



भारत सरकार Government of India

वित्त मंत्रालय Ministry of Finance

राजस्व विभाग Department of Revenue

मुख्य आयुक्त सीमा शुल्क (निवारक) का कार्यालय

**Office of the Chief Commissioner of Customs (Preventive)**

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DATE-20-11-2025

**MINUTES OF THE CCFC MEETING HELD ON 06.11.2025 at 11.00 AM**

Meeting of the Custom Clearance Facilitation Committee (CCFC) was held on 06.11.2025 at 11:00AM at Conference Hall, Tiruchirappalli Customs (Preventive) Zone, Trichy in hybrid mode, for the convenience of the trade, under the Chairmanship of Shri S.K. Vimalanathan, Chief Commissioner of Customs, Tiruchirappalli (Preventive) zone.

2. The CCFC meeting was attended by the Officers of the Tiruchirappalli (Preventive) Zone & other members/ stake holders under the Jurisdiction of Zone and the details of the same are given in the Annexure attached.

3. Shri. G.V.Pandiyaraj, Joint Commissioner, CCO, Tiruchirappalli welcomed all the attendees. The following points put forth by the trade were taken up for discussion.

**1. (i) EGM issues experienced at ICD- Hosur**

Further to our concern raised to ICD HOSUR custodian team, we would like to inform you the same that recent past EGM closure for the exports made through ICD Hosur is getting difficult. As per our observation, the EGM issue arises when Custodian started using EGM process through SCMTR. Hence, we are seeking your serious action on this and request for quick remedy for smooth EGM process.

(Shri Sasikumar, Chief Executive Officer, Head Office, Sree Group)

**(ii) EGM related issues raised by Custodian - ICD HOSUR**

As per the instructions of the Superintendent of Customs of ICD Hosur the local EGM details have been submitted through SCMTR ETP ICE gate custodian login id from 02.07.2025 to 21.08.2025 around 720 shipping bills

cleared at ICD Hosur. However, the gateway EGM query showed no records found. Same was brought to the notice of the DG system ICEGATE Delhi through our email date 03.10.2025.

(Shri G. Gopinath ICD Hosur-Custodian)

**(iii) EGM related issues at Gateway Port (JNPT):-**

Our Shipping bills were filed at ICD, Hosur and goods were cleared from JNPT. However, EGM has not been generated in respect of the said bills.

(M/s Orbion Pharmaceuticals (P) Ltd, Irungattukottai)

**Reply for Point 1 (i), (ii) and (iii):** It is ascertained through the custodian that SB 006 error has occurred in respect of the shipping bills pertaining to the subject exporter, on account of data mismatch in Gateway EGMs filed at Gateway ports such as Kattupalli, Ennore, Nava Seva and Chennai Sea. Hence, the vessel agents / shipping lines have to be requested to identify the exact error and take action for rectification by filing supplementary EGMs expeditiously. From the Custodian side also, it should be verified whether they have filed Customs Inland Manifest meant for departure (CIM-DP) properly. The ADC / JC and DC / AC in charge of ICD, Hosur are instructed to verify whether the custodian has filed CIM-DP properly in respect of 720 shipping bills which are pending for IGST refunds and other export benefit. In the case of any technical issue faced the same shall be taken up with ICES / ICEGATE helpdesk immediately. The Chairman further assured that the issue will also be taken with the Gateway ports for instructing the shipping lines concerned for rectification of data mismatch with SDM at their end.

(Action-ADC / JC and AC / DC in charge of ICD, Hosur, Custodian, ICD, Hosur)

**2. E-Bond related issue :**

They are importing Vinyl Chloride Monomer (VCM) at Cuddalore port. Provisional assessment is being opted for want of original documents and also cargo being a bulk cargo. As per the recent circular from Customs, Bond and BG on electronic mode to be given instead of manual. However, even after generating the draft e-Bond and Bank mentioning this e-Bond no, linking of e-Bond and e-BG is not working while issuing the e-BG. So requested for permission for submission of manual bond. Also, even if we select PZ – Officer determined option in e-Bond, Customs officer is unable to change this, to the agreed %. It was requested to resolve the issue.

(Shri. Rajesh Jagan, Sanmar Group Tamil Nadu, India)

**Reply:** The chairman informed that general permission for submission of manual bond cannot be considered in view of Board's instructions for strict implementation of e-Bond and that in the case of any specific technical glitch on account of which e-Bond filed by importer could not be processed further,

manual submission of Bond may be allowed by the DC / AC in charge of e-bonds upon raising the technical issue faced with ICES/ICEGATE helpdesk immediately. Further, with regard to the technical glitch relating to BG raised by SANMAR group, the Chairman advised the Joint Director, ICES attended the meeting to look into the issue and enable the dropdown to select appropriate quantum of bank guarantee. The ADC / JC and DC / AC in charge of Cuddalore Division also should immediately take up this issue with ICES/ICEGATE helpdesk and follow up the same to rectify the subject technical glitch.

