



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India

National Logistics Excellence Award 2021



**INDIA
LOGISTICS**

**International Clearing &
Shipping Agency (India)
Private Limited**

**Category: Best Customs
House Agent/ Customs Broker**

Rank : Winner

Summary of Best Practices across excellence themes

Operational Excellence	Sustainable practices	Certifications & compliance	Employee Devlpmnt & welfare	Customer services	Technology and Innovation
<ul style="list-style-type: none"> ▪ Centre for Excellence Centralised Documentation for scrutiny thus prevent errors ▪ E-Storage of facility ▪ Comprehensive Logistics service under single roof to reduce transactional cost ▪ Automated alerts ▪ GPS monitoring ▪ Well trained staff 	<ul style="list-style-type: none"> ▪ Minimise usage of paper, ▪ Recycling of stationery ▪ Controlled power consumption ▪ Usage of pollution regulated vehicles ▪ Maintain age of vehicle on average to less than 5 years to reduce carbon emission ▪ Avoid wastages / save water ▪ Restricting usage of plastic ▪ Proper disposal of e waste 	<p>ISO certification for</p> <ul style="list-style-type: none"> ▪ Quality ▪ Environment ▪ Health & Safety <ul style="list-style-type: none"> ▪ AEO Certified ▪ Best Income Tax payer award ▪ WCO Certificate of Excellence ▪ Follow many MNC compliance requirement & audit, ▪ Customer Certificates of Merit, ▪ Chamber / Association recognitions 	<ul style="list-style-type: none"> • COVID 19 awareness campaign for employee, • Vaccination of all employees including by the company, • Training programme • Periodical Medical health camps checks • Skill development by regular training • Medical Group Insurance by the Company. • Empowerment of the staff for decision making 	<ul style="list-style-type: none"> ▪ Round the clock - 24x7 operation to meet customer needs ▪ Single window contact ▪ Automated alerts to update status periodically ▪ Regular TAT monitoring to benchmark performance ▪ Customer feedback ▪ Customer / Staff interactions 	<ul style="list-style-type: none"> ▪ Automated IT solutions for various operations, ▪ System generated regular alerts for delays and deviations, ▪ GPS enabled vehicles for tracking, ▪ All office staff provided with system laptop / desktop, ▪ Work from home enabled

Best Practice/initiative – I

Best practice initiative or activity

Centralized Documentation Centre in Chennai focuses on preparation of check list, Bill of lading & other documents including scrutiny consisting of an expertise team to avoid errors.
E-Storage for ease of retrieved with any shipment reference safe storage for 5 years.

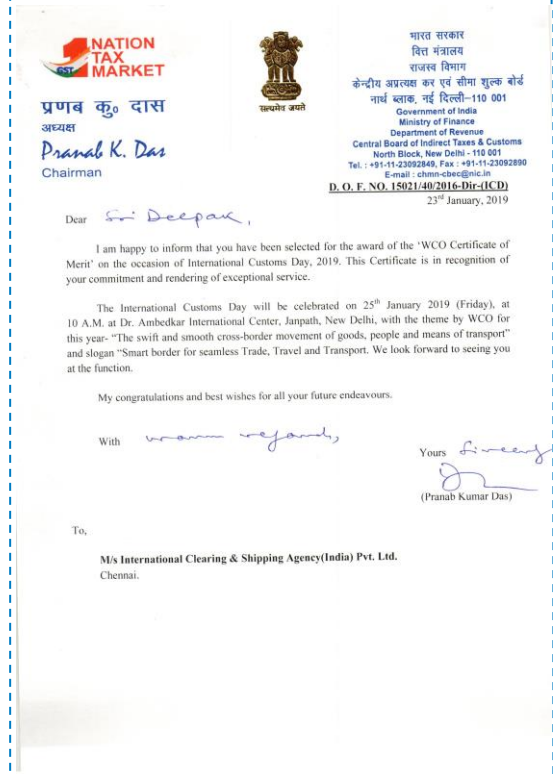
Business impact created

Data errors minimized, four eye principle is adopted by experts in right classification, applicability of notification, compliance requirements thus eliminating possible errors and post clearance audit queries. Uploading in ICEGATE is round the clock which drastically minimizes clearance time and thus benefits Customers financially. Also reduces multiple uploads. For the volume handled post clearance audit clarifications form Customs are very few and mostly responded to Customs / Customer satisfaction.
e storage minimizes physical space and efficient way of retrieval – capability to pick any shipment reference (Bill of Entry, Bill of Lading, Supplier Invoice, Certificate of Origin, Licenses, scrips, container number, etc.) by a press of button enables quick recovery of documents for any requirement and at the same time compliant with Customs retention for 5 years.
Becomes handy when Customers need fast retrievals to meet their requirements.

Transformation potential and scalability

Centre for completion documentation for all statutory and compliance activities for handling shipments at Chennai with disaster management at some other location for any eventuality.
Intend to create a e retrieval facility for Customers for their shipments form our e storage facility against unique user id / password to support their documentation requirements.

CBIC Chairman Letter



Best Practice/initiative – II

Best practice initiative or activity

All services under single roof - Customs Broking, Freight Forwarding - Sea & Air, MTO, CFS operations, Transport activities, Storage facilities, unitization, palletization requirements are offered as required by Customers. Key Account Head facilitates single point contact for all activities, 24 X 7 operations minimises dwell time providing reduction of transactional time and cost.

