



सीमाशुल्क आयुक्त कार्यालय (नवाशेवा - V)
OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-V),
जवाहरलाल नेहरू सीमाशुल्क भवन, नवाशेवा
JAWAHARLAL NEHRU CUSTOMS HOUSE, NHAVA SHEVA
तालुका : उरण, जिला : रायगड, महाराष्ट्र
TALUKA: URAN DIST. RAIGAD, MAHARASHTRA - 400707

क्र.स/ F. No.: ADC/NS-V/Misc-Docks-Admin/27/2021-22/JNCH

दिनांक/Date: 12.2025

Office Order No. 44/2025

It has been observed that various Sections, particularly the Centralised Adjudication Cell, have been receiving communications through emails and letters from importers, exporters, and other various stakeholders stating that they have not received copies of Show Cause Notices (SCNs), Personal Hearing (PH) Memos and Orders-in-Original (OIOs) dispatched through Registered Post. In several cases, parcels containing SCNs and OIOs have been returned by the India Post to the Records Section, which in turn returns the undelivered copies to the concerned sections. The reasons cited for non-delivery include addressee not available, address not found, addressee moved, and other similar issues. It seems that copies of the SCNs and OIOs have not been re-send to the concerned in the alternative address available on public domain; when the same couldn't be delivered in one go.

Therefore, in order to streamline the process of issuance and delivery of SCNs, PH Memos and Orders-in-Original, the following instructions shall be strictly followed by all concerned officers of Nhava Sheva - V Commissionerate:

- Serving of SCNs, PH Memos and OIOs:** Concerned Assisting Officer of the SCNs issuing authority and assisting officer to the adjudicating authority shall ensure that SCNs and OIOs are dispatched through registered post or speed post. The registered post or speed post tracking number shall be clearly recorded in the file note for future reference.
- Serving of SCNs, PH Memos and OIOs through other means:** Wherever feasible, the concerned officer shall also serve the SCNs/OIOs through email or other means as provided under Section 153 of Customs Act, 1962. The same should be taken on record in concerned files maintained for future reference.
- Monitoring Delivery Status:** After serving the copies of SCN/OIO through post, all concerned officers shall regularly track the delivery status on the official India Post website.
- Reporting Delivery Status:** The delivery status of SCNs and OIOs shall be placed in the file within 10 days of the initial (i.e., first) dispatch through registered post or speed post.
- Action in case of Non-Delivery:** In case, the SCNs or OIO are not delivered after the 10 days of dispatch, the same should be recorded on file and brought to the notice of authority on that day and the print out of registered/speed post tracker is kept in file. The undelivered copies shall be kept on record and dispatched again to an alternate address of the importer/exporter/stakeholder available on record in public domain.

This issues with the approval of Commissioner of Customs, NS-V.

(Mazid Khan)
Joint Commissioner of Customs,
CAC/NS-V, JNCH.

प्रतिलिपि/Copy to :

1. निजीसहायक, मुख्य सीमाशुल्क आयुक्त, मुंबई सीमाशुल्क, जोन -II.
2. सीमाशुल्क आयुक्त, एन एस -Gen, I, II, III, IV, V.
3. अपर/संयुक्त आयुक्त, एन एस -Gen, I, II, III, IV, V.
4. उप/सहायक आयुक्त, एन एस -V.
5. नोटिस बोर्ड.
6. EDI अनुभाग.