# Standard Operating Procedure (SOP): Processing of Paperless Customs Declarations via ASYCUDA System – Internal Customs Officers

Directorate: **Declaration Directorate – Long Room (CBHQ1)**
Effective Date: **October 01, 2026**

## 1. Purpose

This Standard Operating Procedure (SOP) outlines the process to be followed by Customs Officers in processing Customs Declarations (CusDecs) and digital copies of supporting documents submitted to the ASYCUDA World system under the paperless process for consignments imported by Companies, hereinafter referred to as "the Company." The objective is to eliminate the requirement for physical document clearance at the Declaration Directorate and to reduce the need for in-person visits.

## 2. Scope

This SOP applies to the Customs Officers and Chiefs attached to the Long Room of the Declaration Directorate, the D Branch, Appraisers and the Valuation Directorate who are involved in processing paperless CusDecs.

## 3. Procedure

### 3.1 Assignment of CusDecs

3.1.1 Upon completion of payment for a CusDec, the ASYCUDA system will automatically assign the CusDec to an authorized Customs Officer and/or Chief of the Long Room.

3.1.2 The assigned Officer and/or Chief will be notified through the ASYCUDA system mail, and the assigned CusDecs can be viewed through the dashboard in the ASYCUDA system.

3.1.3 Officers shall regularly check the ASYCUDA system mail and dashboard throughout the working day and attend to assigned CusDecs without delay. Digitally signed CusDecs shall be given priority.

3.1.4 Officers shall not accept documents, requests or payments directly from the Declarant or the Company in respect of an assigned CusDec.

### 3.2 Document Review

3.2.1 Upon assignment, the authorized Customs Officer shall commence processing of the relevant CusDec and review the digital copies of the supporting documents and the proxy, which must be digitally signed by an authorized representative of the Company.

3.2.2 If the CusDec contains an NPC value other than '000', or any code present in cage 36 (Preferential code), the authorized Customs Officer must verify the relevant approvals from the D Branch section under the *Inspection Act* of the respective CusDec.

3.2.3 If there is an internal query related to a CusDec referred to the Fast Track Counter (**AEO / AEO Pending Validation List** – only the Chief is assigned), the CusDec

may be referred to the relevant Officer (Appraiser), who can be manually appointed through the Inspection Act of the CusDec.

3.2.4 Once the Customs Officer is satisfied with the electronic submission and the digital copies of supporting documents, the Officer shall record the completion of the documentary check in the Inspection Act (putting the Check tick), and the document processing will be finalized by triggering the *Release Order* function in the ASYCUDA system.

### 3.3 Query Management

3.3.1 If the submitted documents are non-compliant, unclear, or require additional information, a query shall be raised and the details recorded in the comments of the Inspection Act of the relevant CusDec.

3.3.2 The query will be communicated automatically through the ASYCUDA system mail to the user account from which the CusDec was submitted. The query must clearly state the information or action required from the Declarant.

3.3.3 Any amendment to the CusDec, or further documentation, will be submitted by the Declarant to the Amending Officer at the Amending Counter. Where amending charges are applicable, the Amending Officer shall issue a payment voucher to be settled at the Shroff.

3.3.4 Upon completion of the amendment, the same assigned Customs Officer shall resume processing of the CusDec and finalize it in accordance with Section 3.2.

### 3.4 Referral to the D Branch

3.4.1 If the CusDec contains an NPC value other than '000' or any code present in cage 36 (Preferential code), the CusDec will be referred to the D Branch through the ASYCUDA system, and the D Branch will be notified through the ASYCUDA system mail and dashboard.

3.4.2 The authorized Customs Officer at the D Branch shall validate the NPC and Preferential code by entering the necessary approvals (putting the Check tick) in the Inspection Act of the relevant CusDec.

3.4.3 If further clarification is required, the D Branch shall raise a query in accordance with Section 3.3, and may request additional documents from the Company when needed.

### 3.5 Referral to Officer (Appraiser) (Internal Query – CusDecs Assigned under the AEO / AEO Pending Validation List)

3.5.1 An Officer (Appraiser) may be manually assigned for internal queries raised regarding the CusDec.

3.5.2 The authorized Customs Chief (LRS) may refer the relevant CusDec to the assigned Officer (Appraiser), who will be appointed through the Inspection Act of the CusDec.

3.5.3 The assigned Officer (Appraiser) must update the Inspection Act accordingly.

### 3.6 Officer Availability and Reassignment

3.6.1 An Officer or Chief who will be absent must inform the Designated Chief (LRS) in advance, so that the Officer or Chief can be suspended from the Examiner Assignment module and no CusDecs are assigned to them for the day of absence.

3.6.2 When suspending Officers or Chiefs, at least one Officer and one Chief must remain active in each group.

3.6.3 Where necessary to expedite clearance, the Designated Chief may reassign a pending CusDec to another Officer (Manual Examiner Assignment).

## 4. Responsibilities

### 4.1 Authorized Customs Officer / Chief – Declaration Directorate

- Monitor the ASYCUDA system mail and dashboard for assigned CusDecs.
- Review and validate the CusDec and the digital supporting documents.
- Check that the CusDec is digitally signed by the Declarant, that the supporting documents are digitally signed by the Consignee, and that a proxy is included in the supporting documents.
- Raise queries through the ASYCUDA system with clear comments when documents are unclear or non-compliant.
- Verify D Branch approvals where applicable.
- If the submission is satisfactory, put the Check tick in the DOC_LONG_ROOM section of the Inspection Act under the name of the Officer.
- Resume processing of queried CusDecs after amendment.
- Finalize processing and trigger the *Release Order* upon satisfactory validation.

### 4.2 Designated Chief (LRS – Senior Chief)

- Manage officer availability for the assignment of CusDecs.
- Reassign pending CusDecs when required to expedite clearance.

### 4.3 Authorized Customs Officer – D Branch

- Attend to CusDecs referred to the D Branch through the ASYCUDA system.
- Validate the NPC and Preferential code and enter the necessary approvals in the *Inspection Act*. If satisfactory, put the Check tick.
- If not satisfactory, put the Query tick with clear comments and request additional documents.

29/09/2026

***Director General of Customs***