

A STUDY ON THE ROLE OF CUSTOMS HOUSE AGENT ON EXPORTS IN MACHADO SONS PVT LTD TUTICORIN

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

JEBASTIN.A

Register No.40410139



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

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MAY 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **JEBASTIN.A 40410139** who carried out the project entitled "**A Study on the role of customs house agent on exports in Machado sons pvt ltd tuticorin**" under my supervision from January 2023 to March 2023.

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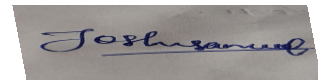
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DECLARATION

I **JEBASTIN.A (40410139)** hereby declare that the Project Report entitled “**A Study on the role of customs house agent on exports in machado sons pvt ltd**” done by me under the guidance of **Dr.S.DHIVYA BHARATHI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:05/05/2023

PLACE: Chennai

A handwritten signature in blue ink, appearing to read 'Jebastin.A', is written on a small, rectangular piece of paper.

JEBASTIN.A

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TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	7
	LIST OF TABLES	8
	LIST OF CHARTS	9
1	INTRODUCTION	10
	1.1 .Introduction	10
	1.2 .Industry Profile	11
	1.3 .Company Profile	12
	1.4 .Product profile	13
	1.5 .Need for the study	19
	1.6 .Scope & Significance of the study	19
	1.7 .objectives of the study	20
2	REVIEW OF LITERATURE	21
	2.1 Review of Literature	21
3	RESEARCH METHODOLOGY	26
	3.1 Methodology	26
	3.2 Research Design	26
	3.3 Source of data	27
	3.4 Questionnaire development	28
	3.5 sample size	28

4	DATA ANALYSIS AND INTERPRETATION	29
	4.1 percentage analysis	29
	4.2.anova	46
	4.3.correlation	47
	4.4chi square test	49
5	FINDINGS,SUGGESTIONS AND CONCLUSION	50
	5.1.Findings of the Study	50
	5.2.Suggestions & Recommendations	52
	5.3. Limitations of the study	53
	5.4.Conclusion	54
	REFERENCES	55
	ANNEXURE I – QUESTIONNAIRE	57
	ANNEXURE II – RESEARCH ARTICLE	58

ABSTRACT

A customs house agent (CHA) is licensed to act as an agent for transaction of any business relating to the entry or departure Customs house agent is very much important for the export and import of the goods. Customs house agent intermediate to the customs and exporters, importers to clearance of documentation. For the transports of goods to all the countries, and most importantly to avoid the illegal activities done through the Airways, ports and road ways. It's helpful to improve the country economies development and to develop the healthy relationship between two countries. They make proper bills of entry and shipping bills that are crucial for clearance of proper goods or conveyances.

LIST OF TABLES

TABLE NO.	PARTICULARS	PAGE NO.
4.1.1	gender of the respondents	29
4.1.2	Qualification	30
4.1.3	Experience	31
4.1.4	clearance in export is adequate	32
4.1.5	documentation for clearance is manageable	33
4.1.6	charges provided by machado sons pvt ltd is flexible	34
4.1.7	procedure followed by machado sons pvt ltd is genuine	35
4.1.8	forwading in machado sons pvt ltd is up to the par	36
4.1.9	fumigation in machado sons pvt ltd is fine	37
4.1.10	liner service in machado sons pvt ltd is convenient	38
4.1.11	textile handled by machado sons pvt ltd is competent	39
4.1.12	does mspl has the experienced operation team to handle any type of cargo	40
4.1.13	does mspl handle your customs documentation ease and care	41
4.1.14	does mspl handle cargo with care without any damages	42
4.1.15	in mspl tracking system is useful	43
4.1.16	mspl is time oriented	44
4.1.17	did you ever witness delay in handling shipments in mspl	45

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4.1.5	documentation for clearance is manageable respondents	33
4.1.6	charges provided by machado sons pvt ltd is flexible respondents	34
4.1.7	procedure followed by machado sons pvt ltd is genuine respondents	35
4.1.8	forwarding in machado sons pvt ltd is up to the par respondents	36
4.1.9	fumigation in machado sons pvt ltd is fine respondents	37
4.1.10	liner service in machado sons pvt ltd is convenient respondents	38
4.1.11	textile handled by machado sons pvt ltd is competent respondents	39
4.1.12	does mspl has the experienced operation team to handle any type of cargo	40
4.1.13	does mspl handle your customs documentation ease and care	41
4.1.14	does mspl handle cargo with care without any damages respondents	42
4.1.15	in mspl tracking system is useful	43
4.1.16	mspl is time oriented respondents	44
4.1.17	did you ever witness delay in handling shipments in mspl respondents	45
4.2	anova test	46
4.3	correlation test	47
4.4	chi-square test	49

CHAPTER - I

INTRODUCTION

A Custom House Agent (CHA) is a licensed individual or firm appointed by the owner of goods or a carrier to act as an agent for the clearance of goods through customs. The primary role of a Custom House Agent is to facilitate the import and export of goods across international borders by completing the necessary legal and regulatory procedures.

The Custom House Agent is responsible for ensuring that all customs documentation, including bills of entry, shipping bills, and other necessary documents, are prepared and submitted to the customs authorities. They also coordinate with the shipping companies, freight forwarders, and other related agencies to ensure that the goods are transported smoothly to their destination.

In addition, Custom House Agents are knowledgeable about the customs laws and regulations of different countries and can advise their clients on the necessary compliance requirements. They also play a crucial role in ensuring that the goods are classified correctly for duty and tax purposes, which can save their clients money in the long run.

Custom House Agents also act as a liaison between their clients and the customs authorities, resolving any issues that may arise during the clearance process. They are experienced in dealing with customs officials and have a deep understanding of the various customs procedures, which can help expedite the clearance process.

Overall, Custom House Agents play an essential role in facilitating international trade by ensuring that the necessary customs procedures are followed accurately and efficiently.

1.2 Industry Profile

Logistics as an industry entails the management of transportation from raw materials to consumer goods. It is an essential part of any economic activities that involves the movement of physical items. As a country with a substantial geographic presence and the second largest population in the world, India's logistics industry is predictably met with unique challenges. In terms of efficiency, it also lags behind in comparison with other BRICS countries. The average logistics cost per GDP among BRICS countries was 11 percent, however, in the case of India, the cost share per GDP was 14 percent. The high cost of logistics can be attributed to an inefficient modal mixture, especially with the road segment. The role of the maritime transport sector in attracting investments and creating employment in the Indian economy is irrefutable. As much as three-fourth of the country's trade value is handled through maritime transport. With a coastline spanning thousands of kilometers, India has one of the world's largest peninsulas interspersed with numerous ports. It comes as no surprise that the country operates one of the leading merchant shipping fleets in the world. However, compared to other large countries, the Indian waterways remain highly under-utilized and have the potential to offer much more. At the end of the financial year 2021, the average turnaround time (TRT) for ships across major ports in India stood at around 2.2 days. The average TRT was dependent on many aspects, such as the size of the parcel, type of cargo, entrance channel, etc. In comparison to the previous years, this value had improved for almost all the major ports.

