

## **5. PROCEDURE (SOP) FOR IMPORT**

### **5.1 Import Clearance Procedure (SOP) for Letter mail/ordinary Mail:**

After arrival, the bags will be opened in presence of Customs Officers and as and when it has to be opened, Customs Officer shall be called by the Postal Authorities. The Customs Officer shall sign each manifest available inside the bag, as a token of having supervised the opening of the bag.



Bags shall not be closed without proper inspection/Examination by the Customs Officer. The Customs Officer shall normally inspect/examine the bags between 4 PM and 5 PM on all working days.



Customs Officer shall randomly select mails / articles from the bags for X-ray. After X-ray, if the contents are found as per declaration or not dutiable or not prohibited, the same shall be handed back to the Postal Authority for onward dispatch. The Customs Officer shall segregate suspicious articles or any postal article with no declaration/ illegible declaration/ declaration in foreign language (other than English) for detailed examination (100% Examination).



List of such selected letter mail/ ordinary mail items shall be prepared by the Postal Authorities and handed over to the Customs Officer for necessary action. After determining the duty, if any, the letter mail/article shall be handed over by the Customs Officer to the Postal Authorities for onward dispatch.

**5.2 Import Clearance Procedure (SOP) for Speed Post/Registered/Unregistered Parcel**



