OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL);
NEW COURIER TERMINAL; NEAR IGI AIRPORT;
NEW DELHI – 110037.

C.No. VIII/Cus-Gen/NCT/ECCS/511/2017 Dated: 01.11.2017

PUBLIC NOTICE NO. 15/2017

It is brought to your notice that New Courier Terminal, New Delhi is kicked off with 100% roll out of ECCS with effect from 25.10.2017 thereby facilitating cargo clearance through electronic mode. Some specific instances have come to the notice of undersigned wherein delay has been caused due to operational issues arising out of ECCS implementation. It has been observed that even in obtaining approval of Commissioner for manual clearance, delay has often occurred due to lack of coordination among the custodian/courier, Wipro and the departmental officers.

2. In order to resolve the above issues, the following standard operating procedure may be adhered to:

   a. The technical/operational issue causing delay must be brought to the notice of the concerned AC (NCT), AC (ECCS) and Wipro, simultaneously through email by the Custodian/ Courier.
   b. The issue must then be examined by the concerned AC (NCT) along with Wipro to work out the feasibility of its ECCS clearance.
   c. If Wipro, after scrutiny, responds that the B/E has to be cleared manually, it has to be informed electronically to the concerned AC (NCT), AC (ECCS), Custodian/Courier and accordingly the file has to be routed through concerned AC (NCT) at the earliest possible for obtaining the permission of Commissioner (General) for manual clearance.
   d. The concerned AC (NCT) will ensure no delays occur in the file reaching Headquarters.
   e. The concerned AC (NCT) will subsequently inform the custodian/courier about the permission accorded for manual clearance and ensure its immediate clearance.
   f. AC (ECCS) has to be informed and kept in the loop at all stages so that he is aware of all the technical issues arising with the roll out of ECCS.
3. Any difficulty in implementation of this Public Notice shall be reported to Additional Commissioner / Joint Commissioner, New Courier Terminal, Near I.G.I. Airport, New Delhi.

[Signature]

(Dr. Kavita Bhatnagar)
Commissioner of Customs (General)

Copy to:

1. The Chief Commissioner of Customs, Delhi Zone, New Customs House, New Delhi, for information.
2. The Principal Commissioner / Commissioner of Customs, Import/Export IGI Airport/ICD TKD (Import)/ICD TKD (Export)/ICD PPG/Preventive, New Delhi.
3. The Additional /Joint Commissioner of Customs, O/o the Commissioner of Customs (General), New Custom House, New Delhi.
7. The Deputy Commissioner (EDI), NCH, New Delhi, with the request to upload the same on the Departmental / Customs website.

[Signature]

Assistant Commissioner of Customs (Technical)