

	प्रधानआयुक्तसीमाशुल्क(आयात) का कार्यालय OFFICE OF THE PR. COMMISSIONER OF CUSTOMS (IMPORT), हवाईमाल परिसर, सहार, अंधेरी (पूर्व), मुंबई - 400099 AIR CARGO COMPLEX, SAHAR, ANDHERI (E), MUMBAI - 400099 Email: Pro.acc-sahar@gov.in
---	---

Dated: 14.10.2025

PUBLIC NOTICE NO. 51/2025

Subject: Expediting assessment in Faceless Assessment Groups (FAG).

Attention of Importers, Customs Brokers, and all other stakeholders is drawn towards various Circulars issued by CBIC on Faceless Assessment to streamline the process and expedite assessment in Faceless Assessment Groups (FAG).

2. During the course of the Faceless Assessment, instances have been observed where owing to the non-submission of complete information and documents at the time of filing the Bill of Entry (BE), Queries were required to be raised, which resulted in a slower pace of assessment and clearance of the consignment. It is also noticed that essential documents are not being uploaded in e-Sanchit or uploaded documents are not legible, leading to a situation where the Proper Officer cannot view/read the document and is thus compelled to raise a Query. This is leading to delay in the process of verification of self-assessment by the FAG in some cases.

3. In this regard, attention of the Importers and Customs Brokers is drawn to the following general instructions for faster assessment and clearance of the goods in Faceless Assessment:

i. **Legible documents:** Ensure that legible copies of all supporting documents are uploaded in e-Sanchit.

ii. **IRN Number:** Ensure that all uploaded documents in e-Sanchit are properly linked with the concerned Bill of Entry, by tagging Image Reference Number (IRN)/Document Reference Number (DRN) to all documents corresponding to Bill of Entry.

iii. **Specific Description, Model and Brand Name:** Model details and Brand Name may be provided and as far as possible always upload the Functional/Pictorial Catalogue/Technical Writeup/End use/Product Data Sheet/User Manual, etc. which will help the FAGs in verification of self-assessment and reduce First Check Examination/Queries raised. In cases, the imported goods are unbranded, the text "UNBRANDED" may be used. The importers are also advised to declare in description of goods whether the goods are FOC (Free of Cost/Charge), for testing purpose, for exhibition, samples or for personal use.

iv. Constituent material of the goods: Constituent material of the goods may be provided as far as possible which will help the FAGs in verification of Classification/Valuation of the goods and reduce First Check Examination/Queries raised.

v. Supporting documents: Documents in support of declared value such as previous BEs, Purchase Order/Contract, Remittance Copy, etc. whichever is available may be uploaded to assist the Proper Officer in verification of self-assessment.

vi. Exemption Notification claimed: Whenever duty exemption is claimed under any exemption notification, the conditions of duty exemption should be carefully studied and compliance documents must be uploaded. It must be ensured that the goods are covered by such exemption.

vii. Allied Acts/Rules: If the importation of goods requires Registration under Customs Allied Acts/Rules, the same must be completed before filing the Bill of Entry and a copy of required certificate should be uploaded in e-Sanchit.

viii. Supplier and Manufacturer Details: In cases, where duty applicability is based on Manufacturers/Suppliers such as Anti-Dumping Duty (ADD), Safeguard Duty (SD) etc. the details of Manufacturers/Suppliers must be provided. In case of products attracting ADD, these details would require to be mandatorily provided.

ix. Item Qualifiers: Certain imported items may have distinctive characteristics or be identified by industry-specific nomenclature, including scientific names or the International Union of Pure and Applied Chemistry (IUPAC) nomenclature e.g. Chloroform (Trichloromethane), Glycerol (propane-1,2,3-triol) (also known as glycerine), etc. These item names or qualifiers may be declared, as applicable, for verification by the Proper Officer.

x. First Time Import: First time importers are required to submit KYC (Know Your Client) documents in terms of Public Notice No. 41/2025 dated 23.09.2025. It is advisable that this process may be completed well in advance.

xi. Query Reply: Whenever a Query is raised seeking specific information/document, it should be replied with relevant and specific answer providing information/documents required. If any document is uploaded in response to a Query, the IRN/DRN No. of the said document should be mentioned in the Query reply.

xii. Provisional Assessment: While filing a Bill of Entry under 'Provisional Assessment' under Section 18 of the Customs Act, 1962 due to pending SVB Investigation or for any other reasons, it is requested that proper reason for opting Provisional Assessment must be mentioned and a

declaration giving these reasons may also be uploaded in e-Sanchit. That will be of added advantage at the time of finalization of assessment.

xiii. Country of Origin: Wherever preferential rate of duty is claimed based on Country of Origin Certificate, and BE is facilitated by Risk Management System (RMS) for Out of Charge (OOC), in order to avoid query at shed, it is advised that goods registration should be done only after getting the Country of Origin certificate defaced by Turant Suvidha Kendra (TSK).

xiv. First Check Examination: While filing a Bill of Entry for First Check Examination, the proper reason for opting such 'First Check Examination' like FOC (Free of Cost/Charge), temporary import, verification of Classification/Valuation/Quantity/Rate of Duty or other parameters, must be mentioned and a declaration giving these reasons also uploaded in e-Sanchit. It is advised that the importers must not request First Check Examination on a regular basis. The request for First Check examination should be genuine and should not be routinely used to avoid self-assessment.

xv. Re-import of goods: Wherever the goods are re-imported after exportation under various schemes, the relevant export documents like Shipping Bill, Export Invoice, Packing List, etc. must be uploaded in e-Sanchit. The importers are also advised to upload proof of reversal of export benefits in e-Sanchit, wherever applicable.

