PUBLIC NOTICE NO. 09/2015

Sub: Introduction of Electronic Messaging System for issuance of Delivery Order (Online DO) at Air Cargo Complex, Mumbai – reg:-

As part of Government’s initiatives for improving ‘ease of doing business’, several facilitation measures are being taken at Air Cargo Complex, Mumbai. During consultation with stakeholders, it has emerged that introduction of electronic messaging for issue of delivery order (D.O), instead of manual D.Os (i.e paper copies) being issued at present, will obviate the difficulties being faced by importers/their representatives in obtaining D.Os, and thereby reduce transaction cost and dwell time.

2. At present, D.Os are issued by airlines and Consol Agents to individual importers as well as their authorized representatives/ Customs brokers, who are required to go to the office of the concerned Airline or Consol Agent to collect the D.O against payment of D.O charges. The Custodian MIAL at ACC, Mumbai namely MIAL (Mumbai International Airport Ltd) and AI (Air India) have expressed willingness, as well as assured their technical capability, to implement ‘Electronic Messaging System for issuance of Delivery Order’ at ACC, Mumbai.

3. With a view to examine the feasibility of implementing ‘Electronic Messaging System for issuance of Delivery Order’ at ACC, Mumbai a Committee was constituted to study if trade would face any difficulty if the same is implemented. The Committee has discussed the issue with concerned stakeholders (i.e representatives of Airlines, Consol Agents, Customs Brokers, Air Cargo Agents, and Custodians MIAL and Air India). Both the Custodians (MIAL & AI) have informed that they do not require hard copy of D.O message from Airlines and Consol Agents, and it will suffice if the latter send an electronic message in this regard to the Custodians. All other concerned stakeholders (BCHAA, AACAI, BAR) have also conveyed their agreement to this proposal. It has also been informed that out of about 300 Consol Agents at ACC, Mumbai, approx. 160 are already transferring 100% of their D.Os online, and about 80 are transferring more than 90-99% of their D.Os online.
remaining 60 Consol Agents are also transferring more than 50% of their D.Os online (notably, these Consol Agents handle less than 100 D.Os per month). Thus, it is clear that majority of D.Os are already being transferred online, and issuance of manual D.Os (in cases where online message has already been transferred to Custodian) is a duplication of information transfer, which can easily be done away with. While on the one hand this will reduce cost of airlines and Consol Agents in printing D.Os which will finally translate into reduction of transaction cost for importers, on the other, this will also reduce overall dwell time. It is also expected that with progressive increase through credit mode/ secure online payment mode for D.O issuance charges to airlines and Consol Agents, there may not remain any need to physically approach offices of Airlines and Consol Agents since the entire process for obtaining D.O. will become online/ paperless. Thus, this will be a huge step towards further improving the ease of doing business for importers.

4. Accordingly, as a facilitation measure for the trade, it has been decided that w.e.f 20/07/2015, manual D.O (i.e paper copy) will no longer be required to be issued by Airlines/ Consol Agents to importers/ Customs brokers (except for a few categories of imports, specified below). All Airlines/ Consol Agents will transmit D.O message to the Custodian’s portals electronically for all AWBs (i.e. 100%). Importers/ Customs Brokers and trade should avail the online D.O transaction facility. All other procedures followed by the Custodians MIAL and AI i.e verification of the D.Os, obtaining ‘out of charge’ from Customs, and issuance of ‘Gate Pass’, will continue to be the same.

5. In respect of specific categories of imports- unaccompanied baggage, direct delivery, and one-time/ individual importers, manual D.O (i.e paper copy) can continue to be availed, if desired. Further, in case of any failure of electronic D.O transfer, concerned airline or Consol agent may issue manual D.O (as a purely temporary measure), to avoid any difficulty or delay in clearance of imported goods.

6. It is expected that elimination of manual D.O and implementation of new online delivery order system would enable Airlines to issue D.O as soon as they get segregation report and the paperless delivery system will enhance security as well as transparency in the clearance process. Custodians MIAL and AI should ensure smooth implementation of this trade-friendly measure, while ensuring that no difficulty is faced by any importer (or their
authorized representative) in obtaining D.O or completing any D.O related formalities for clearance of goods.

7. Difficulties faced, in implementation of the above may be immediately brought to the notice of AC (Import Noting section) Shri G K Sahoo (Ph no: 26828134), or Additional Commissioner, ACC (Import) Dr Satish Dhavale (Ph no: 26828141), for speedy resolution. From the Custodians MIAL and AI, following persons have been designated for resolving any difficulties that may be encountered by any airline or consol agent, in the initial phase of implementation :-

MIAL
1. Shri Mayilvanan T. (Mayur) - 9987587399 // 022-66851361
2. Shri Satish Prasad - 9619996617 // 022-66850324

AIR INDIA
3. Ms. S. Pandit – 9867164012 // 022-28318187

(RAVINDER SAROOP)
COMMISSIONER OF CUSTOMS (I)
ACC, SAHAR, MUMBAI

Copy to:
1. The Chief Commissioner of Customs, Zone – I / II / III, Mumbai.
2. P.A. to the Commissioner of Customs (Import), ACC, Mumbai.
3. The Commissioner of Customs (Export), ACC, Mumbai.
4. All Addl. Commissioner of Customs, Import, ACC, Mumbai.
5. The Addl. Commissioner of Customs, Export, ACC, Mumbai.
6. All Deputy/Asstt. Commissioner of Customs (Import & Export), ACC, Mumbai
7. Trade Associations.
8. CHA Associations.
9. MIAL/AI.
10. Notice Board/Web Site.
11. Office Copy.