

Circular No. 21/2025-Customs**File No. 520/12/2022-Cus-VI**

Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes and Customs
(Customs Policy Wing)

Room No.229A, North Block, New Delhi

Dated: 12-09-2025

To,

All Principal Chief Commissioners/ Chief Commissioners of Customs/ Customs (Preventive)/ Central Tax and Customs.

All Principal Commissioners/ Commissioners of Customs /Customs (Preventive).

All Principal Director Generals/ Director Generals of Directorates under CBIC.

Subject: Strengthening Trade Facilitation through Institutionalised Consultation Mechanisms – Reg.

The Central Board of Indirect Taxes and Customs (CBIC) has implemented wide-ranging reforms focusing on digitisation, transparency, and trade facilitation. Within this context, Customs Clearance Facilitation Committees (CCFCs) and Permanent Trade Facilitation Committees (PTFCs), established under Circular Nos. 42/2013-Customs and 13/2015-Customs respectively, have played pivotal roles in stakeholder engagement and issue resolution.

2. With evolving trade patterns, increasing reliance on digital processing, and a growing emphasis on measurable service delivery, CBIC has reviewed the composition and functioning of PTFCs and CCFCs. This Master Circular consolidates and supersedes earlier guidelines to realign these committees besides taking measures keeping in view current priorities of consultative decision-making, stakeholders' engagement and grievance redressal, and integration with national trade facilitation objectives.

2.1 It has been decided that PTFCs shall now meet fortnightly, while CCFCs shall meet once in two months. Revised composition and ToRs for PTFC and CCFC are annexed as **Annexures 1 and 2** respectively.

2.2 The composition of PTFCs has been significantly broadened to include representatives from DGFT, custodians, PGAs, shipping lines, logistics service providers, trade councils, and Customs Brokers, besides existing trade participants. Similarly, CCFCs now include, in addition to senior Customs officers, representatives from Ministries of Shipping, Railways, Highways, Civil Aviation, and senior functionaries from PGAs operating under SWIFT. The inclusion of representatives from DG Systems (ICES/ICEGATE), NCTC, and Directorate of Logistics aims to strengthen systemic improvement and inter-agency coordination.

2.3 The Terms of Reference (ToR) of both committees have been revised to further include:

- Ensure timely resolution of grievances and bottlenecks
- Monitor performance of digital grievance tools like TSKs, AEM and ICEGATE helpdesk
- Escalate unresolved issues to NACs

3. Faceless Assessment has brought standardisation and uniformity in Customs processing. To address delays in clearance of live Bills of Entry, a tri-layered grievance redressal mechanism comprising the Anonymised Escalation Mechanism (AEM) [Circular 14/2021 & 23/2022-Customs], Turant Suvidha Kendras (TSKs) [Circular 45/2020], and National Assessment Centres (NACs) [Circulars 13/2023 & 40/2020] has been institutionalised.

3.1 The AEM allows ICEGATE-registered users to raise online grievances after filing the Bill of Entry. These are auto-routed to the concerned Additional/Joint Commissioner in the FAG, with anonymised identities and real-time tracking. Board has further directed DG Systems to revamp AEM mechanism and a suitable advisory will be issued on revamped AEM by DG Systems with suitable MIS to be available with senior Customs management.

3.2 The TSKs, established in each Customs Zone, serve as the physical and operational interface for facilitating Customs processes under Faceless Assessment. They facilitate clearance process of the trade by tracking of local grievances, coordination with assessment groups, and provide support to the trade in any procedural aspects. Officers posted at TSKs must proactively assist the trade in identifying delays and liaising with assessment officers for swift resolution. A consolidated list of all TSK is enclosed as **Annexure-3**. Further in order to ensure efficiency in functioning of TSK, a digital portal is being created to monitor timely resolution of grievances or any procedural requirement of trade.

3.3 All officers are required to constantly monitor AEM tickets and TSK-raised grievances and resolve all such grievances in a time bound manner. All Commissioners are required to closely monitor all such grievances. Further, National Assessment Centres (NACs) are *inter-alia* entrusted to monitor and analyse the grievances that are being raised due to non-uniformity in their respective FAGs. For effective monitoring of functioning of FAGs and redressal of import related grievances relating to Faceless Assessment, NACs have already been asked to have a separate cell and to take proactive measures to minimize grievances and conduct sectoral consultations every fortnightly. NAC convenors through separate cell shall also monitor grievances raised through AEM, TSK or through any other mechanism and coordinate for resolution focusing grievances pending for more than two days. Additionally, NACs shall provide guidance to FAGs to ensure uniformity in assessment practices and recommend systemic improvements based on grievance trends. To enable easy access, consolidated contact details of NACs have been provided at **Annexure-4**.

