

DISCLOSURE UNDER SECTION 4(1)(b) OF RIGHT TO INFORMATION ACT, 2005

1. ORGANISATION AND FUNCTION

1.1 PARTICULARS OF ITS ORGANISATION, FUNCTIONS AND DUTIES:

NAME AND ADDRESS OF THE ORGANISATION: -

Office of the Chief Commissioner of Customs, Mumbai Zone-I, New Customs House, Ballard Estate, Mumbai- 400001

HEAD OF THE ORGANISATION: -

Shri Mayank Kumar, Chief Commissioner of Customs, Mumbai Customs Zone-I, New Customs House, Mumbai

VISION, MISSION AND KEY OBJECTIVES: -

Our Mission

Our mission is to achieve excellence in the formulation and implementation of Customs and Excise initiatives aimed at: Realizing the revenues in fair, equitable and efficient manner

Administering the Government's economic, tariff and trade policies with a practical and pragmatic approach Facilitating trade and industry by streamlining and simplifying Customs

and Excise processes and helping Indian business to enhance its competitiveness Creating a climate for voluntary compliance by providing guidance and building mutual trust

Combating revenue evasion, commercial frauds and social menace in an effective manner.

Our Commitment

We shall carry out our tasks with –Integrity and judiciousness courtesy and understanding objectivity and transparency promptness and efficiency. We shall encourage and Assist

voluntary tax Compliance by our clients.

Our Strategy

To achieve our mission, we would focus on: Enhancing the use of Information Technology Streamlining Customs and Excise Procedures Encouraging voluntary compliance Evolving

Cooperative Initiatives Assisting in the Formulation of Tariff Policies Combating Revenue Evasion, commercial Frauds and social menace effectively Measuring conformance to

service delivery standards Developing professionalism and responsibility.

FUNCTIONS AND DUTIES:-

Mumbai Customs Zone-I, headquartered at the historic New Custom House in Ballard Estate, serves as a pivotal hub for customs operations in India. As the Cadre Controlling

Authority for all Mumbai Customs Zones, it plays a crucial role in regulating trade, ensuring national security, and facilitating economic activities

Key Functions and Duties

1. Regulatory Functions

- **Tax Collection and Compliance:** Imposes and collects Customs duties.
- **Assessment and Clearance:** Assesses, examines, and clears imported and exported goods.
- **Dispute Resolution:** Resolves disputes through administrative and legal measures.
- **Refunds and Drawbacks:** Sanctions refunds, rebates, and drawbacks.
- **Audit and Compliance:** Conducts audits of assessments to ensure tax compliance.

2. Service Functions

- **Information Dissemination:** Provides information on laws and procedures through various media.
- **Online Services:** Enables filing of declarations, returns, and claims through online services.
- **Public Enquiries:** Responds to public enquiries relating to Customs matters.
- **Customs Services:** Provides Customs services such as examination of import and export goods as per policy.

3. Trade Facilitation and Infrastructure Development

- **Automation and Digitalization:** Emphasizes increased workflow automation and online/digital transactions to minimize direct human interface.
- **Infrastructure Projects:** Focuses on expeditious completion of pending projects and initiation of new projects to meet the increased official and residential requirements of officers.
- **Centralized Office Space:** Works towards the completion of the Customs Enclave project at Wadala to provide centralized office space for various departments under the Central Board of Indirect Taxes and Customs (CBIC).

4. Capacity Building and Employee Welfare

- **Training Programs:** Implements the 'SAMARTH SEVAK' capacity building program to impart knowledge and skills to officers and staff.
- **Employee Motivation:** Focuses on continuous training, re-skilling programs, and welfare measures to maintain high employee morale and motivation.
- **Grievance Redressal:** Establishes mechanisms for addressing complaints and grievances promptly.

