



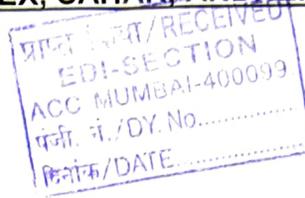
आयुक्त सीमाशुल्क (सामान्य) का कार्यालय

OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)

हवाई माल परिसर, सहार, अंधेरी (पूर्व), मुंबई - 99

AIR CARGO COMPLEX, SAHAR, ANDHERI (E), MUMBAI-99

F.No.S/3-Misc-Estt.-01/2022-23/P&E ACC



Date : 25.05.2022

STANDING ORDER NO. 03 /2022-23

In order to improve transparency and efficiency, the following steps are ordered to be ensured.

1. All public notices, office orders, standing orders, etc. shall be put on the website, if it is not confidential or secret.
- 2(i) All section should maintain a dispatch register as it was found that no dispatch number is mentioned in the communications. All communication should contain dispatch number which should also be recorded in dispatch register along with subject of the communication.
- 2(ii) All proof relating to dispatch and post should be maintained. Further, the evidence of receipt by the recipient should also be maintained to avoid legal complication arising out of non-availability of proof of delivery.
3. The file opening register should contain the subject of the file and even part-file should be opened only after registering in the file opening register.
4. The note-sheet and documents on the correspondence side should be properly numbered. The issue in hand should be properly examined in the note-sheet based on the facts and the prevalent law. Merely re-writing the request is not sufficient for taking decision. Further, merely citing a practise without supporting the relevant law cannot be treated sufficient to arrive at correct decision. It must be understood that decision-making undergoes continuous improvement and may be different under different facts and circumstances. Therefore, the note-sheet must contain the relevant facts and all the relevant law, circulars and instructions along with specific proposal and recommendation. It should also mention correctness of the facts submitted by the trade.
5. In case the file is urgent or time bound the file must carry a tag of being urgent nature or time bound.

- 6(i) It has been observed that officers often refer the discussion or direction of the senior officers to take decision in the file. Even though decisions are taken in the name of discussion or direction of the senior officers, these notes are never put up to the concerned senior officers whose discussion or direction has been referred in the file. Such practice may lead to a situation where an officer may wrongly quote the discussion or misconstrue the direction or discussion. Therefore, whenever any discussion or direction of senior officer is quoted in the file, the file should be put up to the senior officer who has given direction, decision for verbal approval, before the decision is implemented.
- 6(ii) In case any reference, discussion or direction of a Senior Officer is fed in the EDI system, the file number where such verbal discussion, decision or reference has been got approved from the concerned Senior Officer must be mentioned in the EDI system.
- 6(iii) The file should not merely quote the discussion or direction but must also contain the examination of desirability and legality of the decision before the file is put up to the senior officer whose discussion or direction is referred.
7. This is for strict compliance. All the supervisory officers are directed to ensure the compliance of this order.
8. Difficulty if any, faced in implementation on the Public Notice may be brought to the notice of the officers of Customs, General, ACC, Mumbai.



(RANJIT KUMAR)

Commissioner of customs (General)
Air Cargo Complex, Mumbai Zone-III

Copy to:

1. The Chief Commissioner of Customs, Mumbai Zone-III..... for kind information
2. All Pr. Commissioner/Commissioner of Zone-III..... for kind information
3. All the ADC/JC/DC/AC of Commissioner of Customs (Export), ACC, Mumbai.....with direction to sensitize all the officers about this order.
4. Website
5. Guard File in Personnel & Estt. Section, ACC (General), Mumbai
6. Office copy