



आयुक्त, सीमा शुल्क का कार्यालय, कांडला.  
OFFICE OF THE COMMISSIONER OF CUSTOMS,  
न्यु कस्टम हाउस, कांडला.  
NEW CUSTOM HOUSE, KANDLA-370210.  
Phone No: 02836-271468/469, Fax No. : 02836-271467  
E-mail - commr-cuskandla@nic.in

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

Kandla, dated 2.1.2019

**MINUTES OF MEETING OF PUBLIC GRIEVANCE REDRESSAL  
COMMITTEE (PGRC) HELD ON 11.12.2018**

A meeting of "Public Grievance Redressal Committee (PGRC)" was held at Custom House, Kandla, on 11.12.2018 at 15.00 hrs under the Chairmanship of Shri Sanjay Kumar Agarwal, Commissioner of Customs, Kandla. The following Customs Officers and representatives of members were present during the meeting.

Sr. No.	Name of the representative (S /Shri)	Designation of Officers / representative of Members
1	Ajay Kumar	Additional Commissioner of Customs, Custom House, Kandla
2	D.P. Bamanavat	Deputy Commissioner of Customs, Custom House, Kandla
3	Milan Kumar Singh	Deputy Commissioner of Customs, Custom House, Kandla
4	Yatish G Patil	Deputy Commissioner of Customs, Custom House, Kandla
5	Rajnesh Gupta	Assistant Commissioner of Customs, Custom House, Kandla
6	Hemesh Chabra	Assistant Commissioner of Customs, Custom House, Kandla
7	A.K. Moria	Assistant Commissioner of Customs, Custom House, Kandla
8	Mohadikar Kiran Mohan	Assistant Commissioner of Customs, Custom House, Kandla
9	Mukesh Chadda	Assistant Commissioner of Customs, Custom House, Kandla
10	Peter C.H	President, Kandla Port Steamship Agent Association, Kandla
11	Satish Nair	Secretary, Kandla Port Steamship Agent Association, Kandla
12	Ramindra Singh	Jt. Secretary, Custom House Agent's Association, Kandla
13	Pramod D. Soneta	Member, Custom House Agent's Association, Kandla
14	Hemchandra Yadav	Vice President, Kandla Timber Association, Gandhidham
15	J.P. Bhatt	Partner, Pravin Bhatt & Sons, Gandhidham
16	Piyush Thacker	Representative Consultant, Federation of Kutch Industries Association
17	Chetan Jethwa	Executive, Federation of Kutch Industries Association

At the outset, the Chairman welcomed all the Officials / Members of the Trade Associations. The agenda points / grievance raised by the Trade Associations and the reply given by the Chairman are as under:-

**(I) Agenda points raised by M/s Kandla Port Steamship Agents Association.**

**Point 1- Need to place CC TV at the baggage clearance:** Apparently, the chair has given assurance in the last meeting that a feasibility of installing CC TV & a scanner in Dock Preventive section for examination of crew baggage will be worked upon. We hereby request you to kindly advise us the status of the same which can prove that Customs are very transparent in arranging clearance of baggage

**Reply:-** The Chairman replied that the Traffic Manager, DPT vide letter dated 22.11.2018 informed that the procurement of scanning machine is under process by CISF. Once the baggage machine is installed, the same can be used by Customs and CISF jointly. The Traffic Manager, DPT also informed telephonically that CCTV will be installed by the DPT shortly.

**[Action: AC (DP)/TM, DPT]**

**Point 2- Government Notification No.38/2018 Sea IGM/EGM:** On 30th October, 2018 CBIC had issued Notification No. 88/2018-Customs (NT) informing that the date of implementation of the Notification No.38/2018 has been extended from 1st November 2018 to 31st March, 2019. We would request you to kindly advice on the status of registration formalities. We once again would humbly request your good self to kindly arrange to conduct a seminar for the vessel agents prior to implementation date in order to elaborate the modalities and technicalities will be encountered with the implementation of the said notification.