1.3 Company Profile

MACHADO SONS Pvt Ltd, Tuticorin have pride in associating with the esteemed concern. Since its inception in the year 1963 by Shri.Chevaliar. CIR Machado and Shri.Celestine Machado. Machado Sons Private Limited has never looked back with its scope of activities ranging from Clearing and forwarding operations, stevedoring, steamer agencies, transportation and fumigation. MACHADO SONS are the pioneers in the field of Custom house operations, establishing bench marks for the trade to follow. Now the company is spearheaded by Director Shri.S. Vikrant Machado with the mission of providing complete customer satisfaction at all stages of business. The commodities it handles are Salt, Engineering Goods, Machinery, Cotton yarn, Raw Cotton, Pulses, Dhalls, Granites, Dried Flowers, Flax Fibre, Polyester, Viscose Staple fibre, Fabrics, Gherkins, Chemical products, Bulk drugs, Essential Oils, Garments, Madeup's, Match boxes, Paper products, Computer parts etc. The customer satisfaction it provides will be evident from the list of clients with whom it is associated for years together. Today Machado is a part of the whole textile trade industry with 90% mills and Merchant exporters opting for their services. The Certificates of Excellence they have been awarded proves all their claim. We will attribute this to the dedicated work force and the excellent relationship we have with the Customs, Port, Central Excise Authorities and all the Shipping Companies.

1.4 Product Profile

A person who is licensed by Customs authorized to sign the documents pertained for Customs Clearance, acting as an agent to transact any cargo related process of the Import or Export goods at any Customs House is known as Customs House Agent (CHA)

MACHADO SONS Pvt Ltd., as an Licensed Customs House Agent (CHA) plays vital role in import-export trade, which involves Processing of Shipping documents on behalf of the Importers / Shippers with Customs Authority, obtaining benefits from Customs for their clients and liaisoning with Container Lines, Port Authority, Transportation, Warehousing, Fumigation, FSSAI & PQ&FS. As a prominent and experienced CHA, they scrutinize the Cargo documents carefully with the existing EXIM policies based on the HSN Code of the Cargo prior filing Bill of Entries / Shipping Bills to avoid any discrepancies and policy violations. Further, identifying correct Schemes applicable for concern cargo would also benefit the Importers / Shippers to reap the Government's Incentives to avoid any undue losses as the Global EXIM Trade is in depleted stage due to competitiveness prevailing in the World. They do involves in Road Transportation owning a considerable fleet, operating Dr. Stephen Lines an NVOCC, Warehouse and Fumigation Services.

Why Exports?

India's economic structure today presents a distinctly different picture from what it was in 1991 when economic reforms started. In 1991 our foreign exchange reserves had depleted substantially. We then had just enough reserves to tide over the import requirements of three weeks. It was in this context that India gradually started dismantling its quantitative restrictions, partially liberalized its exchange rate and reduced the peak rate of customs duties. The average duty on all products stands reduced from over 70% in 1991-92 to 12% in 2008-09. However, at the same time the whole world was rushing towards globalization and integration. Had India not joined the race, the economic scenario could have worsened. The only recourse left to India was to increase its exports to tide over the ever-increasing imports. We were aiming to gain a considerable proportion of international business and make our presence felt on the International front. The Government announced various export promotion measures and incentives. Laws were framed to streamline the process of export and import. These laws ensured that our commitment to expansion of India's trade

remained firm. The laws and facilitations announced by the Government were not only related to export and import of goods and services, but were also directed to up gradation of technology and integration of all the departments by using latest technologies available. As we can see, e-commerce plays a very significant role in today's trade. The Export and Import Policy or the Exim Policy, 1992-97 was a significant landmark in India's economic history. For the first time, conscious effort was made to dismantle various protectionist and regulatory policies and accelerate the country's transition towards a globally oriented economy. This Policy coincided with the 8th Five Year Plan and has yielded impressive growth in exports. While India's total exports during 1991-92 were US\$ 17.86 billion, they increased to US\$ 155 billion in 2007-08, almost 2½ times of the figure four years ago. India's share in the global trade has gone up and the share of exports as percentage of GDP has also increased substantially. Keeping these factors in view, the Exim Policies announced thereafter have sought to consolidate the gains of the previous Policy. They aim to further carry forward the process of liberalization with the result that we have achieved nearly 1.5% share of world merchandise trade in 2007-08 totaling up to US\$ 525 billion. In the current Foreign Trade Policy, two major objectives have been outlined: (i) To double our percentage share of global merchandise tradewithin the next five years; and (ii) To act as an effective instrument of economic growth by giving a thrust to employment. Out of the above two, we have already achieved the first one and are on track to achieving the second objective i.e. we have already created 136 lakhs new jobs in the past four years. In the era of globalization and WTO regime many Asian countries have achieved such remarkable export-led growth that South Korea and Taiwan are likely to be considered as developed countries by WTO. WTO is the largest body of world trade consisting of 153 member countries as on date and responsible for 96% of the world trade. It is necessary for any developing country to expand exports continuously because export growth ultimately results in creation of jobs, building up of infrastructure, economies of scale and added foreign exchange earnings. Today's world is economic in nature and increased exports give credibility to the standing of the country in overseas market. Exports, therefore, are of Importance and are considered a national priority by the Government of India.

What does a Customs Broker or CHA do?

As per the Customs Act 1962, IATA regulations, and the Customs Broker Licensing Regulations of 2018, the three main activities of a Customs Broker are:

- Inward and outward processing of vessels and carriages. This means that a customs broker can undertake the clearance of conveyances, inwards and outwards entries of all the different types of carriers like ships, railway trains, and aircraft.
- Import and Export of goods.
- An audit of the same at any customs station that has endorsed the broker.

Benefits of having a customs broker

1. Make Informed Trade Decisions

Staying aware of all the regulatory and policy changes can often be a cumbersome task, especially when you have an entire business to take care of. This can be avoided by hiring a CHA to represent you in front of the customs department. Their technical know-how ensures that your paperwork holds like a fort and that there are no last-minute complications with the cargo.

2. Get the Best Out of Global Trade Scenarios

Countries enter into trade agreements all the time to boost the export-import business between them. A CHA keeps a close eye on all such changing scenarios and alerts you when a lucrative window opens up. You can get the most out of such opportunities with an alert, hands-on customs broker by your side

3. Never Run Out of Steam

Customs brokers are professionals who are trained to process an enormous amount of paperwork in record time because that is their core competency. They have all the tools of the trade, all the resources at their disposal. Their resource pool is quite extensive, and they can dip into them when required. You can leverage all of these by hiring a competent CHA or a customs broker.

