



भारत सरकार GOVERNMENT OF INDIA
आयुक्त का कार्यालय : नवा सेवा - ५ आयुक्तालय OFFICE OF THE
COMMISSIONER : NHAVA SHEVA-V COMMISSIONERATE
सीमाशुल्क, जवाहरलाल नेहरू सीमा शुल्क भवन
CUSTOMS : JAWAHARLAL NEHRU CUSTOMS HOUSE
तालुका - उरण, जिला - रायगढ़, महाराष्ट्र - ४०० ७०७
Taluka- URAN, Dist- RAIGAD, MAHARASHTRA- 400 707

E. File No. CUS/499/2025-CSC

Dated: 10-03-2026

Public Notice No. 32 / 2026

Subject: Introduction of E-mailing of Test Reports uploaded by CRCL, JNCH and Grievance/Feedback Module in JNCH Sampling Application for Samples forwarded to CRCL, JNCH – reg.

Attention of the trade and all concerned is invited to the discussions held during various facilitation meetings PTFC Meeting, wherein members of the trade highlighted difficulties faced in tracking the status of samples forwarded to CRCL, JNCH and non-receipt of test reports uploaded by the CRCL.

2. In this regard, reference is invited to Para 7 of Public Notice No. 136/2020, which provides that the trade can track the status of samples by entering the Bill of Entry/Shipping Bill Number and the corresponding date through the web-based portal of Sample Cell of JNCH available at:

<https://csc.jawaharcustoms.in/track>

3. The JNCH Sampling Application automatically sends notifications at various stages of processing, namely:

- (i) Drawal of sample at docks;
- (ii) Forwarding to Central Sample Cell (CSC);
- (iii) Receipt at CSC;
- (iv) Forwarding to Laboratory;
- (v) Receipt at Laboratory;
- (vi) Generation/Uploading of Test Report.

These notifications are sent through SMS and e-mail. Accordingly, members of the trade are advised to ensure that their correct mobile number and e-mail ID are recorded in the JNCH Sampling Application by

the EO/PO at the time of drawal of the sample.

4. Further, as a measure under the Indian Customs initiative of Ease of Doing Business (EoDB), the facility of automatic e-mailing of the Test Report to the email provided during the sampling by the traders/importer/exporter, immediately upon the generation and uploading of test report by CRCL, JNCH has been approved. This facility is subject to the correct recording of the e-mail ID of the importer/exporter/Customs Broker (CHA) in the JNCH Sampling Application at the time of sample drawal.

5. Additionally, to further facilitate EoDB and enhancing transparent Customs procedures, a new Grievance/Feedback Module has been introduced in the JNCH Sampling Application (<https://csc.jawaharcustoms.in>) to enable importers/ exporters to raise grievances or submit feedback regarding samples forwarded to CRCL, JNCH.

6. The procedure for tracking sample status and raising grievances/ feedback is as under:

(i) **Sample Tracking Facility**

- Enter Bill of Entry Number / Shipping Bill Number;
- Enter Bill of Entry Date / Shipping Bill Date;
- Click "Track Sample";

(ii) **Raise Grievance/Feedback**

- If the Test Report has not yet been uploaded, the option "Raise a Grievance/Feedback" will be enabled.

(iii) **Email Verification**

- The stakeholder shall enter the e-mail ID provided at the time of sample drawal.
- An OTP will be sent to the registered e-mail ID (subject to verification).
- Click "Verify Email & Send OTP".

(iv) **OTP Verification**

- Enter the OTP received on the registered e-mail ID.
- Click "Verify OTP".

(v) **Submission of Grievance/Feedback**

- Relevant details such as B/E or S/B particulars, Test Memo Number, date/time of processing, receipt at CSC, forwarding to laboratory, receipt at laboratory, and report status will be displayed.

- Enter the grievance/feedback in the designated field and click “Submit”.

(vi) **Acknowledgement**

- Upon submission, the grievance will be recorded with status as “New” and will be visible to the stakeholder.

(vii) **Reply and Closure**

- CRCL will submit its reply in the system.
- After forwarding the reply, CRCL will close the grievance.
- In case of any further issue, a fresh grievance must be created.

7. It is advised that where CRCL provides a specific time frame for issuance of the Test Report in response to a grievance, stakeholders shall raise a new grievance only after expiry of the stipulated time period, so as to avoid unnecessary correspondence.

8. This Public Notice shall be treated as a Standing Order for officers and staff of the department.

9. Difficulties, if any, in implementation of the above may be brought to the notice of the undersigned. For any clarification, DC/AC (CSC) may be contacted.



(**ANIL RAMTEKE**)

Commissioner of Customs

NS-V, JNCH

Copy to:

1. The Chief Commissioner of Customs, Mumbai Zone-II, JNCH.
2. The Pr. Commissioner / Commissioner of Customs, NS-G/ NS-I/ NS-II/NS-III/ NS-IV / NS-Audit, JNCH.
3. Representative of CSLA / MANSa / CFSAI / BCBA / FIEO / WISA / Members of PTFC for information and circulation among their members and other importers for information.
4. All Additional / Joint Commissioners of Customs, JNCH.
5. The Joint Director, JNCH Laboratory.
6. All Deputy / Assistant Commissioner of Customs, JNCH.
7. AC/DC, EDI for uploading on JNCH website immediately.