



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  
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**Facility No. 12 /2019**  
**Dated: Shillong the 29<sup>th</sup> July 2019**

**Sub: Launch of Indian Customs EDI System- (ICES 1.5) for Imports and Exports, at INKGJ1 (Karimganj Steamerghat & Ferry Station LCS), INMREB (Moreh LCS), INMHGB (Muhurighat LCS), INAGTB (Agartala LCS) and INMPB (Srimantapur LCS)- 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 Karimganj Steamerghat & Ferry Station LCS, Muhurighat LCS, Agartala LCS, Srimantapur LCS and Moreh LCS are 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 Karimganj Steamerghat & Ferry Station LCS, Muhurighat LCS, Agartala LCS, Srimantapur LCS and Moreh LCS will shift their operations from manual processing of documents to Indian Customs Electronic Data Interchange System (ICES) with effect from 05.08.2019.
3. The Commissioner of Customs (Prev), NER, Shillong prescribes the normal working hours and weekly holidays of these LCSs vide Facility No. 06/2015 dated 04.08.15 (for Karimganj Steamerghat & Ferry Station LCS, Muhurighat LCS, Agartala LCS & Srimantapur LCS) and Facility No. 02/2018 dated 27.03.18 (Moreh LCS). 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. The above mentioned LCSs are 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 of the jurisdictional Customs Division, 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 these LCSs to clear import and export goods. All statutory import/export declarations/documents shall be filed & processed electronically through Electronic Data Interchange (EDI mode) at these LCSs.

6. It is expected that the Trade and other agencies would strictly comply with these instructions to ensure the hassle free functioning of Karimganj Steamerghat & Ferry Station LCS, Muhurighat LCS, Agartala LCS, Srimantapur LCS and Moreh LCS. Difficulties, if any, faced may be brought to the notice of the Deputy/Assistant Commissioner of Customs, of the jurisdictional Customs Division, 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

#### GRIEVANCE HANDLING

##### **1. Grievance Handling**

The Deputy Commissioner /Assistant Commissioner of Customs, of the jurisdictional Customs Division, 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](mailto: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](mailto:si_helpdesk@icegate.gov.in)  
This Helpdesk is managed by TCS. Regarding hardware issues the users may contact 18004254994 or mail to [nightdesk.bangalore@hp.com](mailto:nightdesk.bangalore@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/ICD (Amingaon): (System Manager)

(Tel. No. 0361-2340511)

2. The Deputy/Assistant, Customs Division, Karimganj (Assistant System Manager for Customs Division, Karimganj) (Tel. No. 03843-262499)

3. The Deputy/Assistant, Customs Division, Agartala (Assistant System for Customs Division, Agartala) (Tel. No. 0381-2323119)
4. The Deputy/Assistant, Customs Division, Imphal (Assistant System for Land Customs Station, Moreh) (Tel. No. 03872-261762)
7. The Superintendent, Karimganj Steamerghat & Ferry Station LCS/ Muhurighat LCS/Agartala LCS/Srimantapur LCS/Moreh LCS

(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](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)25/CUS/TECH/06/6096-114(A)

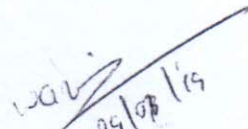
Dated:

Copy for information to:

29 JUL 2019

1. The Chief Commissioner, GST & Customs, Guwahati
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, Agartala/Karimganj/Imphal/Agartala LCS/Moreh LCS. They are requested to bring this facility to the notice of all exporters/importers associations and Customs Brokers in their jurisdiction and cause strict implementation of the same on operationalisation of the ICES.
6. The Deputy/Assistant Commissioner, Customs Division, Aizawl/Dhubri/Dimapur/Shillong for circulation among all Export/Importer Associations, Customs Brokers under their jurisdiction.
7. The Superintendent, Karimganj Steamerghat & Ferry Station LCS/ Muhurighat LCS/Agartala LCS/Srimantapur LCS/Moreh 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.

  
(Wazim Mustafa)  
Assistant Commissioner (Tech)