

**OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-III)
MUMBAI ZONE-II, JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TALUKA: URAN, DISTRICT: RAIGAD, MAHARASHTRA-400707.**

F. No. S/22-Gen-150/2015-16 AM (I)

Dated 21.08.2017

PUBLIC NOTICE NO. 109/2017

Sub: Digitization of Refund claims at JNCH, Nhava Sheva; Creating electronic database of all refund claims, optional procedure; reg

Attention of the Importers, Exporters and all other stakeholders is invited to the Public Notice No 34/2017, dated 16.03.2017 issued by JNCH in regard to automation of Refund claims i.e. Digitization of Refund claims at JNCH, Nhava Sheva. It was informed that the automation process would be rolled out in two phases; first phase will consist of receipt and digitization of refund claims and second phase will be implemented later which will consist of processing, sanctioning and payment of the said claims.

2. The following category of refund claims have been selected for automation process:-

- a) SAD Refund claims,
- b) Other Custom Duty Refund claims including refund claims in Consequence of orders of Higher Appellate Forms and Finalization of Provisional Assessments,
- c) Double duty refund claim / Supplementary Refund claims,
- d) Interest Refund claims,
- e) Any other case.

3. The procedure in the first phase for receipt and digitization of refund claims provides that all such refund claims will be received by receiving clerk at service centre, EDI building in JNCH. Procedure also involves payment of fee of Rs 400/- to vendor's employee.

4. The procedure for submission of refund claim and digitization in the manner as prescribed vide aforesaid Public Notice No 34/2017, dated 16.03.2017 will continue. It is to clarify that **aforesaid procedure is optional**. However, the importer / exporter / person submitting refund claim has the option to follow alternate procedure as prescribed below:

OPTIONAL / ALTERNATE PROCEDURE

5. In order to maintain proper electronic database of all such refund claims and also to ensure that there is no delay in acknowledgement of refund claim, it has been decided that the applicant submitting refund claim shall also provide scanned copies of entire refund claim [*including supporting documents furnished along with refund claim*] in single .pdf file (**.pdf format**) to an officer authorized to receive such refund claim at the time of submission of refund claim. Name of the .pdf file should be **"Amount claimed as refund (in Nos) "**. The said Officer shall immediately copy the said .pdf file and return the storage device to applicant.

6. In order to ensure that there is no delay in the acknowledgment of claim, it is advisable that the applicant submitting refund claim can submit the refund claim at following locations:

SAD Claims [I to VI]: Service Centre, EDI, Behind main JNCH Building

**CRC Refund Claims : Room No 504, C Wing, 5th Floor
Room No 304, A Wing, 3rd Floor**

shall provide scanned copies in **.pdf format** in some storage devise. However, in case any person has any difficulty in following difficulty in scanning the documents, they may use the scanning facility created for this purpose at **Room No, B-601 [6th Floor, B wing]**, on first come basis.

7. Each of the receipt section shall maintain the database of all such refund claims [separately for SAD and CRC claims] in the following format.

SAD / CRC REFUND CLAIMS

Sr No	Date	Receipt No	Applicant	GSTIN / IEC No	Amount	Officer Acknowledging the Claim	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	
Sample Entry							
1	16.08.2017	01/CRC/2017-18	ABC	AKCAP24576C	256000	A.K. ABS	
2	16.08.2017	01/SAD/2017-18 ADD DOC 17.08.2017	ABC	AKCAP24576C	267000	D.K. CDF	

8. **.PDF file** provided by applicant should be inserted as **hyperlink** to "Receipt No" field of the aforesaid database. **ADC/JC** in charge of Centralized Refund Section shall ensure that back up such database is obtained every week and maintained in safe and secure manner, and for that purpose, devise a suitable SOP.

