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सीमा शुल्क आयुक्त का कार्यालय, सीमा शुल्क भवन, मारमागोवा  
OFFICE OF THE COMMISSIONER OF CUSTOMS  
CUSTOM HOUSE, MORMUGAO, GOA.

F.No.:36/62/06-Pr.Pt.II.

Dated: 5.01.2017

STANDING ORDER NO.04/2017

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

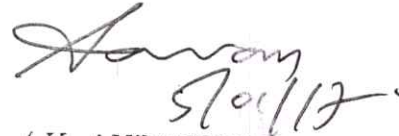
To streamline the Boarding procedure and to improve the functioning of Docks operations, the following guidelines and directions are issued:

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) 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(P) 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.
4. Citing International formalities/convention, in certain cases the Master of the vessel/Shipping Agent may offer gifts to the Boarding Officer. The Boarding Officer should politely decline the offer. 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 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 in the hard copy of the Arrival Report. The Section Officer/boarding officer should also give entry inward to the vessel immediately after finishing the boarding of the vessel. If the system at Gate is not working, the Officer can give entry inward in the system. There should not be undue delay in giving entry inward. It shall be borne in mind that the date 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 on the hard copy of the Arrival Report.
6. The Superintendent (Docks) is directed to scrutinize the berth list as soon as he takes over the shift and to depute officers posted at gates to attend to the work of boarding of the vessels in the event of more than one vessel berthing at the same time.

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7. All Officers/Superintendents posted in harbor shall wear proper uniform with name plates.
8. The Wharf Section Officer shall ensure that a copy of berth list I.G.M., reaches the R & I by 10:00 Hrs every day without fail.
9. The Officer posted at Wharf Section Office should give daily report to Preventive 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.



( K. ANPAZHAKAN )  
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