



# The Indian Silk Export Promotion Council

(Sponsored by Ministry of Textiles Govt. of India)  
1302-03, Ansal Tower, 38 Nehru Place, New Delhi – 110 019 (India)

ISEPC Cir No 104/2021-22

4th September, 2021

**To:**

**All Members of the Council**

**Sub: Faceless Assessment – Creation of Facilitation Helpdesk**

Dear Member,

This is to inform you that JNCH has issued Public Notice No. 81/2021 dated 1<sup>st</sup> September, 2019 informing of Creation of Facilitation Helpdesk for Faceless Assessment.

In this connection you may refer CBIC's Circular No.40/2020-Customs, dated 12.10.2020 and Public Notice No. 82/2020 dated 14.07.2020.

In addition to other functions, Turant Suvidha Kendra (TSK) at Nhava Sheva will act as "Facilitation Helpdesk" for any grievance related to clearances of the B/E filed in the port.

Accordingly, any grievance related to clearance of the Bill of Entry pertaining to Mumbai Customs Zone-II, JNCH, the Importers/Exporters/Customs Brokers/Stakeholders may contact the Supdt./ Appraising Officer, Turant Suvidha Kendra, JNCH, Nhava Sheva. The Importers/Exporters/Customs Brokers/ Stakeholders may also communicate their grievance relating to clearance of the Bill of Entry on e-mail Id at [tsk-jnch@gov.in](mailto:tsk-jnch@gov.in) or over **telephone 022-27244766**.

Shri. Sudhir S. Kohakade ([sudhir.kohakade@gov.in](mailto:sudhir.kohakade@gov.in)), Jt. Commissioner of Customs, TSK, NS-III, JNCH, Nhava Sheva has been designated as nodal officer to serve as single point for the escalation of the grievance with regards to clearance of B/E requiring urgent attention filed at JNCH, Nhava Sheva.

Members may kindly make a note of the above.

Thanks n regards,

**Sanjeev Kr Sharma**  
Sr Director – ISEPC  
New Delhi, India;