4. Sail Smoothly Through Compliance

A customs broker or a CHA is well versed with all the regulations and compliance of all the major countries. Once you hire a competent CHA, you no longer have to lose your sleep over filing important paperwork for your shipment. Your CHA guides you through all the necessary processes and gets you the clearances required to import or export the cargo.

CHAs are also well equipped with the customs jargon and can prove to be a vital asset during the entire export/import process.

How much does a Customs Broker cost?

A customs broker or a CHA generally charges around INR 4000 to 5000 for a small or a regular-sized shipment. The brokerage charges are over and above the fees charged by the government and the customs department.

How to choose a Customs Broker or CHA?

Here are some of the factors that you should keep in mind while choosing a customs broker for your shipment(s):

1) Domain Expertise

Here is the thing: No customs broker or CHA can claim that they have the perfect grasp of each domain and industry. You need to check whether the one representing you knows the ins and outs of your niche. Only then can you truly benefit from hiring them?

For example: If your shipment consists of pharmaceutical APIs, you need to search for a broker who specializes in processing shipments carrying pharma and medicinal products. Not doing so may result in complications at the time of customs clearances.

2) Port Expanse/Coverage

If you are importing through several ports, you should hire a broker with their own offices in those ports. Your local one-office broker may give you great service in their homeport, but they will have to use sub-agents in other ports and thus will lose a great deal of control. By the same token, if you are only importing through one port, the

smaller, one-port broker may be perfect for you since they can often give you much more personalized, hands-on service.

3) Business Reputation and References

Before hiring a broker's service, invest some time in carrying out preliminary market research about them. Ask them about their previous projects and if they can provide you any references.

Talk to multiple references, understand how the broker handled their shipments and if there were any hiccups. While it's understandable that no broker will ever be able to have a 100% happy clientele, they should be able to get good reviews from most of them.

4) Competitive Pricing

While there is a standard range in which the brokers usually charge, you are still likely to find some cost variations if you inquire with multiple brokers. However, it isn't always about who provides the cheapest services, but how can you get the right services at the cheapest prices.

Is it mandatory to hire a Customs House Agent?

There is no law that states that it is mandatory for an exporter or an importer to hire a CHA or a customs broker. However, it is advisable that you hire one, especially if the cargo movement is critical, urgent, or carrying high-cost goods.

Customs House Agent in India

As per the regulations made under sub-section (2) of Section 146 of Customs Act, 1962, a Custom House Agent (CHA) is a person who has been licensed by the government of India to perform the duties enshrined in the license.

In order to obtain a CHA license, an applicant should:

- Have a master's degree in Law, or be an MBA/CA
- Have a pass in the Form 'G' as an employee of the organization
- Should hold at least 3 years of experience in the domain of customs.

- Should hold a minimum of 5 lakhs worth of bank certified assets.
- If there are more applicants than licenses, the Commissioner selects by seniority of holding a G pass. If two people have equal seniority, the older person will be preferred

List of Documents required for Exports Customs Clearance

- Perform Invoice
- Customs Packing List
- Country of Origin or COO Certificate
- Commercial Invoice
- Shipping Bill
- Bill of Lading or Airway Bill
- Bill of Sight
- Letter of Credit
- Bill of Exchange
- Export License
- Warehouse Receipt

1.5 Need for the study

- To study the operational features of the CHA in their examination of various products
- To analyze the nature of work / business process of CHA
- To understand the essential endorsements and documents obtained by CHA

1.6 Scope of the study

- Machado Sons Pvt. Ltd., have been going through a wide range of improvements in terms of cost competitiveness & operational aspects.
- The scope of research magnifies the purpose and skills in the Customs House Agency which plays an important role as backbone in the Export and Import Trade.
- This research implies us to study related topics to CHA and its role in handling the EXIM cargo at Gateway Ports.
- Know how about processing of Cargo Documents with Customs, Various Authorities, Container Lines, Inland Container Depot and Container Freight Station.

1.7 Objectives of the study

PRIMARY OBJECTIVES

- To study on the role of Custom House Agent on handling Exports.

SECONDARY OBJECTIVES

- To study about CHA and identify their functions.
- To study the various products handled by Machado Sons Pvt. Ltd.
- To examine the various facilities provided by the CHA to the customer.
- To analyze the problems faced by the CHA.

CHAPTER - II

REVIEW OF LITERATURE

(kavit shah,2020) In Export Import Trade, the roles and responsibilities of a CHA are vital to the whole business. Establishing and maintaining a good relationship status with CHA can prove to be beneficial to the export businessmen. With the change in government policies for Export Import Trade, the Scope of work for custom house agent in India is widening.

(Avani Ghangurde,2021) To ease the process, the Government of India provides a 'Customs House Agent (CHA)' or 'Customs Broker' license to individuals who help the traders take care of all their documentation and other customs-related obligations. As per the regulations made under sub-section (2) of Section 146 of Customs Act, 1962, a Custom House Agent (CHA) is a person who has been licensed by the government of India to perform the duties enshrined in the license.

(Shiva Chaudhari,2020) A freight forwarder is one who undertakes as a licensed Customs house agent, customs clearance and forwarding of goods on behalf of his customer, including if necessary, procurement and coordination of one or more modes of transport. He may also undertake to perform other functions connected with the main contract such as warehousing, packing, documentation, weighing and measurement of cargo, container leasing, insurance, foreign exchange transaction etc.

(eximpedia.com admin, 2022) A custom house agent or a Customs Broker will help you in computing your duties and taxes, and refunds, he will do the documentation work on behalf of you at the customs office, give you updates on the tariff rates and custom laws, and will do all types of customs work that is needed for the import or export of goods.

(cnfagentbd.com admin, 2022) Import and export related documents received from the customer after proper verification by submitting Bill of Entry or Bill of Export (where applicable) in electronic or manual manner (where applicable). Submit the price declaration form to the customs authority as per the provisions

(Dr.R.sritharan 2017) India's imports and exports on the international market. Agriculture is overwhelmingly the most important sector of the economy. Nearly two-thirds of the government revenue is provided by the agriculture sector, mainly through export and import duties on various products. Therefore, the development of the whole economy is heavily influenced by the sector's performance. However, many problems are associated with the transportation of goods that result into high transit cost.

Kannan (2018) In order to choose the best Customs House Agent (CHA), an Analytic Hierarchy Process might be used, as stated by (AHP). In this piece, the author addresses a pair of groups. One highlights the relative significance of the elements that contribute to choosing the best CHA, while the other investigates those criteria. Judgment sampling was used to determine which groups would be formed, then quota sampling and snowball sampling were used to determine which individuals would make up those groups. The author draws the conclusion that using this AHP-based methodology, exit businesses may easily choose the best CHA for their needs. Importers and exporters might benefit from the research conducted by Chaplin and Wills, who excluded trade of law literature in favor of a discussion of the liabilities and assets of customs.

