RTI applicant as expeditiously as possible, and in any case within 30 days of receipt of application as stipulated in the RTI Act 2005. Where, the information concerns the life or liberty of a person the same is provided within 48 hrs of the receipt of the request. • Transferring RTI applications to other CPIO/Public Authority if the information does not pertain to this Commissionerate within the period as stipulated in the RTI Act 2005. • Uploading RTI applications that are received physically in the office on the RTI MIS portal. • Providing comments/submission to Hon'ble Central Information Commission (CIC) and attending hearings of Second Appeal Cases listed by the Hon'ble CIC. • Under Suo-moto disclosures the RTI Applications, CPIO's replies, RTI Appeals and First Appellate Authority Orders (except those pertaining to personal information) are uploaded on the department's website. • Complying with the Decisions/Orders passed by Honble CIC and First Appellate Authority. • Reasonable assistance is rendered to the persons seeking information under the RTI Act 2005. • Receiving RTI appeals and sending Decisions/Replies to RTI appeals
CBS	<p>Administration and all other matters including Licence-issue/ renewal of licence / pass, EDI related matters, 7(2) permissions, Inquiry, Action matters, Examination, Adjudication.</p> <p>Grant of Licence Under regulation 7(1) of CBLR, 2013. Extension of Licence Under Regulation 7(2) of CBLR, 2013. Renewal of Licence under Regulation 9 (2) of CBLR, 2013. Reconstitution of the Firm, Company of Individual Concern Under Regulation 13 (2) of CBLR, 2013 Addition or Deletion of Directors in any company Under Regulation 12 of CBLR, 2013. Issuance of F/G/H category card under Regulation 17(6), 17 (5) and 17 (8) of CBLR, 2013. Conduct of F and G category examination Under Regulation 6 and 17 (3) of CBLR, 2013. Suspension of Licence under Regulation 18 and 19 of CBLR, 2013. Prohibition of Licence Under Regulation 23 of CBLR, 2013. Passing of Adjudication Order under Regulation 20 (7) of CBLR, 2013. Replies to all parliaments Question, RTI Question, CPGRAM, MTR and processing of Bill pertaining to the CBS department</p>

Name of Section	Works allocated
Gr C Estt Section	This office deals with posting of Group 'C' Employees and documents held by this office are records of posting and general administration.
CHS	Maintenance of Govt. Vehicles and their cleaning, repair, purchase and sale. Repair work of Customs House, allotment of quarters & their maintenance, Co. Ordination with various outside agencies to ensure smooth function of repair, maintenance work and other infrastructure proposals (CPWD, MbPT,DG/HRD), apart from that miscellaneous work like development of Suleman Shah Plot, Khar Plot etc. Purchase of office equipments and stationary from Govt. approved agencies as per rules. Implementation and maintenance of Biometric Attendance System. e. Management of water supply to office, Guest House and Fire safety. Procurement and maintenance of telephones lines, internet connection and also stores, repairs of furniture and fixtures. AMC of security of Container Scanning Division, Supervision execution of the AMC of Housekeeping Handled. Monthly and Quarterly statement and day to day work of RTI, CPGRAM and PQ are also attended. Matters relating to Custom House Building and Guest House, Estate and MTO, Wadala Enclave.
CIU	Intelligence Unit
Sports and Training	<p>a. Handling making/issuance of identity cards for all the staff posted in three zones respectively</p> <p>b. Handling on Duty leave/Special Casual Leave. Half Day Concession/Special Disability Leave of all the sportspersons recruited under Sport Quota for the tournaments played by them and also such issues related to Cultural Team.</p> <p>c. Handling the entries of the Staff interested in participating in the tournaments conducted on yearly basis and also in conducting the tournament on Sub Zone Level.</p> <p>d. Conducting the physical test of the new officer (preventive Officer and Examiner) recruited by Staff Selection Commission.</p>
ICD (Mulund)	<p>1. ICD Mulund (Import) : Arrears relating to import, EDI, Import Noting, Provisional Assessment, Adjudication of import cases for ACs competence, licence monitoring cell, court cases and other work related to import groups, Refund.</p> <p>2. ICD Mulund (Examination) : Import and Export docks, Warehousing bond, Disposal, UB Centre, Sample Collection and monitoring, container movement and co-ordination with CONCOR, Records.</p> <p>3. ICD Mulund (Admin) : Export assessment. Drawback and Drawback recovery cell, Arrears relating to exports, adjudication of export cases for ACs competence, TRC exports, CPIO and RTI, Gate Posting.</p>
Legal Cell	<p>Work relating to monitoring of cases files by the Department/ Party before the High Court & Supreme Court under General Commissionerate.</p> <p>Submission of Monthly Technical Report and quarterly report relating to High Court & Supreme Court Cases.</p> <p>Replies to all Parliament Questions, RTI questions and Report called by CCO, Mumbai Zone-I related to High Court & Supreme Court cases under General Commissionerate.</p>

