



सीमाशुल्क आयुक्त का कार्यालय (NS-II)
OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-II),
मूल्यनिरूपणमुख्य (निर्यात), जवाहरलाल नेहरू सीमाशुल्क भवन, न्हावा शेवा,
APPRAISING MAIN (EXPORT), JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
तालुका- उरण, जिला रायगड, महाराष्ट्र- 400 707,
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F. No F. No. : S/12-Gen- 32/2022-23 AM (X) JNCH

Date: 25.08.2023

PUBLIC NOTICE NO. 13/2023

Sub: Launch of 'e-SAMADHAAN' portal for redressal of grievances pertaining to exports - reg.

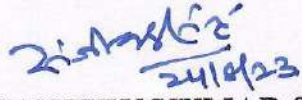
This Custom House receives a lot of grievances from Exporters / Customs Brokers on daily basis through various modes viz. letters, e-mails or individual stakeholder visiting the concerned sections personally etc. in respect of various issues relating to exports. After a comprehensive study of types of issues raised by the stakeholders in these grievances, it was noticed that one of the main reasons for such grievances is lack of precise information on the part of the stakeholders.

2. To streamline such grievances from Exporters / Customs Brokers and address them effectively within a timeline, this office has launched an online portal 'e-SAMADHAAN'. The link of the portal is available on Jawaharlal Nehru Custom House website (<https://www.jawaharcustoms.gov.in/>). The stakeholders can visit the website and enquire about their issues pertaining to exports through the options available in form of FAQs. If the Exporter / Customs Broker raising the grievance is not satisfied with the information available in the form of FAQs, then he can further raise his grievance, which will be addressed by the concerned Section of NS-II (Export) Commissionerate within 48 hours. In case, the issue needs intervention from some external agency viz. DGARM / GST Commissionerate / Directorate General of Systems, etc., the person raising the grievance will receive an interim reply along with the expected timeline to resolve the issue. The stakeholders also have the option to check the status of their grievance.

3. Information is being made available at this grievance redressal portal purely as a measure of public facilitation and it cannot be used for any legal purpose. While every effort has been made to ensure that the information provided through this grievance redressal portal is accurate and up-to-date, Jawaharlal Nehru Custom House, Nhava Sheva does not hold itself liable for any consequences, legal or otherwise, arising out of use or abuse of any such information.

4. All stakeholders are hereby requested to make optimum use of this facility launched by this Custom House for redressal of the grievances pertaining to exports. Suggestions from stakeholders to improve the functionality of 'e-SAMADHAAN' portal are also welcome.

5. Any difficulty noticed in the implementation of this Public Notice may be brought to the notice of the undersigned.


(SANJEEV KUMAR SINGH)
Commissioner of Customs
NS-II, JNCH, Nhava Sheva.

To,
All Trade Associations

Copy to:

1. PS to the Chief Commissioner of Customs, JNCH for information;
2. Deputy Commissioner, EDI Section for uploading a copy on JNCH website (jawaharcustoms.gov.in);
3. Office copy.