

Facility Notice No. 46/2015

**OFFICE OF THE COMMISSIONER OF CUSTOMS (NHAVA SHEVA-I)
EDI (Centralised) SECTION, JAWAHARLAL NEHRU CUSTOM HOUSE,
NHAVA SHEVA, DIST : RAIGAD. PIN – 400 707.**

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F.No. EDI/Misc-16/2015 JNCH

Date: 05.06.2015

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1. In order to facilitate trade, a new web-based module [“e-Helpline”](#) is being introduced through JNCH website to provide direct interactive tool to solve trade-related queries in best possible time.

2. Any applicant can submit desired query online at www.jawaharcustoms.gov.in by selecting concerned Commissionerate i.e. Nhava Sheva- General, I, II, III, IV & V followed by the category of query i.e. Import, Export, General & Others.

3. The applicant need to submit some information related to his query and his contact details alongwith acceptance of “Term of Service” of JNCH. The query should be brief and specific in order to get prompt solution.

4. The types of query which will be entertained under “e-Helpline” are :

- The procedural issues of Import & Export clearance and other activities related to Jawahar Customs.
- The issues related with Refund, Drawback, Licence, Any Permission/Application.
- Status of NOC from other Government Agencies.

5. The types of query which will not be entertained under “e-Helpline” are :

- Seeking legal advice or clarification on any quasi-judicial or policy matters.
- Issues Related to EDI or ICEGATE. (As there is a separate dedicated helpdesk)
- Issues Related to Classification/Valuation etc.
- Complaint against any officer.
- Complaint not under jurisdiction of Custom/JNCH.

6. The query will be replied through registered e-mail only within a time frame of 48 hours. The time-frame will be calculated from the time of receipt of query by concerned Dy./Asstt. Commissioner of Custom during office working hours.

Sd/- 05.06.2015

(Seema Jere Bisht)

Commissioner of Customs

Nhava Sheva-I, JNCH, Nhava Sheva

Copy to:

1. The Chief Commissioner of Customs, Mumbai Zone-II.

2. All the Principal Commissioners/Commissioners of Customs, JNCH.
3. All the Addl/ Joint Commissioners of Customs, JNCH.
4. All the DC/ACs, Import Docks, JNCH.
5. BCHAA.