Name of Section	Works allocated
Review Cell	<p>Review of Appeals & Orders-in-Original of the General Commissionerate.</p> <p>The Orders-In-Original Passed by AC/DC and Addl./Joint Commissioner under General Commissionerate, Zone-I are received in this section for review purpose.</p>
Disposal Section	<p>a) Disposal of goods which are ripe for disposal/destruction.</p> <p>b) Warehousing of goods under customs act in warehouses which are under Disposal (G) of New Custom House.</p> <p>c) Destruction of IPR Goods</p> <p>d) Submission of Monthly Performance Report and quarterly report relating to disposal of the goods pertaining to Mumbai Customs Zone 1.</p> <p>e) Acting as Nodal Agency for any correspondence between MbPT and Customs.</p> <p>f) Empanelment of valuers, whose service is utilized for valuation of goods which are ripe for disposal.</p>
Prosecution Cell	<p>To attend the proceedings of the prosecution cases launched by the department in the Subordinate/Sessions Court.</p> <p>The appointment of the SPPs to attend cases on behalf of the department in the Subordinate court and the Sessions court.</p> <p>To give NOC regarding the grant of AEO status.</p>
Budget Section	<p>a. Budget allocation</p> <p>b. Monthly Expenditure</p> <p>C. Pay and Allowance Quarterly Report</p>
Technical Cell	<p>a. Co-ordination with all departments under General Commissionerate in respect of submission of Monthly Performance report and quarterly report.</p> <p>b. Replies to all Parliament Questions and report called by CCO, Mumbai.</p>
Statistics	<p>a. Documents regarding Export General Manifest along with the Shipping bill and all related documents with an Export General Manifest are received from various shipping lines.</p> <p>b. Monitoring/diarised of an Export General Manifest in EDI System and dispatch of Manifest Clearance Deptt.</p> <p>C. Export and Import Daily and Monthly statements are received from Mulund CFS & Account Section.</p> <p>d. Compiled the all statements received from the above said section and preparing in single statement and forwarded to the Chief Commissioner's Office, Commissioner (X) & Commissioner (I) daily.</p> <p>e. Following monthly report are prepared and forwarded to Directorate General of Commercial Intelligence & Statistics, Kolkata,</p> <p>i) Coastal Trade Return Statement No. 26/1 (import) & 26/2 (Export).</p> <p>ii) Coastal Trade Return Statement No. 121.</p> <p>iii) Coastal Trade Return Statement No. 25/4 (Export).</p> <p>iv) Supply of Return No. 18 on Bonded warehouse</p> <p>v) Coastal Trade Return of Country Craft No. 25/1 (import) and 25/1 (Export)</p> <p>f) Reply to the letters received from the Directorate General of Commercial Intelligence Statistics, Kolkata regarding verification of commodities code wise bill of entries.</p>