9. If the applicant wants to submit additional/supplementary information/documents related to the claim, the same shall be presented to the "Person Receiving the Claim" in the manner similar to above. It is advisable that the applicant seeking submitting additional documents shall provide scanned copies of these additional documents also in single **.pdf format** in storage devise. **.PDF file** provided by applicant should be inserted as **hyperlink** to "**ADD DOC DATED**" field of the aforesaid database. "Person Receiving Claim" after acknowledgement, will forward the additional documents to the concerned section / officer for further processing immediately.

10. Database being maintained in the aforesaid manner will also be useful to applicant / importer / exporter in case of any missing documents / information as the same can be obtained from Customs. Further, electronic data base will also assist in instant availability of aforesaid information to any section of Commissionerate or any other department / organization.

11. Difficulties, if any, faced in implementation of this Public Notice may be brought to the notice of the Joint / Additional Commissioner incharge of "Centralized Refund Section" [Tel No: 022- 27243184, email id: appraisingmain.jnch@gov.in / rajiv.shankar@nic.in].

12. This revised procedure would be **effective from 01.09.2017**. Action to be taken in terms of decisions taken in this Public Notice should be considered as standing order for the purpose of officers and staff.

Sd/-

(SUBHASH AGRAWAL)

Commissioner of Customs (NS-III).

To:

1. The Chief Commissioner of Customs, Mumbai Zone-II, JNCH for information.
2. The Commissioner of Customs, NS-G/ NS-I/NS-II/ NS-IV / NS-V, JNCH
3. All Additional / Joint Commissioner of Customs, JNCH
4. All Deputy / Assistant Commissioner of Customs, JNCH
5. All Sections / Groups of NS-G, NS-I, NS-II / NS-III/ NS-IV / NS-V, JNCH
6. The BCBA / Other Trade Associations.
7. The AC/DC, EDI for uploading on JNCH website immediately.

It is decided that the procedure for submission of refund claim and digitization in the manner as prescribed vide aforesaid Public Notice No 34/2017, dated 16.03.2017 will continue. It is being clarified that **aforesaid procedure is optional**. However, the importer / exporter / person submitting refund claim has the option to follow alternate procedure as prescribed below:

2.1. In order to maintain proper electronic database of all such refund claims and also to ensure that there is no delay in acknowledgement of refund claim, it has been decided that the applicant submitting refund claim shall also provide scanned copies of entire refund claim [*including supporting documents furnished along with refund claim*] in single .pdf file (**.pdf format**) to an officer authorized to receive such refund claim at the time of submission of refund claim. Name of the .pdf file should be **"Amount claimed as refund (in Nos) "**. The said Officer shall immediately copy the said .pdf file and return the storage device to applicant.

2.2. In order to ensure that there is no delay in the acknowledgment of claim, it is advisable that the applicant submitting refund claim can submit the refund claim at following locations:

SAD Claims [I to V]: Service Centre, EDI, Behind main JNCH Building

**CRC Refund Claims : Room No 504, C Wing, 5th Floor
Room No 304, A Wing, 3rd Floor**

shall provide scanned copies in **.pdf format** in some storage device. However, in case any person has any difficulty in following difficulty in scanning the documents, they may use the scanning facility created for this purpose at **Room No, B-601 [6th Floor, B wing]**, on first come basis.

2.3. Each of the receipt section shall maintain the database of all such refund claims [separately for SAD and CRC claims] in the following format.

SAD / CRC REFUND CLAIMS

Sr No	Date	Receipt No	Applicant	GSTIN / IEC No	Amount	Officer Acknowledging the Claim	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	

2.4. **.PDF file** provided by applicant should be inserted as **hyperlink** to "Receipt No" field of the aforesaid database. **ADC/JC** in charge of Centralized Refund Section shall ensure that back up such database is obtained every week and maintained in safe and secure manner, and for that purpose, devise a suitable SOP.

2.5. If the applicant wants to submit additional / supplementary information/documents related to the claim, the same shall be presented to the "Person Receiving the Claim" in the manner similar to above.

3. This revised procedure would be **effective from 01.09.2017**. Action to be taken in terms of decisions taken in this Public Notice should be considered as standing order for the purpose of officers and staff.

