



सीमाशुल्क (निवारक) केआयुक्तकाकार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)
55-17-3, सी-14, 2 तल, औद्योगिकएस्टेट, ऑटोनगर, विजयवाड़ा - 520 007
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PUBLIC NOTICE No.13 /2022 – CUSTOMS

Dated: .11.2022

Sub: Customs - Anonymised Escalation Mechanism (AEM) for resolution of grievance related to the Bills of Entry struck in FAG – Issue of Public Notice – Reg.

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Kind reference is invited to Board Circular No. 14/2021 dated July 7th, 2021 regarding measures under Faceless Assessment for expediting Customs clearance.

2. In pursuance of the above Circular, an Anonymized Escalation Mechanism (AEM) has been operationalized at ICEGATE wherein an importer can raise a grievance in case of delay in assessment of a Bill of Entry, for escalation to the concerned Faceless Assessment Group, while maintaining anonymity of the officer and location where the B/E is pending for assessment. In this regard, detailed Advisory has been issued and uploaded on the ICEGATE website outlining step by step process for registration of grievance by the importers. The tickets raised will be routed to the Customs officers having VDN and ADN roles in ICES for monitoring and follow up. In this regard, the Additional Commissioners of Customs, Kakinada Custom House / Krishnapatnam Custom House have been nominated as Nodal Officer for the purpose of monitoring of Anonymized Escalation tickets under Faceless Assessment.
3. The flow of a particular grievance ticket in ICES will be as follows –
 - 3 . 1 Once the grievance is registered successfully at ICEGATE, the grievance ticket details will be available anonymously to the concerned officers where the bill of entry is pending for assessment. In case the Bill of Entry is pending for assessment at FAG port, the grievance ticket details will be available with the officer having VDN role in ICES for the particular Group at the concerned FAG port. Similarly, in case the Bill of Entry is pending for assessment at port of import, the grievance ticket details will be available with the officer having ADN role in ICES at the port of Import.
 - 3 . 2 In case a Bill of Entry is pending for assessment at FAG port and the grievance ticket is raised in the meanwhile, the grievance ticket details will be available with the VDN officer at FAG port. If the B/E is pushed to port of import or recalled by the port of import, the corresponding grievance ticket will get

transferred from VDN role at FAG port to the ADN role at the port of import.

3.3. Therefore, the grievance ticket will flow with the Bill of Entry, if it is transferred. Therefore, at any given point in time, the VDN and ADN officers may monitor the pending grievances for action by the respective assessing officers.

4. For effective monitoring and follow up of AEM tickets by the VDN or ADN role, as the case may be, option to view and see status of the particular Bill of Entry has been provided to the officers in their screen. Once the assessment is completed, the grievance ticket will be closed in System and will be removed from the screen of the officer. Further, the importer or the Customs broker will get the status of grievance ticket as Closed under ICEGATE grievance dashboard.

5. Difficulties, if any, in the implementation of this Public Notice may be brought to the notice of Shri Sadhu Narasimha Reddy, Addl. Commissioner, at e-mail: adcjc.cpcvja@gov.in (Ph.No.0866-2554224) Customs Commissionerate (Preventive), Vijayawada.

**(K.ENGINEER)
COMMISSIONER**

Copy submitted to the Chief Commissioner of Customs & Central Tax, Visakhapatnam Zone, GST Bhavan, Port Area, Visakhapatnam — 530 035 for information.

Copy to

1. The Additional Commissioner of Customs, Krishnapatnam Custom House, K A P S Building, CVR Complex, Krishnapatnam Port Area, Gopalapuram, MUTHUKURU — 524 344, S.P.S.R. Nellore District for information with a direction to give wide publicity among the stakeholders under the jurisdiction of KPCH.
2. The Additional Commissioner of Customs, Kakinada Custom House, Port Road, KAKINADA — 533 007, East Godavari District for information with a direction to give wide publicity among the stakeholders under the jurisdiction of KKDCH.
3. The Deputy / Assistant Commissioner of Customs, ICD, MARRIPALEM — 5 2 2 233, Yedlapadu Mandalam, Marripalem Post, Guntur District for information with a direction to give wide publicity among the stakeholders under the jurisdiction of ICD, Marripalem.
4. The Deputy / Assistant Commissioner of Customs, Customs Division, Visakhapatnam / Kakinada Tirupati for information with a request to display this Public Notice on the Notice Boards of concerned Customs Division.
5. The Superintendent (Computers), CPC, Hqrs. Office, Vijayawada for display on CPC, Vijayawada website www.apcustoms.gov.in.
6. M/s. Krishnapatnam Port Company Limited (KPCL), the Custodian / Custom Cargo Service Provider of Krishnapatnam Port , Muthukur SPSR Nellore District for information with a request to upload this Public Notice on their website for the knowledge of the stakeholders.

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7. M/s. Kakinada Sea Ports Limited, the Custodian / Custom Cargo Service Provider of Kakinada Port, Kakinada, East Godavari District for information with a request to upload this Public Notice on their website for the knowledge of the stakeholders.
8. M/s. Leap International Private Limited , the Custodian / Custom Cargo Service Provider of ICD, Marripalem – 522 233, Yedlapadu Mandalam, Marripalem Post, Guntur District for information with a request to upload this Public Notice on their website for the knowledge of the stakeholders.
9. Notice Board.

(K.ENGINEER)
COMMISSIONER