Name of Section	Works allocated
Container Cell	<p>a. This section deals with temporarily duty free import of containers in accordance with Notification No. 104/94 dated 16.03.1994 read with this Customs House Public Notice No. 59/94 dated 03.06.1994.</p> <p>b. Co-ordination with the steamer agent regarding movements of containers.</p> <p>c. Submission of monthly and quarterly technical report relating to arrears of revenue and cases pending before different appellat authority.</p> <p>d. Replies to all Parliament Question, RTI question and Report called by CCO, Mumbai Zone-I related to recovery of arrears.</p>
Correspondence	<p>1. Receiving and dispatch of speed post letters & disbursement of Ordinary letters to concerned department.</p> <p>2. Preparation of contingency bills for the following:</p> <p>a. Official MTNL Telephone Bills.</p> <p>b. Residential Telephone Bill all Gr. A officers.</p> <p>c. Official News paper bills.</p> <p>d. Residential News paper bills all Gr. A officers.</p> <p>e. Monthly speed posts Bill.</p> <p>Procurement and Distribution of Official books, official Ex-Cus CD & ELT Books.</p> <p>f. Centralized number for Public Notice No./Standing Orders No./ Transfers including inter & intra Zonal, inter and intra Commissionerate & all other transfers in this Zone and maintaining details in Registers.</p> <p>g. Preparation of Revised and Budget Estimates</p> <p>h. Quarterly Hindi Statement.</p> <p>i. Circulation regarding Restricted Holiday and closed Holiday received from central Govt. Employee's welfare co-ordn. Committee Mumbai.</p>
Records Section	<p>Procurement of stationery items only in Gem portal.</p> <p>Processing Gem bills.</p> <p>Processing of newspaper bills, briefcases allowance bills, rubber stamp bills on Gem portal and PFMS.</p> <p>Direct purchase of printing stationery items under rule 154 and processing of same on PFMS portal.</p> <p>Distribution of stationery items to all sections of General Commissionerate.</p> <p>Annual maintenance contract of all photo copier machines.</p>

Name of Section	Works allocated
Hindi Anubhag	<p>Implementation of Rajbhasha (Hindi) in the office of Principal Commissioner of Customs General.</p> <p>प्रत्येक तिमाही में राजभाषा कार्यान्वयन समिति की बैठक का आयोजन करना ।</p> <p>प्रत्येक तिमाही में हिंदी कार्यशाला का आयोजन करना ।</p> <p>समयनुसार कार्यालय की हिंदी तिमाही प्रगति रिपोर्ट का प्रेषण करना ।</p> <p>माह सितम्बर में हिंदी पखवाड़ा सप्ताह का सफतापूर्वक आयोजन करना ।</p> <p>विभागीय गृह पत्रिका 'सीमाभारती' के अंक का प्रकाशन करना ।</p> <p>प्रधान आयुक्तालय सा के सभी अनुभागों का राजभाषा संबंधी निरीक्षण ।</p> <p>नियमित रूप से अनुभागों द्वारा दिए गए अंग्रेजी-हिंदी व हिंदी-अंग्रेजी अनुवाद का कार्य करना ।</p>
Accounts Main	<p>The section looks after Bank Guarantees, refund process etc. Registers regarding inward, outward and PD Bond are maintained. Register of BGs (2003 onwards) and register of EPCGT (2005 onwards) are also maintained.</p> <p>a. Submission of daily revenue report and monthly revenue report.</p> <p>b. Work relating to Cost Recovery, Personal Deposit, Light dues. Submission of monthly report relating to cost recovery and personal deposit. Forwarding of B/Es to concerned department.</p> <p>c. Maintaining and Monitoring of Bank Guarantee and Bonds</p> <p>d. Work relating of Refund, Out of charge and Miscellaneous admin work.</p>
Pension Cell	<p>Processing of Pension applications of the officers retiring on Superannuation as well as VRS.</p> <p>All the officer who retired on (Superannuation, VRS etc.) from this Zone their pension case proceeded and finalised by this section. The details of Pensioner's PPO, Residential Address, Pension related information is kept by this section.</p>
Accounts Pay Bill	<p>This section looks after preparation/drawl of salary, of Ministerial Staff posted in Mumbai Customs Zone-I. Apart from salary this section also maintains the Pay bill register, LTC/HTC, Pay Fixation, Service Books, keeping record of leave of Ministerial Staff posted in Mumbai Customs Zone-I.</p> <p>a. Payment of Salary</p> <p>b. Payment of Bonus, Arrear, 10 days leave Encashment</p> <p>c. Passing entry of Increment, Pay fixation, Payment of MACP benefits</p> <p>d. LTC, HTC, TA</p> <p>e. Children Education Allowance claims settlement</p> <p>f. GPF withdrawal</p> <p>g. Leave noting of service books</p> <p>h. CGEGIS claim Settlement after retirement</p> <p>i. Leave Encashment settlement after retirement.</p> <p>j. Pay fixation on promotion.</p> <p>k. CGHS medical claims settlement.</p>
Budget Section	<p>Budget allocation, Monthly Expenditure, Pay and Allowance Quarterly Report</p>

