



**OFFICE OF THE COMMISSIONER OF CUSTOMS,
INLAND CONTAINER DEPOT, TUGHLAKABAD, NEW DELHI**

VISITORS GUIDE

INDEX

S. No.	Topic	Page No.
1	Objective of Visitors Guide	1
2	Contact Guide for Visitors – First Stage	2
3	Contact Guide for Visitors – Second Stage	3
4	Contact Guide for Visitors – Third Stage	4
5	The Public Grievance Officer (PGO)	5
6	Organization Chart	6
7	Standing Orders of ADCs/DCs/ACs/AOs	7
8	Public Grievance Redressal	8
9	Custom Revenue Collection	9
10	Drawback and Refund figures	10
11	Excellence in Service Delivery	11
12	Historical Evolution	12
13	Brief Introduction	13
14	EDI System at ICD, Tughlakabad	14
15	Grievance Redressal at Higher level	15

INLAND CONTAINER DEPOT TUGHLAKABAD

OBJECTIVE OF VISITORS GUIDE

1. To familiarize visitors of Customs work at ICD, Tughlakabad.
2. Provide Organization Structure of Customs at ICD, Tughlakabad.
3. Help visitors identify officers he should approach for resolution of difficulties.

CONTACT GUIDE FOR VISITORS

FIRST STAGE

In case of any difficulty, at first instance the concerned Assistant / Deputy Commissioner in-charge should be contacted for resolution of problem. The details to find out concerned DC/AC are as under :-

<u>Functional Area</u>	<u>Name of the Officer (Sh/Ms)</u>	<u>Tele #</u>
Gr I (Ch 1-26) & II (Ch 27 – 49), Technical, Statistics, Valuation & Sevottam.	C. K. Jain, DC	26361785
Gr V (all) (Ch 84, 85, 86-92), Gr VI (all) (Ch 93 – 99), Gr VII, VII A, VII C to VII G (Adv Lic, EPCG), VII I to VII U (DFIA, 100% EOU), Bond, Audit and PCA	Rajesh Tomar, A.C	26368846
Gr III & IV, VII B (DEPB),), Inspection, Adjudication and IPR.	S. K. Sinha, DC	26360844
Gr. VII H, EPM, Review, Maters pertaining to Settlement Commission .	Kshitentra Verma	26368851
Import Shed, Disposal	Rahul lal, DC	26364189
Export Shed and EGM related issues	S.M. L. Meena, AC	26364705 26365820
Export Processing, Drawback and EDI	S.K. Roy, AC	26361693
SIIB, Recovery Cell, RMS, Prosecution and Legal	S. K. Mishra, AC	26369517
RTI, Estt, Hindi, Admin and Refund	Minu Shukla, AC	26369587

SECOND STAGE

In case the problem is not resolved after bringing it in the notice of the concerned Assistant/Deputy commissioner, the concerned Additional Commissioner in-charge should be contacted for resolution of problem. The details are as under:-

Functional Area	Name of the Officer (Shri)	Tele/Fax #
P&V, Export Processing, Export Shed, DBK, Monitoring of Dwell time of Exports, Adjudication, IPR, Inspection, RTI, EDI, Refund, Import (Group III, IV, VII B) and other work to be allocated by the Commissioner.	Manish Goyal Addl Commr	26368850 26364142 (Fax)
SIIB, Import Shed, Disposal, Co-ordination with CONCOR, Legal, Prosecution, Recovery Cell, RMS, Monitoring of Dwell Time of Imports, Revenue Monitoring and any other work to be allocated by the Commissioner	Naveen Kumar Jain Addl Commr	26368845 26368844 (Fax)
Technical, Sevottam, Statistics, Valuation Imports(Gr. I, II, V, VI, Gr. VII Except VII B & VII H), Audit, PCA, Bond Noting and any other work to be allocated by the Commissioner.	R. C. Sankhla Addl Commr	26360845 26364357 (Fax)
Gr, 7 H, EPM, Review, Maters pertaining to Settlement Commission and any other work to be allocated by the Commissioner.	S.K. Sinha, Addl. Commr.	
Inland Container Depot, Patparganj and any other work to be allocated by the Commissioner.	Vikas Kumar Addl Commr	22240054 22232962 (Fax)

THIRD STAGE

In cases where the problem could not be sorted out after exhausting the first two stages as above, the Commissioner, ICD, Tughlakabad can be informed about the same. Prior appointment is not required. A visitor can be expected to be called within 30 minutes of his sending the slip to Commissioner.

