



**OFFICE OF THE COMMISSIONER OF CUSTOMS
(IMPORT-I&II)
NEW CUSTOM HOUSE, BALLARD ESTATE,
MUMBAI - 400 001**

Phone: 022-22757401

email: commr-import1@gov.in

DIN-2021107700000000E481

Date: 27.10.2021

FACILITY NOTICE NO. 06/2021-22

Subject- Monitoring of BE filed where Port of Import is New Custom House (INBOM1), Zone -1 Mumbai; Creation of Special Cell within TSK for the same; req.

Attention of all Importers, Exporters, Customs Brokers, Customs officers posted in Zone-1 Customs Mumbai and all other stakeholders is invited towards CBIC requirement of reducing dwell time w.r.t clearance of Bills of Entry. It is seen that there is need of hour to reduce the Dwell time of Import. In order to achieve the target of less than 48 hrs of Dwell time of Import at Mumbai Customs Zone-I, it has been decided to create a Monitoring Cell within Turant Suvidha Kendra. The function of the Cell shall include checking the status of BE filed, contacting the Customs official or Trade to complete the formalities w.r.t assessment as soon as possible.

2. In order to reduce the dwell time, the BE in all cases should be filed in Advance. Further in order to avoid query, the importers/ Customs broker should file BE with Complete description of goods which include 1) Generic description mentioned in ADD Note etc 2) Specific Description 3) Model and brand name 4) Supplier /manufacturer 5) Item Qualifier and 6) Previous Bill of Entry etc. All supporting documents with Document code should be uploaded on E- Sanchit. The CB and Trade is requested to contact the TSK help desk in case of any assistance required/ problem in filing BE.

3. The Special Cell of TSK shall monitor each and every Bill of Entry filed at New Customs House Mumbai Zone-I. The officers posted for monitoring dwell time shall performance the following task.

- i. They shall maintain data pertaining to movement of all Bills of Entry in the format enclosed as "Annexure-A" to this Facility Notice on real time basis. Such data shall be maintained in hard copy and as well as in soft copy.
- ii. The data of BE filed shall be entered sequentially. Once the out of charge is completed, the time taken at each stage should be maintained in the report alongwith total time taken by customs and total time taken by importer for particular BE.

3. The special cell officer shall monitor the BE at each stage on EDI from the role assigned to them. If any Bill of entry is struck at any level i.e. FAG/Importer/Docks officer/RMS Center/Ex-bond officer, the TSK officer of special monitoring cell shall immediately contact the AC/ DC of concerned Group/Docks for clearance. If the document is stuck beyond three hours, the matter should be escalated by the TSK officer to JC/ ADC of that Group/ Docks/RMS Centre who in turn will look into the reason for the same and ensure that the BE is cleared as soon as possible. Such escalation by TSK officer and action by the concerned JC/ADC Group is to be undertaken through WhatsApp messages in order to create record of all such action taken. The WhatsApp message must contain the following details:-

Bill of Entry Number and Date:-

Importer Name:-

FAG Port Code:-

VAO/VDC SSO id:-

In case of PAG assessment, the Appraising Group and SSO id of officer.

4. The Customs Broker and Importers are also requested to forward the WhatsApp message containing detail of BEs pending for more than three hours without any action or for one working day in other cases with FAG to Nodal Officer Sh. R. K. Singh, Addl. Commr, Import -1 NCH on the mobile no. 9967704908. The detail of BE should be in the format mentioned at para 3 above.
5. The AC/DC TSK shall create the data bank of the contact details of all Customs Broker namely the mobile / landline numbers and e-mail addresses operating at New Custom House Mumbai through BCHAA (CB Association). If BE is pending for next action like duty payment, registration for examination etc, they shall be contacted by the TSK officer to complete the same without further delay. The BCHAA association is requested to share the mobile numbers of CBs and Importers so that they can be contacted over phone to complete the required action in real time. The Trade can contact the Help Desk of TSK, in case of any problem or assistance required in this regard.
6. JC/ADC TSK shall ensure that Special team for monitoring dwell time is functional fully from 27.10.2020 and data is maintained on real time basis. The concerned authority / importer is alerted for immediate action on real time basis. The cumulative dwell time for a particular date should be prepared when of all Bills of entry are given out of charge for that particular date. There may be possibility that certain Bill of entries is delayed due to hold by investigating authority. In such cases the daily dwell-time should be prepared excluding such bills of entry.

The weekly Dwell time reports of above should be put up to Commissioner on E-Office for close monitoring.

The Facilitation Notice should be treated as Standing Order by the Officers of Customs Zone-1 Mumbai.

This issues with the approval of Chief Commissioner of Customs Zone-1.



(Manoj Kumar Kedia)
Commissioner of Customs (Import I & II)
New Custom House
Mumbai-I

Copy to:

1. The Chief Commissioner of Customs, Mumbai Zone-I, NCH.
2. All Pr. Commissioner/Commissioner of Customs, Mumbai Zone-I, NCH
3. All Additional/Joint/Dy./Asstt. Commissioners of Customs, NCH.
4. AC/DC, EDI for uploading on NCH website immediately.
5. The Importer/Exporter Association/FIEO/All trade Association through e-mail.
6. The Brihanmumbai Custom Brokers Association (BCBA) with request to inform their Importer & Exporter.
5. Office Copy.