4. An increasing number of Customs-related grievances are received via social media platforms (e.g. 'X') and official email channels. Each zone shall establish a dedicated mechanism to monitor such grievances. Every grievance shall be acknowledged with a unique reference number and resolved appropriately in a time-bound manner. Frequently raised issues should be included in CCFC agenda for further deliberations.

5. A high level Customs Consultative Group (CCG) also engages with all trade and government stakeholders. The issue raised by trade get opportunity for redressal at multiple forum like PTFC, CCFC, NAC etc. However certain unresolved policy issues and issues having wider pan India implications should be flagged to CCG for comprehensive deliberations and appropriate course correction. All field formations are advised that grievances originating by any stakeholders from local Customs stations or specific ports must be discussed in the appropriate PTFC and CCFC platforms in consultation with relevant PGAs, custodians, and trade bodies and ensure that issues which can be resolved locally in consultation with trade should not be delayed by flagging to CCG.

6. Principal Chief Commissioners and Chief Commissioners are instructed to sensitise stakeholders and committee members, issue necessary Trade/Public Notices to reinforce consultative and grievance redressal mechanism and also inform any change in TSK or NAC.

7. Difficulty, if any, in the implementation of this circular may be brought to the notice of the Board.

8. Hindi version follows.

Yours faithfully,

Digitally signed by
Suresh Kumar Meena
Date: 12-09-2025
19:06:08

(Suresh Kumar Meena)
Dy. Commissioner/ OSD, Cus-VI
011-23095555
[Email:- uscus6-dor@gov.in]

Annexure-1

Composition and Terms of Reference (ToR) for Permanent Trade Facilitation Committee (PTFC)

A. Composition:

The PTFC shall be constituted at each Customs Station. The jurisdictional Pr. Commissioner or Commissioner of Customs, as the case may be, shall chair the meeting accompanied by all senior departmental officers. The Committee, in addition to senior Customs officers, shall include representatives from DGFT, custodians, PGAs, shipping lines, logistics service providers, trade councils, and Customs Brokers, besides existing trade participants.

B. Terms of Reference (ToR):

(i) Ensuring and monitoring expeditious clearance of imported and export goods in accordance with the timeline specified by the parent Ministry/ Department concerned.

(ii) Identifying and removing bottlenecks, if any, for streamlining and easing the Customs clearance process of imported or export goods. Issues/concerns raised by trade/ Importers or Exporters during a month through grievances should also be included in the Agenda items for discussion in PTFC meeting.

(iii) Resolving grievances of importers, exporters represented by trade bodies and industry and flagging the issues having pan India implication or that may not be resolved at local level to jurisdictional Chief Commissioners, as required.

(iv) Establishing Single point of Contact (SPOC) and circulating its details across all agencies for effective coordination and collaboration for faster clearance process.

(v) Reviewing routinely the membership of the PTFC with the aim of including all stakeholders in the Customs functioning.

(vi) Proper implementation and effective monitoring of existing grievance redressal mechanisms (TSKs, AEM or ICEGATE Helpdesk etc) and to escalate unresolved issues to NACs.

(vii) Uploading a list of all TSKs, along with contact officer's E-mail IDs on the commissionerate's official website and publicising the same through Public Notices.

Annexure-2

Composition and Terms of Reference (ToR) for Customs Clearance Facilitation Committee (CCFC)

A. Composition:

1. The CCFC shall be constituted at each Customs Station, seaport and airport. The CCFC shall be headed by the (Pr.) Chief Commissioner of Customs at the Zonal Level. The membership of CCFC would include all the jurisdictional Pr. Commissioners/ Commissioners and the senior most functionaries of the following departments/agencies/stakeholders that are involved in the Customs clearance process at a particular Customs station/seaport/airport:

(i) Food Safety Standards Authority of India (FSSAI)/Port Health Officer (PHO)

(ii) Plant Quarantine Authorities

(iii) Animal Quarantine Authorities

(iv) Drug Controller of India (CDSO)

(v) Textile Committee

(vi) Wild Life Authorities

(vii) Pollution Control Board

(viii) Directorate General of Foreign Trade

(ix) The Custodians appointed under HCCAR, 2009 including Port Trusts/ Airport Authority of India/ Railways/ Inland Waterways Authority of India/ LPAI etc.

(x) Ministries/ Departments dealing with infrastructure and logistics like Ministry of Shipping, Ministry of Civil Aviation, Ministry of Railways, Ministry of Roadways and Highways.

(xi) Central Revenue Control Laboratory

(xii) Any other Department/ Agency/ Stakeholder to be co-opted on need basis.

(xiii) Any other PGAs operating under SWIFT.

(xiv) Representatives / Nodal Officers from DG Systems (ICEGATE & ICES), Directorate of Logistics, National Customs Targeting Centre (NCTC).

2. The apex trade bodies along with their constituents, who are members of PTFC, may also attend the CCFC meeting.

B. Terms of Reference (ToR):

(i) Ensuring and monitoring expeditious clearance of imported and export goods in accordance with the timeline specified by the parent Ministry/Department concerned.

