



प्रधान आयुक्त, सीमा शुल्क का कार्यालय, कांडला.
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS,
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F. No. S/20-02/PGRC/AG/19-20

Kandla, dated 25.07.2019

**MINUTES OF MEETING OF PUBLIC GRIEVANCE REDRESSAL
COMMITTEE (PGRC)/PTFC/CCFC HELD ON 18.07.2019**

A meeting of "Public Grievance Redressal Committee (PGRC)/PTFC/CCFC" was held at Custom House, Kandla, on 18.07.2019 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	Yatish G. Patil	Deputy Commissioner, C.H., Kandla
3	Kiran M. Mohadikar	Deputy Commissioner, C.H., Kandla
4	Hemesh Chhabra	Assistant Commissioner, C.H., Kandla
5	Mukesh Chaddha	Assistant Commissioner, C.H., Kandla
6	Rajnesh Gupta	Assistant Commissioner, C.H., Kandla
7	Babulal Meena	Superintendent (MCD), C. H., Kandla
8	Samartha Raj Singh	Superintendent (MCD), C. H., Kandla
9	Prabhat Kishor	Preventive Officer (AG), C.H., Kandla
10	Keyur Thakrar	Secretary, Kandla Custom Brokers Association, Kandla
11	Satish Nair	Secretary, Kandla Port Steamship Agent Association, Kandla
12	Dhiren Chhaya	Kandla Custom Brokers Association, Kandla
13	R.P. Singh	Partner, Rishi International Logistics
14	Harishyam	President, Kandla Port Steamship Agent Association, Kandla
15	Vasudev	Interocean

At the outset, the Chairman welcomed all the Officials / Members of the Trade Associations. As there was no Agenda Points/ Grievances submitted by the Trade and various Trade Associations, chairman asked to raise any points/grievances in the meeting. The agenda points / grievance raised by the Trade Associations and the reply given by the Chairman are as under:-

Point 1- Public Notice No. 08/2019 dated 12.03.2019 issued by the Principal Commissioner of Customs, Kandla: Some of the members have successfully submitted Sea Manifest Application under ICEGATE and same has been accepted by ICES but still it is pending for the approval at Kandla Customs. Following problems are being faced by the officers [Supdt.(MCD)] at

Kandla and by the applicant at the time of verification & approval of application under Entity Approval Menu in their respective Customs system:

- (i) All documents are not reflecting in Custom system uploaded by the applicants;
- (ii) There is no history provided for the action taken on application and query raised by officer;
- (iii) All the details are entered by the applicant are not showing in customs system;
- (iv) Upon input of comments in the customs system application gets disappeared and even no any query received at applicant SCMTR Dashboard. Further after giving comment in application by officers are not able to go in approval menu as application gets disappeared immediately on comments by officers.
- (v) After query being raised by officer in system, it has not been received at applicant system for the reply of query raised by officers;
- (vi) There is no IRN numbers showing to the officer in system provided by the applicant in application/no- e-Sanchit access given to the officers for verification of documents submitted by the applicant. In order to overcome these issues- as requested a seminar may be conducted by Kandla Customs to avoid these issues.

Reply: The Chairman informed that the issue has all India repercussions and therefore the issue is to be taken up at DG System. He furthermore, directed the Assistant Commissioner (MCD) to make a reference to DG system to resolve the issue immediately.

[Action: AC, MCD]

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.

O/O COMMISSIONER
OF CUSTOMS
2902
25 JUL 2019


(AJAY KUMAR)
Additional Commissioner

F. No. S/20-02/PGRC/AG/19-20

Kandla, dated 25.07.2019

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.