

**OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)**

**JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,**

**TAL. URAN, DIST. RAIGADH, MAHARASHTRA 400 707.**

F.No. S/12-GEN-1192/07 DBK JNCH

Date : 24.01.2008

**FACILITY NOTICE No. 12 /08.**

(Referred / amended vide P.N.No. [39/2009](#))

**Sub: Settlement of long pending drawback claims owing to non submission of replies to the queries by the exporters- forwarding of queries to exporters Associations for circulation to their members-reg.**

There is a huge pendency of 14,750 drawback claims (as on 18.01.2008) pending owing to non submission of replies to the queries by the exporters. Some of these queries have been pending for several years. As the processing of drawback claims is online through EDI System, the queries are issued on line and the exporters take printout of queries from CMC Service Center and also submit their replies through CMC Service Center. Normally the exporters come to know about a query on enquiry through CHA from the Service Centre, the Help Desk in the Custom House or the Touch screens installed at various places in the Custom House and all the CFSs. The query status drawback claims is also informed to the exporters by the Drawback Section on receipt of letters from them.

Recently, the facility of e-mail based procedure which was started for ascertaining the transmission status of the DEPB shipping bills vide [Facility Notice No 40/2007](#) dated 11.10.2007 has been extended for enquiries regarding drawback shipping bills also vide [Facility Notice No.10 /08](#) Dated 18.01.2008. As per the procedure under this facility notice all requests

regarding status of drawback claims may also be sent through e-mail to [docktrack.jnch@icegate.gov.in](mailto:docktrack.jnch@icegate.gov.in). by mentioning the subject of the mail as **exp:dbkpend:sbno:SB1,SB2,SB3** or **exp:dbkpend:iec:<IEC NO>** or **exp:dbkpend:cha:<CHA NO>** to get status of drawback claims for particular SBs or of all drawback claims filed by a particular exporter or of all drawback claims filed by a particular CHA along with reasons for pendency of pending claims. The reply to the mail will be auto generated and will be sent to the mail id from which request has been received as an attachment.

As a measure of additional trade facilitation, all the pending queries (as on 18.01.2008) have been compiled on C.D. and a copy of the C.D has been forwarded to various exporters Associations/ organizations, for circulation among their members/exporters. All the exporters having any long pending drawback claim may contact their concerned Association in this regard in addition to any other mode of enquiry as mentioned above. If no reply to pending queries is received within a period of 60 days from the issuance of this Public Notice, the old pending drawback claims on account of queries will be settled on the basis of records available. In case an exporter is not in a position to submit reply within a period of 60 days from the issuance of this Public Notice, a request may be made in this regard to keep the drawback claims pending.

**Sd/-25.01.2008**  
**(SANJEEV BEHARI),**  
**COMMISSIONER OF CUSTOMS (EXPORT)**

Copy to:

1. Chief Commissioner of Customs, Zone-II
2. All Addl./ Jt. Commissioners (Export), JNCH
3. All ACs/DCs (Export), JNCH
4. Bombay Custom House Agents Association.
5. CMC Service Centre, JNCH, Nhava Sheva
6. Notice Board