(ii) Identifying and resolving bottlenecks, if any, for streamlining and easing the Customs clearance process of imported or export goods.

(iii) Conducting Time Release Studies for improvement in the clearance time of imported and export goods.

(iv) Having internal consultations to speed up the clearance process of imported and export goods and recommending best practices thereto for policy consideration of CBIC and concerned Ministries/ Departments/ Agencies.

(v) Resolving grievances of importers, exporters and members of trade and industry in regard to clearance process of imported and export goods. Flagging the unresolved issues or issues having policy implications to the NACs or the Board, as the case may be.

(vi) Ensuring and monitoring effective implementation of action points and agenda of National Trade Facilitation Action Plan (NTFAP).

(vii) Conducting a study through a working group at Zonal level focusing on issues like facilitation measures, innovation and technology, capacity building, gender participation etc and sharing the corrective measures/suggestions derived from the study with the Board to enhance EoDB.

(viii) Proper monitoring and effective implementation of existing grievance redressal mechanisms (TSKs, AEM or ICEGATE Helpdesk etc).

(ix) Outreach to trade regarding new trade facilitative EoDB measures.

Annexure-3**Contact Details of Turant Suvidha Kendra (TSKs)**

S. No	Zone	Customs Station/House	Email	Contact No.
1	Hyderabad	ACC, Shamshabad	acc.hyd-customs@gov.in	040-24004002 / 24004060
		ICD Sanathnagar	icd-hyderabad@gov.in	040-23711535
		ICD Thimapur	cgst.icdthimmapur@gov.in	8542227241
2	Visakhapatnam	Custom House Visakhapatnam	tsk-cusvzg@gov.in	0891-2825137
		Krishnapatnam Custom House	ADCkpch-customs@gov.in	0861-2377722
		Kakinada Custom House	kkd-custom.house@gov.in	0884-23642645
3	Meerut	Noida Customs	noida-customs@gov.in	0120-2350809
4	Bhopal	Turant Suvidha Kendra - ICD Tihi, Indore	cus-icd-tihi@gov.in	0731-2437876
		Turant Suvidha Kendra - ICD Dhannad	indha6@icegate.gov.in	0731-2439072
		Turant Suvidha Kendra - Air Cargo Complex, Indore	acdabhia-tsk@gov.in	0731-2621544
		Turant Suvidha Kendra - ICD Mandideep	INMDD6@icegate.gov.in	07480-231488
		Turant Suvidha Kendra -ICD- Powarkheda	INPRK6@icegate.gov.in	07574-278973
		Turant Suvidha Kendra -ICD Malanpur	icdmalanpur@icegate.gov.in	07539-283455
		Turant Suvidha Kendra -ICD	icd.raipur@icegate.gov.in	

		Raipur	v.in	0771-2993090
		Turant Suvidha Kendra -ICD Kheda	icd-khedatsk@gov.in	07292-350229
5	Mumbai Zone-I	For all Customs Commissionerates	tsk-mumcuszone1@gov.in	022-22757406
6	Bengaluru	AP & ACC, Bengaluru	tsk-accblr@gov.in	94499 09563
		ICD, Bengaluru	tsk-icdblr@gov.in	9844496264
		Mangaluru	commr-cusmnglr@nic.in	8277074219
		ICD KHODIYAR	icdkhd-ahd@gov.in	079- 23945042
		AIR CARGO COMPLEX	aircargo-amd@gov.in	079-22865299
		ICD SANAND	customs-sanand@gov.in	02717-298002
		ICD SACHANA	icd-sachana@gov.in	9033032615
		ICD VIRAMGAM	icd-sachana@gov.in	9033032615
		HAZIRA CUSTOMS	hazira.import@gov.in	0261-2207685 / 2463291
		CH DAHEJ	sup.ch-cusdahej@gov.in	02641-282610
		CH SURAT (MAGDALLA PORT)	magdallaport.surat@gov.in	0261-2260092
		ICD DASHRATH	ICDCustoms-Dashrath@gov.in	0265-2242160
		ICD ANKLESHWAR	icd-ankleshwar@gov.in	02646-235517 / 19
		ICD SACHIN	icd-sachin@gov.in	0261-2397655
		SURAT HIRA BOURSE (SHB)	shb.surat@gov.in	0261-2488200
		ICD VALVADA	aicdval-custahd@nic.in	0260-2970123 & 2970125
		ICD TUMB	cusicd-tumb@gov.in	02632-227154 / 226136 / 227254
				0265-2659365