Name of Section	Works allocated
Preventive Pay Bill	<p>This section looks after preparation/drawl of salary, of Preventive officer and Superintendents posted in Mumbai Customs Zone-I. Apart from salary this section also maintains the Pay bill register, LTC/HTC, Pay Fixation, Service Books, keeping record of leave of Preventive Officer and Superintendents posted in Mumbai Customs Zone-I.</p>
Sevottam	<p>a. Co-ordination in conducting audit by BIS of General Commissionerate and obtaining ISO 15700:2005 certificates every three years.</p> <p>b. Co-ordination in conducting internal audit of General Commissionerate followed by Management Review Meeting headed by Principal Commissioner (G).</p> <p>c. Co-ordination in organising the Training for departmental officers to get the awareness of Sevottam procedures and compliances.</p> <p>d. Receiving of applications of sections of General Commissionerate and then forwarding them to their respective sections. Applications of CBS are verified as per the public notice. 09/2016 and 11.02.2016 issued by ACICBS.</p> <p>e. Handling/accepting the complaints, grievances queries etc. (other than CPGRAMS) related to Mumbai Customs Zone-I.</p> <p>f. Submission of monthly report regarding public grievances, budget allocation and utilization and Hindi quarterly report.</p>
Tax Recovery Cell	<p>Work relating to Recovery of Arrears of Revenue from defaulters under the provisions of Section 142 (1) (c) (ii) and Section 142 (1) (d) (i) of the Customs Act, 1962 and Customs (Attachment of Property of Defaulters for recovery of Government Dues) Rules, 1995 and as per Standing Order No. 7428 dated 21.01.1999 issued vide F.No. Misc-4/98 TRC by Commissioner of Customs (Import), Mumbai -1.</p> <p>Co-ordination with and Monitoring of performance of all recovery section under General Commissionerate in respect of recovery of arrears.</p> <p>Submission of monthly performance report and quarterly report relating to arrears of revenue.</p> <p>Procedure relating to write -off-submission of write-off proposal to write-of-Committee.</p> <p>Replies to all Parliament Question, RTI questions and Reports called by CCO, Mumbai Zone-I related to recovery of arrears.</p>
Tax Payer Service Centre	<p>Tax payer Service center is a single window system for accepting/handling all Taxpayers queries, complaints, grievances etc. TPSC entertains all queries of Taxpayers via various mediums viz., email, telephone, skype. Queries related to Mumbai Customs Zone II and Zone III are redirected to respective zones and the taxpayer is informed accordingly.</p>

Name of Section	Works allocated
Cash Section	<p>a. Selling of Customs Revenue Stamps.</p> <p>b. Writing of Cheque Sheet which is daily deposited in the RBI.</p> <p>c. Receipt of all kinds of duties pertaining to Commissionerate of Customs Zone-I. Receipt of TR 6 challan regarding payment of Fine, Penalty, Interest, Amendment, Pre-deposit, Drawback, Light dues, Personal Deposit, Security Deposit & other miscellaneous receipt</p> <p>d. Deposition of dues & penalties in the account of SBI through PFMS ie. telephone late fee, quarters license fee etc.</p>

The powers and duties of its officers and employees:

The officers and staff of the General Commissionerate are committed to its Citizen Charter, to provide to trade & industry time bound and speedy cargo clearance facility, quick redressal of grievance, and inculcating in its officers' sense of service with stress on-

Integrity and judiciousness

Courtesy and understanding

Objectivity and transparency

Promptness and efficiency

Steps are afoot to further professionalize Customs staff to be able to render efficient and prompt service to the clients almost at par with those rendered by other Customs services in developed countries/WCO/WTO norms.

The Powers of officers of Customs have been elaborated in Section 5 of the Customs Act, 1962 and are laid as under-

- a. Subject to such conditions and limitations as the Board may impose, an officer of Customs may exercise the powers and discharge the duties conferred or imposed on him under this Act.
- b. An officer of Customs may exercise the powers and discharge the duties conferred or imposed under this Act on any other officer of Customs, who is subordinate to him.
- c. The work is delegated to various categories of officers within the framework of the law.

