



**OFFICE OF THE COMMISSIONER OF CUSTOMS, AIR CARGO EXPORTS,
NEW CUSTOM HOUSE NEAR IGI AIRPORT, NEW DELHI-110037**

C.NO.VIII/ACE/DBK/IGST/PN/156/2017/2141

Date: 11.12.2017

PUBLIC NOTICE NO. 21 /2017-18

SUBJECT: HELP DESK REGARDING IGST REFUND CASES-reg.

The refund of IGST paid on export goods has been receiving attention of the Commissionerate. As per the procedure laid down, the Custom formations have to generate scroll of IGST refund. As and when the matching of the information regarding payment of IGST given on the shipping bill is matched with the details of IGST paid as given on the GSTN portal in the returns (GSTR 1/1E/Table 6A), the validation is completed and the scroll can be generated.

This Commissionerate has so far scrolled out 833 shipping bills of July-October, 2017 involving Rs 23 crores (approx.) A large number of shipping bills are yet to be matched. The list containing the shipping bills and the type of mis-match, viz invoice number, amount of IGST etc has been uploaded on the Commissionerate website (www.delhicustoms.gov.in). As part of hand holding this office has conducted workshop with the exporters and has also been trying to clarify the doubts of the exporters individually.

In order to help exporters, understand the process, a Help Desk is being started with effect from 11.12.2017. The Help Desk would be manned by Shri Dharm Singh, Inspector and Shri Rajesh Kumar Tripathi, Superintendent who would be available every day from 3PM to 6 PM in the Drawback Section of the Export Shed. Dr. Anchita Pandoh, AC (Drawback) would be the Assistant Commissioner supervising this Help Desk. Exporters/CHAs seeking clarification may approach with the relevant documents like copies of return filed, acknowledgement received regarding filing of GSTR1/1E/6A etc along with the specific nature of problem being faced in getting IGST refund in respect of shipping bills filed on or after 1st July 2017 from this port (INDEL4). In the alternative, clarifications can also be sought by sending self-contained mails and documents as attached on

aircargodrawback@gmail.com. It will be the endeavor of the Help Desk to send suitable clarification by return mail at the earliest.

Exporters/ CHAs/ stakeholders may give wide publicity about the start of the Help Desk to maximize the efforts of the Commissionerate to quickly process the pending IGST refund claims.

Any difficulty in implementation of this Public Notice shall be reported to the Additional Commissioner / Joint Commissioner, ACC Export, New Custom House, near IGI Airport, New Delhi.

S. K. Sinha
11.12.17

(S. K. SINHA)
COMMISSIONER
ACC Export.

Copy to: As per list Attached.

Copy forwarded to:

- i. The PS to Chief Commissioner of Customs (DZ), NCH, New Delhi-110037.
- ii. PS to Chief Commissioner of Customs (Preventive), NCH, New Delhi-110037.
- iii. The Principal Commissioner of Customs, ICD TKD(Import), New Delhi.
- iv. The Principal Commissioner of Customs Air Cargo (Import), NCH, New Delhi-110037.
- v. The Commissioner of Customs ICD Tughlakabad (Export), New Delhi.
- vi. The Commissioner of Customs, ICD PPG.
- vii. The Commissioner of Customs, General Commissionerate, NCH, New Delhi-110037.
- viii. The Commissioner of Customs, IGI Airport New Delhi-110037.
- ix. The Deputy Commissioner Grp-VII/ Export Shed/CRU/Bond/FPO/Refund/Recovery/Disposal/Legal/Adjudication/Review /Drawback/SIIB/GJC/Audit for information and necessary action.
- x. The Deputy Commissioner, EDI with the request to upload the above Public Notice on official website.
- xi. The Delhi International Airport Limited, Cargo Terminal, New Delhi.
- xii. The General Manager, CELEBI, Cargo Terminal, Near IGI Airport New Delhi,
- xiii. The General Manager, DCSC, Cargo Terminal New Delhi
- xiv. The President, Delhi Customs Clearing Agent Association, 260-261, Anarkali Bazar, Jhandewalan New Delhi-110019.
- xv. The President & Secretary, M/s. Delhi Exporters Association, 1998, Naughera, Kinari Bazar, Delhi-110001.
- xvi. The Air Cargo Agents Association of India, (Northern Region), Room No. 25, ACAAI Warehouse Terminal, Near Centaur Hotel, IGI Airport, New Delhi-110037.
- xvii. The Secretary, PHD Chamber of Commerce & Industry, PHD House, Opp. Asian Games Village, New Delhi - 110016.
- xviii. Notice Board
- xix. Guard File

Anchita Pandey

Assistant Commissioner (DBK)
ACC Export