Kirubakaran (2019) states that the custom housing agent in logistics operations will use several transit modes to locate an already established business. After researching customs broker associations

Kumar and Mukherjee (2014) write on the training program offered to association members. Electronic delivery of orders, or (e-do), system has been deployed at port for managing the delivery orders from custom house agent to container freight station

The Custom Housing Association in Bombay was consulted by (Gupta & Dasgupta ,2018). In his report, he spoke briefly on the country's educational system, legal system, and business friendliness.

(Shareef ,2014) discusses the effects of Andhra Pradesh's division on the state's export and import commerce, focusing particularly on the concerns of customs agents' groups on inland container depots, container freight stations, and warehouses.

The(National Trade Facilitation Action Plan 2017–2020)They explain the multi-stakeholder concept of customs clearance process and the mathematical quantification of release time. Thereafter, relying on the data collected for the TRS 2018, which the authors piloted at JNCH, they identify three sets of issues that are critical to drawing up a roadmap to achieve the time release target of 72 hours for import cargo through sea ports

(Vijay Singh Chauhan,2103) The importance of the Time Release Study (TRS) has long been emphasized by the WCO as a useful tool for Customs administrations across the world to assess their performance in terms of the clearance process. Jawaharlal Nehru Custom House, catering to Jawaharlal Nehru Port Trust (JNPT), India's biggest containerized port, has been conducting such studies^[1] since 2013 as per the WCO's guidelines. This article presents the results drawn from the latest study, highlighting the impact of facilitation schemes on goods release times.

(Mr, karuppaswamy.R 2013) Foreign trade has been major aspect for economic wealth of nations. Every nations have taking various plans & policies and amending this at periodically to improve trade activities. There is some major problems or risks to export and import cargo. In India, the shipper and buyer are also facing few significant problems; the major problem is efficient work of customs documentation and clearance.

Fremont, Antoine (2008) In 50 years, containerization has become the backbone of globalization. That it has done so can be attributed to the beneficial interaction of three broad types of factor: technical, economic and organizational. In the beginning, containerization was nothing more than a simple technical innovation. However, as an intermodal tool, the container paved the way for new and long-term organizational models in the transport sector. These organizational factors challenged transport actors, who had to redefine the demarcation lines between their respective businesses in order to bring reliable door-to-door transport chains with a global reach into operation.

Gordon Wilmsmeier and Jan Hoffmann (2008) The Caribbean basin lies at the cross roads of major east-west and north-south liner shipping routes. A number of regional ports have been able to take advantage of their geographical position. In other ports, however, the limited scale of hinterlands and the de facto monopolistic situation of ports in Small Island States have had a detrimental effect on port development. Port infrastructure endowment varies between highly equipped global transshipment hubs and rudimentary ports with wooden quays. By the same token, the supply of regular shipping services ranges between highly interconnected routes on the one side, and Small Island States that are heavily dependent on a few limited feeder services on the other. At the same time, freight rates in the region dispose of a high variability. The paper analyses the impacts of port infrastructure and liner shipping connectivity on intraCaribbean freight rates. The structure of liner shipping services, port infrastructure endowment and liner shipping freight rates are closely related to each other.

Ramu (2008), in his paper, explained the various elements of human resource management like human resource policies, recruitment and selection, training and development, promotion, performance appraisal, compensation, employee-employer relation, etc. He concluded that compared with other management functions, human resource management in cooperative banks was more sensitive and personalized issue. He emphasized that successful HRM requires a sound management philosophy that respects human dignity, diversity and commitment to the growth of employees. He further pointed out that belief in the value of employees' contribution and then involvement in decision-making can lead to organizational effectiveness.

Sang-Yoon Lee, Jose L. Tongzon (2008) the objective is to identify the factors affecting shipping companies' port choice based on a survey to a sample of shipping companies. Six factors were considered relatively important: local cargo volume; terminal handling charge; berth availability; port location; trans-shipment volume and feeder network. Exploratory factor and confirmatory factor analyses identified five port choice categories, i.e. advancement/convenience of port; physical/operational ability of port; operational condition of shipping lines; marketability; and port charge.

(Neng Chiu, H. 1995), Recently, much attention has been given to automation in services, the use of new information technology and the integration of the supply chain. Discusses these areas, which have great potential to increase logistics

productivity and provide customers with high level service. The exploration of each area is enriched with Taiwanese logistics management practices and experiences. Includes a case study of one prominent food processor and retailer in Taiwan in order to demonstrate the pragmatic operations of the integrated logistics management system.

(Al-Turjman F, Hasan M Z, Al-Rizzo H 2018) Technologies, such as the Internet of Things, information communication technology, and artificial intelligence, enable more efficient functions into logistics operations. However, they also change the narrative of logistics management. Scholars in the areas of engineering, logistics, transportation, and management are attracted by this revolution. Operations management research on smart logistics mainly concerns the application of underlying technologies, business logic, operation framework, related management system, and optimization problems under specific scenarios.

CHAPTER - III

RESEARCH METHODOLOGY

3.1 Methodology

- Research methodology is a way to systematically solve the research problems. It guides the researcher to do the research scientifically. It contains of different steps that are generally
- Adopted by a researcher to study his research problem along with logic behind them. Data become information only when a proper methodology is adopted. The research methodology includes the logic behind the methods we used in the content of our research study

3.2 RESEARCH DESIGN

The current research paper adopts analytical research design and has the primary objective as to know the role of customs broker at export and identify the problems. And in order to carry out the present study in a meaningful manner an adequate amount of data and information has been collected.

3.3 SOURCES OF DATA :

The sources of data in this study is primary data collected from the respondents of the administering through structured questionnaires. primary data is original data collected by the researcher for the specific purpose of the study. The advantage of collecting primary data is that its tailored to the research objective and hypothesis, and the researcher has control over the data collection process. The data collected through structured questionnaires will be analyzing using SPSS , a statistical software program commonly used for analyzing survey data, which will enable the researcher to draw meaningful conclusion and make recommendations based on the findings.

PRIMARY DATA

Primary data directly from the respondents through questionnaires

SECONDARY DATA

Secondary data refers to the data that has already been collected and analyzed by someone else. It is an important source of information for any research project. The researcher must carefully select the sources from where the secondary data will be collected

3.4 STRUCTURE OF QUESTIONNAIRES

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained the respondent's opinions about role of custom house agent and their functions

- A) Introduction
- B) Demographic Information
- C) Main Questions
- D) Additional Questions (optional)
- E) Likert Scaling Questions

The introduction section should include a brief explanation of the purpose of the survey, as well as any instructions or guidelines for the respondents. The demographic information section should collect basic information about the respondent, such as age, gender, and occupation. The main questions section should focus on the specific research topic and be designed to gather the necessary data. The additional questions section can include any follow-up or exploratory questions that are relevant to the research.

3.5 SAMPLE SIZE

Out of more than 150 employees in Machado Sons Pvt Ltd successfully completed 120 samples, conveyed us the role of Customs House Agent on handling Exports.

3.6 PERIOD OF THE STUDY

The duration of the study is from January 2023 to march 2023 which is 3 months of the study.

