



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 15.05.2018

**MINUTES OF MEETING OF PUBLIC GRIEVANCE REDRESSAL COMMITTEE
(PGRC), HELD ON 01.05.2018**

A meeting of "Public Grievance Redressal Committee (PGRC)" Custom House Kandla was held on 01.05.2018 at 15.00 hrs of the Customs Commissionerate, Kandla, under the Chairmanship of Sh. Sanjay Agarwal, Commissioner, Custom House, Kandla.

The following officials / members were also 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.	Pradeep Sharma	Assistant Commissioner, Custom House, Kandla
6.	S C SAHOO	Assistant Commissioner, Custom House, Kandla
7.	Bhobani Baral	Assistant Commissioner, Custom House, Kandla
8.	D.S.E. Fernandes	Superintendent (MCD), Custom House, Kandla
9.	Manoj Kumar Ojha	Superintendent (R&I), Custom House, Kandla
10.	S L Gopinath	Superintendent (DP), Customs House, Kandla
11.	K K Tank	Superintendent (DE), Custom House, Kandla
12.	Vipul Joshi	Superintendent (FSSAI), Custom House, Kandla
13.	P K Gokhroo	Preventive Officer, (MCD), Custom House, Kandla
14.	Pradeep Meena	Preventive Officer, (AG), Custom House, Kandla
15.	Hemchandra Yadav	President, KCHAA
16.	Dhiren Chhaya	V. President,, KCHAA
17.	K M Thakkar	Partner, KSAS
18.	D N Dubey	Treasurer, Kandla Timber Association
19.	P C Agrawal	Partner, Shree Shyam Shipping Services
20.	R P Singh	Partner, Rishi International. Logistics
21.	Sanjay Dave	Treasurer, KCHAA
22.	Hari Shyam	Member, KPSAA
23.	Kiran Ahir	Secretary, Laghu Udyog Bharati

Sanjay
17.5.18

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

KANDLA PORT STEAMSHIP AGENTS ASSOCIATION

Point 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 it is regretted 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 to kindly arrange to cancel the procedure of manual IGM/EGM filing immediately so that the concept of paperless really works.

Further, Shri Hari Shyam, Member of KPSSA said that penalty being is imposed by Customs for not filing of manual IGM/EGM by Customs.

Reply:- The Shipping Agents file IGM with Cargo declaration only in Form III for EDI purpose but certain other Forms (as per specified size) i.e. Form I, Form II, Form IV and Form V containing declarations w.r.t. dangerous/prohibited/sensitive cargo i.e. arms, ammunitions, explosives, narcotics, gold etc. are not being filed in EDI System. These declarations are mandatory to be filed under the Customs regulations and are being filed with the IGM when filed manually. Apart from above, as per Customs Manual, even in EDI locations for any reason if some Bills of Entry are required to be filed manually, then hard copy of IGM have to be filed.,

The Chairman directed the ADC to examine the matter regarding penalty for not filing manual IGM/EGM and take necessary action as per law.

Point-02 .Stamping & signing of the receipt of Indian Light House Dues:

A public Notice has been issued with regards to the introduction of online payment of Indian Light House Dues. The procedure regarding payment of dues online has been notified by Directorate General of Light Houses and Lightship under the Ministry of Shipping. The shipping agents can download a receipt from the website of DGLL as a proof of payment of dues.

This practice was introduced at all Customs house including Kandla to make ease of transactions in order to avoid any manual transactions but the unfortunately there have been instances wherein the officers have asked shipping agents to get the online generated receipts, stamped again and signed by an officer. The Customs will appreciate that downloaded receipts are not required to be endorsed or stamped as the same are authenticated and the officer may check the authenticity of the receipt by visiting the website through ICEGATE They humbly request to kindly pass necessary orders for endorsing and stamping the online generated ILH receipt they have already forwarded the Public Notice # 48/2016 issued by the Commissioner of Customs (Port) Kolkata in this regard.

Reply:- The Chairman replied that the said practice has been adopted from 16.02.2018, in light of PN. NO. 48/2016 dated 03.06.20016 issued by Commissioner of Customs (Port), Kolkata.

Point 3.OTB boarding getting delayed:

This is to bring to your kind notice that these days getting an OTB boarding permission from the R&I department getting stretched which results in delay in arranging boarding of officials on board the vessel at outer anchorage.