The procedure followed in the decision making process, including channels of supervision and accountability

- a) The Principal Chief Commissioner and Pr. Commissioner/Commissioners monitor the working and functioning of all the Commissionerates in the Zone. Since the Policy formulations are exclusively in the domain of the Board, policy implementation in spirit of the laws so formulated forms the major functions of field formations. The Principal Chief Commissioner's office with help of all Commissionerates collates and compiles various trade representations; problems faced by the Trade and Industry and forward them to the Board which become ingredients for policy formulation.
- b) Decision-making in the organization is based on decentralization that is to say that there is a definite delegation of authority and responsibility to different levels of the organization. Such delegation is laid out either in the Customs Act, 1962 or the Rules made thereunder or vide various circulars issued by the department from time to time.
- c) Since this Custom House is entrusted with the main work of implementation of the Customs Act, Rules, allied Acts and Board's orders etc., all aspects of Revenue are monitored and status are forwarded to Board in the form of weekly, monthly and quarterly reports.
- d) All references received from the Trade, different stakeholders and Field formations are

submitted by concerned Sections to the AC/DC in-charge in the Commissionerates. The file noting are prepared by EO /PO (Inspector).The relevant notification / circulars etc. are explained by Supdt./ AO. The main recommendations are made by AC/DC /ADC and finally the important decisions are approved by the Principal Chief Commissioner/ Pr. Commissioners/ Commissioners. In case of any clarification required the same is referred to the Board to take final decision.

The norms set by it for the discharge of its functions

The mission of the organization is to achieve excellence in the implementation of Customs Act, Allied Acts and Rules there under aimed at:

- Realizing the revenues in a fair, equitable and efficient manner
- Administering the Government's economic, tariff and trade policies with practical and pragmatic approach
- Facilitating trade and industry by streamlining and simplifying Customs and Excise processes in light of the guidelines prescribed and facilitating the Trade and Industry
- Creating a climate for voluntary compliance by providing guidance and building mutual trust
- Combating revenue evasion, commercial frauds and social menace in an effective manner
- To achieve its mission, the Zonal Office has taken on priority to utilize the both man and material resources at its disposal

To achieve its mission, the Office has taken on priority to utilize the both man and material resources at its disposal in:

1. Enhancing the use of Information Technology
2. Streamlining Customs and Excise Procedures
3. Encouraging voluntary compliance
4. Evolving cooperative initiatives
5. Assisting in the formulation of Tariff policies
6. Combating Revenue evasion, commercial frauds and social menace effectively
7. Measuring conformance to service delivery standards
8. Developing professionalism and responsibility

The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions

Available on CBIC Website i.e. www.cbec.gov.in & Mumbai Customs Zone-I, NCH website <http://mumbaicustomszone1.gov.in>

A statement of the categories of documents that are held by it or under its control

The office documents are generally processed and stored in the form of files and folders. Files and documents related to work assigned to concerned Sections of this office are duly catalogued, indexed and entered in Registers and these are kept in the custody of respective Sections. Almost entire database is available in EDI system.

The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof

The members of Public can write to this office on any such issue or seek appointment for meeting, if required. Further e-helpline is available on NCH website <http://mumbaicustomszone1.gov.in/>

A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;

PTFC(Permanent Trade Facilitation Committee) meetings are held in this Custom House on regular monthly basis. CCFC meetings are held on regular periodical basis. The minutes of the meeting are uploaded in the office website.

The Citizen's Charter of the Department envisions that the Customs& Central Excise officers shall carry out their assigned tasks with integrity and judiciousness; courtesy and understanding; objectivity and transparency; promptness and efficiency. The officers are also committed to providing every possible assistance to the public and trade in implementation of the Customs policies and procedures. The Customs department has also initiated a number of measures to ensure that complaint(s)/grievance(s) are minimized and where received these are attended to promptly.