5. Legal and Compliance Oversight

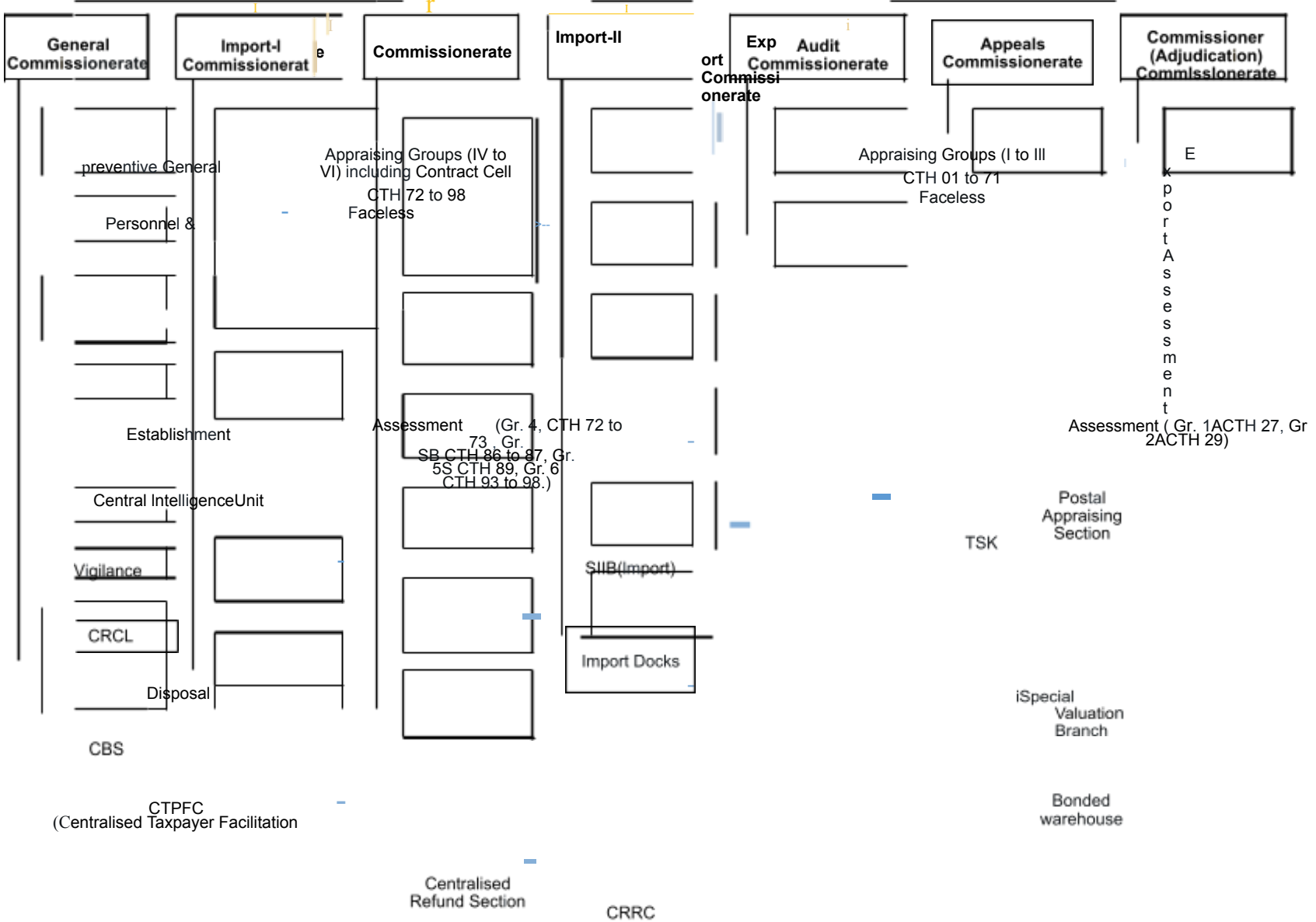
- **Acts Enforcement:** Apart from the Customs Act 1962, it works in tandem with various allied acts such as the Drugs and Cosmetics Act, 1940, Food Safety and Standards Act, 2006, and the Wildlife Protection Act, 1972 etc.
- **Coordination with Agencies:** Coordinates with agencies like the Food Safety and Standards Authority of India (FSSAI) and the Wildlife Crime Control Bureau (WCCB) to ensure compliance with relevant laws.

ORGANISATION CHART: -

- Mumbai Customs Zone -1 is headed by Chief Commissioner of Customs and has 7 executive Commissionerates each of which is headed by Pr. Commissioner / Commissioner.
- Apart from these executive Commissionerates, CAAR i.e. Customs Authority for Advance Rulings is also under administrative control of Chief Commissioner of Customs, Mumbai Zone-I.
- CFS Mulund under General Commissionerate ceased its operations in December, 2020 and has since been de-notified vide Public Notice No. 02/2023-24 dated 27.04.2023.