[Agenda point withdrawn by KANDLA PORT STEAMSHIP AGENTS ASSOCIATION vide letter dated 30.04.2018.]

Point 4 .Customs forcefully taking satisfaction certificate from Master:

We have been informed by our members that now days the officials who are boarding the vessel are forcefully taking satisfaction certificate from the Master of the vessel & there are many cases where Master informs their agents that Customs officials insist for satisfaction certificate. In order to overcome this issue we suggest that let customs circulates an email id so that the Master shall be able to send their respective certificates directly after sailing of the vessel from Kandla.

[Agenda point withdrawn by KANDLA PORT STEAMSHIP AGENTS ASSOCIATION vide letter dated 30.04.2018]

Point 5. Need to place CC TV at the baggage clearance:

In order to be much more transparent & to avoid any allegations from the crew/principals with respect to baggage clearance, the association suggested that a CCTV may be installed at baggage clearance counter so that they can prove that Customs are very transparent in arranging clearance of baggage. The Association requested to install baggage Scanning Machine at baggage clearance area.

Reply:- The Chairman replied that they will write a letter to KPT in this matter and Association will also assist where CCTV is required. Further, the chairman replied that at present at Kandla Port there is not much traffic for baggage but viability of Baggage Scanning Machine can be ascertained.

KANDLA CUSTOM HOUSE AGENTS' ASSOCIATION

Point-1

Allowed for Shipment is still asked by Officer during Let Export Order.

Reply:- The chairman replied Allowed for Shipment is taken as per the Public Notice No. 17/04 dated 29.06.2004 issued from F.No. S/12-10/2003-04/EDI/KDL where in procedure of computerized Shipping Bill under ICES has been given. As per para 8.1 and 8.3 of the said public notice, Allow for Shipment is taken. Also the Shipping Bill format in ICES contains the provisions for taking Allow for Shipment. The CHA needs to confirm if at any port supervision is dispensed with after LEO and if so the documents attached there with, Such work is to be done by line also.

Point-2 :-

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Plant Protection and Quarantine office is working from Monday to Friday only, creating hurdles in 24 X 7. If it can be taken up from CBEC to write to Agricultural Ministry to Issue an order for the allied agencies match their holidays along with Principal agencies.

Reply:- The chairman replied that the matter is pertains to Plant Protection and Quarantine office.

Point-3:-

Often now it observed the B/E's / S/B's no's are not being generated due slow / poor connectivity of ICE gate and consequently the Importer / Exporter are being penalized and then a waiver of the same charges is requested. If possible a general public notice in this regard can be issued in which after sufficient evidence, waiver can be granted by proper officer without any additional approval and process.

Reply:- The chairman replied that the penalty will be waived in genuine cases as per law and ICEGATE is likely to be migrate to newly version shortly.

Point-4 :-

DDP is not having a open bonded warehouse inside the port. Now a days due to liquidity crunch the importers are facing a lot of issues in paying Customs duty/IGST of the complete consignments in a single go timely manner. If DDP can be asked to provide space of the Bonded warehouse where the importers can shift their cargo, this will help importers in avoiding the port demurrage charges and also facilitate them to pay part payments and release their cargo in multiple parts.

Reply:- The chairman replied that port are not meant for storage, the importer should ensure to shift /move their cargos at the earliest from port area.

Point-5:-

G and H card holders of once Commiserate to be allowed to work for the same employer in another Commiserate without need of additional card of the new Commiserate. The CHA Association represent that in absence of Mundra staff they are not able to send Kandla Staff to Mundra.

Reply:- The chairman replied that let the staff have a "H" card at Mundra Customs also, to work in Mundra.

Point -6:-

In liquid cargo customs are not signing if shortage found above 0.5% resulting no amendments can be done. The Association Suggest to write a letter to Terminals for de-notified till recalibration where shortage is noticed more than 0.5%.

Reply:- The chairman replied that calibration of Storage tanks will done Shortly and a Joint meeting with Terminals can be held including CHA, Importers etc.

Point -7:-

Ex Bond BE are not given OOC after 1300 hrs.

Reply:- The chairman replied that the issue related to Saturday(Holiday) and there is a isolated case. Further, the Ex-bond facility is not available 24*7 Hrs.

Thereafter, the CHA Association is requested to release Refund of IGST paid on export of goods under Rule 96 of CGST Rules, 2017 the chairman assured the association that the Department is trying at best level to release IGST refund as soon as possible.

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.



(J.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.