In order to take care of the grievance(s)/complaint(s) the department has put in place a grievance redressal mechanism in the field formations of Customs. The Grievance redressal mechanism can broadly be categorized as:

- Facilitation for receipt and guidance of complaints/representation at the inward Section in Principal Commissioner's office.
- Redressal of vigilance complaints
- Prompt handling of the complaints/grievances received through CPGRAMS(Central Public Grievances Monitoring System)

A directory of its officers and employees:

Available on <http://www.mumbaicustomszone1.gov.in/Home/Contactus>

The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

Sr.NO.	Group	Designation	Level as per Pay Matrix(7 th Pay Commission)
1	2	3	4
	Group 'A'	Pr. Chief Commissioner	L-17
		Pr. Commissioner	L-15
		Commissioner	L-14
		Additional Commissioner	L-13
		Joint Commissioner	L-12
		Deputy Commissioner	L-11
		Assistant Commissioner	L-10
		Chief Accounts Officer	L-10
		Assistant Director(Comm.)	L-10
		Group 'B(G)'	Sr.P.S.
	Appraiser		L-8
	Superintendent		L-8
	ACAO/AO		L-7
	Group 'B(NG)'/ Group 'C'	Preventive Officer	L-7
		Examiner	L-7
		DOS	L-6
		Senior Hindi Translator	L-6
		Junior Hindi Translator	L-6
		Senior Tax Assistant	L-6
		Tax Assistant	L-4
		Lower Division Clerk	L-2
		MotorDriver (Grade-I)	L-5
		Motor Driver (Grade-II)	L-4
		Motor Driver (Grade-III)	L-2
		Head Havaldar	L-2
		Havaldar	L-1
		Sepoy	L-1

7th Pay Commission Pay Matrix Table(Civilian Employees)

Pay Band	5200-20200					9300-34800				15600-39100			37400-67000			67000-79000	75500-80000	80000	90000
Grade Pay	1800	1900	2000	2400	2800	4200	4600	4800	5400	5400	6600	7600	8700	8900	10000				
Entry Pay(EP)	7000	7730	8460	9910	11360	13500	17140	18150	20280	21000	25350	29500	46100	49100	53000	67000	75500	80000	90000
Level	1	2	3	4	5	6	7	8	9	10	11	12	13	13A	14	15	16	17	18
Index	2.57	2.57	2.57	2.57	2.57	2.62	2.62	2.62	2.62	2.67	2.67	2.67	2.57	2.67	2.72	2.72	2.72	2.81	2.78
1	18000	19900	21700	25500	29200	35400	44900	47600	53100	56100	67700	78800	118500	131100	144200	182200	205400	225000	250000
2	18500	20500	22400	26300	30100	36500	46200	49000	54700	57800	69700	81200	122100	135000	148500	187700	211600		
3	19100	21100	23100	27100	31000	37600	47600	50500	56300	59500	71800	83600	125800	139100	153000	193300	217900		
4	19700	21700	23800	27900	31900	38700	49000	52000	58000	61300	74000	86100	129600	143300	157600	199100	224400		
5	20300	22400	24500	28700	32900	39900	50500	53600	59700	63100	76200	88700	133500	147600	162300	205100			
6	20900	23100	25200	29600	33900	41100	52000	55200	61500	65000	78500	91400	137500	152000	167200	211300			
7	21500	23800	26000	30500	34900	42300	53600	56900	63300	67000	80900	94100	141600	156600	172200	217600			
8	22100	24500	26800	31400	35900	43600	55200	58600	65200	69000	83300	96900	145800	161300	177400	224100			
9	22800	25200	27600	32300	37000	44900	56900	60400	67200	71100	85800	99800	150200	166100	182700				
10	23500	26000	28400	33300	38100	46200	58600	62200	69200	73200	88400	102800	154700	171100	188200				
11	24200	26800	29300	34300	39200	47600	60400	64100	71300	75400	91100	105900	159300	176200	193800				
12	24900	27600	30200	35300	40400	49000	62200	66000	73400	77700	93800	109100	164100	181500	199600				
13	25600	28400	31100	36400	41600	50500	64100	68000	75600	80000	96600	112400	169000	186900	205600				
14	26400	29300	32000	37500	42800	52000	66000	70000	77900	82400	99500	115800	174100	192500	211800				
15	27200	30200	33000	38600	44100	53600	68000	72100	80200	84900	102500	119300	179300	198300	218200				
16	28000	31100	34000	39800	45400	55200	70000	74300	82600	87400	105600	122900	184700	204200					
17	28800	32000	35000	41000	46800	56900	72100	76500	85100	90000	108800	126600	190200	210300					
18	29700	33000	36100	42200	48200	58600	74300	78800	87700	92700	112100	130400	195900	216600					
19	30600	34000	37200	43500	49600	60400	76500	81200	90300	95500	115500	134300	201800						
20	31500	35000	38300	44800	51100	62200	78800	83600	93000	98400	119000	138300	207900						
21	32400	36100	39400	46100	52600	64100	81200	86100	95800	101400	122600	142400	214100						
22	33400	37200	40600	47500	54200	66000	83600	88700	98700	104400	126300	146700							
23	34400	38300	41800	48900	55800	68000	86100	91400	101700	107500	130100	151100							
24	35400	39400	43100	50400	57500	70000	88700	94100	104800	110700	134000	155600							
25	36500	40600	44400	51900	59200	72100	91400	96900	107900	114000	138000	160300							
26	37600	41800	45700	53500	61000	74300	94100	99800	111100	117400	142100	165100							
27	38700	43100	47100	55100	62800	76500	96900	102800	114400	120900	146400	170100							
28	39900	44400	48500	56800	64700	78800	99800	105900	117800	124500	150800	175200							
29	41100	45700	50000	58500	66600	81200	102800	109100	121300	128200	155300	180500							
30	42300	47100	51500	60300	68600	83600	105900	112400	124900	132000	160000	185900							

