



आयुक्त, सीमा शुल्क का कार्यालय, कांडला.
OFFICE OF THE COMMISSIONER OF CUSTOMS,
न्यू कस्टम हाउस, कांडला.
NEW CUSTOM HOUSE, KANDLA-370210.
Phone No: 02836-271468/469, Fax No. : 02836-271467

F. No. S/20-44/PGRC/AG/17-18

Kandla, dated .11.2017

**MINUTES OF MEETING OF PUBLIC GRIEVANCE REDRESSAL
COMMITTEE (PGRC), HELD ON 17.11.2017**

A meeting of "Public Grievance Redressal Committee (PGRC)" was held on 17.11.2017 at 15.00 hrs of the Customs Commissionerate, Kandla, under the Chairmanship of the Commissioner, Custom House, Kandla.

The following officials / members were present during the meeting:

Sr. No.	Name of the Officers / Members (Ms /Shri)	Designation at office
1.	U. B. Rakhe	Additional Commissioner, Custom House, Kandla.
2.	P. M. Rao	Additional Commissioner, Custom House, Kandla.
3.	Nitin Jain	Deputy Commissioner, Custom House, Kandla.
4	Nitu Singh	Deputy Commissioner, Custom House, Kandla
5.	D P Bamnavat	Deputy Commissioner, Custom House, Kandla
6.	Pradeep Sharma	Assistant Commissioner, Custom House, Kandla
7	Deepak Khatri	Superintendent (AG), Custom House, Kandla

2

8.	D.S.E. Fernandes	Superintendent (MCD), Custom House, Kandla
9	S. R. Nimbhorkar	Superintendent (MCD), Custom House, Kandla
10	Manoj Kumar Ojha	Superintendent (ADJ), Custom House, Kandla
11	Sanjay A. Patel	Superintendent (DP), Customs House, Kandla
12	<u>R.K.Jadeja</u>	Superintendent (SIIB), Custom House, Kandla
13	<u>Pradeep Kumar Meena</u>	Preventive Officer, (AG), Custom House, Kandla
14	Satish Nair	Secretary, KPSAA
15	Peter CH	President, KPSAA
16	R. K. Singh	DGM (Utility), IFFCO, Kandla
17	S. R. Bommidu	Chief Manager (F&A), IFFCO, Kandla
18	Dhiren Chhaya	Secretary, KCHAA
19	Keyur Thakrar	Joint Secretary, KCHAA
20	Harichand Tharuani	Vice President, KCHAA
21	Promod Soneta	Ex. Member, KCHAA

At the outset Sh. U B Rakhe, Additional Commissioner welcomed all the Officials / Members of the Trade Associations, on behalf of the Chairman. The following grievance points were raised on behalf of the Trade Associations / Bodies, which were suitably replied by the Chairman as under:-

Point No 1. Cancellation of manual IGM/EGM:-

The introduction of the EDI IGM / EGM was initiated with a concept to have paper less working and it was informed to trade to continue to file the manual IGM / EGM simultaneously for a certain period until the EDI IGM / EGM works smoothly. But regret to inform your good self that even after these many years passed, we are still continuing to file the manual IGM/EGM along with the EDI IGM/EGM, so we hereby request you kindly arrange to cancel the manual IGM/EGM filing immediately so that the concept of paperless really works.

3-

Reply: Matter will be looked into and necessary directions will be given to Additional Commissioner Customs House, Kandla.

Point No 2. Implementation of delivery order for liquid Cargoes:

Request for implementation of the requirement of Ship Agent's Delivery Order for delivery of the liquid cargoes from the terminals. Presently the Terminals/ Tank farms being the custodians of the cargo are delivering the cargo without any NOC from the Ship Agents but as per the Customs Act, 1962, it is very much necessary to have the shipping Agent's delivery order for delivery of the cargo to the receivers. Since there are so many factors involved in the shipment of the liquid cargo we urge that Customs should give proper directives to all the Tank terminals to ensure delivery of the cargo against the Delivery order from the respective Shipping Agents.

Reply: The chairman pointed out that it is a long existing practice and need not be disturbed, however, if there is any legal issue, specific incidents thereof should be pointed out, and the matter would be examined.

Point No 3. Sign On and Sign Off issues:

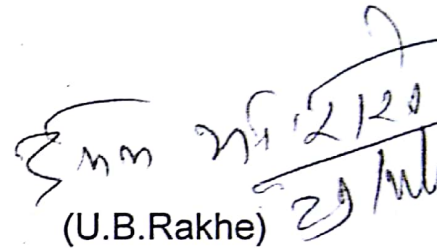
Our members are facing problem with CISF when carrying out the sign on and off formalities. Whenever the Sign on / off crew members passing through the Exit gate- the CISF insist for checking of the baggage (Sealed) even though there is a customs sepoy escorting the baggage, which in turn make another hurdle for the process of completing the sign on and off formalities, therefore, we hereby suggest that Customs make take up the matter with the CISF and avoid occurrence. The trade also pointed out that the problem is faced specially after office hours.

Reply: The chairman complied that CISF can do security checks. The Matter will be looked into and necessary directions will be given to Additional Commissioner (Dock Preventive).

4

Thereafter a power point presentation with regard to Refund of IGST paid on export of goods under Rule 96 of CGST Rules, 2017 was also made by Shri Pradeep Sharma, Assistant Commissioner, Customs House, Kandla. Further, the meeting on the WTO Trade Facilitation Agreement, with the trade was also held simultaneously by way of power point presentation in respect of proposals and Governments action plan in respect of Trade Facilitation Agreement.

The trade welcomed the positive attitude of the chair and assured to be co-operative at all times. The Chairman assured the Trade that such meeting will be held at regular intervals in future. The meeting ended with the vote of thanks to the chair.


(U.B. Rakhe)

Additional Commissioner,
Customs House, Kandla.

Copy to:

1. The Additional Commissioner of Customs, CCO, Ahmedabad Zone.
2. All PGRC Members (as per mailing list).
3. The Additional Commissioners, Customs House, Kandla.
4. All Deputy/ Assistant Commissioners, Customs House, Kandla.
5. The EDI Section, for uploading on Commissionerate's website.