3.7 STATEMENT OF HYPOTHESIS

Hypothesis is a formal question that the researcher intends to resolve. A research hypothesis is a predictive statement, capable of being tested by scientific methods, that relates an independent variable to some dependent variable. It is a proposition or a set of propositions set forth as an explanation for the occurrence of some specified group of phenomena

HYPOTHESIS

- H0: Significantly there is no relationship between time and tracking system
- H1: There is a relationship between time and tracking system.
- H0: There is no relationship between clearance and documentation for clearance in export.
- H1: There is a relationship between clearance and documentation for clearance in export.
- H0: There is no relationship between time and delay in handling shipment.
- H1: There is a relationship between time and delay in handling shipment

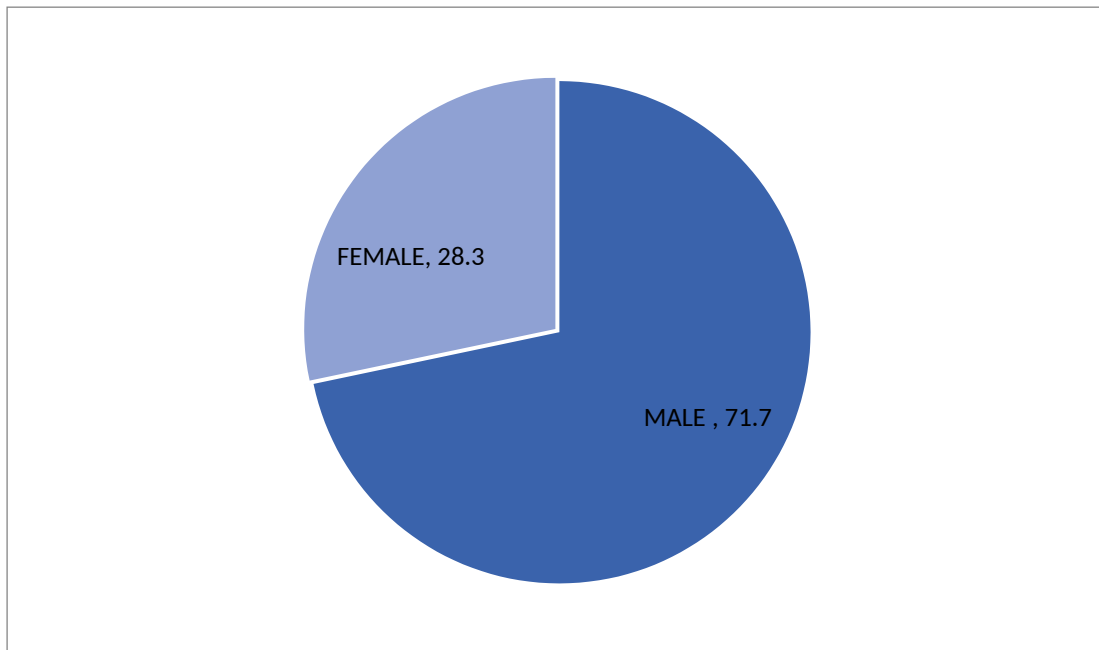
CHAPTER- IV

DATA ANALYSIS AND INTERPRETATION

Table 4.1.1

The table showing the gender

SNO	PARTICULARS	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	MALE	86	71.7%
2	FEMALE	34	28.3%



Interpretation:

From the above chart, it is evident that 71.7% of the respondents were Of Female, 28.3% of the respondents were Male

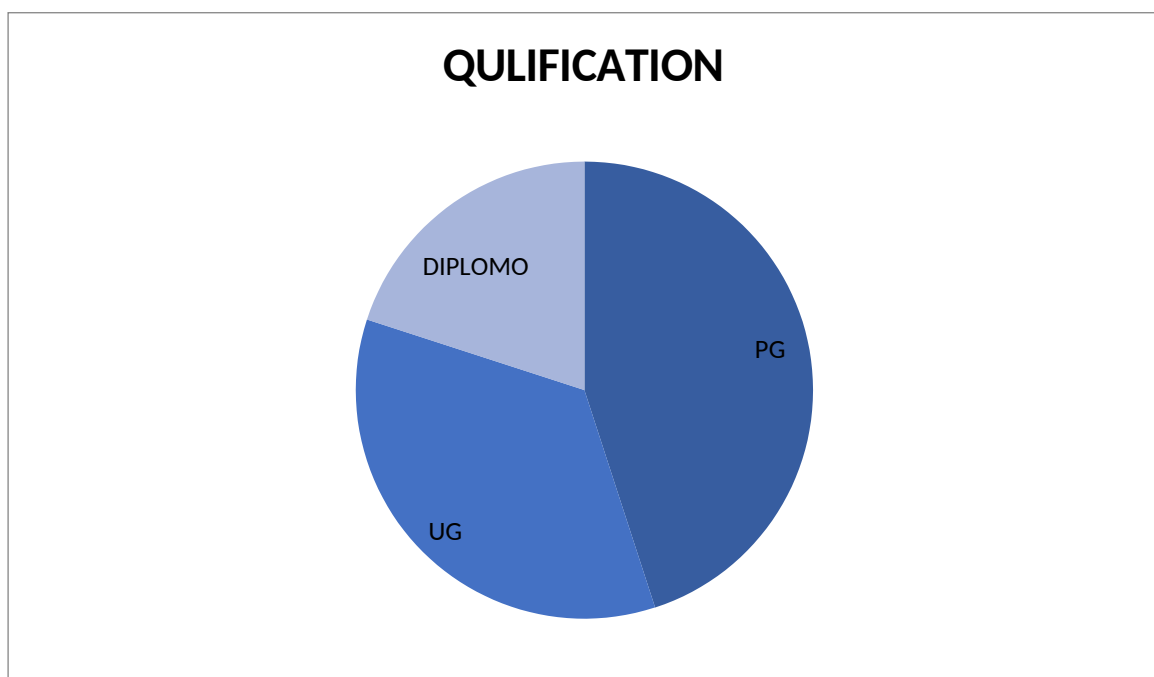
INFERENCE

Majority (71.7%) of the respondents are male

Table 4.1.2

The table showing the Qualification

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	PG	54	45%
2	UG	42	35%
3	DIPLOMO	24	20%



Interpretation:

From the above chart, it is evident that 20% of the respondents are Diplomo 35% of the respondents were UG, 45% of the respondents were PG