31	43600	48500	53000	62100	70700	8610	10910 0	11580 0	12860 0	13600 0	16480 0	19150 0						
32	44900	50000	54600	64000	72800	8870	11240 0	11930 0	13250 0	14010 0	16970 0	19720 0						
33	46200	51500	56200	65900	75000	9140	11580 0	12290 0	13650 0	14430 0	17480 0	20310 0						
34	47600	53000	57900	67900	77300	9410	11930 0	12660 0	14060 0	14860 0	18000 0	20920 0						
35	49000	54600	59600	69900	79600	9690	12290 0	13040 0	14480 0	15310 0	18540 0							
36	50500	56200	61400	72000	82000	9980	12660 0	13430 0	14910 0	15770 0	19100 0							
37	52000	57900	63200	74200	84500	10280	13040 0	13830 0	15360 0	16240 0	19670 0							
38	53600	59600	65100	76400	87000	10590	13430 0	14240 0	15820 0	16730 0	20260 0							
39	55200	61400	67100	78700	89600	10910	13830 0	14670 0	16290 0	17230 0	20870 0							
40	56900	63200	69100	81100	92300	11240	14240 0	15110 0	16780 0	17750 0								

The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

SNo	Unitary Head	Allocated Fund	Expenditure as on 15.06.2021	Balance Amount
	Revenue Function			
1	Medical	2000000	98407	1901593
2	DTE	7000000	1381483	5618517
3	OE	20620000	2640643	17979357
4	Information Technology	5800000	418594	5381406
5	Law Charges	1200000	151316	1048684
6	Cost of Police	10000000	871106	9128894
7	Rent rates and Taxes	30000000	2813875	27186125
8	Publication	100000		100000
9	Grant in aid	100000		100000
10	Other charges voted	350000		350000
11	Rewards to Informers	35000		35000
12	SSE	110000		110000
13	Minor works office	300000		300000
14	Other admin Expenses	1200000	24914	1175086
15	Housing Maintenance (MH2216)	1300000		1300000
	Preventive Function			0
1	Medical	4800000	109531	4690469
2	DTE	2300000	904329	1395671
3	OE	66400000	3944909	62455091
4	Motor Vehicle	17500000	2022899	15477101
5	Law Charges	200000		200000
6	Rent rates and Taxes	2900000		2900000
7	Grant in aid	100000		100000
8	Rewards to officers	200000		200000
9	Secret Service Exp	350000		350000
10	Minor works office	700000		700000
11	Swachhta	7000000	224734	6775266

The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

Not applicable

Particulars of recipients of concessions, permits or authorizations granted by it

Not applicable.

Details in respect of the information, available to or held by it, reduced in an electronic form.

Information available on the Zonal website <http://mumbaicustomszone1.gov.in>.

The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;

The details of the minutes of the PTFC/CCFC Meetings are uploaded on the Zonal Website- <http://mumbaicustomszone1.gov.in>.

The names, designations and other particulars of the Public Information Officers;

The details are mentioned on the zonal website separately.

<http://mumbaicustomszone1.gov.in/>

Such other information as may be prescribed; and thereafter

Not applicable