



भारत सरकार / Government of India  
वित्त मंत्रालय :: राजस्व विभाग / Ministry Of Finance :: Department Of Revenue  
सीमा शुल्क आयुक्त का कार्यालय / Office Of The Commissioner Of Customs  
सीमा शुल्क गृह, न्यू हार्बर एस्टेट, तूतीकोरिन - 628004  
Custom House, New Harbour Estate, Tuticorin - 628 004  
E-mail : [dbktutcus@gmail.com](mailto:dbktutcus@gmail.com)

C. No. VIII/20/02/2021-DBK

दिनांक/Date: 07.07.2022

**-: NOTICE :-**

**विषय/ Sub.: Request to reply of pending Drawback query - Reg.**

Attention of all Exporters, Custom Brokers and members of the trade is drawn to the fact that a number of Drawback Claims are pending with the exporter's queues in EDI System in this Commissionerate. It is needless to say that the Department is disbursing Duty Drawback claims of the exporters as soon as the reply is filed in respect of the query. The status of Drawback claim against any Shipping Bill can be seen at the website [www.icegate.gov.in](http://www.icegate.gov.in) along with query raised by the department.

2. However, it has been observed that a number of Drawback claims are still Pending disbursement, for want of submission of reply by the exporters to the queries raised and such drawback claims are shown pending in "Query raised to the exporter" queue. It is to be noted that as soon as the query is replied by the exporter in the EDI system, the claim is immediately processed and Drawback is disbursed by the Department.

3. It has been found that Drawback claims have been pending in "Query Raised" queue on account of non submission of proper reply by the exporters. All such exporters are, therefore, required to reply to the query on EDI system to the Assistant Commissioner (Drawback Section), Custom House, Tuticorin immediately. The exporters or their representatives can also personally explain to the Assistant Commissioner (Drawback Section) the response to queries during office hours or any working day during the above period.

4. If the query is not replied satisfactorily with requisite documents/ declarations, the Drawback claim shall be processed as "ZERO" drawback for want of proper reply from the exporters to the queries raised. If drawback made as "ZERO" in the ICES system, the other benefits i.e. RoSCTL and RoDTEP would automatically become as "ZERO" by the system.

5. In case of any difficulties, the exporters may contact the Assistant Commissioner (Drawback) or by E-mail at: [dbktutcus@gmail.com](mailto:dbktutcus@gmail.com)

  
(DINESH K CHAKRAVARTHY)  
COMMISSIONER

Copy to:

1. All Exporters associations.
2. The Tuticorin Customs Broker Association, Shipping House, A-14, World Trade Avenue, Tuticorin - 628 004.
3. Notice Board.
4. The Superintendent of Customs, EDI, Custom House, Tuticorin to publish in the Custom House Website.