Mumbai Customs Zone-I

(Jurisdiction & Areas of Work)



Jurisdiction of Mumbai Customs Zone-I

Special F Intelligence Branch (S

- SIIB (Export)

- Export Docks

Centre)

Jurisdiction of
Mumbai Customs
Zone-III



I

EDI

Drawback

ANY OTHER DETAILS: -

The Bombay Presidency being a part of British India was working under the Bombay Presidency. The Bombay Custom House was headed by the Collector of Customs reporting to the Commissioner of Customs, Salt, Appeal and Abkari, of the Bombay Presidency. Before 1911 the Custom department at Mumbai was accommodated in two main buildings namely the Fort Custom House and the Branch Custom House at the Princess Docks. The Fort Custom House was an old two storied building in which an imperial opium department, Statistical department, Import, Export, MCD, Drawback, Preventive Services, Cash, Accounts, Correspondence, Record, Port health office and Office of Collector of Customs and Commissioner of Customs, Salt, Appeal and Abkari were located. Similarly, certain departments administered by the Collector of Bombay, like Salt revenue, Coast guard service were located in this building. This building was allotted sometime in 1922 to the District Collector of Bombay and others government offices and was known as Old Custom House. In the Branch Custom House at the Princess Docks were located, the Appraising and Gazing department of Bombay Customs, Cash office, Coastal Trade Establishment dealing with the country crafts and certain steam ship lines etc., and offices of Asstt. Collector. This Custom House was then known as Docks Custom House. The Government of India appointed a committee in 1907 to consider the question of arrangements to be made for the transaction of the Custom business on completion of new Docks under the construction, by Bombay Port Trust. At the relevant time the Customs department was working at the Government of India level under the department of Commerce and Industry. The committee recommended on 16.07.1907 the closing of the Fort Custom House and construction of new Central Custom House on site located by them. Consequent of that decision on general plan and sketch an estimate of cost were prepared for the New Custom House to be constructed on the consolidated site (site of New Custom House, Mumbai were taken and submitted for the approval of Government of India. There used to be a Kings warehouse in the Fort Custom House wherein gold, of which custom department has taken charge was stored for safe custody.

1.2. POWERS AND DUTIES OF CUSTOMS OFFICERS:

Customs officers in India are vested with significant powers and duties under the Customs Act, 1962, to enforce laws related to the import and export of goods. These powers are essential for preventing smuggling, ensuring compliance with customs regulations, and safeguarding national interests.

Powers of Customs Officers

1. Search and Seizure

- **Premises:** Officers can search any place if they have reason to believe that goods liable to confiscation are secreted there.
- **Conveyances:** They can stop and search vehicles, vessels, or aircraft suspected of being used for smuggling.

2. Arrest

- Officers have the authority to arrest individuals suspected of committing offenses under sections 132, 133, 135, 135A, or 136 of the Customs Act. These sections pertain to smuggling and related offenses.

3. Examination and Inspection

- They can examine goods to ascertain their nature, quality, and quantity.
- Officers are authorized to inspect documents, accounts, and goods stored in places to ensure compliance with customs laws.

4. Summoning and Recording Statements

- Customs officers can summon individuals to provide evidence or produce documents related to customs inquiries.

5. Power to Board and Search Vessels

- They can board and search vessels within Indian waters to check for contraband or goods violating customs laws.

Duties of Customs Officers

- **Enforcement of Customs Laws:** Ensuring compliance with the provisions of the Customs Act and other related regulations.
- **Prevention of Smuggling:** Detecting and preventing the illegal import or export of goods.
- **Revenue Collection:** Assessing and collecting customs duties, taxes, and penalties.
- **Protection of National Interests:** Safeguarding national security, public health, and economic interests by regulating the movement of goods across borders.
- **Assisting in Trade Facilitation:** Providing guidance and assistance to importers and exporters to ensure smooth trade operations.

Legal Framework

The powers and duties of customs officers are outlined in various sections of the Customs Act, 1962, including:

- **Section 5:** Powers of officers of customs.
- **Section 104:** Power to arrest.
- **Section 105:** Power to search premises.
- **Section 106:** Power to stop and search conveyances.
- **Section 108:** Power to summon persons to give evidence and produce documents.
- **Section 171:** Powers of customs officers for boarding and searching vessels.

