



भारतसरकारGOVERNMENT OF INDIA//

वित्तमंत्रालय, राजस्वविभाग/MINISTRY OF FINANCE, DEPARTMENT OF REVENUE

सीमाशुल्क (निवारक) आयुक्तकाकार्यालय

OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)

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Date: as e-signed

सार्वजनिक सूचना संख्या- 09/2025-सीमा शुल्क

PUBLIC NOTICE NO. 09/2025-CUSTOMS

Subject: Strengthening Trade Facilitation through Institutionalized Consultation Mechanisms – Reg.

Attention of all the Importers/Exporters/Customs Brokers/Other stakeholders is invited to Circular No: 21/2025-Customs dated 12.09.2025 issued by Central Board of Indirect Taxes & Customs regarding Strengthening Trade Facilitation through Institutionalized Consultation Mechanisms. The Central Board of Indirect Taxes and Customs (CBIC) has implemented wide-ranging reforms focusing on digitisation, transparency, and trade facilitation. Within this context, Customs Clearance Facilitation Committees (CCFCs) and Permanent Trade Facilitation Committees (PTFCs), established under Circular Nos. 42/2013-Customs and 13/2015-Customs respectively, have played pivotal roles in stakeholder engagement and issue resolution.

2. With evolving trade patterns, increasing reliance on digital processing, and a growing emphasis on measurable service delivery, CBIC has reviewed the composition and functioning of PTFCs and CCFCs. The said Master Circular Circular No: 21/2025-Customs dated 12.09.2025 consolidates and supersedes earlier guidelines to realign these committees besides taking measures keeping in view current priorities of consultative decision-making, stakeholders' engagement and grievance redressal, and integration with national trade facilitation objectives.

2.1 It has been decided that PTFCs shall now meet **fortnightly**, while CCFCs shall meet once in **two months**. Revised composition and ToRs for PTFC and CCFC are annexed as **Annexures 1 and 2** respectively.

2.2 The composition of PTFCs has been significantly broadened to include representatives from DGFT, custodians, PGAs, shipping lines, logistics service providers, trade councils, and Customs Brokers, besides existing trade participants. Similarly, CCFCs now include, in addition to senior Customs officers, representatives from Ministries of Shipping, Railways, Highways, Civil Aviation, and senior functionaries from PGAs operating under SWIFT. The inclusion of representatives from DG Systems (ICES/ICEGATE), NCTC, and Directorate of Logistics aims to strengthen systemic

improvement and inter-agency coordination.

2.3 The Terms of Reference (ToR) of both committees have been revised to further include:

Ensure timely resolution of grievances and bottlenecks

Monitor performance of digital grievance tools like TSKs, AEM and ICEGATE helpdesk

● Escalate unresolved issues to NACs

3. Faceless Assessment has brought standardisation and uniformity in Customs processing. To address delays in clearance of live Bills of Entry, a tri-layered grievance redressal mechanism comprising the Anonymised Escalation Mechanism (AEM) [Circular 14/2021 & 23/2022-Customs], Turant Suvidha Kendras (TSKs) [Circular 45/2020], and National Assessment Centres (NACs) [Circulars 13/2023 & 40/2020] has been institutionalised.

3.1 The AEM allows ICEGATE-registered users to raise online grievances after filing the Bill of Entry. These are auto-routed to the concerned Additional/Joint Commissioner in the FAG, with anonymised identities and real-time tracking. Board has further directed DG Systems to revamp AEM mechanism and a suitable advisory will be issued on revamped AEM by DG Systems with suitable MIS to be available with senior Customs management.

3.2 The TSKs, established in each Customs Zone, serve as the physical and operational interface for facilitating Customs processes under Faceless Assessment. They facilitate clearance process of the trade by tracking of local grievances, coordination with assessment groups, and provide support to the trade in any procedural aspects. Officers posted at TSKs must proactively assist the trade in identifying delays and liaising with assessment officers for swift resolution. A consolidated list of all TSK is enclosed as **Annexure-3**. Further in order to ensure efficiency in functioning of TSK, a digital portal is being created to monitor timely resolution of grievances or any procedural requirement of trade.

