



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, PORT AREA, VISAKHAPATNAM-530 035**

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F. No. S10/23/2016– Prev.

Date: 31.08.2016

STANDING ORDER No. 08/2016

Sub:- To improve the efficiency and streamline the Boarding procedure-regarding.

To streamline the Boarding procedure and to improve the functioning of Docks operations, the following guidelines and directions are issued:

1. The Section Officers/Boarding Officers are directed to inform the Master of the vessel to give a factual feedback in the enclosed format.
2. The Boarding Officer should fill up the contact number of Superintendent (Docks) DC/AC(Preventive) while handing over the specimen feedback form to the Master of the vessel for their feedback, The filled in feed back form should be collected from the master of the vessel and submitted to the Superintendent(Docks) on completion of duty/shifts.
3. The Superintendent(Docks) on duty should immediately inform AC(Preventive) regarding the adverse feedback, if received, over phone and it should be placed before AC(P) on the same day or next working day(invariably before the sailing of the vessel). The same shall also be recorded in the diary maintained at the Main Gate.
4. Citing International formalities/convention, in certain cases the Master of the vessel/Shipping Agents may offer gifts to the Boarding Officer. The Boarding officer should refuse the gift politely and firmly. On surprise verification(by team tasked with that purpose) and/or on the some adverse feed back received, if any, if it is found that instructions in this regard have been flouted, strict action shall be initiated as per CCS(Conduct) Rules, 1964 and CCS(Classification, Control and Appeal) Rules, 1965.
5. The Boarding Officer shall endorse approval for the commencement of operations by signing the Application for Entry Inward/Arrival Report. The Section Officer/Boarding Officer should also give entry inward to the vessel in the ICES immediately after finishing the boarding of the vessel. In this connection, Public Notice No. 18/2015 dated 15.10.2015 may please be referred to. If the system at Main Gate is not working, the Officer can give entry inward/outward in the system at Custom House. There should not be undue delay in giving entry inward. It shall be borne in mind that the date of entry inward is crucial for determining the rate of duty in case of filing Prior Bill of Entry as provided in Section 15 of Customs Act, 1962. Further the RMS System does not recognize an IGM till the entry inward is given in the ICES. It shall be the responsibility of the Superintendent (Docks) to ensure that the entry inward is given without any undue delay.

6. All Officers/Superintendents posted in Harbour shall wear proper uniform with name plates.
7. The Main Gate Officer shall ensure that a copy of Berthing Programme reaches AC(P) by 10:00 hours everyday without fail.
8. The Officer posted at Main Gate should give daily report to Preventive General Section regarding the Number of vessels berthed and boarded on previous date with details i.e. berthing time, boarding time and entry inward time.

All the Officers concerned should strictly adhere to the above guidelines/directions.

This issues with the approval of the Principal Commissioner of Customs.

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(SUDHAKAR MISHRA)
ADDITIONAL COMMISSIONER OF CUSTOMS

To

- 1) All concerned officers.
- 2) EDI Section for uploading on the VCH website.



VISAKHAPATNAM CUSTOMS FEEDBACK FORM

Dear Captain,

Visakhapatnam Customs welcomes you and your crew. You are requested to fill the part B of the feedback form carefully and give a genuine opinion about your experience with Customs. Your feedback will help us in improving our services.

(PART-A)

1. Name of Boarding Officer :
2. Date :
3. Berth :
4. Vessel Name :
5. Nationality :
6. Master Name :
7. Agent :
8. Berthing Time :
9. Boarding Time :
10. Last port of call :
11. Next port of call :
12. Cargo :
13. Confirmation of Sl.No. 8 & 9 :

(PART-B)

1. Courteous Behavior :

Average	Good	Very Good
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2. Efficiency in Work :

Average	Good	Very Good
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3. Quality of Interaction :

Average	Good	Very Good
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4. Complaints if any :

MASTER

* In case of any grievance, you are requested to contact:

1. Mr./Ms. _____, Superintendent of Customs (Docks)-0891-2562311/ _____(Mobile Number).
2. Deputy/ Asst. Commissioner of Customs, Preventive General-0891-2567582(During working hours).

**Please desist from offering any compliments to the officer of Customs and please don't take offence if they decline as they are under strict order in this regard.