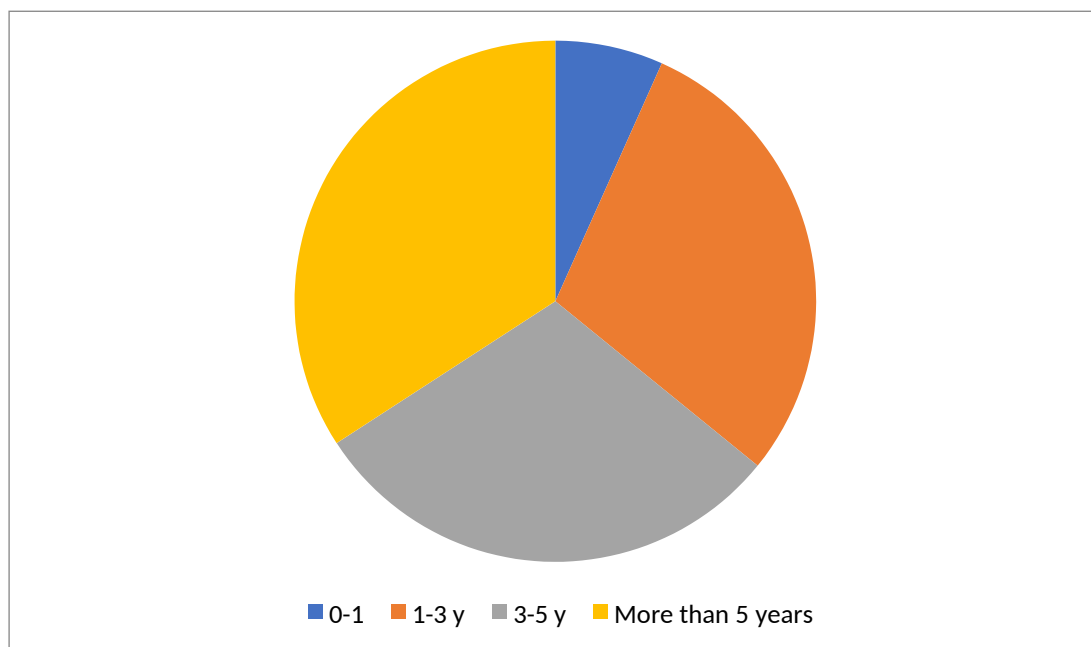
INFERENCE

Majority (45%) of the respondents are PG

Table 4.1.3

The table showing the experience

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	3-5	36	30%
2	1-3	35	29.2%
3	0-1	8	6.7%
4	More than 5 years	41	34.2%



Interpretation:

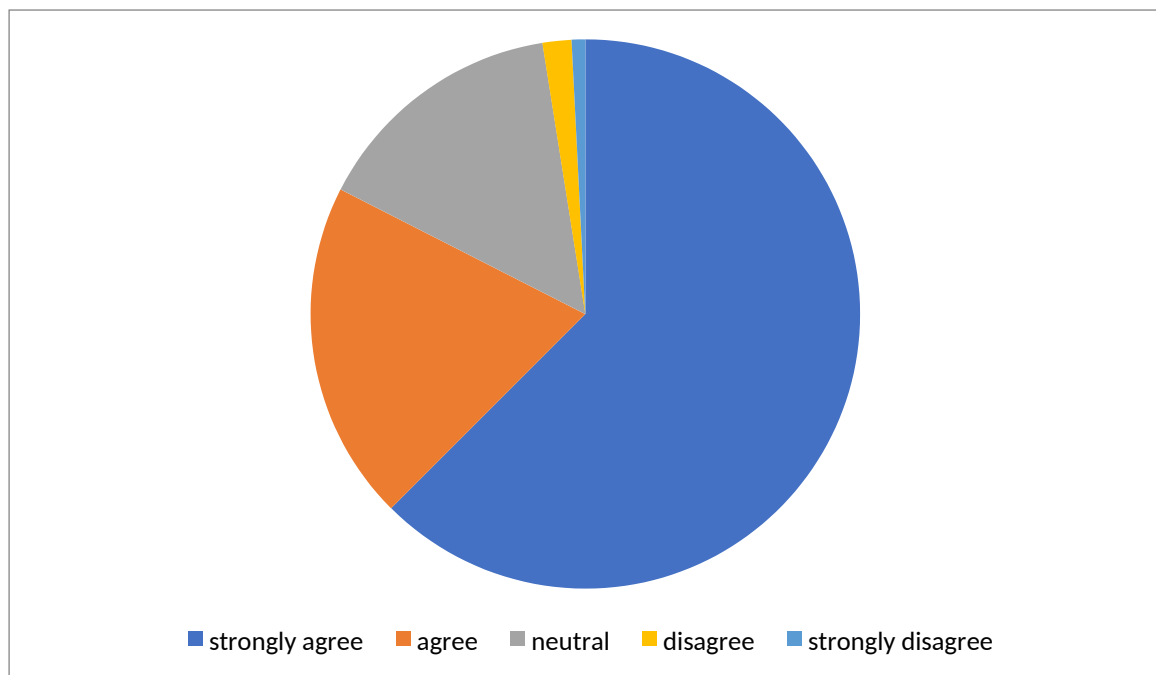
From the above chart, it is evident that 6.7% of the respondents have 0-1 experience, 29.2% of the respondents were have 1-3 experience, 30% of the respondents were have 3-5 years' experience, 34.2% of the respondents have more than 5 years' experience.

INFERENCE

Majority (34.2%) of the respondents are more than 5 years' experience.

Table 4.1.4 showing the clearance in export is adequate

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	75	62.5%
2	Agree	24	20%
3	Neutral	18	15%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



Interpretation:

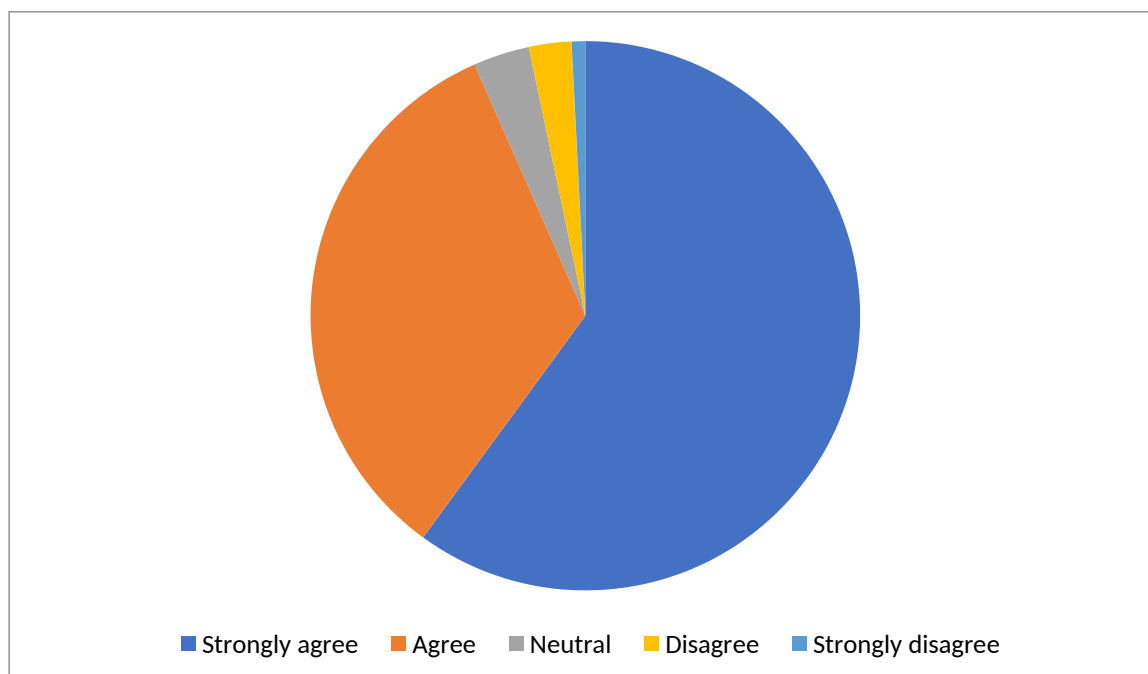
From the above chart, it is evident that 62% respondents are strongly agree with the clearance in export is adequate, 20% respondents agree and 15% respondents are in neutral, 2% respondents are disagree and 1% respondents are strongly disagree