**Reply-** The Chairman replied that once the new regulations with amendments are notified, seminar for creating awareness would be conducted.

**Point 3- Issuance of Port Clearance:** Now R& I section Superintendent issues the Port Clearance after verifying the specific documents required for issuance of Port Clearance, but unfortunately even after Chairman's clarification the PC register is been maintained at Custom House, Kandla instead of R& I section. Therefore, request you to kindly enforce the same for the convenience of the members. As regards EGM, now MCD section

there is no requirement to get the prior EGM signed as this is the practice been followed at our neighboring port Mundra too.

**Reply:** The Chairman replied that now the Port Clearance (PC) register is being maintained with R&I section. The Chairman directed the Assistant Commissioner (MCD) to enquire the practices being followed at other Major Custom House for filing of Prior/Final EGM.

**[Action: MCD section]**

**(II) Agenda points raised by M/s EXIM Metal Merchant Association, Jamnagar:**

**(A) Agenda sponsored vide letter dated 3.11.2018-**

**Point 1-** As per trade notice of Adani Port they are asking charges for DPD container, so kindly inform whether charges are valid or not.

**Reply:** The Chairman noticed that no representative is present in the meeting. However, Chairman stated that as the matter Pertain to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**Point 2-** Our members has received AEO certificates as under

- (i) Mascot Metal Traders. Certificate No. & Validity. INAABFD4690C1F186, 01.07.2021.
- (ii) Rajhans Impex Private Ltd. Certificate No. & Validity- INAACCR7093K1F186, 27.06.2021.
- (iii) Bharti Auto Products. Certificate No. & Validity- INAACFB1550CAF182, 25.07.2021.

As on today yet AEO certificates are not accepted by the EDI section, hence, certificate is of no use, if possible kindly allow DPD system to AEO certificate holder so that AEO certificate holder can enjoy facility of AEO & clear the consignment of import.

**Reply:** The Chairman stated that as per the communication received from Application Support Team, ICES, AEO certificate in respect of M/s Rajhans Impex Private limited and M/s Mascot Metal Trader Limited are very much present in the system whereas reply in respect of M/s Bharti Auto Products, is awaited from Help Desk, ICES. Further, the Chairman conveyed that as per Public Notice no. 29/2018 dated 11.9.2018, the AEO certificate holder shall send request letter and scanned copies of the prescribed documents to the Assistant /Deputy Commissioner (DPD), Custom House, Kandla. On enquiry from Docks section, no such application from AEO status holder is received. Hence, no grievance noticed.



**Point 3-** Yet DGFT has not issue Notification for Scanner machine installation at Adani, as inform by DGFT unless Adani Port authority will not inform to DGFT, notification cannot be issued, so kindly pursue to Adani Port to inform DGFT for installation of scanner machine

**Reply:** Chairman stated that as the matter pertains to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**(B) Agenda sponsored vide letters both dated 22.11.2018-**

**Point 1-** We have been received complaint from our CHA that duly out of charge by Steamer Company CFS TG terminal, they are taking so much time on way bridge to weight a loaded container which resulted cargo release after mid-night, so driver of truck unable to drive whole night for Jamnagar destination, under this circumstances please inform CFS TG Terminal to give priority for weight empty trucks first. For tare weight and loaded container again to weight , if thus priority given to valued cargo (of Bras Scrap) so that cargo should be out at least before 11-00 O'clock night from the terminal & can reach the destination on time. So kindly inform steamer company to give priority (out of turn) of Jamnagar Brass scrap, because of high value cargo if late there is chance of pilferage on the way to Jamnagar.

