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F.No.GEN/CB/6/2021-CBS (Part-II)

Date : .03.2023

ADVISORY No. 03/2023

Customs Brokers Licensing Management System (CBLMS)

In pursuance of the launch of CBLMS portal and subsequently its functionalities like CB Profile Registration, Validation of CB Profile, Add OPS Details, Intimation under Form-C, Issuance/Renewal/Cancellation of Customs Passes, Issuance of CB License etc., CBLMS helpdesk has received several queries from all the policy sections across India, in respect of the abovementioned functionalities and its associated error resolutions. Although most of the queries are being addressed immediately and resolutions are being provided on real time basis, CBLMS Help Desk has identified few issues/scenarios which are being commonly faced by all the policy sections and in these respect numerous similar queries were received via email/phone calls/whatsapp etc.

2. Please find below all such common scenarios/queries and their suggested resolution workflow. The common factor in the below mentioned scenarios is that they occur because of errors committed by Customs Brokers while filling their profile in Parent Policy section and subsequent incorrect validation of such profiles by parent policy section officers. Further it is imperative to mention that merely resetting/re-opening the status of validated application forms to "Draft" is not considered as a feasible solution as it impose the risk of data corruption along with impacting the associated functionalities and application forms submitted by Customs Brokers. Hence, more feasible solutions of these issues are worked upon by CBLMS Team, Mumbai and are as under:

i. Scenario 1: CB added details of all of their employees (even employees working in Other Policy Sections) during their original CB Profile registration under 'Employee Details' tab and the said CB profile is also validated by Parent Policy Sections.

Now when CB tries to add their employees working in Other Policy Sections in "Add OPS Details", the error is displayed "PAN number already exist".

Example: A CB named M/s ABC has 05 employees in their parent policy section office i.e. Mumbai and has 05 employees in their OPS office i.e. Delhi. However, during their CB Profile registration, M/s ABC entered the detail of all 10 employees (05 from Mumbai + 05 from Delhi) in their CB Profile and submitted for registration. Subsequently the CB profile is validated (incorrectly) by Mumbai Customs policy section. Pursuant to the validation of CB Profile when M/s ABC tried to add the

details of its Delhi office and its 05 employees under Add OPS details, the error is displayed "PAN number already exist"

Resolution: Such CBs need to apply for cancellation of pass of employees whose details are added incorrectly in Parent Policy Section and once the cancellation of passes of such employees are approved by Parent Policy section, CBs need to add the details of these employees in Other Policy Section offices. Pursuant to this, the completed OPS profiles need to be validated by their corresponding policy sections.

Resolution to Example: M/s ABC needs to apply for cancellation of Pass for 05 employees of its Delhi Office through CBLMS. The application will be processed in the Parent Policy Section i.e. Mumbai as these employees were incorrectly added in their Parent Policy Section Profile. Pursuant to the approval of cancellation of the pass of these 05 employees by Mumbai Customs Policy section, M/s ABC can add these 05 employees in the ADD OPS details section under the Delhi policy section office.

ii. Scenario 2: During registration of CB Profile, in section VII i.e. under Other Policy Section office when the question was prompted that whether CB has offices in Other Policy Section as well,

(a). CB has entered 'NO' even though CB has offices in Other Policy Sections where CB is working under Reg 7(3) of CBLR 2018 and its corresponding erstwhile regulations.

(b). Similarly, even though CB has answered Yes in the said scenario but CB has entered incomplete data in the Other Policy section.

Example: Even if CB is working in 05 policy section under reg 7(3) of CBLR 2018 and its corresponding erstwhile regulation, CB has entered data of only 03 out of total 05 offices in the other policy section during profile registration.

Further the CB Profile is also validated(incorrectly) by the Parent Policy Sections. Now when CB tries to ADD OPS Details of their offices in Other Policy Sections, they are unable to do so as no office details are available for selection, in the drop down menu.

Resolution: As mentioned earlier, since resetting/re-opening of the validated CB Profiles are not considered to be feasible, it has been decided in co-ordination with the development team, to build a new module in CBLMS portal wherein the Nodal officers of all the Policy Sections will be able to edit (Add/Modify) the approved CB Profiles pertaining to their respective policy sections. In this scenario, the Nodal Officer will be able to add the Other Policy Section offices details in the validated CB Profiles and pursuant to that, Add OPS details option will be available for Customs Brokers and all the added Other Policy Section offices detail will be available in the drop down menu wherein the details of the employees of those offices could be added by Customs Brokers.

The envisaged module will be functional on the portal shortly and the detailed User Manual will be posted on the portal and circulated to all the policy section for ready reference.

iii. Scenario 3: Pursuant to the validation of CB Profile and availability of “Add OPS Details” tab in the Action Tab of application list in the homepage of CB Profile, the application of Add OPS Details which were **filed before 1st week of March 2023** wherein several issues were faced by Policy Section officers and Customs Brokers as well, namely

- i. CB Profile view button not available on top
- ii. Details of Customs Brokers Not available in the application
- iii. The details entered by CB are not visible to the officers during validation
- iv. The documents/images uploaded by CB are not visible to the officers during validation
- v. When deficiency is raised in the CB Profile and application is sent back to CB to reply to deficiency, CB is unable to open the application form or ‘Exception error’ occurs when CB tries to edit the application form

Resolution: In all of these cases, the policy sections need to reject these applications (Add OPS details applications filled before 1st week of March). If such applications are pending with Customs Brokers for want of reply to deficiencies, Policy Section officers need to request the Customs Brokers to submit the same so that those applications could be rejected by the policy sections (Total number of all such applications will be less than 200)

Pursuant to the rejection of these ‘Add OPS Details’ applications, a new tab of ‘Add OPS details’ will be functional on the top left hand menu of the CB Profile Homepage (next to ‘My Applications’). The Customs Brokers can fill in ‘Add OPS Details’ of their offices in the Other policy sections, mentioned in section 7 during their CB Profile registration, from this newly functional tab. All these other policy section offices will be available in the drop down menu of newly functional ‘Add OPS details’ tab and CB need to fill the details in all these forms individually and complete the application in all respect. The newly filled applications will then be forwarded to their respective policy sections for validation.

iv. Scenarion 4: In application for Issuance/Renewal/Cancellation of Customs passes, several issues were faced after the application is submitted by the Customs Brokers, namely

- i. Photo Mismatch of the pass holder
- ii. Data entered by CB is not visible to the officer
- iii. Files/Images uploaded by CB is not visible to the officer (404 error)
- iv. CB Profile view button is not available on the top of application form for issuance/renewal/cancellation of customs passes.

- v. Data is not properly captured in the fields provided in the application form

Resolution: In all the above mentioned scenarios, policy section officer need to issue deficiency to the Customs Broker and send the application form back to the CBs inbox. On receipt of the application form in deficiency status, CBs need to select the correct applicant from the drop down menu and re-enter all the requisite details. Thereafter the CB need to re-submit the application form. The form will be landing in the inbox of the officer who has issued deficiency to the CB. Thereafter the application needs to be processed as per the User Manual for issuance/renewal /cancellation of customs passes.

3. For any issues in respect of abovementioned provided resolutions, please send your queries at CBLMS helpdesk at cblms-helpdesk@gov.in.

SJ
28/3/2023

(SUNIL JAIN)

Pr. Commissioner of Customs (General)
Mumbai Zone - I