

India Customs Single Window Project

BRIEF

What is Single Window?

The '**India Customs Single Window**' would allow importers and exporters the facility to lodge their clearance documents at a single point only. Required permissions, if any, from other regulatory agencies would be obtained online without the trader having to approach these agencies.

What are its' benefits?

This would reduce interface with Governmental agencies, dwell time and the cost of doing business.

How many Government departments are involved?

Forty four (44) Departments/agencies are associated with clearances of import and export goods. Out of these, 9 agencies issue clearances or NOC for live consignments i.e. post import. Remaining agencies are involved in granting licenses, permits, certificates etc. prior to import, and the automation of grant of licenses permits etc is not in the scope of the Single Window project.

Thus the Single Window project covers 9 agencies, with 6 agencies involved in the vast majority of cases involving requirement of NOC. These agencies are Food Safety (FSSAI), Drug Controller, Plant Quarantine, Animal Quarantine, Textile Committee and Wild Life Crime Control Bureau.

What are the main features of Single Window?

- 1. Integrated Declaration** - Information required for import/export clearance by government agencies concerned will be electronically submitted by importers/exporters through an integrated declaration at a single entry point, i.e. the Customs Gateway (ICEGATE). Separate application forms required by different agencies would be dispensed with.
- 2. Automated routing:** The Customs IT system will automatically identify import/export goods that require clearance by the Participating Government Agency (PGAs).
- 3. Integrated Risk Assessment** - The system would also automatically direct documentary examination, taking of samples for testing, inspection etc. whenever required thereby dispensing with manual directions. Such selection will be risk based.

- 4. Connectivity for Online clearance** – Offices of other government agencies will be connected with the Customs System.
- 5. Paperless Processes:** With the introduction of Single Window, it is proposed to progressively eliminate the dependence on paper. Customs & other agencies will discontinue asking importers/exporters for hardcopies of declarations & supporting documents; all supporting documents would be submitted digitally.

In the first phase, digital signatures on submission of Customs documents has been implemented w.e.f. 01/01/2016 for all importers/exporters and carriers

In the second phase, it is proposed to provide a facility to Trade to submit digitally signed supporting documents. A prototype, has been developed. To implement this feature, additional infrastructure would be required.

- 6. e-Payment of fees & charges:** All fees and charges to be paid by the importer/exporter for testing or for processing clearances by PGAs would be collected online in the same way as Customs duties are presently collected.
- 7. Automatic License Verification:** A system that automatically verifies licenses, permits and certificates and other authorizations received by a trader, provided the document issuer grants access to the corresponding electronic records or documents.
- 8. Compliance Information Portal:** A single web-based source for all clearance-related procedural steps, duties, fees and charges for import and export of any commodity, reflecting the logic that drives the Single Window.
- 9. Event Notification Service:** A facility that instantaneously updates trader's/ transporter's systems and devices with event-based status information drawn from systems operated by Customs, PGAs and logistics provider, including Custodians, so that the trader receives a single view of operations.
- 10. Appointment Management System:** A system for managing field operations for cargo clearance activities requiring co-ordination of multiple agencies. Actions requiring multi-agency co-ordination include supervision of operations, examination, inspection, drawing of samples, check-point/gate operations.