Business impact created

Offering integrated and comprehensive single roof supply chain solution with single point contact eliminates multiplicity of Customer enquiries and provides updated information instantaneously. Customer preference is changing from multiple service providers to one stop shop which fits full spectrum of supply chain services offered. Our conversion of single logistics service for Customers to all in one is rapidly growing. Key Account Head becomes single point of contact for any updation or clarification more than satisfies Customer. By an internal system, the Key Account Head is abreast of all developments of the cargo activity.

Transformation potential and scalability

Vision is to transform into a digital platform for all activities other than physical handling of cargo. Intend to integrate all logistics services in the value chain as one single digital practice in the next few years. Present disjointed e service to be combined to a singular comprehensive flow.



Best Practice/initiative – III

Best practice initiative or activity

Customized reports on daily/monthly basis including MIS reports for tracking & TAT of each shipment. Automated alerts generated on deviation / delays. GPS enabled vehicles for monitoring and tracking vehicular movements. Dedicated tracking supervisors for regular monitoring.

Business impact created

MIS Reports monitors TAT performance for corrective action especially in monthly performance reviews internal / external. Customer satisfaction level is measured.
 Tracking facility / GPS Monitoring alerts Customers in advance for operational planning at site. Vehicle departure is shared in closed group with snap shots of the condition of loading nominated by Customer on a real time basis. Team monitors vehicle movements for any stoppage / delay.
 Automated alerts – internal and external – avoid delays / penal charges. Have drastically reduced late filing charges and presently maintained at minimum levels when delays are from Customers.

Transformation potential and scalability

Proposal to Customers to link with supplier documentation team to capture data / details at shipment stage and thus minimize transaction time. This will support end to end tracking / monitoring of shipments. Futuristically goal is on arrival same day clearance by air and 48 hours by sea which is scalable and achievable.



Best Practice/initiative – IV

Best practice initiative or activity

Adopting to Work from home concept following security protocol.
 Trained / dedicated work force conversant ISO / AEO compliances with periodical upgradation of changing legal procedures. All staff covered by ESI / PF, existence of staff cooperative society for over 50 years.
 Health / environment conscious staff . COVID 19 Free service to society – handling Oxygen Cylinders.

Business impact created

Enablement for work from home fully in place for any eventuality – fully equipped / trained staff aware of data security concerns. First of the few to adopt to lockdown condition in March 2020 with uninterrupted service to Customers be it uploading to ICEGATE or physical handling.
 Staff are trained on AEO / ISO requirements and are conversant with compliance which Customers acknowledge. ISO internal audit team trained and certified for compliance requirements which helps in proper documentation and timelines. Operations staff trained in DG / Hazardous /specialized cargo and soft skills.
 Advisories on health updates – COVID 19 and others alert staff on does and don'ts. Even before lockdown in March 2020 awareness programme conducted to the staff on COVID 19 protocol which helped them / family maintain COVID 19 guidelines. Environment friendly practices are shared with staff and followed in office.

Transformation potential and scalability

Under any eventuality fully geared to work from home and all staff are equipped with required infrastructure – system / connectivity. Every staff is individually and collectively informed of all health protocols to be followed which facilitated overcome even the harsh period of COVID 19 with minimum damage. Creating a well informed responsible eco-friendly and health-conscious staff and environment is in progress.

Oxygen Cylinders for COVID



Compliance

KYC – Basic Scrutiny

- KYC – Declaration is mandatory for all new Importer / Exporter before acceptance of documents.
- Scrutiny of originals, background verification, Customer Site visit before acceptance of business
- Business will be accepted only upon proper SOP with customer.
- Basic technical / commercial information about product being handled by Importer/exporter will be sought.

KYC

Employment

Our Recruitment channels are:-

- Through reference with industry experience
- Recruitment Agencies thru whom we have long association.
- Education Institute – Direct campus interview

Our Selection Process

- Written Test / Interview
 - Background verification
 - Industry Reference
- Induction Programme
- Training of our organisation
 - Knowledge sharing about client

Recruitments

Document Scrutiny

- Complete set invoice i. e. pages, no of invoices, packing lists scrutiny
- Basic product verification
- Classification, Trade agreement if any for imports
- Export obligation, drawback, other export incentives to be verified
- Carrier ETD / ETA verification
- Allied Govt Agency documents requirements & scrutiny

Scrutiny of docts

Billing & Collection

- Create Job in system after Booking with carrier/agent.
- Job to provide clear Buy & Sell Rates with term agreed.
- Exchange rate should be applied as F&A guidance.
- Inbound transaction should be generated not later than ATA date.
- Outbound transaction to be closed by date of ATD.
- Information flow on credit/fund/status/ terms of shipment be shared to F&A

F&A

Note of Thanks

We thank for the opportunity



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First e Sachet upload

File Name	DRN	IRN	Start Date	Digital Sign Validated	Document Type
InvoiceList	2017102100000001	2017102100000001	10/21/2017 10:46:04 AM	Successfully Verified	935000 Customs Invoice
PackingList	2017102100000001	2017102100000002	10/21/2017 10:46:04 AM	Successfully Verified	271000 Packing list
Bill of Material	2017102100000001	2017102100000003	10/21/2017 10:46:04 AM	Successfully Verified	714000 House bill of lading

Chennai Customs
First IRN / DRN generated for Sea Import under Paperless Processing – SWIFT Uploading of Supporting Documents.

International Clearing & Shipping Agency (India) Private Limited
for
Bosch Electrical Drives India Private Limited