Facility No. 12/2019
Dated: Shillong the 29th July 2019

Sub: Launch of Indian Customs EDI System- (ICES 1.5) for Imports and Exports, at INKGJ1 (Karimganj Steamergath & Ferry Station LCS), INMRE6B (Moreh LCS), INMHGB (Muhurighat LCS), INAGTB (Agartala LCS) and INSMPB (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 Steamergath & 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 Steamergath & 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 Steamergath & 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 icergethelpdesk@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/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


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

SPEED POST
C.No. VIII(48)25/CUS/TECH/06/ 6096-114 (A) Dated: 12 9 JUL 2019

Copy for information to:

1. The Chief Commissioner, GST & Customs, Guwahati
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)