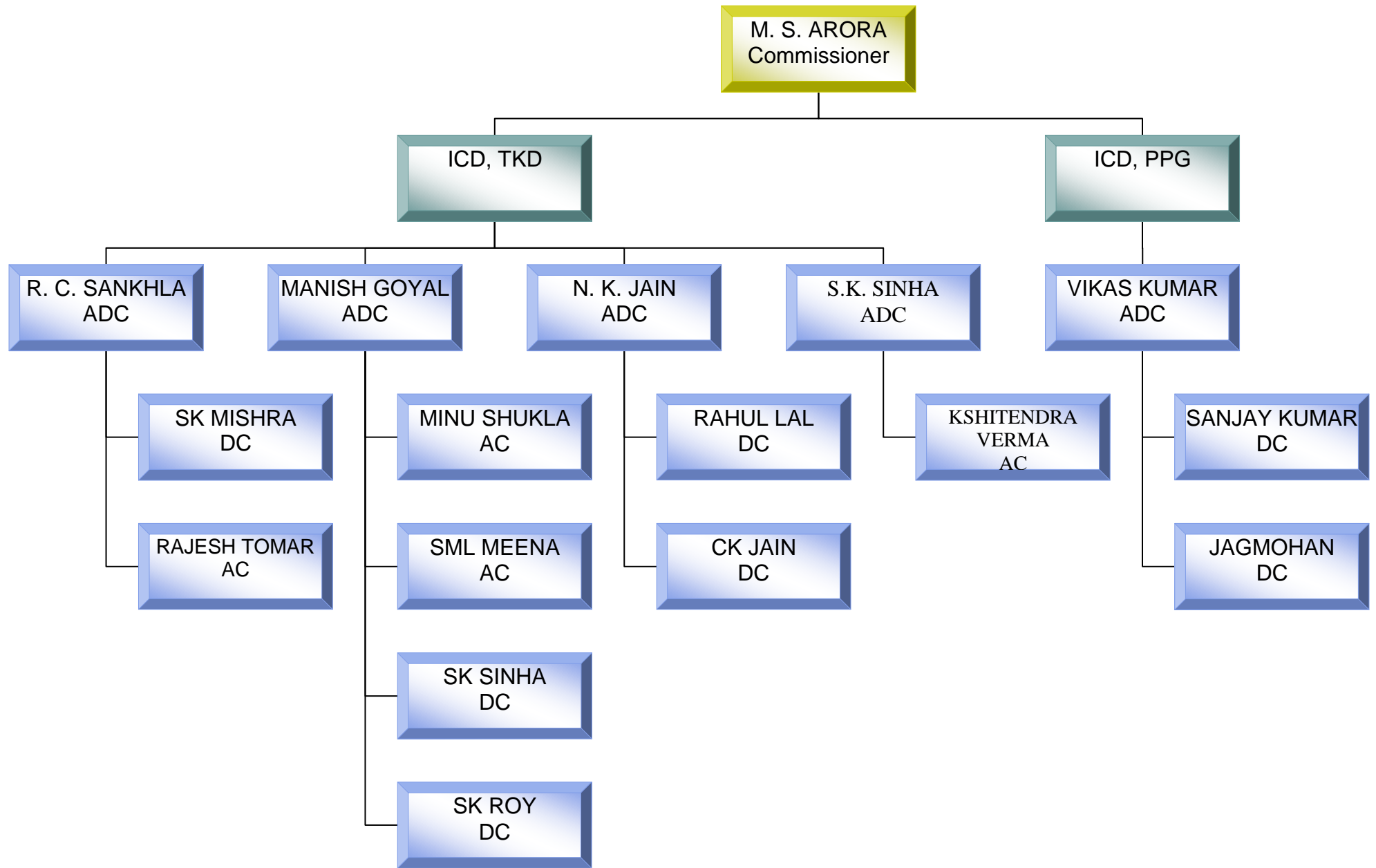
Name (Shri)	Phone #	Fax #	E-mail
M.S. ARORA	26369370 26368848	26362264	commissioner@icdtkd.gov.in

THE PUBLIC GRIEVANCE OFFICER (PGO)

PGO can be contacted for bringing any problem in the notice for Redressal. The contact details of the PGO are as below:

Sl. No.	Name of the Officer (Shri)	Phone No.	Fax No.	E – mail address
1	C. K. Jain Deputy Commr R. No. 14, ICD Tughlakabad, New Delhi	011- 26369587	011- 26361785	pgo@icdtkd.gov.in

ORGANIZATION STRUCTURE



STANDING ORDERS OF ADCs/DCs/ACs/AOs

In case any officer mentioned in Column I is on leave or not available due to exigency or any other official work, the officers mentioned in Column - II shall look after the additional charge in addition to their respective charges.

