

OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
MUMBAI ZONE-II, JAWAHARLAL NEHRU CUSTOMS HOUSE
NHAVA SHEVA, TALUKA, URAN, DISTRICT-RAIGAD

F. No. S/43-263/2015 PSO JNCH

Date: 24.11.2016

STANDING ORDER NO. 71/2016

Sub: - To improve the efficiency and streamline the Boarding Procedure – reg.

To streamline the Boarding procedure and to improve the functioning of Docks operations, the following guidelines and directions are issued:

1. The Section Officers/Boarding Officers are directed to inform the Master of the vessel to give a factual feedback in the enclosed format.
2. The Boarding Officer should fill up the contact number of Superintendent (Boarding) and DC (PG) while handing over the specimen feedback form to the Master of the vessel for their feedback. The filled in feedback form should be collected from the master of the vessel and submitted to the Superintendent (Boarding) on completion of duty/shifts.
3. The Superintendent (Boarding) on duty should immediately inform DC (PG) regarding the adverse feedback, if received, over phone and it should be placed before DC (PG) on the same day or next working day (invariably before the sailing of the vessel). The same shall also be recorded in the diary maintained at the Boarding Office.
4. Citing International formalities/convention, in certain cases the Master of the vessel/Shipping Agent may offer gifts to the Boarding Officer. The Boarding Officer should refuse the gift politely and firmly. On surprise verification (by team tasked with that purpose) and/or on the some adverse feedback received, if any, if it is found that instructions in this regard have been flouted, strict action shall be initiated as per CCS (Conduct) Rules, 1964 and CCS (Classification, Control and Appeal) Rules 1965.
5. The Superintendent (Boarding) is directed to scrutinize the berth list as soon as he takes over the shift and to depute officers posted at Boarding Office to attend to the work of Boarding of the vessels in the event of more than one vessel berthing at the same time. It shall be the responsibility of the Superintendent (Boarding) to ensure that the entry inward is given without any delay.
6. All Officers/Superintendent posted in Boarding Office shall wear proper uniform with name plates.
7. The Superintendent (Boarding) shall ensure that a copy of berth list reaches the DC/AC (CIU (R&I)) by 10:00 Hrs. every day without fail.
8. The Boarding Office should give daily report to DC (PG) regarding the number of vessel berthed and boarded on previous date with details i.e. berthing time, boarding time and entry inward time.

Sd
(SUBHASH AGRAWAL)
Commissioner of Customs (General).

MUMBAI CUSTOMS (NHAVA SHEVA) FEEDBACK FORM

Dear Captain,

Mumbai Customs Nhava Sheva welcomes you and your crew. You are requested to fill the Part B of the feedback form carefully and give a genuine opinion about your experience with Customs. Your feedback will help us in improving our services.

(Boarding Officer)

PART A

1. Boarding Officer :
2. Date :
3. Berth :
4. Vessel Name :
5. Nationality :
6. Master Name :
7. Agent :
8. Berthing Date & Time :
9. Boarding Date & Time :
10. Last Port of Call :
11. Next Port of Call :
12. Cargo :

PART B

1. Courteous Behaviour : Average/Good/Very Good
2. Efficiency in work : Average/Good/Very Good
3. Quality of interaction : Average/Good/Very Good
4. Complaints, if any :

AS AGENT

MASTER

For _____ (Name of the Vessel)

*In case of any grievance, you are requested to contact:

1. Mr./Ms. _____, Superintendent of Customs (Boarding) on
022 6681 1159/ _____ (Mobile No.)
2. Deputy Commissioner of Customs, Preventive (General) – 022 27244745 (During
working hours).

**Please desist from offering any compliments to the Officer of Customs and please don't take offence if they decline as they are under strict order, in this regard.