(Action-ADC / JC and AC / DC in charge of Cuddalore Division, DG Systems)

**3. Issue related in registering SCMTR in the ICEGATE Portal and facilitate MPLS connectivity at Pondicherry port**

(i) Request to facilitate Pondicherry port obtain MPLS connectivity for CBIC through BSNL

(ii) The issue faced by the Department in registering SCMTR in the ICEGATE Portal.

(Shri P.N. Vijayakumar Executive Engineer, Port Department, Puducherry)

**Reply:** (i) As per CBIC Partner Connectivity Protocol and instruction issued by the ADG (Infranet) DG System New Delhi in File No. DGSYS/APP/INFR/BSNL/2/2024-DD/AD I-O/O ADG-INFRANET-DGS-DELHI dated 04.07.2024, the custodian has to coordinate with BSNL directly for procuring equipment for MPLS connection. Puducherry Port raised this issue in the last CCFC also. Since, the custodian being a Government entity, the System Manager, Tiruchirappalli Commissionerate has to take up the matter through CBIC Infranet / DG Systems, for providing MPLS connectivity at Puducherry Port at the earliest.

(ii) The Chairman advised to identify the nature of error that occurs when a government entity registers for SCMTR in ICEGATE portal. The Chairman further directed that the exact error with screenshots may be intimated to CC office in order to address the issue to DG Systems for early resolution.

(Action- ADC / JC and AC / DC in charge of Cuddalore Division & CCO, Trichy)

**4. EGM / SCMTR issues experienced and non-receipt of export benefits :-**

Post implementation of SCMTR (Sea Cargo Manifest and Transshipment Regulations) gateway EGM errors are mounting for shipments from ICDs resulting in non-scrolling of RODTEP and IGST refunds to the shippers.

(Shri Dileep Abraham, General Secretary & Past President CHAASAAC Custom Broker & Shipping Agents Association)

**Reply:** The issue raised by CHAASAAC is relating to gateway EDM / SDM errors in respect of exports made through ICD, Irugur operated by CONCOR.

The JC / ADC and AC / DC in charge of ICD, Irugur are instructed to verify whether the custodian has filed Customs Inland Manifest meant for departure (CIM-DP) properly relating to the shipments made through ICD, Irugur in which IGST refunds / RODTEP are pending for sanction. In the case of any technical issue faced in successful filing of CIM-DP (local EGM) in ICEGATE, the same shall be taken up with ICES / ICEGATE helpdesk immediately. The chairman advised to submit a list of those EGMs along with shipping bills which were non-integrated with Gate way EGM / SDM along with the details of gate way ports for taking up the matter with the jurisdictional Commissionerates. Further, the exporters / CHAs are requested to take immediate steps for filing supplementary EGM / SDM by the shipping lines at gateway ports for resolving this issue.

(Action- ADC/JC and DC / AC in charge of ICD, Irugur)

#### **5. Issues faced in E-Bond Execution--:**

(i) E-Bond execution process has become a time-consuming process. After draft approval we have to pay stamp duty and again the same would be for approval from AO and AC even if there is no change. It is duplication of work and delay. On obtaining bond number the bill of entry could not be debited as the code is not matching. Then we have to lodge a complaint with ICEGATE helpdesk and raise a ticket number which also takes half a day or one day. Based on the ticket number we have to submit a request letter with all documents for execution of manual bond and after approval bond is accepted. Due to the delay the transaction cost is increased by means of Detention & Demurrage. We request to kindly expedite the process and in case of error kindly accept the manual bond without ICEGATE ticket number.

(ii) Shortage of Officers-

As there is shortage of Assistant Commissioners due to transfer and Superannuation and shortage of inspectors in large numbers, there are delay in day-to-day execution of clearance of cargo and processing at various sections in customs house. Hence, we request to kindly take up and ensure adequate number of officers.

(Shri L. CECIL MACHADO-PRESIDENT, TUTICORIN CUSTOMS BROKER ASSOCIATION)

**Reply to point no (i):** The Chairman observed that registration of E-bond in the E-Bond module involve processes, viz., (a) Submission of draft e-bond by the importer to AO, (b) Approval of draft e-bond and determination of BG if any by the AO, (c) Payment of stamp duty by the importer and (d) acceptance of the e-bond by AC. There is no duplication of work in these processes. Further, the e-bond module has already been implemented and is being used for bond

execution. However, in instances where any technical glitch in the e-bond system results in a delay in accepting e-bonds, the matter has to be promptly escalated to ICEGATE for resolution. In the interim, and specifically in such technically constrained situations, the department permits the acceptance of manual bonds so that trade is not adversely impacted and the clearance process is not held up on account of system-related issues. This practice has to be followed by the Commissionerates without fail.

(Action- Both the Commissionerates)

**Reply to point no.(ii):** The Chairman informed that recently Superintendents have been promoted as Assistant Commissioners and soon as those Assistant Commissioners are posted to this Zone, required number of officers would be posted Custom House, Tuticorin.

