

Department of Import and Export Control - Citizen - Client Charter (Policy Division)

	Service to be supplied	Documents to be submitted	Work Procedure		Responsible Officer	Time allocated
06	Pre or post approval granting on importation of goods on the basis of No Foreign Exchange (NFE)	<ul style="list-style-type: none"> • Duly completed application form (Form P-2) • Relevant documents as mentioned in the application 	01	Acceptance of applications and issuing a receipt to the client from the service counter as well registering in order. Forward them to policy department	M.S. Officer (Document Counter)	10 Minutes
			02	Register the documents and hand them over to the relevant officers.	Unit Head	15 Minutes
			03	Check whether originals /photocopies of the relevant documents have been duly submitted in the particular format as an attachments.	Subject Officer	10 Minutes
			04	If the application is incomplete inform the relevant client to rectify documents.	Subject Officer	30 Minutes
			05	Check the received applications and submit the files to the Committee	Subject Officer	01 Day
			06	Examine the files received by the Committee and make recommendations.	Staff Officer	01 Day
			07	Scrutiny and approval of the recommended applications by the Controller General.	Controller General	01 Day
			08	Submit file to the Staff Officer for approval with observations and recommendations on applications which are not submitted to the Committee.	Subject Officer	15 Minutes
			09	Check the file submitted for approval.	Staff Officer	15 Minutes
			10	Approve the file.	Staff Officer	5 Minutes
			11	Issue relevant payment voucher to the Shroff Counter	Subject Officer	10 Minutes
			12	Collect the applicable fee from the importer.	(Shroff)	15 Minutes
			13	Submission of Receipt (General 172) to Policy Division.	(Shroff)	10 Minutes
			14	Forward the prepared letter of approval along with the receipt or the relevant stamped invoice to the Staff Officer for signature.	Subject Officer	10 Minutes
			15	Sign the approval letter or stamped invoice.	Staff Officer	10 Minutes
			16	Maintain database of relevant data.	Subject Officer	10 Minutes
			17	Forward the approved letter/invoice to the service counter.	Subject Officer	10 Minutes
			18	Delivery of the relevant letter/invoice to the client from the service counter.	M.S. Officer	5 Minutes