3.3 All officers of Custom Houses are required to constantly monitor AEM tickets and TSK-raised grievances and resolve all such grievances in a time bound manner. All Joint/Additional Commissioners are required to closely monitor all such grievances. Further, National Assessment Centers (NACs) are *inter-alia* entrusted to monitor and analyze the grievances that are being raised due to non-uniformity in their respective FAGs. For effective monitoring of functioning of FAGs and redressal of import related grievances relating to Faceless Assessment, NACs have already been asked to have a separate cell and to take proactive measures to minimize grievances and conduct sectoral consultations every fortnightly. NAC convenors through separate cell shall also monitor grievances raised through AEM, TSK or through any other mechanism and coordinate for resolution focusing grievances pending for more than two days. Additionally, NACs will be providing guidance to FAGs to ensure uniformity in assessment practices and

recommend systemic improvements based on grievance trends. To enable easy access, consolidated contact details of NACs have been provided at **Annexure-4**.

4. An increasing number of Customs-related grievances are received via social media platforms (e.g. 'X') and official email channels. Every grievance will be acknowledged with a unique reference number and resolved appropriately in a time-bound manner. Frequently raised issues would be included in CCFC agenda for further deliberations.

5. A high level Customs Consultative Group (CCG) also engages with all trade and government stakeholders. The issue raised by trade get opportunity for redressal at multiple forum like PTFC, CCFC, NAC etc. However certain unresolved policy issues and issues having wider pan India implications would be flagged to CCG for comprehensive deliberations and appropriate course correction. All field formations are advised that grievances originating by any stakeholders from local Customs stations or specific ports must be discussed in the PTFC and CCFC platforms in consultation with relevant PGAs, custodians, and trade bodies and ensure that issues which can be resolved locally in consultation with trade should not be delayed by flagging to CCG.

6. All Importers/Exporters/Trade/Custom Broker and other associations are requested to take note and publicize the content of this Public Notice among their member/Constituents.

7. This Public Notice may be given wide publicity in the jurisdiction of Customs Commissionerate (Preventive), Vijayawada. Accordingly, the officers under your jurisdiction may be sensitized in the implementation of this Public Notice. Any difficulties faced or doubts arising may kindly be brought to the notice of the undersigned.

(RAMESH KUMAR RAMAN)

आयुक्त/ COMMISSIONER

सेवा में/To,

1. अतिरिक्त/संयुक्त सीमा शुल्क आयुक्त, कस्टम हाउस, काकीनाडा/कृष्णापत्तनम्।
The Additional/Joint Commissioner of Customs, Custom House, Kakinada/Krishnapatnam.
2. अतिरिक्त सीमा शुल्क आयुक्त, मुख्यालय, सीमा शुल्क आयुक्तालय (निवारक), विजयवाड़ा।
The Additional Commissioner of Customs, Hqrs., Customs Commissionerate (Preventive), Vijayawada.
3. सहायक/उप सीमा शुल्क आयुक्त, आईसीडी मर्रिपलेम, गुंटूर।
The Assistant /Deputy Commissioner of Customs, ICD Marripalem, Guntur.

4. सहायक/उप सीमा शुल्क आयुक्त, सीमा शुल्क निवारक प्रभाग, विशाखापत्तनम/
काकीनाडा/तिरुपति/टीएफसी मुख्यालय सीमा शुल्क आयुक्तालय (निवारक), विजयवाड़ा।
The Assistant /Deputy Commissioner of Customs, Customs Preventive Division,
Visakhapatnam/ Kakinada/ Tirupathi/ TFC Hqrs. of Customs Commissionerate
(Preventive), Vijayawada.
5. सूचना पट्ट
Notice Board.
6. अधीक्षक, कंप्यूटर अनुभाग, सीमा शुल्क आयुक्तालय (निवारक), विजयवाड़ा को इस कार्यालय की
वेबसाइट पर अपलोड करने के लिए।
The Superintendent, Computers section, Customs Commissionerate (Preventive),
Vijayawada for uploading in the website of this office.
7. कार्यालय प्रति
Office Copy
8. सभी आयातकों/व्यापार/कस्टम ब्रोकर और अन्य एसोसिएशनों
All Importers/Trade/Custom Broker and other associations.

Copy To:

1. मुख्य सीमा शुल्क आयुक्त, विशाखापत्तनम क्षेत्र, विशाखापत्तनम।
The Chief Commissioner of Customs, Visakhapatnam Zone, Visakhapatnam.