

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

F. No. S/12-Gen-38/2015-16 AM(X) Part-I

Date: 31.01.2017

PUBLIC NOTICE NO. 13/2017

Sub: Procedure for Manual "Let Export Order" in case of prolonged system issues;

Attention of the Importers, Exporters, Port Terminal Operators, Shipping Lines / Shipping Agents, CFSs coming under the jurisdiction of JNCH, Nhava Sheva and all other stakeholders is invited to the Public Notice No. 163/2016 dated 01.12.2016 & Public Notice No. 174/2016 dated 15.12.2016 regarding Standard Operating Procedure consequent to commencement of "Document Processing Area" in the Parking Plaza and Gate Automation for Export & Import through NSCIT/NSIGT, GTI & JNPCT.

2. Recently, there were instances of delay in processing of "shipping bills" due to system issues like "shipping bills in RMS queue" etc. In such cases, in order to ensure that vessel is not missed, manual clearances were allowed on case to case basis after waiting for reasonable period of time. There has been request from Trade that there should be system in place to provide for manual "Let Export Order" in such exceptional circumstances so that there is no need for approval from Commissionerate each time.

3. In view of the above, following procedure is prescribed to deal with such circumstances of exceptional nature:

- i. Whenever there is delay in processing of shipping Bill for more than 4 hours due to system issues (like "shipping bills in RMS queue" etc.), concerned officer may resort to manual LEO (subject to scrutiny of information contained in check list and accompanied documents presented for registration);
- ii. A register named as "Manual LEO due to System Issues" to be maintained by each of the "Document Processing Area" of Parking Plazas and CFSs.
- iii. Officer attending to such clearances have to record the time of "beginning of system issues / problems supported by screen shot as evidence;
- iv. Details of all Manual LEOs should be entered in the Register in the following format;

Sr No	Start Time & date of system issues (beginning of system problem)	Date & Time of LEO	Shipping Bill No & Date	Name & IEC No of Exporter	Date & time of LEO in the system (after system has restored to normal)	Whether RMS Facilitated (Yes / No)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

- v. As soon as system issues are resolved, such shipping bills are to be processed in the system and details as prescribed in Column (6) & (7) have to be entered in the system.
- vi. Monthly report of all such clearances is to be sent to ADC / JC EDI so that aforesaid facts can be cross verified by EDI. EDI may further inform the said details to ADG (RMD) / ADG (System) depending upon the root cause of the problem.
- vii. Manual LEO have to be given on the basis of principle of "First in First out". However, priority have to be given to "Refrigerated Containers" and other shipments, which may miss the vessel, if not given LEO.
- viii. "Refrigerated Containers" are not subject to aforesaid time limit of 4 hours and manual LEO can be given to them even prior to 4 hours.
- ix. If the system is restored to normal working and shipping bills covering any container (allowed manual LEO) is not facilitated, then containers need to be recalled to CFS for examination as per system instructions. (If system is restored at least 48 hours prior to sailing of vessel.)

Sd/-

(SUBHASH AGRAWAL)

Commissioner of Customs, NS-IV

To:-

1. The Chief Commissioner of Customs, Mumbai Zone II.
2. The Pr. Commissioner of Customs NS I
3. The Commissioners of Customs, NS-Gen, II, III, IV & V
4. All the Additional/Joint Commissioners of Customs, NS-Gen, I, II, III, IV & V
5. All the Dy. /Assistant Commissioners of Customs, NS-Gen, II, IV
6. Notice Board and website.