

सीमाशुल्कआयुक्त (सामान्य) काकार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
सीमाशुल्ककार्गोसेवापूदातासेल,
Customs Cargo Service Provider(CCSP) Cell
जवाहरलालनेहरूसीमाशुल्कभवन,
Jawaharlal Nehru Custom House
पो: शेवा, ता: उरण, नवीमुंबई-४००७०७,
PO: Sheva, Tal Uran, Navi Mumbai-400707

20250978NU0000722319

DIN No.

Subject: Revocation of the Suspension Order dated 28.08.2025 in respect of M/s Continental Warehousing Corporation (Nhava Sheva) Pvt. Ltd., now known as M/s DP World Multimodal Logistics Pvt. Ltd. (CFS), issued under Regulation 11(2) of the Handling of Cargo in Customs Areas Regulations, 2009 – reg.

1. **Whereas**, the Directorate of Revenue Intelligence (DRI), vide their letter dated 08.08.2025, informed this office regarding multiple operational violations on the part of M/s DP World Multimodal Logistics Ltd.-CFS. Accordingly, the approval granted to M/s Continental Warehousing Corporation (Nhava Sheva) Pvt. Ltd., now known as M/s DP World Multimodal Logistics Pvt. Ltd., (hereinafter referred to as the CCSP) under Public Notice No. 51/2022 dated 05.08.2022, was suspended with immediate effect, until further order, vide order dated 28.08.2025 in terms of Regulation 11(2) of the Handling of Cargo in Customs Areas Regulations, 2009, and the date of post decision hearing was fixed for 16.09.2025.
2. **And whereas**, the Hon'ble Customs, Excise & Service Tax Appellate Tribunal (CESTAT), West Zonal Bench, Mumbai, taking note of the urgency of the situation, advised the undersigned to prepone the date of hearing from 16.9.2025 to 10.9.2025 or any date before that, if possible, so as to enable the Tribunal to take appropriate decision on the issue vide order dated 3.9.2025 in Customs Miscellaneous Application (EH) No. 86786 of 2025. Accordingly, at the request of the CCSP, a personal hearing was granted on 04.09.2025 at 05:00 PM.
3. **And whereas**, the representative of the CCSP appeared before the undersigned on 04.09.2025 at 05:00 PM. During the hearing, the representative of the CCSP agreed to:
 - Extend full cooperation with the Department in the investigation of all issues as

informed by DRI, WZU.

- Initiate an in-house inquiry into the matter and take all necessary steps to prevent recurrence of such events.
 - Keep the Department informed about the outcome of the inhouse investigation.
4. **And whereas**, in their written submissions dated 04.09.2025, the CCSP informed that the drivers involved in the matter and the concerned transport supervisor had been terminated.
5. **Further**, vide letter dated 04.09.2025, the CCSP apprised this office that preventive measures have been instituted to avoid recurrence of such incidents, inter alia, the following:
- They have now upgraded their GPS system to trigger alerts in the events of prolonged halts and diversion of routes. For any stoppage at a single location beyond 60 minutes, a notification alert is sent to the control room which is monitored by the security and operations team. In case any such notification is received; the transport supervisor will immediately call the driver seeking reason for the halt / stoppage in order to take necessary corrective action.
 - In case of route diversion being taken by the driver a notification will be sent to the control room through GPS system, upon which, the transportation team will immediately call the driver and send a dispatch team to the trailer which has diverted.
 - Auto-mail and notification alerts have been configured for GPS disconnection, power discharge / tampering.
 - Live monitoring available through both web portal and mobile application.
 - The operations team continue to monitor GPS data through the system and maintains a record in excel sheet to record transit time which will get reviewed by the transport manager on a daily basis and discrepancies if any will get highlighted to the senior management at the CFS and the customs PO at the CFS, also CCSP on case-to-case basis.
 - Training has been provided to the driver for dos and don'ts while on duty, also planned regular trainings on fortnightly basis.
 - The security team also verifies GPS data separately and vehicle transit times against the corresponding EIR copies at the time of CFS entry.
 - Physical rounds have been introduced to monitor vehicles taking longer than expected, QRT team is deployed wherever needed, supported by tightened monitoring procedures at every stage.
6. **Now therefore**, pending the outcome of detailed inquiry, and in light of the commitment by the CCSP to cooperate with the investigation on issues raised by the DRI and to institute further preventive measures and an in house inquiry to find out

the causes for the lapses, I opine that the suspension of approval as Customs Cargo Service Provider granted to M/s Continental Warehousing Corporation (Nhava Sheva) Private Limited now known as M/s DP World Multimodal Logistics Pvt. Ltd. can be revoked and accordingly pass the following order:

ORDER

I hereby revoke the order dated 28.08.2025 (DIN No. 20250878NU000000A980) suspending the approval as Customs Cargo Service Provider granted to M/s Continental Warehousing Corporation (Nhava Sheva) Private Limited now known as M/s DP World Multimodal Logistics Pvt. Ltd. Accordingly, the approval granted under Public Notice No. 51/2022 dated 05.08.2022 stands restored.

This order shall take effect from the date of its issue.

Digitally signed by
Bhetanabhotla Sumidaa Devi
Date: 04-09-2025 20:03:00

(B. Sumidaa Devi)

Commissioner of Customs (NS-General),
JNCH

To,

1. M/s Continental Warehousing Corporation (Nhava Sheva) Private Limited, now known as DP World Multimodal Logistics Pvt. Ltd.
2. The Chief Commissioner of Customs, JNCH for information,
3. EDI Section, JNCH for uploading on JNCH website,
4. Notice Board