

	आयुक्त सीमाशुल्क (निर्यात) का कार्यालय OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT) हवाई माल परिसर, सहार अंधेरी (पूर्व), मुंबई – 400099 AIR CARGO COMPLEX SAHAR ANDHERI(E) MUMBAI-400099
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Date: 15-05-2024

PUBLIC NOTICE NO. 28/2024

Subject: Delay in crediting Drawback amount in the bank after sanction and scroll out by Customs – reg.

The Commissionerate has been consistently sanctioning the drawback amount and sending the scrolls to the bank in over 90% of cases within 03 days. The Commissionerate has endeavoured to sanction and scroll out the eligible drawbacks within 24 hours of the EGM filing. Therefore, sanctioning of the drawback is done all 7 days of the week with the arrangement of holiday postings.

2. However, during the Open House Meeting on 13th May 2024, trade represented that it takes days and sometimes weeks to get the drawback amount credited in their bank account even after scrolling out of the drawback by the Commissionerate. The trade sought the intervention of the customs to get the drawback promptly.

3. The issue was deliberated in the Open House Meeting, and it was decided that a formal mechanism to redress grievances of the trade on delayed credit of scrolled out amount may be prescribed. Accordingly, the following procedure is prescribed to deal with such grievances:

- i. The exporter or their representative may send the representation of non-receipt of drawback amount in their bank account to the Grievance Redressal Cell (Export) through email **rtisevottam-expacc@gov.in**.
- ii. The Grievance Redressal Cell shall forward the email to the drawback section with a copy to the bank and maintain a physical register as per Sevottam standard.
- iii. The drawback section shall open one e-office file for each exporter and all representations of the exporter relating to drawback including the representation of non-receipt of drawback shall be dealt in the file meant for that exporter. The name of the file shall be in the format “Name of the exporter and IEC number- delay in drawback”, so that the file can be searched by name or IEC number.
- iv. The drawback section shall forward the representation to the bank.

- v. The drawback section shall prepare an excel sheet where all representations shall be recorded. Every Monday, this excel sheet shall be put up to JC/ ADC (drawback) with action taken report on the representation through e-office.
 - vi. The Grievance Redressal Cell shall seek feedback from the exporter or their representative. The grievance shall be closed after receipt of the feedback. If feedback is not received even after two emails/letters, it shall be deemed that the grievance has been redressed and the grievance shall be closed.
4. Any difficulty noticed in the implementation of the Public Notice may be brought to the notice of the undersigned.
5. Further, any grievance can be brought to the notice of the Grievance Redressal Cell at e-mail ID **rtisevottam-expacc@gov.in**

(RANJIT KUMAR)

Commissioner of Customs (Export)
Air Cargo Complex, Mumbai Zone-III

Copy to:

- 1. The Chief Commissioner of Customs, Zone-III, Mumbai
- 2. All the Pr. Commissioner/Commissioner of Customs, Zone-III, Mumbai
- 3. All Addl./Joint Commissioner of Customs, Export Commissionerate, ACC.
- 4. All Dy./Asstt. Commissioner of Customs, Export Commissionerate, ACC.
- 5. EDI Section – for uploading on the website.
- 6. All concerned officers, Export Commissionerate, ACC.
- 7. All Trade bodies as per mailing list.
- 8. Notice Board.