7	Ahmedabad	ICD –VARNAMA		icd-varnama@gov.in	/ 01
		FOREIGN POST OFFICE-AHMEDABAD		fpo-ahmedabad@gov.in	079-22885712
		SURAT DIAMOND BOURSE		afs.khajod@gov.in	0261-6916917
		Customs (Prev.) Jamnagar Commissionerate, Custom House-Sikka		ch-sikka@gov.in	0288-2772713
		Customs (Prev.) Jamnagar Commissionerate, Custom House-Pipavav		ch-custppv@gov.in	02794-286868
		Customs (Prev.) Jamnagar Commissionerate, Custom Division, Bhavnagar, Custom House-Bhavnagar,		cusdiv-bhavnagar@gov.in	0278-2572123
		Customs (Prev.) Jamnagar Commissionerate, Custom Division, Jamnagar, ICD-Morbi		icd-morbi@gov.in	0282-2350300
		Customs (Prev.) Jamnagar Commissionerate, Custom Division, Jamnagar		cd-jamnagar@gov.in	0288-2772713
		Customs (Prev.) Jamnagar Commissionerate, Custom Division, Porbandar		ac.porbandar@gov.in	0286-2222524
		Customs (Prev.) Jamnagar Commissionerate, Custom House-Okha		ch-custokha@nic.in	0289-2262003
		Customs Kandla		commr-cuskandla@nic.in, commr-cuskandla@gov.in	02836-271468-69
		Customs Mundra		tsk-mundra@gov.in	02838-271029
		ICD MIHAN		icd-mihan@gov.in	9827061341
		ICD BORKHEDI		icd.borkhedi@gov.in	

8	Nagpur	Nagpur	ICD ADANI	icdadani.123@gov.in	9768216768 9449045493
		Nashik	ICD JANORI	icd-janori@gov.in	9920100593
			CFS AMBAD	cwcambad.2@cewaco r.nic.in, commr-custo msnagpur@gov.in	9920100593
		Aurangab ad	ICD MALIWADA	cwcambad.2@cewaco r.nic.in, commr-custo msnagpur@gov.in	9049574455
		LCS, Raxaul		lcs.raxaul-rev@nic.in	06255-221018/ 06255-222313 (Fax)/ 7739607 922
		LCS, Jogbani		lcs-cusjbn@gov.in	06455-242979/ 06455-242283 / 9431525889/ 9431287398
		LCS, Laukaha		lcs-laukaha@gov.in	7903623523
		LCS, Jaynagar		customs.lcs-jaynagar @gov.in	8083985391
		LCS, Bairgania		lcs.bairgania@gov.in	7870591801
		LCS, Bhithamore		lcs.bhithamore@gov.i n	9934040583 / 7 857014775
		LCS, Sonbarsa		lcs.sonbarsa@gov.in	8409041824
		LCS, Kunauli		lcs-kunauli@gov.in	7480928197 / 9 507470621
		LCS, Pipraun		lcs.pipraun@gov.in	9934088964
		LCS, Bhimnagar		lcs.bhimnagar@gov.in	9576775857

9

Patna
(Prev.)

LCS, Galgalia	cusgal-lcs@gov.in	9431857499
LCS, Valmikinagar	lcs-valmkinagar@gov.in	8809677989
Inland Container Depot Bihta	icd-bihta@gov.in	9430829836
ICD Agra	icd-agra@gov.in	7906252622
ICD Panki	customs-icdpanki@gov.in	9839121628
ICD JRY	icdjry-123@gov.in	9793907105
ICD Chakeri	icdchakeri-999@gov.in	9198677358
Air Cargo, CCSIA, Lucknow	cus.ccsiairport@gov.in	9415088338
Air Cargo, LBSIA, Varanasi	cusvns-lbsiairport@gov.in	8282933306
ICP Rupaidiha	lcs-ngr@gov.in	9451242697
LCS Gauriphanta	div.cuslko@gov.in	9415462186
LCS Tikunia	div.cuslko@gov.in	9415462186
LCS Katarniaghat	div.cuslko@gov.in	7839310590
LCS Barhni	lcs-barhni@gov.in	8840845569
LCS Khunwa	customs-lcskhunwa@gov.in	9415285953
LCS Jarwa	ac-cusdivgkp@gov.in	9936314145
LCS Kakrahwa	ac-cusdivgkp@gov.in	9415368181
LCS Sonauli	lcs-sonauli@gov.in	9450365337

