

प्रधान आयुक्त का कार्यालय, सीमा शुल्क ,अहमदाबाद
 “सीमा शुल्क भवन ,”पहली मंजिल ,पुराने हाई कोर्ट के सामने ,नवरंगपुरा ,अहमदाबाद009 380 – .
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 File No. GEN/TECH/PTFC/10/2021-TECH-O/o PR COMMR-CUS-AHMEDABAD

Date: 06.01.2026

MINUTES OF THE PTFC MEETING ON 02.01.2026

A Meeting of the Permanent Trade Facilitation Committee (PTFC) of Ahmedabad Customs Commissionerate for the second fortnight of December-2025, was held on 02.01.2026 at 04:00 PM in virtual mode. The meeting was chaired by Shri Shiv Kumar Sharma, Principal Commissioner, Customs Ahmedabad Commissionerate. The following stakeholders/partners from Trade attended the meeting:

Sr. No.	Name of the Members (Shri/ Smt. / Ms.)	Organization	Designation
1	Sreejit Warriar	Airline Operators Committee	Chairman
2	Jitendra Rathod	Bird GSEC	General Manager
3	Rohit Bhrahbhatt	ICD Varnama CHA	Member of CHA
4	Dhiren Mange	Adani Forwarding Agent Limited	Deputy Manager
5	Suresh Bhadra	Adani Forwarding Agent Limited	DGM
6	Capt. Nilendra Kumar	Petronet LNG Ltd	DGM(Port Operations)
7	Sachin Pandya	CFS Hind Terminal	Asst. General Manager
8	Dr Manoj Nagariya	CRCL Vadodara	Chemical Examiner Grade II
9	Jigar Patel	Drug Controller of India (CDSO), Hazira Port	Technical Officer
10	Naveen Chowdhary	The Thar Dry port/ICD Sanand	EVP(Operation)
11	Vivek Kunte	The Thar Dry port/ICD Sanand	Senior Manager
12	Darshan Mashroo	The Thar Dry port/ICD Sanand	Vice President CHA Association
13	Sameer Mankad	M/s GSEC Ltd., Custodian, ACC, Ahmedabad.	Director
14	Manish Singal	Office of Assistant Drug Controller, CDSCO, Airport, Ahmedabad	ADC (I)

15	Parag Baraiya	Managing Committee AHMEDABAD CUSTOM BROKERS' ASSOCIATION	President
16	Harbhajan Singh	Managing Committee AHMEDABAD CUSTOM BROKERS' ASSOCIATION	Secretary
17	Vikar Dubey	Gems and Jewellery Export Promotion Council (GJEPC) Surat	Asstt. Manager

02. The Additional Commissioners and Assistant/Deputy Commissioners of all Customs field formations under Customs Ahmedabad, along with representatives from DGTS, Ahmedabad, attended the meeting.

03. At the outset, the Chairman warmly welcomed all the participants, including representatives from the Customs Brokers' Association, Custodians, Logistics Service Providers, and other esteemed stakeholders and conveyed New Year greetings to all.

04. The Chair informed the participants that one agenda point had been received for discussion in the meeting.

05. With respect to the agenda point, Shri Parag N. Baraiya, President, Customs Brokers' Association, Ahmedabad submitted that the exporters file GST returns for exports completed in a calendar month by the 18th of the following month, after which Customs generates GST scrolls post-verification and forwards them to PFMS for acceptance and then after to the PAO for release of IGST refunds. However, PFMS rejections arising from bank account issues of even a single IEC holder in a scroll lead to cancellation of the entire scroll and necessitate generation of a fresh scroll, causing significant delays in IGST refunds and blocking exporters' working capital. Since most exporters use a single, validated bank account and receive refunds smoothly, repeated resubmission of Bank AD/IFSC details is not an effective solution. He therefore requested the appointment of a nodal officer to coordinate with PFMS authorities to resolve such issues promptly and ensure timely release of IGST refunds.

05.1. On this point, the Chair informed that cases have been observed wherein the scroll gets rejected by PFMS. This happens in cases when the account details available with PFMS at the time of receipt of scroll differ from the account details mentioned in the scroll for one or more IECs. It may also occur when the scroll is accepted by PFMS, but the accounts of some exporters fail validation by the respective banks due to inactive or invalid accounts.

