



प्रधान आयुक्त, सीमा शुल्क का कार्यालय, कांडला.  
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F. No. S/20-44/PGRC/AG/17-18

Kandla, dated 12.3.2019

**MINUTES OF MEETING OF PUBLIC GRIEVANCE REDRESSAL  
COMMITTEE (PGRC) HELD ON 28.02.2019**

A meeting of “Public Grievance Redressal Committee (PGRC)” was held at Custom House, Kandla, on 28.02.2019 at 15.00 hrs under the Chairmanship of Shri Sanjay Kumar Agarwal, Principal 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	Joint Commissioner of Customs, Custom House, Kandla
3	Milan Kumar Singh	Joint Commissioner of Customs, Custom House, Kandla
4	Kiran M. Mohadikar	Deputy Commissioner of Customs, Custom House, Kandla
5	Hemesh Chabra	Assistant Commissioner of Customs, Custom House, Kandla
6	A.K. Moria	Assistant Commissioner of Customs, Custom House, Kandla
7	Mukesh Chadda	Assistant Commissioner of Customs, Custom House, Kandla
8	S. Kirupanandasamy	Traffic Manager (I/c), Deendayal Port Trust, Kandla
9	Gopal Sah	APPO, Regional Plant Quarantine Station, Kandla
10	R.R. Katara	Superintendent (Bond), C. H., Kandla
11	B.R. Meena	Superintendent (MCD), C. H., Kandla
12	Dhiren Chhaya	Vice President, Custom House Agent's Association, Kandla
13	Keyur Thakrar	Secretary, Custom House Agent's Association, Kandla
14	R.P. Singh	Member, Custom House Agent's Association, Kandla
15	Pankaj Thakkar	Member, Custom House Agent's Association, Kandla
16	Harichand Tharwani	Member, Custom House Agent's Association, Kandla

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:** Thanks for your initiative to expedite the scanning machine/CCTV procurement through DPT. Shall be thank full to get an latest update on the process & an time frame for installing both SM & CCTV at Dock Preventive & Oil Jetty Gate.

**Reply:-** After consulting with the Traffic Manager (I/C), DPT, present in the meeting, the Chairman replied that the procurement of scanning machine is under process by CISF and CCTV will be installed by the DPT shortly.

**[Action: TM, DPT]**

**Point 2- Government Notification No.38/2018 Sea IGM/EGM:** During the meeting of CBIT at Customs house, JNPT held on 18th January, 2019- it was informed that the online registration will be available within one week time but unfortunately until now the registration window has not been uploaded in the Icegate website. Though associations are following up with CBIT, but appreciate if Kandla Customs shall try to get an update on this matter. Understand from CBIT that there will be no further extension on implementation date of the Notif. No. 38/2018, so 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 the date of implementation of Sea Cargo Manifest and Transhipment Regulation, 2018 has been postponed and will be effective from 1<sup>st</sup> August, 2019 vide Notification No.17/2019-Customs (NT) dated 27.02.2019. Further, the Chairman informed the members that a technical guidance note on new regulation is released and same is available at website of Commissionerate and ICEGATE.

**Point 3- Notification No. 56/2016 (NT) dated 27.04.2016 relating to coastal goods and vessel carrying coastal goods:** KPSAA would like to take this opportunity to thank the Chairman for issuance of the Public Notice No. 30/2018 which is very much beneficial to the coastal trade and this has been appreciated by the entire Coastal Trade.

**Reply:** The Chairman informed the members that Board has issued a Circular No. 8/2019-Customs dated 26<sup>th</sup> February 2019, extending the facility for use of EXIM containers for carrying coastal goods and use of local or domesticated containers for transportation of EXIM cargo. A Public Notice in this regard will be issued shortly.

**[Action: AC (AG section)]**

**Point 4- Shipping Agent A-card issuance/ renewal:** We have been informed by our members that these days MCD department is not renewing the SA A-Card instead insisting for issuance of new SA A-Card for which they are demanding to submit all the required documents again for this purpose. However, our submission is that since the shipping agent staff member are already holding A-Card and insisting of going for the new card the official has to just renew the existing card.

**Reply:** The Chairman informed the members that the files related to issuance for Shipping Agent card are not traceable due to shifting of section. Due to unavailability of the files some applicants have been asked to submit required documents for issuance of Shipping Agent A-Card. Further, in case of some applicants working since long as representative of Shipping Agent, the contents of their holding Shipping Agent A – Card are not legible and condition of the card is not well. Hence, on their request and consent, new A-Cards have been issued to such persons instead of renewal of the holding Shipping Agent A Card. The Chairman assured the members that if required documents available with MCD section then the same will not be asked for again.

**[Action: AC (MCD section)]**

**(II) Agenda points raised by M/s Kandla Custom House Agents' Association:**

**Point 1- Clearance of excess/ short cargo beyond 0.5% in Bulk Liquid cargo:** Import liquid bulk cargo faces an issue of mismatch in quantity in B.L v/s Shore Out-Turn quantity. A detailed procedure of discharge and clearance of liquid cargo for both Home Consumption & Warehousing was formulated vide P.N. No 14/2017 dated 12.01.2017. All the Out-turn reports –whether excess or shore and even if such excess/ short is beyond 0.5% should be certified by the Custom Officer (Ref. Para 9 of PN No.14/2017). This would pave way for future course of action as explained in Para 13,14 & 15 of said P.N.

**Reply:** The Chairman replied that it was conveyed through the said Public Notice that the shortage beyond 0.5% in Liquid Bulk Cargo against B/L quantity may be considered doubtful and a detailed investigation is required to ascertain the reasons of such shortage. The case referred by the member involved shortage of 120 MT of liquid cargo which is not volatile in nature. The Chairman also directed the Assistant Commissioner (Bond) to expedite the investigation in the present case and pass the speaking order after due procedure.

**[Action: AC (Bond section)]**

**Point 2 Undue delay in issuance of Test Report by CRCL, Kandla.**

Clearance of many import items are being subject to testing of representative samples and all the 3 Custom House- Kandla, Mundra and Pipavav, are forwarding samples to CRCL, Kandla for testing. It is noticed that since 68 months, undue delay in occurring in issuance of Test Reports by the CRCL, Kandla. It is taking more than 2-3 weeks for issuance of Test Reports in many cases. This delay in issuance of Test Reports causes delay in clearance which leads to incurring heavy detention and storage charges of Shipping Lines and CFS.

Apart from the delay another difficulty faced is that there is no consistency in the reporting pattern. The products for which Analysis Report were being issued by this Laboratory for many years properly are now being reported in a totally confusing pattern. During the last 4 months the Petroleum products are the most effected due to this change in reporting.

**Reply:-** The Chairman assured the members that the matter is being taken up with Joint Director, CRCL. Further, the Chairman stated that delay in test report got streamlined during past months and most of the Liquid cargo are allowed clearance under Test Bond except the cargo falling under Chapter 27 and cargo suspected hazardous & canalized items.

**[Action: AC/DC (All Import Groups)/CRCL]**

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**

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Copy to:

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