INFERENCE

Majority (62.5%) of the respondents are strongly agree clearance in export is adequate

Table 4.1.5 showing the documentation for clearance is manageable

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	72	60%
2	Agree	40	33.3%
3	Neutral	4	3.3%
4	Disagree	3	2.5%
5	Strongly disagree	1	0.8%



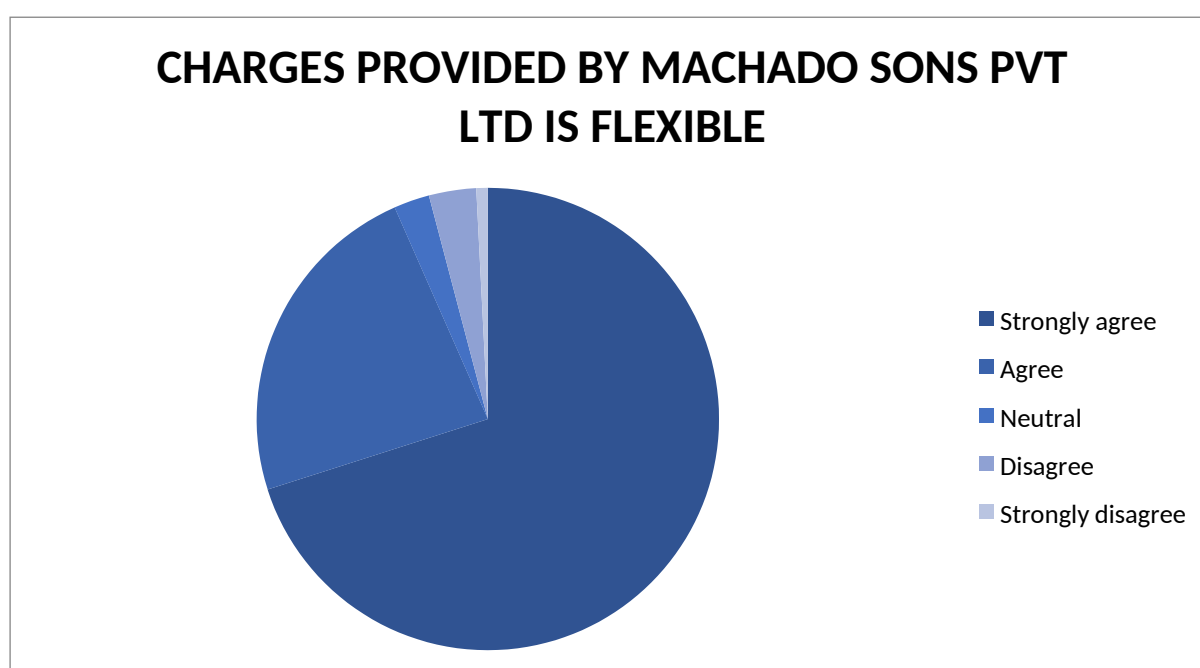
Interpretation: From the above chart, it is evident that 60% respondents are strongly agree with documentation for clearance is manageable, 33.3% respondents agree, 3.3% respondents are neutral, 2.5% respondents are disagree and 0.8% respondents are strongly disagree with the statement.

INFERENCE

Majority (60%) of the respondents are strongly agree documentation for clearance is manageable

Table 4.1.6 showing the mspl is flexible for charges provided

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	84	70%
2	Agree	28	23.3%
3	Neutral	3	2.5%
4	Disagree	4	3.3%
5	Strongly disagree	1	0.8%



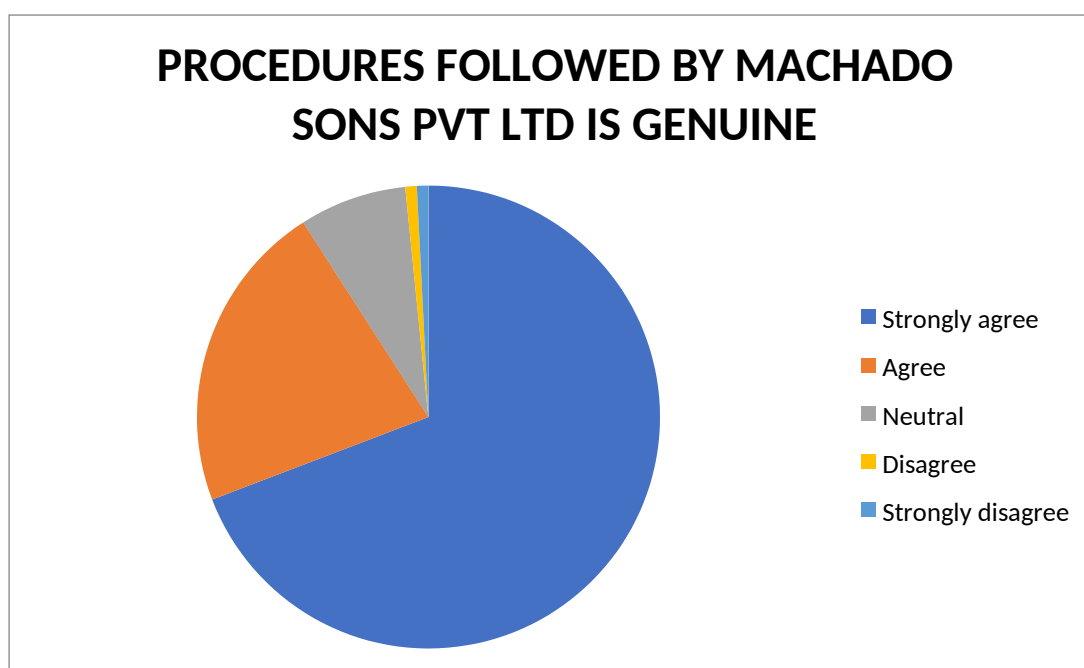
Interpretation: From the above chart, it is evident that 70% respondents are strongly agree with the charges provided by machado sons pvt ltd is flexible ,23.3% of respondents are agree, 2.5% of respondents are neutral, 3.3% of respondents are disagree and 0.8% of respondents are strongly disagree.