		LCS Thoothibari		lcs-thoothibari@gov.in	7007594512
		LCS Banbasa		cuslcs-banbasa@gov.in	8707544536
		LCS Jhulaghat		cusdiv-bareilly@gov.in	9445566229
		LCS Dharchula		cuslcs-dharchula@gov.in	9445566229
		LCS Gunji		cusdiv-bareilly@gov.in	9445566229
10	Delhi (Preventive)	Jodhpur Preventive	ICD Concor Kanakpura, Jaipur	icdconcor-jpr@gov.in	9426037202
			ICD Rajsico Jaipur	icdrajsico.custjpr@nic.in	9427089421
			ICD Dhanakya Jaipur	icd.dhanakya@gov.in	9414479007
			Air Cargo Complex, Jaipur	acc-custjpr1@gov.in	8447556347
			Jaipur Gemstone Exchange, Jaipur	ac-jgsecustoms@gov.in	9825851460
			ICD Concor Kathuwas, Alwar	icd-kathuwas@gov.in	8447420026
			ICD Concor Kota	icdkota-customsjpr@gov.in	9924544244
			ICD Concor Jodhpur	icdc-custjod@nic.in	9974012166
			ICD Rajsico Jodhpur	icdr-custjod@nic.in	9974012166
			ICD Thar Dry Port Jodhpur	icdt-custjod@nic.in	9426561908
	Amritsar Preventive	Integrated Check Post, Attari, Amritsar	icpatt-cusasr@gov.in	0183-2383211, 2383209	
		LCS, Rail Cargo, Amritsar	dc-railcargo@gov.in	0183-2550064	
		ICD Chheharta, Amritsar	icdchheharta-cusasr@gov.in	0183-2259783	

			Air Cargo Complex, SGRDJI Airport, Amritsar	Aircargo-customs.ldh@gov.in	0183-2214223
			Air cargo Complex, Srinagar Airport	cus.accsgr@gov.in	0194-2481826
		Ludhiana	ICD CONCOR, Focal Point, Dhandari Kalan, Ludhiana	icdconcor-custom.ldh@gov.in	0161-2665160
			ICD-GRFL G.T. Road, Sahnewal, Ludhiana	icdgrfl-customs.ldh@gov.in	0161-2847470
			ICD- Baddi, Haripur Sandoli, Solan	tsk-baddi@gov.in	01795-247104
			ICD- (Pristine), Ludhiana	icdpris-customs.ldh@gov.in	01628-528604
			ICD-Jalandhar	icdjal-customs.ldh@gov.in	0161-2670815
11	Thiruvananthapuram	For all Customs station		tsk.cochin@gov.in	0484-2835266
12	Delhi	ICD Patparganj		icd.ppg6@icegate.gov.in	011-21211115
		ICD Ballabhgarh		icd.bbg@gov.in	0129-4259339
		ICD Sonapat		icd.sonapat@icegate.gov.in	0130-2203481
		ICD Jhattipur		icd.jhattipur@icegate.gov.in	0180-2615413
		ICD Barhi		tsk_icdbarhi@gov.in	0130-2961151
		ICD Rewari		inrea6@icegate.gov.in	01274-221024
		ICD Bawal		inbaw6@icegate.gov.in	01274-221024
		ICD Pali		inpkr6@icegate.gov.in	01274-221024
		ICD Patli		icd.patli@icegate.gov.in	0124-3580007
		ICD Palwal		icd.palwal@icegate.gov.in	01275-712006

		ICD Piyala	icd.piyala@icegate.gov.in	0129-2509212
		ICD Garhi Harsaru	icd.garhi@icegate.gov.in	0124-2276321
		ICD TKD Import(TSK I)	tski-icdtkdimp@gov.in	9205505672
		ICD TKD Import (TSK II)	tskii.icdtkdimp@gov.in	9306557337
		ACC Import	accimpdel-tsk@gov.in	011-25652998
		ACC Import	accimpdelshed@gov.in	011-25601132
13	Kolkata	Port	tsk-kolcus@gov.in	033-2953 0354
		Airport	accadm-n-apkolcus@gov.in	-
		Preventive	ccpwb-tech@gov.in	-
14	Bhubaneswar	Paradeep Customs Division	cusbbs-pdp2023@gov.in	76099 98802
		Gopalpur Customs Division	cusbbs-gcd@gov.in	94394 87364
		Dhamra Customs Division	dhamra-customs@gov.in	7978110475
15	Chennai	Seaport (INMAA1 / INKAT1 / INENR1)	sk-chennaisea@gov.in	044-25254301
		Air Cargo Complex	tsk-chennaiacc@gov.in	044-22569647
16	Pune	Ratnagiri Division	ratnagiri-cusprev@gov.in	02352-222705
		Dapoli Division	dapoli-cuspune@gov.in	02358/284804
		ICD Bhamboli	ICD.Bhamboli@gov.in	02135648910
		ICD Dighi	icd-dighi@gov.in	7350003381
		Sindhudurg Division	sindhudurg-cuspune@gov.in	9897864478
		ICD Talegaon	icd-talegaon@gov.in	02114-665170
		Goa Customs	tsk-goacustoms@gov.in	8322951124
17	Mumbai Zone-I II	Air Cargo Complex	tsk.accmumbaizone3@gov.in	022-66851045

