



THE COTTON TEXTILES EXPORT PROMOTION COUNCIL

(Sponsored By Government of India)

Engineering Centre, 5th Floor, 9, Mathew Road, Mumbai - 400 004. Maharashtra State, INDIA

Web.: www.texprocil.org | E-mail: info@texprocil.org | Tel.: +91-22-49444000, 23632910-12

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Sub: Launch of e-SAMADHAAN portal by JNCH for redressal of grievances pertaining to exports

Dear Member,

We would like to inform you that JNCH has issued Public Notice No.73/2023 dated 25.8.2023 ([copy enclosed](#)) informing about the launch of E-SAMADHAAN portal for redressal of grievances pertaining to exports.

JNCH has observed that several grievances are received by them on various issues related to exports from Exporters/Customs Brokers on a daily basis through various modes viz. letters/ emails/ individual stakeholders visiting the concerned sections personally etc. After a comprehensive study of types of issues raised by the stakeholders in these grievances, it was noticed that one of the main reasons for such grievances is lack of precise information on the part of the stakeholders.

In order to streamline these grievances and address them effectively within a timeline, JNCH has launched an online portal 'e-SAMADHAAN' (Link: <http://104.211.67.151/Customs-Grievance/#/home>).

-- Members may visit the website and enquire about their issues on exports through the option available in form of FAQs.

-- If the exporter/Customs Broker raising the grievance is not satisfied with the information available in the form of FAQs, then he can further raise his grievance, which will be addressed by the concerned Section of NS-II (Export) Commissionerate within 48 hours.

-- If the issue needs intervention from some external agency viz. DGARM/ GST Commissionerate/Directorate General of Systems etc., the person raising this grievance will receive an interim reply along with the expected timeline to resolve the issue.

-- The stakeholders also have the option to check the status of their grievance.

Please note that:

-- Information is being made available at this grievance redressal portal as a measure

of public facilitation and it cannot be used for any legal purpose.

-- While every effort has been made by JNCH to ensure that the information provided through this portal is accurate and up-to-date, JNCH does not hold itself liable for any consequences, legal or otherwise, arising out of use or abuse of any such information.

The Council requests its members to kindly avail this opportunity by making optimum use of the facility provided through e-SAMADHAAN Portal by JNCH.

Regards,

Dr. Siddhartha Rajagopal
Executive Director

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