Additional Commissioners

	Column I	Column II
S. No.	Name of the Officer (Shri/Ms)	Name of the Officer (Shri/Ms)
1	RC Sankhla	Naveen Kumar Jain
2	Manish Goyal	Naveen Kumar Jain
3	Naveen Kumar Jain	Manish Goyal
4	S.K.Sinha	Manish Goyal

Deputy/Assistant Commissioners

	Column I	Column II
S. No.	Name of the Officer (Shri/Ms)	Name of the Officer (Shri/Ms)
1	CK Jain	Rajesh Tomar
2	Rajesh Tomar	CK Jain
3	Kshitendra Verma	Rajesh Tomar
4	SK Sinha	Minu Shukla
5	Minu Shukla	SK Sinha
6	Rahul lal	SML Meena
7	SK Mishra	CK Jain
8	Sanjay Kumar Roy	SK Mishra
9	SML Meena	Rahul lal

PUBLIC GRIEVANCE REDRESSAL

A documented procedure for compliant handling process has been put into effect, with respect to Sevottam implementation and delivery as per citizen charter, under 'Central Public Grievance Redressal Officer'. Shri C. K. Jain, Deputy Commissioner, has been nominated as '*Central Public Grievance Redressal Officer*' for ICD, Tughlakabad. Vide Public Notice No. 33/2010, any aggrieved person may lodge complaint with him on telephonic, fax or email as provided below:-

Sl. No.	Name of the Officer	Phone No.	Fax No.	E – mail address
1	Shri CK Jain, Dy Commr, Room No. 113, ICD, TKD, New Delhi.	011- 26361785	011- 26368844	pgo@icdtkd.gov.in

The complaint received shall be acknowledged within 48 hours giving UID number, name, designation and telephone no. of the respective officer dealing with such complaint. The complaint so received shall be disposed off within 30 days from the date of its receipt, if no vigilance angle is involved in the complaint.

**CUSTOM REVENUE COLLECTION
(ICD, TUGHLAKABAD, NEW DELHI)**

(Rs. In Crores)

Net Revenue

Month	Revenue upto the month	Revenue upto the month	Revenue upto the month	Revenue for the month
	2009-10	2010-11	2011-12	2011-12
April	351.43	432.78	483.38	483.38
May	707.53	886.45	1005.67	522.29
June	1061.06	1324.98	1523.30	517.63
July	1461.11	1824.15	2105.61	582.31
August	1857.12	2280.54	2617.27	511.66
September	2236.64	2753.33	3186.98	569.71
October	2744.34	3258.78	3725.58	538.60
November	3128.23	3744.23	4334.95	609.37
December	3544.99	4342.21	4935.19	600.24
January	3948.74	4810.70	5399.25	464.06
February	4383.93	5263.40	5914.75	515.50
March	4917.66	6072.94	6652.60	737.85

COMPARATIVE FIGURES OF DRAWBACK (CUS) & REFUNDSAll Figures
in Crores

	2010-11			2011-12		
	Refund	DBK (Cus)	Total	Refund	DBK (Cus)	Total
April	18.33	0.46	18.79	35.81	22.15	57.96
May	38.94	3.31	42.25	36.08	36.03	72.11
June	36.67	33.94	70.61	30.64	21.03	51.67
July	45.97	19.01	64.98	28.42	24.67	53.09
August	35.18	14.16	49.34	23.52	14.47	37.99
September	41.14	10.92	52.06	33.49	37.62	71.11
October	27.82	41.37	69.19	30.31	23.93	54.24
November	51.63	20.76	72.39	26.78	35.69	62.47
December	7.43	24.19	31.62	35.21	31.11	62.87
January	24.98	26.17	51.15	36.58	90.84	127.42
February	8.57	26.60	35.17	23.53	39.47	63.00
March	6.57	2.44	9.01	29.56	16.31	34.52
	343.23	223.33	566.56			

EXCELLENCE IN SERVICE DELIVERY

SEVOTTAM

The concept of '*Sevottam*' envisages implementation of guidelines made under the "Service Quality Manual" issued by DGICCE, New Delhi. These guidelines would help in creating an integrated 'Sevottam system' for implementation, monitoring and review of Citizen's Charter; receipt, redress and prevention of public grievances; and customers, employees and infrastructure based service delivery capability. The ICD, TKD Commissionerate has been selected for the implementation of 'Sevottam' in Phase-II, with effect from 01-12-2010.

Services notified for implementation under Citizen's Charter at ICD, TKD

- Acknowledgement of all written Communication including declarations intimations, applications and returns, immediately and in no case later than 7 working days.
- Disposal of a refund claim within 3 months of receipt of a complete claim.
- Clear the goods, where the declaration relating to any consignment is complete and correct.
 - in case of imports, within 48 hours of filing of declaration
 - In case of exports within 24 hours.
- Release of seized documents within 60 working days if they are not required by the department
- RTI appeal to be disposed off within 30 days of filing of application.
- IPR Registration to be provided within 30 days of filing of documents.

