



सीमाशुल्क आयुक्त (सामान्य) का कार्यालय  
**OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)**  
कस्टम ब्रोकरअनुभाग, नवीन सीमाशुल्क भवन,  
**CUSTOMS BROKER SECTION, NEW CUSTOM HOUSE,**  
बेल्गार्ड इस्टेट, मुंबई - I  
**BALLARD ESTATE, MUMBAI - I**

File No.: GEN/CB/PN/4/2021-CB

Date: 10-04-2026

**PUBLIC NOTICE No. 01 /2026**

Subject: Constitution of Help Desk / Task Force for resolution of grievances related to QR Passes - Reg.

Attention of all Customs Brokers, Importers, Exporters and other stakeholders is invited to the proposed transition and renewal of existing passes to QR code-based passes.

In order to facilitate stakeholders and to ensure smooth, timely and effective resolution of grievances pertaining to QR Passes, a dedicated Help Desk has been set up. Further, a Task Force has been constituted to address and resolve issues on an immediate basis.

The Task Force shall comprise the following officers:

- I. Shri Bipin Jadhav, DC (CBS)
- II. Shri Roopkant Patil, Appraiser (CBS)
- III. Shri Swapnil Dwivedi, Preventive Officer (CBS)

Functioning as a facilitation mechanism for stakeholders up to 30.04.2026, which is the extended last date for renewal of passes to QR code-based passes.

Stakeholders facing any difficulty in respect of QR Passes may approach the Help Desk/Task Force for necessary assistance.

This issues with the approval of the Commissioner of Customs (General), Mumbai-I.

Digitally signed by  
Bipin Sudhakar Jadhav  
Date: 10-04-2026

12:08:50  
BIPIN SUDHAKAR JADHAV  
Dy. Commissioner of Customs,  
CBS, NCH, Mumbai

Copy to:

1. The Pr. Chief Commissioner / Chief Commissioner of Customs, Mumbai Customs Zone-I, II, III.
2. All Pr. Commissioners/ Commissioners of Customs, Mumbai Customs

Zone-I, Zone-II and Zone-III.

3. EDI, NCH for uploading on website of Mumbai Customs Zone-I.
4. BCBA.
5. Notice Board.