



भारत सरकार
Government of India
 वित्त मंत्रालय, राजस्व विभाग
Ministry of Finance, Department of Revenue
 कार्यालय आयुक्त सीमा शुल्क (निवारक), उत्तर प्रदेश एवं उत्तराखण्ड
Office of the Commissioner, Customs (Prev) Uttar Pradesh & Uttarakhand
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Sub: Procedure for Manual "Let Export Order" in case of prolonged system issues;

Attention of the Importers, Exporters, Port Terminal Operators, Shipping Lines / Shipping Agents, Customs Warehouse coming under the jurisdiction of Customs(P) Commissionerate, Lucknow and all other stakeholders is invited for Export & Import through Land-ports /ICDs/ Air-Cargos.

2. Recently, there were instances of delay in processing of "shipping bills" due to system issues like "shipping bills in RMS queue" etc. In such cases, in order to ensure that vessel is not missed, manual clearances were allowed on case to case basis after waiting for reasonable period of time. There has been request from Trade that there should be system in place to provide for manual "Let Export Order" in such exceptional circumstances so that there is no need for approval from Commissionerate each time.

3. In view of the above, following procedure is prescribed to deal with such circumstances of exceptional nature:

- Whenever there is delay in processing of shipping Bill for more than 4 hours due to system issues (like "shipping bills in RMS queue" etc.), concerned officer may resort to manual LEO (subject to scrutiny of information contained in check list and accompanied documents presented for registration);
- A register named as "Manual LEO due to System Issues" to be maintained by each of the "Document Processing Area" of Parking Plazas and CFSS.
- Officer attending to such clearances have to record the time of "beginning of system issues / problems supported by screen shot as evidence;
- Details of all Manual LEOs should be entered in the Register in the following format;

S. No.	Start Time & date of system issues (beginning of system problem)	Date & Time of LEO	Shipping Bill No & Date	Name & IEC No of Exporter	Date & time of LEO in the system (after system restored to normal)	Whether Facilitated (Yes / No)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

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- v. As soon as system issues are resolved, such shipping bills are to be processed in the system and details as prescribed in Column (6) & (7) have to be entered in the system.
- vi. Monthly report of all such clearances is to be sent to ADC / JC EDI so that aforesaid facts can be cross verified by EDI. EDI may further inform the said details to ADG (RMD) / ADG (System) depending upon the root cause of the problem.
- vii. Manual LEO has to be given on the basis of principle of "First in First out". However, priority has to be given to "Refrigerated Containers" and other shipments, which may miss the vessel, if not given LEO.
- viii. "Refrigerated Containers" are not subject to aforesaid time limit of 4 hours and manual LEO can be given to them even prior to 4 hours.
- ix. Any difficulty faced, may please be brought to the notice of undersigned.

(आरती सक्सेना)
आयुक्त
सीमा शुल्क(नि.) आयुक्तालय
लखनऊ

Copy for information and necessary action to:-

1. The Chief Commissioner of Customs, Patna Zone, Patna.
2. All the Additional/Joint Commissioners of Customs (P) Commissionerate, Lucknow
3. All the Dy. /Assistant Commissioners of Customs, LKO/VNS/NTW/GKP/BLY/CCSI Aiport/LBSI Airport/ICD JRY/PNK/Chakeri/Agra.
4. Superintendent (Systems) for uploading on website.
5. Notice Board