These provisions empower customs officers to take necessary actions to enforce customs laws effectively.

Work Allocation:

Mumbai Customs Zone-I maintains a disposition list detailing the allocation of responsibilities among officers:

- Disposition List: Provides information on the distribution of duties and responsibilities among officers, ensuring clarity in the discharge of functions.
- For detailed information regarding work allocation please visit contact us section of mumbaicustomszone1.gov.in

1.3. PROCEDURE FOLLOWED IN DECISION MAKING PROCESS:

Mumbai Customs Zone-I, encompassing key facilities like the New Customs House at Ballard Estate, operates under the Central Board of Indirect Taxes and Customs (CBIC) and follows a structured, transparent decision-making process. The decision-making process within Mumbai Customs Zone-1 is structured, transparent, and increasingly data-driven, ensuring compliance, efficiency, and accountability.

Process of Decision Making – Identify key decision making points: Office of the Chief Commissioner of Customs is primarily an administrative / monitoring unit. It monitors the activities of Executive Commissionerates, Audit Commissionerate and Appeal Commissionerate falling under the zone.

Final Decision Making Authority: Each Commissionerate is headed by a Commissioner who is the final decision making authority with regard to disputes regarding levy of Customs duty and collection of Customs duty and other related matters in his/her jurisdiction.

Here's an overview of how decisions are made:

Legal Framework and Manuals

Mumbai Customs Zone-1 operates under a comprehensive set of guidelines and manuals, including:

- Customs Manual
- Adjudication Manual
- Audit Manual
- Appraising Manual
- Preventive Manual
- Manual of Office Procedure (MOP)

These documents outline procedures for handling imports, exports, adjudications, audits, and enforcement actions. They also specify timelines for decision-making and define the channels of supervision and accountability within the organizational hierarchy.

Risk Management and Automation

Indian Customs has implemented several initiatives to streamline operations:

- **Single Window Interface for Facilitation of Trade (SWIFT):** Consolidates multiple documents into a single import declaration.
- **eSANCHIT:** Facilitates paperless processing of documents.
- **Turant Customs:** Introduces faceless, contactless, and paperless customs clearance.
- **Compliance Information Portal (CIP):** Provides traders with information on compliance requirements.

These reforms have improved clearance times and reduced human intervention, enhancing efficiency.

Import Clearance Procedure

1. **Filing of Bill of Entry (BoE):** Importers or their authorized customs brokers file a BoE through the ICEGATE portal.
2. **Examination Order:** The Appraising Officer reviews the BoE and issues an examination order if necessary.
3. **Goods Examination:** The Examining Officer inspects the goods and records observations in the ICES system.
4. **Assessment of Duty:** The Assessing Officer determines the classification, valuation, and applicable duties, considering exemptions or benefits under export promotion schemes.
5. **Approval:** The Assistant/Deputy Commissioner of Customs approves the assessment.
6. **Out of Charge:** Upon payment of dues, the goods are cleared, and the custodian delivers them to the importer or their agent.

Note: In cases of complex valuation or special relationships, the Special Valuation Branch (SVB) investigates and provides reports to finalize the assessment.

Appeal Process

If an importer is aggrieved by a decision, they can file an appeal:

1. **Filing an Appeal:** Submit Form C.A.-1 within 60 days of the decision, accompanied by a copy of the order.
2. **Pre-Deposit:** A pre-deposit of 7.5% of the disputed duty or penalty is required.

3. **Review:** The Commissioner of Customs (Appeals) reviews the case and issues a decision.

Timeliness and Supervision

Decision-making timelines are defined in the relevant laws, rules, and manuals. The organizational structure ensures accountability.

- **Commissionerates:** Overseen by Commissioners, assisted by Additional/Joint Commissioners.
- **Divisions:** Supervised by Deputy/Assistant Commissioners.
- **Field Formations:** Managed by Superintendents and Inspectors.

Service Standards

Mumbai Customs Zone-I adheres to the Citizens Charter regarding service standards.

Grievance Redressal

For unresolved issues:

- **Public Grievance Officer (PGO):** Contact the designated PGO at the New Customs House, Ballard Estate.
- **Permanent Trade Facilitation Committee (PTFC):** Monthly meetings with stakeholders to address concerns.
- **ICETRAK App:** Track Bill of Entry status, calculate duties, and verify documents using QR codes.