F.No.S/12-Gen-Misc-696/2016-17DBK/NS-II(JNCH)

Date: 31.03.2017 PUBLIC NOTICE NO. 44/2017

Sub:-Digitization of Drawback Refund claims under section 74, Supplementary and Manual Brand rate Drawback claims at JNCH, Nhava Sheva – Reg.

All the importers, exporters, customs brokers and the member of the trade are informed that as a consequent to the roll out of Automation of Refund claims and Manual brand rate drawback claim i.e. Digitization of Refund claims and Manual brand rate drawback claims (refer PN-34/2017), the following category of claims filed at Drawback Section have been selected for automation process:-

- i) Duty Drawback Refund claims under Section 74,
- ii) Manual Brand Rate Duty Drawback,
- iii) Supplementary Drawback etc.,

2. The procedure for receipt and digitization of the above claims and manual brand rate of drawback claims will be as follows:

(a) A service centre for receipt and digitization of the above mentioned claims will be functional in the EDI building in JNCH and all the above mentioned claims will be submitted to the receiving clerk posted there. Receiving clerk will receive the aforesaid claims and will hand it over to the vendor's employee for digitization, who will receive fee of Rs.400/- from the Importer/Exporter/Customs Broker and will issue receipt of the payment of the fee and will mention unique ID for the said claim on the receipt. On production of this receipt, the receiving clerk will give acknowledgement of the claim.

Importer/Exporter /Customs Broker will refer the unique ID in all future correspondences.

(b) The vendor's employee will digitize the above mentioned claim along with the relevant documents and after mentioning the unique ID on the hard copy of the claim, hand it over back to the receiving clerk who will forward the hard copy of the claim to the concerned section for further processing and existing procedure will continue to be followed.

(c) If the importer/Exporter wants to submit additional/supplementary information/documents related to the claim, the same shall be presented to the receiving clerk in the service centre who will give acknowledgement of the same and hand it over to the vendor's employee for digitization. Vendor's employee will digitize the same in the respective claim based on the unique ID and hand it back to receiving clerk. Receiving clerk will forward the same to the concerned section for further processing. For this digital incorporation of such additional/supplementary information/documents no fee will be collected by the vendor. Any change in the claim will be only with the prior approval of Deputy/Assistant commissioner of Customs of the Drawback section.

(d) In case the hard copy of the claim is mis-placed, copy of claim can be retrieved from the digitized copy of the claim.

3. The procedure for the further processing of the above mentioned claims will remain same as has been outlined in Public Notices- 80/2009, 90/2010, 98/2011 & 17/2011 issued by JNCH. 4. Difficulties, if any, faced in implementation of these instructions may be brought to the notice of the undersigned.

Sd/- (M.R.Mohanty)

Commissioner of Customs, NS-II

OFFICE OF THE COMMISSIONER OF CUSTOMS (NS - I, III & V) JAWAHARLAL NEHRU CUSTOM HOUSE, POST: SHEVA, TALUKA: URAN, DIST: RAIGAD, MAHARASHTRA, PINCODE - 400 707. E-mail: appraisingmain.jnch@gov.in Telephone No.022-27244889

F. No. S/22-Gen-150/2015-16 AM (I) Date: 16.03.2017

PUBLIC NOTICE NO.34/2017

Sub:- Implementation of Phase-I of Automation of Refund claims and Manual Brand rate drawback claim i.e. Digitization of Refund claims and Manual Brand rate Drawback claims at JNCH, Nhava Sheva – Reg.

All the importers, exporters, customs brokers and the member of the trade are informed that as a trade facilitation measure and in the spirit of 'Ease of Doing Business', this Custom House is going to roll out Phase-I of Automation of Refund claims and Manual brand rate drawback claim i.e. Digitization of Refund claims and Manual brand rate drawback claims. The automation process would be rolled out in two phases. First phase will consist of receipt and digitization of refund claims and manual brand rate drawback claim and second phase will be implemented later which will consist of processing, sanctioning and payment of the above mentioned claims.