**6. Non receipt of IGST refunds in respect of Shipping Bills filed at INTUT6 and INCHE6:**

(i) The representative from Tirupur Exporters Association (TEA) informed that their members who have filed shipping bills for the period from June 2025 to August 2025 through INTUT6 (St. John ICD) and INCHE6 (Chettipalayam ICD) are facing SB006 error while filing IGST refunds. As per the list of Shipping bills provided, IGST refunds are pending in respect of 17 Shipping Bills filed at INTUT6 and 36 shipping bills filed at INCHE6. All these goods have been exported through Tuticorin Port (Gateway Port). It was also requested to establish a direct contact point in DG System for quick response in respect of the system related glitches.

(ii) Non receipt of RODTEP benefits in respect of shipping bills filed at INTUT6:

For LEO dated 30/09/2025, the shipping bill was filed with RODTEP, and the assessed copy has been updated. However, in the LEO copy, RODTEP is shown as "0" (13 Shipping Bills Pending in INTUT6)

**(Shri Karthikeyan, Tiruppur Exporters' Association)**

**Reply to Point No: (i):** In response to the request for establishing a direct contact point in DG System for quick response in respect of the system related glitches, the Chairman informed that a 'Helpdesk' facility is already in place in ICEGATE, which could be accessed by the trade for speedily resolving their issues. The Chairman also informed that the 'Thunaivan' portal is also in place which helps consolidating and taking up the issues faced by the exporters with gateway ports for immediate resolution. As regards to rectification of SB 006 Errors arising out of non-filing of SDMs and non-rectification of errors, the Chairman called for the list of shipping Liner wise shipping bills with SB-006 errors. ADC / JC and DC / AC in charge of EGM / SDMs at Custom House Tuticorin have to collect this list from Tiruppur Export Association and take up

the matter with the concerned shipping liners for filing supplementary SDM immediately. In the case of any technical issues faced while filing supplementary SDM, those issues have to be taken with helpdesk of ICES / ICEGATE immediately.

(Action-ADC/JC DC / AC in charge of SDM, Custom House, Tuticorin and Tirupur Export Association)

**Reply to point No: (ii)** The representative of the Tirupur Exporters Association (TEA) informed that the issue has since been resolved. Hence, no action is required.

## **7. Facility at CRCL Laboratory, Tuticorin**

CRCL Laboratory, Tuticorin now equipped to issue complete test reports for Textile samples including Hazardous dyes. Hence the stakeholders may be sensitized to send textile samples to CRCL. In this regard, a Public Notice No. 22/2025 dated 12.09.2025 has been issued by the Commissioner of Customs, Custom House, Tuticorin.

(Shri Biju Ismail, Chemical Examiner Gr.I, Custom House Laboratory, Tuticorin)

**Reply:** The Chairman pointed out that provisional assessment in both Commissionerates of the Zone is pending for years for want of Test Reports from CRCL, Chennai. In this regard, the Chairman advised CRCL, Tuticorin to coordinate with CRCL, Chennai expediting the test reports which are pending for very long time. DC / AC in charge of provisional assessments at CH, Tuticorin and ICD, Tuticorin are instructed to prepare a list in this regard and provide the same to CRCL, Tuticorin for taking up the matter with CRCL, Chennai.

(Action- CRCL, Tuticorin)

## **8. E- Bond, refund and assessment issues:-**

The grievance pertains to E-Bond, refund and assessment issues. They were not getting online refunds from the department online in respect of the claim filed by them. Further, their Refund claims were pending with the AC, Karaikal Port.

(M/s IL & FS Karaikal)

**Reply:** In response to the above, the AC, Karaikal Port replied that although the party had filed online refund claims, those claims are not reflecting in the system. The Chairman instructed System Manager, Trichy Commissionerate and AC, Karaikal Port to verify immediately whether officers allotted with the work of refunds have been provided with the required roles in ICES. The Chairman also instructed AC Karaikal to look into the matter and resolve the matter immediately.

(Action- AC, Karaikal Port / System Manager Tiruchirappalli  
Commissionerate)

**9. Non-receipt of Drawback and IGST benefits:-**

The Drawback and IGST benefits have not been received in respect of some bills filed at Tuticorin port which is pending since Nov-2024 on account of AD Code issue.

(Ms.Radhika, GMR Textiles)

**Reply:** The Chairman requested the trade to update ICES in the case of any changes in their Bank particulars immediately. In respect of issue raised, ADC / JC and DC / AC in charge of refunds are instructed to resolve the matter immediately by making necessary AD code changes in the system and in the case of any technical glitch, the issue has to be taken up the ICES helpdesk immediately.

(Action-System Manager – CH, Tuticorin, DC / AC in charge of EDI)

Shri. G.V.Pandiyaraj, Joint Commissioner, CCO, Tiruchirappalli has thanked everyone for attending the meeting.

Digitally signed by  
Pandiyaraj G V  
Date: 20-11-2025  
16:45:09  
PANDIYARAJ GV  
JOINT COMMISSIONER

Copy Submitted to

The Joint Secretary (Customs)  
CBIC, North Block, New Delhi

Copy to:

1. All the Stakeholders through Zonal Website
  2. The Deputy/Assistant Commissioner (EDI), CC(P) Zone, Tiruchirappalli
- (With a request to upload the minutes of the meeting in the Tiruchirappalli Preventive Zone website)