Circular No. 07 / 2007-Cus

F.No.450/96/2006-Cus. IV

Government of India

Ministry of Finance

Department of Revenue

{Central Board of Excise & Customs}

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22nd January, 2007

Subject: Response to the query of stakeholders- regarding

I am directed to inform that an Inter Ministerial Group on simplification of Customs procedures in Air cargo and Air ports interacted with several stakeholders to redress the bottlenecks faced by them. During the deliberations it was requested by stakeholders that the Central Board of Excise & Customs (CBEC) should direct its field formations to provide quick clarifications regarding customs procedures and other related issues.

2. The issue was considered. Helpdesk facility is available on CBEC website www.icegate.gov.in, which provides telephone numbers to be contacted for sorting problems. Further, information in the form of Frequently Asked Questions (FAQs) is also available at the helpdesk. Help Centres provided in CBEC website www.cbec.gov.in also provide similar information. The Inter Ministerial Group felt that in addition to information available at the helpdesk, there may be issues on which clarification should be promptly given to the stakeholders. Accordingly, you are requested to ensure that the field formations under your jurisdictions respond to the specific queries of stakeholders in a time bound manner.

3. Difficulty, if any, in implementation of above instructions may be reported to the Board.

India Code