2. The following category of claims are selected for automation process:-

a) SAD Refund claims,

b) Custom Duty Refund claims,

c) Refund claims in Consequence of orders of Higher Appellate Forms and Finalization of Provisional Assessments,

- d) Supplementary Refund claims,
- e) Interest Refund claims,
- f) Double Duty Refund claims,
- g) Other Specific Situations of Customs Duty Refund claims,
- h) Manual Brand Rate Duty Drawback,
- i) Supplementary Drawback etc.,

3. The procedure for first phase of receipt and digitization of refund claims and manual brand rate of drawback claims will be as follows:

(a) A service centre for receipt and digitization of the above mentioned claims will be functional in the EDI building in JNCH and all the above mentioned claims will be submitted to the receiving clerk posted there. Receiving clerk will receive the aforesaid claims and will hand it over to the vendor's employee for digitization, who will receive fee of Rs.400/- from the Importer/Customs Broker and will issue receipt of the payment of the fee and will mention unique ID for the said claim on the receipt. On production of this receipt, the receiving clerk will give acknowledgement of the claim. Importer/Customs Broker will refer the unique ID in all future correspondences.

(b) The vendor's employee will digitize the above mentioned claim along with the relevant documents and after mentioning the unique ID on the hard copy of the claim, hand it over back to the receiving clerk who will forward the hard copy of the claim to the concerned section for further processing and existing procedure will continue to be followed.

(c) If the importer wants to submit additional/supplementary information/documents related to the claim, the same shall be presented to the receiving clerk in the service center who will give acknowledgement of the same and hand it over to the vendor's employee for digitization. Vendor's employee will digitize the same in the respective claim based on the unique ID and hand it back to receiving clerk. Receiving clerk will forward the same to the concerned section for further processing. For this digital incorporation of such additional/supplementary information/documents no fee will be collected by the vendor. Any change in the claim will be only with the prior approval of Deputy/Assistant commissioner of Customs of the concerned section.

(d) In case the hard copy of the claim is mis-placed, copy of claim can be retrieved from the digitize copy of the claim.

4. The procedure for the second phase of automation which will be implemented in due course shall be as follows:

(a) The vender will develop and provide a web based portal and functionality where Importer will be given access to submit their claims online and upload the relevant documents. The existing facility of service centre will continue. In both the cases unique ID will be generated for each claim. The importer will also be required to submit the hard copy of the claim. The importer will also be given option to submit additional/supplementary information and documents online. Importer will refer to the unique ID allotted to their claim in all future correspondences.

(b) Based on the uploaded documents completion, deficiency or surplus memo will be generated automatically by system. Each claim while uploading will contain validation points to avoid double claims. There will be two types of deficiencies namely 1) Documental Deficiency which will be generated if claim is not provided with any mandatory documents for a certain type of claim 2) Similarly, a Validation Deficiency will be generated in case of NonValidation. Deficiency will be removed by either uploading deficient document or providing the reasons for non-applicability.

(c) Soft copy of the claim along with deficiency memo and unique ID will automatically move to concerned scrutiny officer. The scrutiny officers will scrutinize completeness of applications and send complete applications to the corresponding sanctioning officers. If any deficiency is noticed in applications, deficiency memos will be generated automatically and issued to the applicants. All aforesaid incomplete applications will also be sent to the sanctioning officers and will not come back to scrutiny officers unless the application is complete and deficiency removed. (d) Sanctioning officers will also scrutinize and verify the claim in system. Claims which will be sanctioned in the system will move to the payment queue automatically for direct payment and for further processing. The scrutiny and sanctioning officer will be given access to view uploaded documents.

5. Difficulties, if any, faced in implementation of these instructions may be brought to the notice of the undersigned.

Sr No	Date	Receipt No	Applicant	IEC No	Amount	F. No.	SAD / CRC	Officer Acknowledging the Claim