



सत्यमेव जयते

भारतसरकार

GOVERNMENT OF INDIA

वित्तमंत्रालय, राजस्वविभाग

MINISTRY OF FINANCE

DEPARTMENT OF REVENUE

प्रधान आयुक्त कार्यालय, सीमा शुल्क (निवारक)

सीमा शुल्क निवारक कार्यालय, विक्टोरिया ब्रिज, जामनगर-राजकोट राजमार्ग

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (P) JAMNAGAR****Phone No. 0288-2772704 Fax: (0288- 2772768) E-mail ID: commr-custjmr@nic.in****Date: 18-04-2022****STANDING ORDER- 02/CCP/JMR/2022**

It has been brought to the notice of the Board that investigations are being impeded because of prolonged delays in completing associated follow-ups, entailing inter-commissionerate or inter-zonal referrals and actions. This presents a significant obstacle when it comes to concluding investigations in a logical, systematic, and timely manner.

To address the issue, Board has mandated the use of "RAKSHIT" (*a communication app*) in all investigation-related follow-ups that require inter-commissionerate or inter-zonal communication, starting from 1.04.2022. The application will not only assist field formations in securely interacting with one another, but it will also act as a platform for monitoring the pending investigation references.

The RAKSHIT application, which is hosted on the Antarang Portal (<https://antarang.icegate.gov.in>), is accessible from any internet-connected PC or AIO. It connects all Commissionerates/Zones/Directorates/Boards at the level of Commissioner and above, using their respective designation-based IDs. The tool allows the user to create, respond, forward referrals, and stay abreast of the recipient's responses. The application includes a dashboard that enables users to effectively monitor unanswered referrals.

To ensure the effective use of the RAKSHIT application, it is also crucial to have a well-defined mechanism in place for initiating and receiving referrals from the concerned field formations and headquarters sections. All Assistant/Deputy

Commissioners are therefore directed to forward their follow-up requests through the Deputy Commissioner (Prev), CCP Headquarters, Jamnagar, along with the following important details:

<i>Details of Recipient i.e. Zone/ Directorate/ Board</i>	<i>Case File no.</i>	<i>Subject</i>	<i>Request Message</i>	<i>Attachments</i>

It must be noted that the recipient or sender of the referral can be from any of the following categories: CBIC (Board User), Directorate, CC (Zone) CE & GST, CC (Zone) Customs, Commissionerate CE & GST, and any Commissionerate of Customs. Besides that, the RAKSHIT software allows for the attachment of up to ten documents that must be in the TXT, JPG, GIF, Doc, PDF, or Excel format and be less than 1 MB in size.

The Deputy Commissioner (Prev) HQ, shall verify the accuracy and appropriateness of the aforementioned information and forward it to the Pr. Commissioner through the proper channel for uploading on the RAKSHIT application.

Considering that the application is intended to effectively reduce unwarranted delays in follow-up investigations, it is essential that all references from field formations or headquarters sections reach the competent authority on the same day after being properly reviewed by the Deputy Commissioners (Prev) HQ.

Similarly, all investigation related referrals received by this Commissionerate from other Commissionerate/Directorate etc. shall be handled promptly and with due diligence. The Additional Commissioner (Prev) shall supervise and ensure that all necessary information for uploading reaches the Pr. Commissioner/Commissioner, expeditiously.

The enclosed PowerPoint presentation outlines the key features of the RAKSHIT application. Any difficulties faced during implementation must be promptly reported to the Additional Commissioner (Prev) HQ.

*भवदीय*

**RAM NIWAS,  
PRINCIPAL COMMISSIONER ,**

**O/o Commissioner-Customs-Preventive-Jamnagar**

**COPY TO:**

1. *The Chief Commissioner of Customs, Gujarat Zone, Ahmedabad.*
2. *The Additional Commissioner of Customs, CCP Jamnagar.*
3. *All Deputy / Assistant Commissioner of Customs, CCP Jamnagar.*
4. *The Deputy Commissioner, Systems for uploading on the website and resolving difficulties in implementation, if any.*
5. *Guard File (Technical Section)*
6. *Notice Board*

**ENCL:**

*PowerPoint presentation on RAKSHT APP*