18	Mumbai Zone-I	For all Customs Houses	tsk-jnch@gov.in	9426740808
19	Guwahati	Shillong Hqrs	cusgau@nic.in	0364-2505616
		LGBI Airport, Guwahati	cusshg-hqtech@gov.in	0361-2340511
		ICD, Amingaon	icd-amg@gov.in	-
20	Tiruchirappalli (Prev.)	ACC Trichy	tacterminal-2025@gov.in	0431-2411195
		ACC Madurai	tskmduaircargo-2025@gov.in	0431-2411195
		ACC Coimbatore	cbe-aircargo@gov.in	0431-2411195
		ICD Hosur	icd-hosur-inhsu6@gov.in	0431-2411195
		ICD Pulichaplam	icd-puli-inpny6@gov.in	0431-2411195
		ICD Chettipalayam	icd-chettipalayam@gov.in	0431-2411195
		ICD Irugur	icd-irugur-inigu6@gov.in	0431-2411195
		CFS Ambur	cfs-ambur-inajj6@gov.in	0431-2411195
		Karaikkal Port	customs-karaikalport@gov.in	0431-2411195
		Customs House Puducherry	ch-pondy-inpny1@gov.in	0431-2411195
		Customs House Cuddalore	cuscul.try@gov.in	0431-2411195
		Customs House Nagapattinam	port-nagapattinam@gov.in	0431-2411195
		Customs House Tuticorin	tsk-custut@gov.in	0461-2352655
		ICD Tuticorin	tsk1-tuticd@gov.in	0461-2352655

Annexure-4

Contact Details of Convenors/ Co-convenors of National Assessment Centres

National Assessment Centre (Pr. CC/C of the Zone)	Nodal Customs Zone	Faceless Assessment Groups (Chapters covered by Customs Tariff Act, 1975) & FAG from Zones (Revised) Port Code, Zone	Email Address	Contact No.
Convenor-Kolkata	Ahmedabad Zone	1 (01-15) – Primary Products 1	ccoahm-guj@nic.in	079-27542678
	Bengaluru Zone		ccu-cusblr@nic.in	080-22867990
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Kolkata Zone		ccu-cuskoa@nic.in	033-22421173
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Visakhapatnam Zone		ccu-cexvzg@nic.in	0891-2568837 / 0891-2564552
	Ahmedabad Zone		ccoahm-guj@nic.in	079-27542678
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160
	Kolkata Zone		ccu-cuskoa@nic.in	033-22421173
	Mumbai		chiefcom@jawaharcustoms.gov.in	

Convenor- Kolkata	Zone-II	1B (16-26) – Primary Products 2	ov.in, ccu-cusmum2@nic.in	022-272 42401
	Tiruchirappalli (Preventive) Zone		ccuprev-custri chy@nic.in	0431-24 17466
	Visakhapatna m Zone		ccu-cexvzg@n ic.in	0891-25 68837 / 0891-25 64552
	Thiruvanantha puram Zone		ccu-cexcok@n ic.in	0484-23 90404
	Bhubaneshwar zone		ccu-cexbbr@n ic.in	0674-25 89935

Convenor- Bengaluru	Ahmedabad Zone	1A (27) – Mineral Product s	ccoahm-guj@ nic.in	079-275 42678
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Mumbai Zone-I		ccu-cusmum1 @nic.in	022-226 20091
	Visakhapatna m Zone		ccu-cexvzg@n ic.in	0891-25 68837 / 0891-25 64552
	Thiruvanantha puram Zone		commr@cochi ncustoms.gov.i n	0484-23 90404
	Bhubaneshwar zone		ccu-cexbbr@n ic.in	0674-25 89935

	Ahmedabad Zone		ccoahm-guj@ nic.in	079-275 42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni	011-256

Convenor- Mumbai II		2 (28) – Products of Chemical or Allied Industries - I	c.in	54160
	Kolkata Zone		ccu-cuskoa@n	033-224
			ic.in	21173
	Mumbai Zone-II		chiefcom@jaw	
			aharcustoms.g	
			ov.in,	
	Mumbai Zone-III		ccu-cusmum2	022-272
			@nic.in	42401
	Visakhapatna m Zone		ccu-cusmum3	022-268
			@nic.in	80919
	Bhubaneshwar zone			0891-25
			ccu-cexvzg@n	68837 /
			ic.in	0891-25
				64552
			ccu-cexbbr@n	0674-25
			ic.in	89935

Convenor- Mumbai II	Ahmedabad Zone	2A (29) – Products of Chemical or Allied Industries - II	ccoahm-guj@	079-275
			nic.in	42678
	Mumbai Zone-I		ccu-cusmum1	022-226
			@nic.in	20091
	Chennai Zone		ccchennaizon	044-252
			e.tn@nic.in	68925
	Kolkata Zone		ccu-cuskoa@n	033-224
			ic.in	21173
	Mumbai Zone-I		chiefcom@jaw	
			aharcustoms.g	
			ov.in,	
			ccu-cusmum2	022-272
			@nic.in	42401
	Visakhapatna m Zone			0891-25
			ccu-cexvzg@n	68837 /
			ic.in	0891-25
				64552