**Reply:** Chairman stated that as the matter pertains to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**Point 2-** As per DGFT letter dated 31.08.2018, Mundra Port authority has not submitted required documents, accordingly we have already advised sending an e-mail to Adani Port, but since then we have no information so far. According to public notice no. 04/2015 -2020 dated 09.05.2018, DGFT has to enlist the name of Mundra in the line of Six Ports. The name of Kandla is already mentioned including Six Ports. On getting recognized of Mundra port, importers can enjoy benefit of pre-inspection certificate imported from countries like USA, UK, Canada, New Zealand, Australia & the Europe and will not require P.S.I.C. Moreover, our problem for DPD scheme procedure in accordance to the Public Notice No. 52/2017-18 dated 28.03.2018, the steamer company retain the container duly discharge of import cargo will be retain at port and for which they will shift the cargo to CFS on compilation within 48 Hrs which is not sufficient, in case of cargo landed Friday night and Sunday night will of 48 hrs, so how importers can obtain DO and arrange delivery, so Sir, we request to amend the clause of 48 hrs & keep 4 days of working days instead of 48

hrs, so that importers can avail the DPD scheme which is facilitated to Trade & Industries

**Reply:** Chairman stated that as the matter pertains to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**(C) Agenda sponsored vide letters both dated 5.12.2018-**

**Point 1-** The DO charges are being recovered illegal, when importer surrendered OBL to their Steamer Agent and they are suppose to issue DO with no charges. Equipment maintenance charges are recovered from importer illegally as Importer is not responsible for clearing their empty container charges. Why importer should pay, this is un-necessary economic burden to the importers also illegal

**Reply:** The Chairman noticed that no representative from the sponsoring member is present in the meeting to elaborate their problem. However, the Chairman stated that charges levied by the Steamer Agent/CFS are not coming under the purview of Customs. Hence, the para can't be considered as agenda point.

**Point 2-** While taking container (Import) for scanning the shipping company charges for trucking the container to scanning machine point. The charges recovered by CFS (Steamer company) is a burden to importer and ultimately bear by end users. The Brass scrap is raw material of MSME sector (SSI unit) for which we suggest to select random brass scrap container during the day time on selecting the cargo should be picked from terminal while shifting to respective CFS so that the charges can be avoided & will be faster

**Reply:** Chairman stated that as the matter pertains to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**(D) Agenda sponsored vide letter dated 6.12.2018-**

**Point 1-** Steamer Company is charging Rs 7000/- & more or less for Customs Examining charges when examining carried out by Customs, why steamer company recover the charges?

**Reply:** Chairman stated that as the matter pertains to the jurisdiction of Mundra Custom House, the same can't be considered as agenda point in the meeting.

**(III) Agenda points raised by The Gandhidham Chamber of Commerce & Industry, Gandhidham.**

**Point 1-** M/s Deendayal Port Trust has applied for the establishment of Custom Bonded Warehouse facility some time back. More than reasonable time has elapsed, but the same has not been materialised. Hence, trade fraternity is keen to know the latest status of the application. Therefore, we request you to please update us about the status of the application of Deendayal Port for the establishment of Bonded Warehouses.

**Reply:-** The Chairman replied that the Traffic Manager, Deendayal Port Trust, Kandla vide letter dated 11.12.2018 withdrawn the application of Public Bonded Warehouse.

**(IV) Other issues raised by Members during the meeting.**

**Point 1.** During the meeting the President of Kandla Port Steamship Agents Association submitted that the crew members have to go at first floor with their baggage for sign on/ sign off before officers of Dock Preventive. Due to heavy baggage they face hardship to go first floor. The member requested for sitting arrange for crew member and checking facility of baggage at Ground floor of Dock Preventive section.

**Reply:-** The Chairman directed the Assistant Commissioner (DP) to examine the feasibility of checking facility of baggage of crew by the officers of DP section at Ground floor, P&C Building.

**[Action: D.P. Section]**

The trade welcomed the positive attitude of the chair and assured to be co-operative at all times. The meeting ended with the vote of thanks to the chair.

  
**(Ajay Kumar)**  
**Addl. Commissioner**

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

Kandla, dated 2.1.2019

Copy to:

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