HISTORICAL EVOLUTIONS

With a view to bring the facilities of transportation and Customs clearance of import and export cargo at the doorstep of importers and exporters, an Inland Container Depot was set up at Pragati Maidan in 1983 under the control of an Assistant Collector of Customs. Indian Railways were nominated the custodian of the goods. In 1984, a Container Freight Station (CFS) was also opened at Patparganj which was an extension of ICD, Pragati Maidan and Central Warehousing Corporation was nominated as its custodian. M/s. Container Corporation of India Ltd. (CONCOR) was set up which took over the responsibilities of custodian from Indian Railways for ICD, Pragati Maidan. Within a decade of its inception, the volume of work at ICD had increased to such an extent that it became difficult to handle it at Pragati Maidan. It was then decided (in 1993) to shift the venue of ICD from Pragati Maidan to its present location i.e. at Tughlakabad.

The inland Container Depot, Patparganj, Delhi, came into existence on 29.11.1984. The operation of ICD Patparganj is handled by M/s Central Warehousing Corporation (CWC), who have been appointed Custodians under Section 45 of the Customs Act, 1962, ICD. In 1995, the CFS Patparganj was upgraded to a full fledged ICD with C.W.C. continuing as custodian of the goods. Movement of containers by road was also permitted in addition to the movement of containers by rail through Tughlakabad.

BRIEF INTRODUCTION

ICD, Tughlakabad (TKD) caters to the need of importers and exporters based in Northern India. It is situated near Okhla Industrial Area and is spread over 44 hectares of land. It has three storied Administrative block housing Offices of Customs, CONCOR, Bank, Shipping Lines, CHAs and Surveyors. Four full length rail lines are available in the Customs area which bring the containers by train from Gateway ports such as Mumbai, Nhava Sheva, Chennai, besides bringing the containers by road from other ports such as Haldia, Calcutta and Kandla, etc. ICD, TKD is equipped with most modern facilities such as rail mounted gantry of 40 metric empty lifting capacity, rubber tyre diesel powered cranes, billoties and lift trucks, etc. Two covered sheds, one for import and another for export with a total area of 16,000 sq. mts. has been provided in the Customs area for stuffing and de-stuffing of import and export goods. With these facilities, ICD, TKD, New Delhi, has developed into the largest hub of multi-modal transport in the Indian sub-continent.

All commodities being imported through ICD, include un-denatured ethyl alcohol, poly resins, ethylene – vinyl acetate copolymers, unwrought nickel, linear low density polyethylene, accessories of the motor, plastics and articles, copper rods, copper wire. On export side, major items being exported through ICD are leather garments and leather products, readymade garments, machinery and agricultural products etc.

In the premise of ICD, there is a service Centre run by M/s CMC Ltd. and Punjab National Bank, to provide all services to the trade at one place.

EDI SYSTEM AT ICD, TUGHLAKABAD, NEW DELHI

With a view to streamline the documentation in electronic form, and fast clearance, transparency, and to facilitate the trade, EDI system V 1.0 at this port was launched for the first time w.e.f. January, 1997 and for 13 years, this system had been functioning to the full satisfaction of the Trade (Importers / Exporters / CHAs) and officers.

The Indian Customs EDI system was initially developed for better management of customs activities. The existing processes were again analyzed in depth for re-engineering and improvement.

Now the Customs have introduced advanced System of CBEC LAN-WAN based electronic assessment (ICES 1.5) for clearance of import and Export Cargo at ICD, which have been upgraded from the earlier version ICES 1.0

The new version is a step towards uniform procedures across the country and providing services to the trade with latest technology. It is aimed to cater the needs of the department and stake holders in clearance of the export, import, calculation and collection of the duty and disbursement of export incentives, through EDI with trading partners like Exporters, Importers, Custodian, Bank, Directorate General of Trade (DGFT), Directorate General of Revenue Intelligence (DGRI), Directorate General of Commercial intelligence and Statistics (DGCIS), Reserve Bank of India (RBI) and Department of Valuation.

GRIEVANCE REDRESSAL AT HIGHER LEVEL

In case any aggrieved person is not satisfied with the concerned officer and supervisory officer up to the level of Commissioner, he can also contact following officer for further necessary action.

Name (Shri)	Phone #	Fax #
Najib Shah, Chief Commissioner of Customs, New Custom House, Near IGI Airport, New Delhi.	011-25654160 011-25655392	011-25655392