Contact Information

- **Email:** taxpayerserviceszone1@gmail.com
- **Phone:** 022-22757921
- **Skype:** Mumbaicustomszone1
- **Timings:** 9:30 a.m. to 6:00 p.m.

In summary, Indian Customs' decision-making process integrates legal frameworks, data analytics, automation, and a structured hierarchy to ensure efficient, transparent, and accountable operations.

1.4. NORMS FOR DISCHARGE OF FUNCTIONS:

Overall norms are specified in the Citizen's Charter and Mission Statement.

The norms for the discharge of functions in Indian Customs are primarily guided by the Central Board of Indirect Taxes and Customs (CBIC) under the Ministry of Finance. These norms are designed to ensure efficient, transparent, and accountable customs operations across India.

Key Norms and Standards

1. Mission and Objectives:

- **Revenue Collection:** Realizing revenues in a fair, equitable, and efficient manner.
- **Policy Implementation:** Administering the Government's economic, tariff, and trade policies with a practical and pragmatic approach.
- **Trade Facilitation:** Facilitating trade and industry by streamlining and simplifying Customs processes.
- **Voluntary Compliance:** Creating a climate for voluntary compliance by providing guidance and building mutual trust.
- **Combating Evasion:** Combating revenue evasion, commercial frauds, and social menace effectively.
- **Employee Welfare:** Maintaining the welfare of the employees.

2. Operational Guidelines:

- **Delegation of Powers:** Officers of Customs exercise powers and discharge duties conferred or imposed under the Customs Act, subject to conditions and limitations as the Board may impose.
- **Territorial and Functional Jurisdiction:** Functions may be assigned based on territorial jurisdiction, persons or class of persons, goods or class of goods, cases or class of cases, or any other criterion specified by the Board.
- **Use of Technology:** Enhancing the use of information technology to streamline procedures and encourage voluntary compliance.

3. Service Delivery Standards:

- **Time Limits:** Time limits for decision-making and service delivery are outlined in the Customs Manual and other relevant documents.
- **Grievance Redressal:** Citizens can submit grievances online through the CPGRAM Portal for speedy and favorable redressal.
- **Service Access:** RTI Application process

4. Transparency and Accountability:

- **Public Disclosures:** Customs offices publish information related to their functions, services, and norms under the Right to Information Act, ensuring transparency.
- **Citizen Charters:** Mumbai Customs Zone-I has formulated Citizens' Charter to improve service delivery and set standards for performance.

Mumbai Customs Zone-I, under the jurisdiction of the Chief Commissioner of Customs, Mumbai, adheres to a comprehensive set of norms and standards for the discharge of its functions. These norms are encapsulated in the Citizen's Charter, which outlines the vision, mission, core values, key functions, service standards, and grievance redressal mechanisms.

Grievance Redressal Mechanism

- **Acknowledgment of Complaints:** Complaints will be promptly acknowledged within 48 hours of receipt and attempts will be made to provide final replies within 30 working days of their receipt. In case it is not possible to send the final reply within the specified time, an interim reply shall be furnished to the complainant.
- **Appeal Process:** If the complaint is not attended to within the prescribed time norms or the remedy offered is not satisfactory, an appeal can be filed with the jurisdictional Commissioner / Chief Commissioner.
- **Public Grievance Committee:** Common complaints and grievances can also be taken up with the Custom Clearance and Facilitation Committee, Permanent Trade Facilitation Committee and in the Open House meetings.
- **Grievance Redressal Officers:** A Public Grievance Officer has been designated in each Commissionerate with whom all complaints and grievances can be taken up.

1.5. RULES, REGULATIONS, INSTRUCTIONS MANUALS AND RECORDS FOR DISCHARGING FUNCTIONS:

The Mumbai Customs Zone-I works within Indian Customs framework which is governed by the Customs Act, 1962, which outlines the rules, regulations, and procedures for the

discharge of functions by customs officers. Below is an overview of the key provisions and resources relevant to understanding these functions:

Legal Framework

1. Customs Act, 1962

The primary legislation detailing the powers, duties, and responsibilities of customs officers in India. Section 5 of the Act specifically addresses the powers of customs officers:

- **Section 5(1):** Empowers customs officers to exercise powers and discharge duties conferred under the Act, subject to conditions and limitations imposed by the Board.

