



Dated: 15.10.2025

PUBLIC NOTICE NO. 54 /2025

Subject: Strengthening Trade Facilitation through Institutionalised Consultation Mechanism.

Attention of Importers, Exporters, Customs Brokers, and all other stakeholders is drawn towards CBIC Circular No. 21/2025-Customs dated 12.09.2025 on Strengthening Trade Facilitation through Institutionalised Consultation Mechanism.

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 Permanent Trade Facilitation Committee (PTFC). This Public Notice consolidates and supersedes earlier guidelines to realign the Committee besides taking measures keeping in view current priorities of consultative decisionmaking, 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 tri-layered grievance redressal mechanism comprising the Anonymised Escalation Mechanism (AEM) [Circular 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) [Circulars No. 40/2020-Customs dated 04.09.2020 & 13/2023-Customs dated 31.05.2023] has been institutionalised.

3.1 The AEM allows ICEGATE-registered users to raise online grievances after filing the Bill of Entry. These are auto-routed to the concerned Additional/Joint Commissioner in the FAG, with anonymised identities and real-time tracking.

3.2 The TSK serves 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.

3.3 Further, National Assessment Centres (NACs) are *inter-alia* 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 and conduct sectoral consultations every fortnight.

4. Now, it has been decided that PTFCs shall meet fortnightly and the Composition of PTFCs has also been significantly broadened to include representatives from DGFT, Custodians, PGAs, Shipping Lines, Logistics service providers, Trade Councils, and Customs Brokers, besides existing trade participants. Further, the Terms of Reference (ToR) for PTFC (**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. A high level Customs Consultative Group (CCG) also engages with all trade and Government stakeholders for policy issues and issues having wider pan India implications for comprehensive deliberations and appropriate course correction. The issues raised by trade also get opportunity for redressal at multiple forum like PTFC, CCFC, NAC etc. All grievances originating by any stakeholders from local Customs stations or specific Ports shall be discussed in the PTFC meetings in consultation with relevant PGAs, Custodians, and trade bodies to ensure that issues can be resolved locally in consultation with trade without delay.

6. The Trade is advised to bring any issues of delay to the notice of the concerned Additional/Joint Commissioner of Customs, Turant Suvidha Kendra (TSK) at the Port of Import that acts as a Single Point of Contact (SPOC) for effective coordination and collaboration for faster clearance process.

7. 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>.

Hindi version follows.

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

Copy:

1. The Pr. Chief Commissioner of Customs, Mumbai Customs Zone –III, Mumbai.
2. The Pr. Commissioner/Commissioner of Customs (General, Import & Export), ACC, Mumbai
3. All Additional/Joint Commissioners of Customs (Import), ACC, Mumbai
4. All Additional/Joint Commissioner of Customs (General & Export), ACC, Mumbai
5. All Deputy/Assistant Commissioners of Customs (General, 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

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.