To

The Commissioner
Single Window Project
3rd Floor, Tower 4, NACEN COE,
NBCC Plaza, Pushp Vihar,
Sector-5, Saket,
New Delhi - 110017

Dated: 10th April, 2017

Sub: Publishing of Service Level Standards (SLS) for Cargo categories which require additional clearances from other regulatory agencies – reg.

Sir

With reference to the above cited subject, the details called for in relation to expected time taken for clearance of import and export cargo is provided in Annexure A.

Encl: As stated.

Yours faithfully

(Tilottama Varma)
Additional Director
Annex – Template for Service Level Standards

Name of the Agency: Wildlife Crime Control Bureau

Imports:

Upon submission of Bills of Entry, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Bill of Entry is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency? 
   Expected time taken (service level standard) in hours: Within 24 hrs except in case of Government Holidays.

(ii) From the time a Bill of Entry is referred to the agency, what is the time taken by the Agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency (without involving lab-testing): 
    Expected time taken (service level standard) in hours: Within 24 hrs except in case of Government Holidays.

(iii) From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory: 
    Expected time taken (service level standard) in hours: 4-12 weeks depending on the receipt of Identification Certificate / Test Certificate from the concern institution / Laboratory

   Important: If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test.

(iv) [Fill only if applicable] From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action eg fumigation/quarantine period is required: 
    Expected time taken (service level standard) in hours: Not applicable

   Important: If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.
Exports:

Upon submission of Shipping Bills, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Shipping Bill is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency?

   Expected time taken (service level standard) in hours: **Within 24 hrs except in case of Government Holidays.**

(ii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency (without involving lab-testing):

   Expected time taken (service level standard) in hours: **Within 24 hrs except in case of Government Holidays.**

(iii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory:

   Expected time taken (service level standard) in hours: **4-12 weeks depending on receipt of identification Certificate / Test Certificate from the concerned Institution / Laboratory.**

   **Important:** If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test.

(iv) **[Fill only if applicable]** From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action eg. fumigation/quarantine period is required:

   Expected time taken (service level standard) in hours: **Not applicable**

   **Important:** If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.