	Ahmedabad Zone		ccoahm-guj@	079-275
			nic.in	42678
			chiefcom@jaw	

Convenor- Mumbai II	Mumbai Zone-II	2B (30-31) – Products of Chemical or Allied Industries - III	aharcustoms.gov.in, ccu-cusmum2@nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3@nic.in, cczone3@mumbaicustoms3.gov.in	022-268 80919
	Visakhapatnam Zone		ccu-cexvzg@nic.in	0891-25 68837 / 0891-25 64552
	Bhubaneswar zone		ccu-cexbbr@nic.in	0674-25 89935
	Tiruchirappalli (Preventive) Zone		ccuprev-custrichy@nic.in	0431-24 17466
	Pune		ccu-cexpune@nic.in	020-260 51839

Convenor- Mumbai II	Ahmedabad Zone	2C (32-34) - Products of Chemical or Allied Industries - IV	ccoahm-guj@nic.in	079-275 42678
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3@nic.in, cczone3@mumbaicustoms3.gov.in	022-268 80919
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@nic.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@nic.in	033-224 21173

Convenor- Mumbai II	Ahmedabad Zone	2D (35-36) – Products of Chemical or Allied Industries - V	ccoahm-guj@nic.in	079-27542678
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Mumbai Zone-III		ccu-cusmum3@nic.in, cczon e3@mumbaicustoms3.gov.in	022-26880919
	Chennai Zone		ccchennaizon e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160

Convenor- Mumbai II	Chennai Zone	2E (37) – Products of Chemical or Allied Industries - VI	ccchennaizon e.tn@nic.in	044-25268925
	Kolkata Zone		ccu-cuskoa@nic.in	033-22421173
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Delhi Zone		ccu-cusdel@nic.in	011-25654160

	Ahmedabad Zone		ccoahm-guj@nic.in	079-27542678
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
			ccu-cusmum3	

Convenor- Mumbai II	Mumbai Zone-III	2F (38) – Products of Chemical or Allied Industries - VII	@nic.in, cczone3@mumbaicustoms3.gov.in	022-26880919
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160
	Kolkata Zone		ccu-cuskoa@nic.in	033-22421173

Convenor- Mumbai II	Ahmedabad Zone	2G (39) – Plastic Products	ccoahm-guj@nic.in	079-27542678
	Bengaluru Zone		ccu-cusblr@nic.in	080-22867990
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160
	Kolkata Zone		ccu-cuskoa@nic.in	033-22421173
	Mumbai Zone-I		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Thiruvananthapuram Zone		ccu-cexcok@nic.in	0484-2390404
	Meerut zone		ccu-cexmeerut@nic.in	0121-3511372 / 0120-2350801

	Ahmedabad Zone		ccoahm-guj@nic.in	079-27542678
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-256

Convenor- Mumbai II	Kolkata Zone	2H (40) – Rubber Products	ccu-cuskoa@nic.in	54160 033-224 21173
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-272 42401
	Thiruvananthapuram Zone		ccu-cexcok@nic.in	0484-23 90404

Convenor- Mumbai II	Bengaluru Zone	2I (41-43) – Leather Products	ccu-cusblr@nic.in	080-228 67990
	Chennai Zone		ccchennaizon@e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@nic.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@nic.in	033-224 21173
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-272 42401

Convenor- Mumbai II	Ahmedabad Zone	2J (44-46) – Wood	ccoahm-guj@nic.in	079-275 42678
	Chennai Zone		ccchennaizon@e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@nic.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@nic.in	033-224 21173
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-272 42401
	Tiruchirappalli			

	(Preventive) Zone		ccuprev-custri chy@nic.in	0431-24 17466
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Convenor- Mumbai II	Ahmedabad Zone	2K (47-49) – Products made of Wood	ccoahm-guj@ nic.in	079-275 42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
	Mumbai Zone-II		chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Tiruchirappalli (Preventive) Zone		ccuprev-custri chy@nic.in	0431-24 17466
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919
	Meerut Zone		ccu-cexmeerut @nic.in	0121-35 11372 / 0120-23 50801

Convenor-	Ahmedabad Zone	3 (50-70) – Textile	ccoahm-guj@ nic.in	079-275 42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
			chiefcom@jaw	

Delhi	Mumbai Zone-II	Products	aharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Tiruchirappalli (Preventive) Zone		ccuprev-custri chy@nic.in	0431-2417466
	Bengaluru Zone		ccu-cusblr@nic.in	080-22867990

Convenor-Delhi	Ahmedabad Zone	3A (71) – Gems & Jewellery	ccoahm-guj@nic.in	079-27542678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160

