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भारत सरकार
Government of India
वित्त मंत्रालय, राजस्व विभाग
Ministry of Finance, Department of Revenue
सीमा शुल्क आयुक्त (निवारक) का कार्यालय
Office of the Commissioner of Customs (Preventive)
पूर्वोत्तर क्षेत्र

North Eastern Region
सीमा शुल्क भवन 110 एम . जी. रोड शिलांग . 793001
Custom House, 110 M. G. Road, Shillong - 793001

Facility No. 02/2019

Dated: Shillong the 7th January 2019

Sub: Launch of Indian Customs EDI System (ICES 1.5) for Imports and Exports, at INDRGB- Darranga Land Customs Station- reg.

Sub: Launch of Indian Customs EDI System- (ICES 1.5) for Imports and Exports, at INDRGB- Darranga Land Customs Station, Baksa, BTAD, Assam - reg.

PART- I

GENERAL INSTRUCTIONS

1. Attention of all the Importers, Exporters, Customs Brokers and the Members of the Trade is invited to Notification No. 63/1994-Customs (NT) dated 21.11.94 (as amended), by which Darranga Land Customs Station (LCS), Baksa, BTAD, Assam is notified for the purpose of unloading of imported goods and the loading of export goods or any class of goods under Section 7(1) of the Customs Act, 1962.
2. It is informed that Darranga LCS will shift its operations from manual processing of documents to Indian Customs Electronic Data Interchange System (ICES) with effect from 14.01.2019.
3. The Commissioner of Customs (Prev), NER, Shillong prescribes the normal working hours of the Darranga LCS from 8 a.m. to 6 p.m. from Monday to Saturdays (except all Sundays and Government declared public holidays). Beyond normal working hours, the services of Customs Officers would be extended on need/overtime basis. In such cases, request letters may be filed 24 hours in advance and approval will be subject to payment of prescribed MOT (Merchant Overtime Fee) under Customs (Fee for rendering services by Customs officers) Regulations, 1998.

4. Darranga LCS is yet to attain the status of 24 x 7 working hours/operation and hence for the administrative convenience, clearance of import cargo would not be effected on holidays and beyond normal working hours prescribed for regular working days. Nevertheless, in cases of acute emergency and perishable nature of the cargo, the Deputy/Assistant Commissioner of Customs, Customs Division, Guwahati may order for import clearances upon requests from importer. This exception would be considered by the competent authority on merits on a case to case basis and on payment of applicable MOT charges.

5. For the benefit of Trade, the following Standard Operating Procedure (SOP) would be adopted at the Darranga LCS to clear import and export goods. All statutory import/export declarations/documents shall be filed & processed electronically through Electronic Data Interchange (EDI mode) at Darranga LCS.

6. It is expected that the Trade and other agencies would strictly comply with these instructions to ensure the hassle free functioning of Darranga LCS. Difficulties, if any, faced may be brought to the notice of the Deputy/ Assistant Commissioner of Customs, Customs Division, Guwahati for redressal.

PART- II **INSTRUCTIONS FOR IMPORT**

The procedures as laid down in Facility No. 07/2018 dated 27.12.18 will apply mutatis mutandis here and the same may be referred to.

PART- III **INSTRUCTIONS FOR EXPORTS**

The procedures as laid down in Facility No. 07/2018 dated 27.12.18 will apply mutatis mutandis here and the same may be referred to.

PART- IV **TRANSIT OF BHUTANESE CARGO**

The procedures as laid down in Facility No. 07/2018 dated 27.12.18 will apply mutatis mutandis here and the same may be referred to.

PART- V

GRIEVANCE HANDLING

1. Grievance Handling

The Deputy Commissioner /Assistant Commissioner of Customs, Customs Division, Guwahati may be approached by Importers /Exporters or their Customs Brokers for redressal of any problems faced at any stage of the import/export clearance. For Help desk facilities the following numbers may be noted:

a) ICEGATE users would continue to interact with the Helpdesk at 011- 2337902 and 011 - 2337013 or through icegatehelpdesk@icegate.gov.in This Helpdesk is Managed by M/s Wipro.

b) Users requiring any other clarifications regarding the new application may interact with the toll free Helpdesk number 18002662232 or at si_helpdesk@icegate.gov.in

This Helpdesk is managed by TCS. Regarding hardware issues the users may contact 18004254994 or mail to nightdesk.banglore@hp.com this is managed by the HP.

a) Users may also directly contact the System Manager or the designated Custom Officers in case of any difficulty

1. The Deputy/Assistant Commissioner, Customs Division, Guwahati:
(System Manager)
(Tel. No. 0361-2340511)
2. The Superintendent, Darranga Land Customs Station (Alternate System Manager)

(The Facility No. 07/2018 dated 27.12.18 as referred to above is available for viewing at http://shillongcustoms.gov.in/english/wpcontent/uploads/2018/12/facility_2018_07.pdf)


(K. Ashi Khieya)
Commissioner of Customs (P), Shillong

SPEED POST

C.No. VIII(48)17/CUS/TECH/Darranga/2015/7081-94(A)

Dated:

7 JAN 2019

Copy for information to:

1. The Chief Commissioner, GST & Customs, Shillong.
2. The Addl. Director General, Directorate General of Systems, 4th & 5th Floor, Hotel Samrat, Chanakyapuri, New Delhi - 110 021.
3. The Joint Director General of Foreign Trade, R.G. Baruah Road, Guwahati - 781 024.
5. The Deputy/Assistant Commissioner, Customs Division, Guwahati. He is requested to bring this facility to the notice of all exporters/importers associations and Customs Brokers in his jurisdiction and cause strict implementation of the same on operationalisation of the ICES. It is also requested to email a copy of this Facility to the NSM.
6. The Deputy/Assistant Commissioner, Customs Division, Agartala/Aizawl/Dhubri/Dimapur/Imphal/Karimganj/Shillong for circulation among all Export/Importer Associations, Customs Brokers under their jurisdiction.
7. The Superintendent, Darranga LCS
8. The Superintendent, Computer Cell, Customs Hqrs., Shillong to upload the contents of this Facility on the Commissionerate website.
9. The Hindi Translator, Customs Hqrs., Shillong to get issued Hindi version of this Facility.
10. Guard File.


7/1/19
(K. Ashi Khieya)
Commissioner of Customs (P), Shillong