4. List of documents: The list of documents required to be uploaded varies as per the imported goods. Assessing Groups list of documents that are generally required to be uploaded is listed in **Annexure-1** to this Public Notice. However, it may be noted that the provided list is not exhaustive. The importer may be required to upload additional documents depending on the nature of imported goods and the necessity of assessment. Further, the Proper Officer may ask for additional documents if necessary for verification of self-assessment of the importer.

5. Anonymised Escalation Mechanism (AEM) & Turant Suvidha Kendras (TSKs): Faceless Assessment has brought standardisation and uniformity in the Customs processing. To address delays in clearance of live Bills of Entry, a tri-layered Grievance Redressal Mechanism comprising the Anonymised Escalation Mechanism (AEM) [Circular No. 14/2021-Customs dated 07.07.2021 & 23/2022-Customs dated 03.11.2022], Turant Suvidha Kendras (TSKs) [Circular No. 28/2020-Customs dated 05.06.2020 & 45/2020-Customs dated 12.10.2020, Instruction No. 09/2020 dated 05.06.2020], and National Assessment Centres (NACs) [Circular No. 40/2020-Customs dated 04.09.2020 & 13/2023-Customs dated 31.05.2023] has been institutionalised.

The AEM allows ICEGATE registered users to raise online grievances after filing the Bill of Entry which will automatically route the grievance to the concerned FAG/Import Shed, with a notification to Additional/Joint Commissioners of Customs of the concerned FAG and Port of Import

The Trade can also bring any issues of delay to the notice of the concerned Additional/Joint Commissioner of Customs of Port of Import or reach out to Turant Suvidha Kendra (TSK) at the Port of Import that acts as a Facilitation Helpdesk for any grievance related to clearances of the BE filed for the Port.

ICES (System) application issues should be reported to ICEGATE help desk by raising a web-ticket at <https://icegatehelpdesk@icegate.gov.in/> Tel-1800-3010-1000.

6. National Assessment Centres: National Assessment Centres (NACs) are entrusted to monitor and analyse the grievances that are being raised due to non-uniformity in their respective FAGs. For effective monitoring of functioning of FAGs and redressal of import related grievances relating to Faceless Assessment, NACs take proactive measures to minimise grievances. There are total 8 NACs [Circular No. 13/2023-Customs dated 31.05.2023] organized commodity-wise according to the First Schedule to the Customs Tariff Act, 1975, as mentioned below:

- (i) Primary Products (Chapter 1 - 26) (Group – 1);
- (ii) Mineral Products (Chapter 27) (Group - 1A);
- (iii) Chemicals (Chapter 28-49) (Group – 2, 2(A-F), 2G, 2(H-K));
- (iv) Textile Products (Chapter 50-71) (Group - 3,3A);
- (v) Metal Products (Chapter 72-83) (Group - 4);
- (vi) Mechanical Machineries (Chapter 84) (Group - 5);
- (vii) Electric Machineries (Chapter 85) (Group – 5A);
- (viii) Automobile, Instruments, Misc. Products & Project Imports (Chapter 86-98) (Group – 5B, 5F, 5S, 5I, 6).

To enable easy access, consolidated contact details of NACs have been provided at **Annexure-2**.

7. National Assessment Centres (Mechanical Machineries): Mumbai Customs Zone-III is the National Convenor for “Machinery and Mechanical Appliances” covering Faceless Assessment Groups 5 (CTH 8401- CTH 8469), 5E (CTH 8470 – CTH 8473) and 5N (CTH 8474 – CTH 8487). Special attention of the importers, Customs Brokers, and all other stakeholders is also drawn to the new initiative wherein a separate link has been created in the ACC, Mumbai website - <https://mumbaicustomszone3.gov.in/> where a compilation of Notifications/Circulars/P.Ns/Case Laws relevant to NAC 5

have been uploaded, so as to serve as a ready reckoner and guidance tool to expedite the Assessment process.

8. Difficulties, if any, in implementation of this Public Notice, may be brought to the notice of the Additional Commissioner of Customs, Technical (Import), ACC, Mumbai (email-pro.acc-sahar@gov.in). For assistance, clarification and information, Importers and Customs Brokers may contact our Help Desk at TSK (Turant Suvidha Kendra) at email-tsk.accmumbaizone3@gov.in/Tel-022-26816696 or visit our official website at <https://mumbaicustomszone3.gov.in>.

(Manish Chandra)
Pr. Commissioner of Customs (Import)
ACC, Mumbai.

Copy:

1. The Pr. Chief Commissioner of Customs, Mumbai Customs Zone –III, Mumbai.
2. The Commissioner of Customs (Export), ACC, Mumbai
3. All Additional/Joint Commissioners of Customs (Import), ACC, Mumbai
4. All Additional/Joint Commissioner of Customs (Export), ACC, Mumbai
5. All Deputy/Assistant Commissioners of Customs (Import & Export), ACC, Mumbai
6. Trade Associations
7. CB Associations (BCBA)
8. MIAL / Air India
9. EDI section (for updation on Website)
10. Office Copy