- Section 5(1A) & (1B): Allow the Board and Principal Commissioner/Commissioner of Customs to assign specific functions to officers, designating them as 'proper officers' for those functions.
- Section 5(2): Permits an officer to delegate powers and duties to subordinates.
- Section 5(3): Clarifies that Commissioners (Appeals) cannot exercise powers and duties of customs officers, except as specified in Chapter XV and Section 108.

2. Customs Tariff Act, 1975

- The Customs Tariff Act, 1975 (Act No. 51 of 1975) is a key legislation in India that consolidates and amends laws related to customs duties. It specifies the rates at which customs duties are levied on imported and exported goods, as outlined in its First and Second Schedules. The Act empowers the Central Government to impose additional duties, such as countervailing and anti-dumping duties, to protect domestic industries from unfair trade practices. It also provides provisions for protective duties, safeguard measures, and the application of lower duty rates under trade agreements. The Act came into force on August 2, 1976, and has been amended several times to align with international trade practices and domestic economic policies.

3. Customs Manual

Published by the Central Board of Indirect Taxes and Customs (CBIC), the Customs Manual provides detailed guidelines and procedures for customs operations. It covers aspects such as:

- Appointment and roles of customs officers
- Customs ports, airports, and Inland Container Depots (ICDs)
- Custodianship of imported goods
- Clearance procedures for imports and exports
- Warehousing and transshipment regulations.
- Prevention of smuggling and enforcement measures

This manual serves as a comprehensive guide for customs officers in performing their duties.

4. CBIC Circulars and Notifications

The CBIC regularly issues circulars and notifications to provide clarifications and updates on customs procedures. Such documents are crucial for staying informed about procedural changes and updates.

5. Customs (Import of Goods at Concessional Rate of Duty) Rules, 2017:

Outlines procedures for the import of goods at concessional rates under various schemes. It governs the importation of goods at reduced customs duties under specific exemption notifications. These rules facilitate the use of imported goods for manufacturing or service provision, with provisions for monitoring and enforcement

Manuals and Procedural Guidelines

While specific manuals are generally accessible through official channels, the following resources provide guidance:

- **Public Notices:** Issued periodically, these documents provide updates on procedures, appointments, and regulatory changes.
- **Order-in-Original Documents:** Details of adjudication orders passed by the customs authorities.
- **Citizen Charter:** Outlines the rights and responsibilities of citizens in their interactions with customs authorities.

Transfer Orders and Policies

Mumbai Customs Zone-I manages its personnel transfers through a structured process, issuing departmental orders that detail postings, rotations, and promotions. These orders are publicly accessible on the official website and are organized by date and subject for transparency.

The Departmental Orders section provides a comprehensive list of transfer and posting orders. These orders are issued periodically and are accessible to the public for review.

1.6. CATEGORIES OF DOCUMENTS HELD BY THE AUTHORITY UNDER ITS CONTROL:

Mumbai Customs Zone-I, under the jurisdiction of the Commissioner of Customs (General), maintains a comprehensive array of documents across various functional areas. These documents are organized and managed in accordance with the Right to Information (RTI) Act, 2005, and are subject to periodic review and disposal as per the department's policies.

Categories of Documents Held by Mumbai Customs Zone-I

1. Personnel & Establishment Records

- Service-related documents including Confidential Reports (APARs), seniority lists, and records of promotions, transfers, and disciplinary actions.
- Welfare fund records, compassionate appointments, and deputation details.

- Legal correspondence concerning service matters in various courts and tribunals.

2. Financial & Audit Records

- Accounts and audit documents, including internal audits, CRA (Customs Revenue Audit), and pre/post-audit of refunds.
- Records related to salary disbursements, pension matters, and budget allocations.
- Custodian of documents/categories: CPIO

3. Legal & Adjudication Files

- Documents pertaining to adjudication proceedings, appeals, and orders-in-original.
- Records of prosecution cases, review cells, and tribunal coordination units.

4. Customs Operations & Clearance Documents

- Records related to the clearance of goods, including import/export documentation, examination reports, and assessments.
- Documentation from the Postal Appraising Section concerning parcels with specific tracking numbers.