Convenor-Ahmedabad	Ahmedabad Zone	4 (72-73)- Ferrous base metals	ccoahm-guj@nic.in	079-27542678
	Mumbai Zone-I		ccu-cusmum1@nic.in	022-22620091
	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Mumbai Zone-III		ccu-cusmum3@nic.in, cczone3@mumbaicustoms3.gov.in	022-26880919
	Chennai Zone		ccchennaizon e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160
	Bhubaneswar zone		commrprev-cusbsr@nic.in	0674-2589935
	Delhi		cccpdz-cbec@	

	(Preventive) Zone		nic.in	011-256 56040
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173

Convenor- Ahmedabad	Ahmedabad Zone	4A (74-83) – Non-ferrous Base Metals	ccoahm-guj@ nic.in	079-275 42678
	Mumbai Zone-II		chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Delhi (Preventive) Zone		cccpdz-cbec@ nic.in	011-256 56040
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
	Meerut zone		ccu-cexmeerut @nic.in	0121-35 11372 / 0120-23 50801

Convenor- Mumbai-III	Mumbai Zone-I	5 (8401-8469) – Machiner y & Mechanical Appliances - I	ccu-cusmum1 @nic.in	022-226 20091
	Mumbai Zone-II		chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919
	Ahmedabad		ccoahm-guj@	079-275

	Zone		nic.in	42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990

Convenor- Mumbai-III	Chennai Zone	5E (8470-8473) Machinery & Mechanical Appliances - II	ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990
	Mumbai Zone-II		chiefcom@jawa harcustoms.gov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczone3@munba icustoms3.gov.in	022-268 80919

Convenor- Mumbai-III	Mumbai Zone-II	5N (8474-8487) – Machinery & Mechanical Appliances - III	chiefcom@jawa harcustoms.gov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczone3@munba icustoms3.gov.in	022-268 80919
	Ahmedabad		ccoahm-guj@	079-275

	Zone		nic.in	42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990

Convenor- Chennai	Mumbai Zone-II	5A (8501-8516) Electrical machinery	chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919
	Ahmedabad Zone		ccoahm-guj@ nic.in	079-275 42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990

Convenor- Chennai	Mumbai Zone-II	5C (8517-8531)-Communi cation and related equipm ent	chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919

	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990

Convenor- Chennai	Mumbai Zone-II	5M (8532-8548)- Micro-electronics	chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990

Convenor- Mumbai I	Mumbai Zone-II	5B (86-87)-Vehicles	chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-I		ccu-cusmum1 @nic.in	022-226 20091
	Ahmedabad Zone		ccoahm-guj@ nic.in	079-275 42678
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni	080-228

	e		c.in	67990
	Pune		ccu-cexpune@nic.in	020-26051839

Convenor-Mumbai I	Mumbai Zone-II	5F (88) – Aircrafts	chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Mumbai Zone-III		ccu-cusmum3@nic.in, cczone3@mumbaicustoms3.gov.in	022-26880919
	Chennai Zone		ccchennaizon.e.tn@nic.in	044-25268925
	Delhi Zone		ccu-cusdel@nic.in	011-25654160
	Bengaluru Zone		ccu-cusblr@nic.in	080-22867990
	Thiruvananthapuram Zone		ccu-cexcok@nic.in	0484-2390404

Convenor-Mumbai I	Mumbai Zone-I	5S (89) – Vessels	ccu-cusmum1@nic.in	022-22620091
	Ahmedabad Zone		ccoahm-guj@nic.in	079-27542678
	Visakhapatnam Zone		ccu-cexvzg@nic.in	0891-2568837 / 0891-2564552

	Mumbai Zone-II		chiefcom@jawaharcustoms.gov.in, ccu-cusmum2@nic.in	022-27242401
	Mumbai		ccu-cusmum3@nic.in, cczone3@mumbaic	

Convenor- Mumbai I	Zone-III	5I (90-92) – Instruments & Apparatus	ustoms3.gov.i n	022-268 80919
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990
	Hyderabad Zone		ccu-cexhyd@n ic.in	040-232 20720

Convenor- Mumbai I	Mumbai Zone-I	6 (93-98) – Miscellaneous Products/Project Imports	ccu-cusmum1 @nic.in	022-226 20091
	Mumbai Zone-II		chiefcom@jaw aharcustoms.g ov.in, ccu-cusmum2 @nic.in	022-272 42401
	Mumbai Zone-III		ccu-cusmum3 @nic.in, cczon e3@mumbaic ustoms3.gov.i n	022-268 80919
	Chennai Zone		ccchennaizon e.tn@nic.in	044-252 68925
	Delhi Zone		ccu-cusdel@ni c.in	011-256 54160
	Bengaluru Zone		ccu-cusblr@ni c.in	080-228 67990
	Hyderabad Zone		ccu-cexhyd@n ic.in	040-232 20720
	Kolkata Zone		ccu-cuskoa@n ic.in	033-224 21173
	Thiruvananthapuram Zone		ccu-cexcok@n ic.in	0484-23 90404