05.2. The Chair further informed that exporters should first check the PFMS verification status for their Import Export Code (IEC) in the “IEC-wise PFMS Invalidated A/Cs” report available on the ICEGATE portal, and update the bank account details in both the Customs (ICES/ICEGATE) and GST systems. If any discrepancy is found, the same may be corrected/updated, and the issue might be resolved.

05.3. Further, where bank account details have already been updated but the issue remains unresolved, exporters were advised to ensure, prior to filing shipping bills, that the bank account details under the AD Code have been successfully approved by the jurisdictional Customs formation. If the bank account is not approved, exporters should ensure its approval before filing the shipping bills. In cases where exporters have more than one bank account, they should also verify the bank account details submitted for the particular shipping bill and the approval status of the same.

05.4. If the problem persists, in such cases, the ADC, System Manager, Customs, Ahmedabad, after confirming that the refund amount was indeed not credited to any of the exporters’ accounts from that scroll, can write to the ICEGATE helpdesk immediately, providing the scroll details. The reconciliation and scroll cancellation process may take 2-3 weeks. Once the scroll is cancelled, the SBs shall again be available for the next scroll.

05.5. Further, in cases where scroll is accepted by PFMS but the accounts of some exporters fail at the bank level due to inactive or invalid accounts, after correcting the bank account details or obtaining approval of the concerned bank account under the AD Code, the exporter may approach the jurisdictional AC/DC for cancellation of the final scroll. After verification, the AC/DC will cancel the final scroll under the SCROLL_PC role. Thereafter, the details of the shipping bill will reflect to the Superintendent under the CLK role for new scroll generation after modification/correction of the bank account details, and the final scroll will thereafter be generated under the DBK_AC role. It was also informed that ICES Advisory 18/2020 (IGST Refunds) – New Electronic Mechanism to reprocess “Failed-after-Success” cases has already been issued to address such issues.

05.6. Shri Parag N. Baraiya, President, Customs Brokers’ Association, Ahmedabad added that based on past experience, scroll rejections are normally resolved within two to three days; however, scrolls rejected by PFMS on 20.12.2025 remain unresolved till date. He further pointed out that even exporters who have been using the same bank account for a long time and regularly receiving refunds in that account have faced PFMS scroll rejections. On this, the Chair enquired whether the issue was local or pan-India, to which the Assistant Commissioner, Technical Section (HQ), clarified that the scroll

rejections dated 20.12.2025 was a local issue, pertaining to Air Cargo Complex (INAMD4) and had already been taken up with the DG Systems for immediate resolution.

05.7. The Chair also informed about the other error codes encountered by the exporters i.e. SB000 - Invoice successfully validated, SB003 - GSTIN mismatch etc. and advised to raise the issue with the jurisdictional Customs formations for early resolution.

06. The Chair invited members to propose any new agenda items for discussion. During the meeting, Shri Vikar Dubey, Assistant Manager, Gems and Jewelry Export Promotion Council (GJEPC), Surat, raised the issue of not allowing for consignment-wise export of 25-cent diamonds from Customs formations at SDB and SHB.

06.1. The Chair informed that the department will examine the matter regarding export of 25-cent diamond from Surat Diamond Bourse & Surat Hira Bourse.

07. The Chair further advised the participants that any difficulties or issues related to ICEGATE, Customs clearance, or other customs procedures may be brought to the notice of the jurisdictional Deputy/Assistant Commissioner, Additional Commissioner, or directly to the Chair. Such matters are addressed on a priority basis, and resolved on a priority basis, and if unresolved, are escalated to higher authorities for appropriate action.

08. As no further points were raised, the meeting concluded with a formal vote of thanks to the Chair.

This issues with the approval of the Principal Commissioner of Customs, Ahmedabad.

Digitally signed by
SHREE RAM VISHNOI
Date: 06-01-2026
17:40:08
Additional Commissioner
Ahmedabad Customs

Copy to:

1. PS to Chief Commissioner of Customs, Ahmedabad Zone for information.
2. The Joint Director, DGTS, Ahmedabad.
3. The Assistant Commissioner, System for uploading on Customs website.
4. All the members of trade through email.
5. Office Copy.