5. Administrative & Policy Documents

- Circulars, notifications, and standard operating procedures issued by the Customs Department.
- Records related to estate management, infrastructure projects, and building maintenance.

6. RTI & Public Grievance Records

- Records of RTI applications, responses, and related correspondence.
- Documentation concerning public grievances and taxpayer services.

7. Miscellaneous Records

- Documents related to sports activities, Hindi cell operations, telecom services, and other miscellaneous administrative functions.

Document Disposal & Retention

The Mumbai Customs Zone-I adheres to a structured disposition list, categorizing documents for retention or disposal based on their relevance and legal requirements. This list is periodically reviewed to ensure compliance with archival policies and to facilitate efficient record management.

1.7. BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSTITUTED AS PART OF THE PUBLIC AUTHORITY:

In Mumbai Customs Zone-I, two key committees facilitate trade operations and address stakeholder concerns:

1. Customs Clearance Facilitation Committee (CCFC)

- **Purpose:** The CCFC aims to expedite the clearance of imported and exported goods, identify and resolve procedural bottlenecks, and address grievances from the trade and industry.
- **Composition:** The committee is chaired by the Chief Commissioner of Customs. Its membership includes senior officials from various departments and agencies involved in the clearance process, such as
 - Food Safety Standards Authority of India (FSSAI) / Port Health Officer (PHO)
 - Plant Quarantine Authorities
 - Animal Quarantine Authorities
 - Drug Controller of India (CDSO)
 - Textile Committee
 - Port Trust / Airport Authority of India / Custodians
 - Wildlife Authorities
 - Railways / CONCOR
 - Pollution Control Board
 - Other relevant stakeholders on a need basis.
- **Functions:**
 - Ensuring and monitoring expeditious clearance of goods in accordance with specified timelines.
 - Identifying and resolving bottlenecks in the clearance procedure.
 - Initiating Time Release Studies to improve clearance times.
 - Conducting internal consultations to speed up the clearance process and recommending best practices.
 - Resolving grievances of trade and industry members regarding the clearance process.
- **Meetings:** The CCFC meets once a month or more frequently if necessary, as determined by the chair.

2. Permanent Trade Facilitation Committee (PTFC)

- **Purpose:** The PTFC serves as a structured mechanism for receiving feedback from the trade community, addressing procedural bottlenecks, and facilitating smoother trade operations.
- **Composition:** The committee includes representatives from various trade bodies, customs brokers, custodians, and other stakeholders involved in the import and export processes.
- **Functions:**
 - Receiving and addressing feedback from the trade community.
 - Identifying and resolving procedural bottlenecks.

- Facilitating smoother trade operations through regular consultations.
- **Meetings:** The PTFC holds regular meetings to discuss issues and implement solutions.

Both committees play crucial roles in enhancing the efficiency of customs operations and ensuring that the concerns of the trade community are addressed promptly.

Whether minutes of these meetings are open to the public? –

CCFC-Yes, PTFC - yes

Place where the minutes if open to the public are available –

www.mumbaicustomszone1.gov.in

3. Review Committees of Chief Commissioners of Customs

These committees are constituted to review and address matters related to the jurisdiction of various Customs Commissionerates. For Mumbai Zone-I, the committees include

- Chief Commissioner of Customs, Mumbai-I
- Chief Commissioner of Customs, Mumbai-II

This committee has the area of jurisdiction for:

Principal Commissioner of Customs (General), Mumbai, Zone-I, Commissioners of Customs (Import-I, Import-II, Export), Commissioner (Adj.)

These committees are responsible for reviewing appeals and adjudications within their respective jurisdictions.

Dates from which constituted

October 12, 2005

4. Term/Tenure

Regular

5. Internal Complaints Committee (ICC):

A Complaints Committee was constituted in Mumbai Customs Zone by Chief Commissioner's Office, containing the officers / staff of all the commissionerates within the zone. The present committee is headed by Smt Taruna Kumari, Commissioner (Appeals). Minutes of this meetings are not open to public.

6. Nature of Meeting (Open for Public / Closed door)

Depends on the nature of the meeting

1.8. DIRECTORY OF OFFICERS AND EMPLOYEES:

The updated directory of officers and employees is provided at the Contact Us tab of the Official website of Mumbai Customs Zone-I.

