



**OFFICE OF THE COMMISSIONER OF CUSTOMS
(IMPORT - 1),**

सीमा शुल्क आयुक्त का कार्यालय (आयात 1-),
**APPRAISING GENERAL SECTION, NEW CUSTOM
HOUSE,**

मूल्यांकन सामान्य अनुभाग, न्यू कस्टम हाउस
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Date : 23.09.2025

PUBLIC NOTICE 23/2025

**Subject: Strengthening Trade Facilitation through Institutionalised
Consultation Mechanisms - reg.**

Attention of all Importers, Exporters, Stakeholders is invited to the CBIC's Circular No 21/2025-Customs dated 12.09.2025 regarding Strengthening Trade Facilitation through Institutionalised Consultation Mechanisms. The Central Board of Indirect Taxes and Customs (CBIC) has implemented wide-ranging reforms focusing on digitization, transparency, and trade facilitation.

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. This Public Notice 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.

3. Faceless Assessment has brought standardisation and uniformity in Customs processing. To address delays in clearance of live Bills of Entry, a trilayered 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.

4. It has now been decided that PTFCs shall now meet fortnightly. The Composition and Terms of Reference (ToR) for Permanent Trade Facilitation Committee (refer Annexure 1) 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

5. As per the Terms of Reference (ToR) for PTFC issued vide Circular No

21/2025-Customs dated 12.09.2025 -

5.1 A Single Point of Contact (SPOC) has been established. A dedicated officer namely Sh. Sahil Kapoor, Appraising Officer (Mob No 9873568009) is nominated in Mumbai Customs Zone 1 for effective coordination and collaboration for faster clearance process.

5.2 All grievances received from trade through AEM, TSKs, ICEGATE helpdesk, official emails, or representations shall be systematically compiled by officers concerned. A consolidated list shall be prepared in advance and placed for discussion in the upcoming PTFC meetings as part of the agenda.

6. 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. For Mumbai Customs Zone-1, trade can represent their grievances on a dedicated TSK official email id-tsk-mumcuszone1@gov.in for effective coordination and collaboration for faster clearance process.

7. This Public Notice shall come into force with immediate effect. All the previous Public Notices and Standing Orders on this issue stand modified to the above extent.

8. This Public Notice should be considered as a Standing Order for the concerned Officers and Staff of this Custom House.

9. Difficulties faced (if any) may be brought immediately to the notice of Addl./Joint Commissioner of Customs, Appraising General (Import-I), NCH through email at ag1.mumbai@gov.in

10. All the stakeholders including the trade and concerned associations are requested to take note of above for necessary action.



(Pradyumn K Tripathi)
(Commissioner of Customs)
Import-I, NCH

Copy to:

1. The Chief Commissioner of Customs, NCH, Mumbai Customs Zone-I
2. The Pr. Commissioner/ Commissioner of Customs, General
3. The Commissioner of Customs, Import-I, Import-II, Export, General, Audit
4. The Addl./Joint/Dy./Asstt. Commissioner of Customs, NCH, Mumbai Customs Zone-I.
5. All the Sections/Groups/Import Docks, Mumbai Customs Zone-I through Mumbai Customs Zone-I website.
6. DC/EDI for uploading on the website of Mumbai Customs Zone-I.
7. Office copy.

Annexure-1

Composition and Terms of Reference (ToR) for Permanent Trade Facilitation

Committee (PTFC)

A. Composition:

The PTFC shall be constituted at each Customs Station. The jurisdictional Pr. Commissioner or Commissioner of Customs, as the case may be, shall chair the meeting accompanied by all senior departmental officers. The Committee, in addition to senior Customs officers, shall include representatives from DGFT, custodians, PGAs, shipping lines, logistics service providers, trade councils, and Customs Brokers, besides existing trade participants.

B. Terms of Reference (ToR):

(i) Ensuring and monitoring expeditious clearance of imported and export goods in accordance with the timeline specified by the parent Ministry/ Department concerned.

(ii) Identifying and removing bottlenecks, if any, for streamlining and easing the Customs clearance process of imported or export goods. Issues/concerns raised by trade/ Importers or Exporters during a month through grievances should also be included in the Agenda items for discussion in PTFC meeting.

(iii) Resolving grievances of importers, exporters represented by trade bodies and industry and flagging the issues having pan India implication or that may not be resolved at local level to jurisdictional Chief Commissioners, as required.

(iv) Establishing Single point of Contact (SPOC) and circulating its details across all agencies for effective coordination and collaboration for faster clearance process.

(v) Reviewing routinely the membership of the PTFC with the aim of including all stakeholders in the Customs functioning.

(vi) Proper implementation and effective monitoring of existing grievance redressal mechanisms (TSKs, AEM or ICEGATE Helpdesk etc) and to escalate unresolved issues to NACs.

(vii) Uploading a list of all TSKs, along with contact officer's E-mail IDs on the Commissionerate's official website and publicising the same through Public Notices.