1.9 MONTHLY REMUNERATION RECEIVED BY OFFICERS & EMPLOYEES INCLUDING SYSTEM OF COMPENSATION:

List of Employees with Gross Monthly Remuneration

Sr. No.	Designation of Post	Scale of Pay as per 7th CPC
1	Chief Commissioner	LEVEL-16 of Pay matrix along with applicable allowances
2	2 Pr. Commissioner	LEVEL-15 of Pay matrix along with applicable allowances
3	3 Commissioner	LEVEL-14 of Pay matrix along with applicable allowances
4	4 Additional Commissioner	LEVEL-13 of Pay matrix along with applicable allowances
5	5 Joint Commissioner	LEVEL-12 of Pay matrix along with applicable allowances

6	6 Deputy Commissioner	LEVEL-11 of Pay matrix along with applicable allowances
7	7 Assistant Commissioner	LEVEL-10 of Pay matrix along with applicable allowances
8	8 Superintendent/Appraiser Gr. B Gazetted	LEVEL-9 of Pay matrix along with applicable allowances
9	9 Superintendent/Appraiser	LEVEL-8 of Pay matrix along with applicable allowances
10	10 Inspector (Preventive Officer/Examiner)	LEVEL-7 of Pay matrix along with applicable allowances
11	Private Secretary	LEVEL-7 of Pay matrix along with applicable allowances
12	Senior Translation Officer	LEVEL-7 of Pay matrix along with applicable allowances
13	Administrative Officer	LEVEL-7 of Pay matrix along with applicable allowances
14	Junior Translation Officer	LEVEL-5 of Pay matrix along with applicable allowances
15	Steno Grade-I	LEVEL-6 of Pay matrix along with applicable allowances
16	Sr. Tax Assistant	LEVEL-5 of Pay matrix along with applicable allowances
17	Steno Grade-II	LEVEL-4 of Pay matrix along with applicable allowances

18	Tax Assistant	LEVEL-4 of Pay matrix along with applicable allowances
19	LDC	LEVEL-2 of Pay matrix along with applicable allowances
20	Head Hawaladar	LEVEL-2 of Pay matrix along with applicable allowances
21	MTS/ Hawaladar	LEVEL-2 of Pay matrix along with applicable allowances

2. System of compensation as provided in its regulations

As Per Rules

1.10. NAME, DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS:

The updated CPIO and First Appellate Authority details in Mumbai Customs Zone-I is provided at the RTI tab (<https://www.mumbaicustomszone1.gov.in/RTI/CPIOList>) of the Official website of Mumbai Customs Zone-I.

1.11. NO OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN:

No. of employees in Mumbai Customs Zone-I against whom disciplinary action has been

(i) Pending for Minor penalty or major penalty proceedings– 11

(ii) Finalised for Minor penalty or major penalty proceedings– 11

1.12. PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI:

Educational Programmes: Training on RTI related subjects are conducted by NACIN.

Efforts to encourage public authority to participate in these programmes: Officers are nominated for training on RTI related subjects which are conducted by NACIN.

Training of CPIO/APIO: All trainings are conducted by NACIN.

Update & publish guidelines on RTI by the Public Authorities concerned: Not applicable.

1.13. TRANSFER POLICY AND TRANSFER ORDERS:

Mumbai Customs Zone-I manages its personnel transfers through a structured process, issuing departmental orders that detail postings, rotations, and promotions. These orders are publicly accessible on the official website and are organized by date and subject for transparency.

The Departmental Orders section provides a comprehensive list of transfer and posting orders.

1.14 LIST OF COMPLETED SCHEMES/PROJECTS/PROGRAMS:

e-awas housing , sadaiv sarthi , samarth sevak

1.15 LIST OF SCHEMES/PROJECTS/PROGRAMS UNDERWAY:

NAC portal, Pension Portal

1.16 DETAILS OF CONTRACTORS:

YHWorks Tech Private Limited

1.16 OFFICE WORKING HOURS:

Working hours are 9.30 a.m. to 6.00 p.m.

1.17 OFFICE WORKING HOURS:

Working hours are 9.30 a.m. to 6.00 p.m.

4.5.5 Annual Report

Published on Website

4.7 Replies to questions asked in the Parliament[Section 4(1)(b)(xvii)]

4.7.1 Details of questions asked and replies given

Kept at compiling section level