INFERENCE

Majority (70%) of the respondents are strongly agree charges provided by Machado sons pvt ltd is flexible

Table 4.1.7 showing the procedure followed by mspl is genuine

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	83	69.2%
2	Agree	26	21.7%
3	Neutral	9	7.5%
4	Disagree	1	0.8%
5	Strongly disagree	1	0.8%



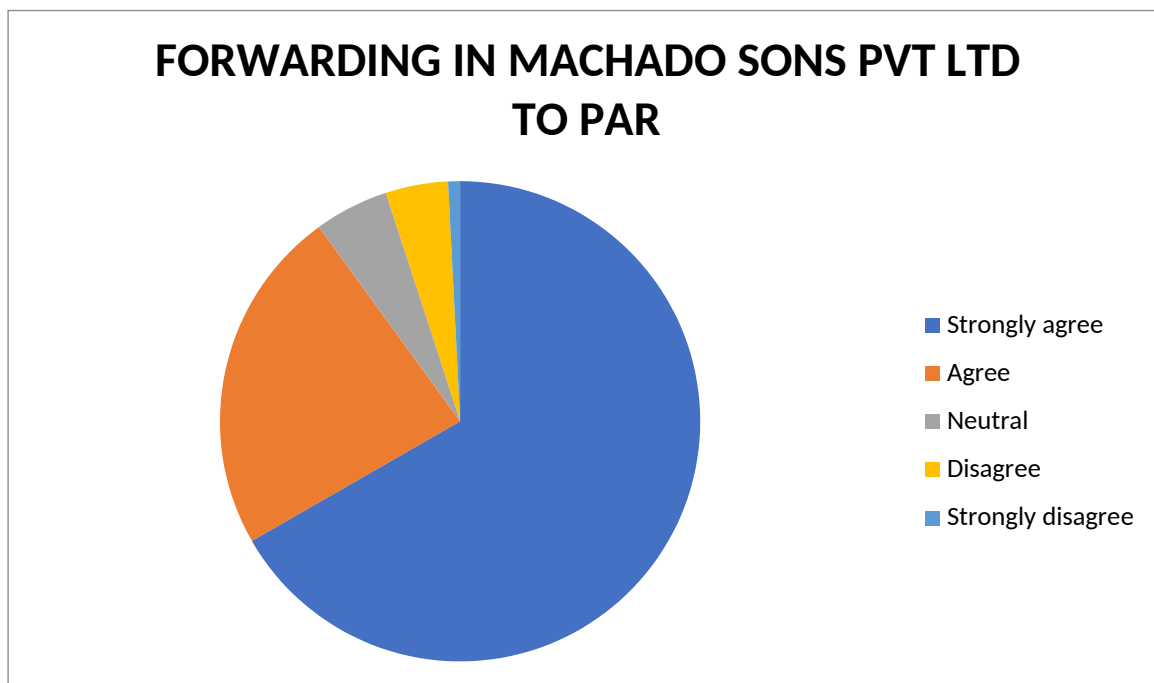
Interpretation: From the above chart, it is evident that 69.2% of respondents are strongly agree with procedures followed by machado sons pvt ltd is genuine ,21.7% of respondents agree 7.5% of respondents are neutral,0.8% of respondents are disagree and 0.8% of respondents are strongly disagree with the statement

INFERENCE

Majority (69.2%) of the respondents are strongly agree procedure followed by machado sons pvt ltd is genuine

Table 4.1.8 showing the forwarding in mspl is up to the par

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	80	66.7%
2	Agree	28	23.3%
3	Neutral	6	5%
4	Disagree	5	4.2%
5	Strongly disagree	1	0.8%



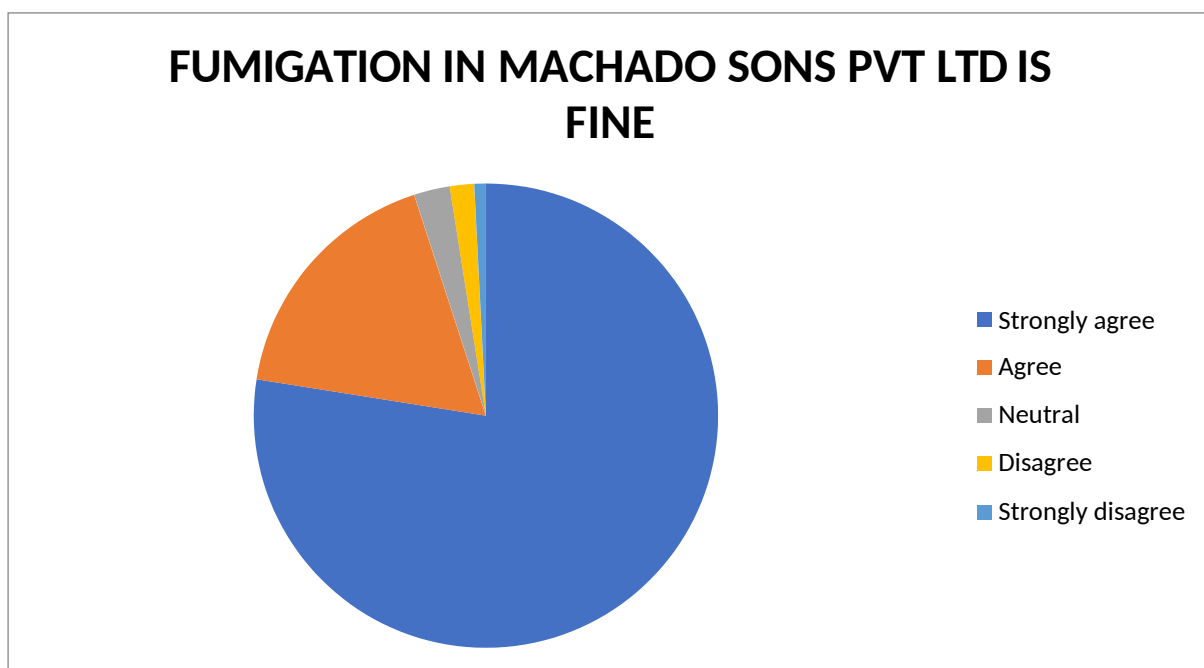
Interpretation: From the above chart, it is evident that 66.7% of respondents are strongly agree the forwarding in machado sons pvt ltd is up to par and 23.3% of respondents are agree ,5% of respondents are neutral ,4.2% of respondents are disagree ,0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (66.7%) of the respondents are strongly agree forwarding in machado sons pvt ltd is upto par

Table 4.1.9 showing the fumigation in mspl is fine

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	93	77.5%
2	Agree	21	17.5%
3	Neutral	3	2.5%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



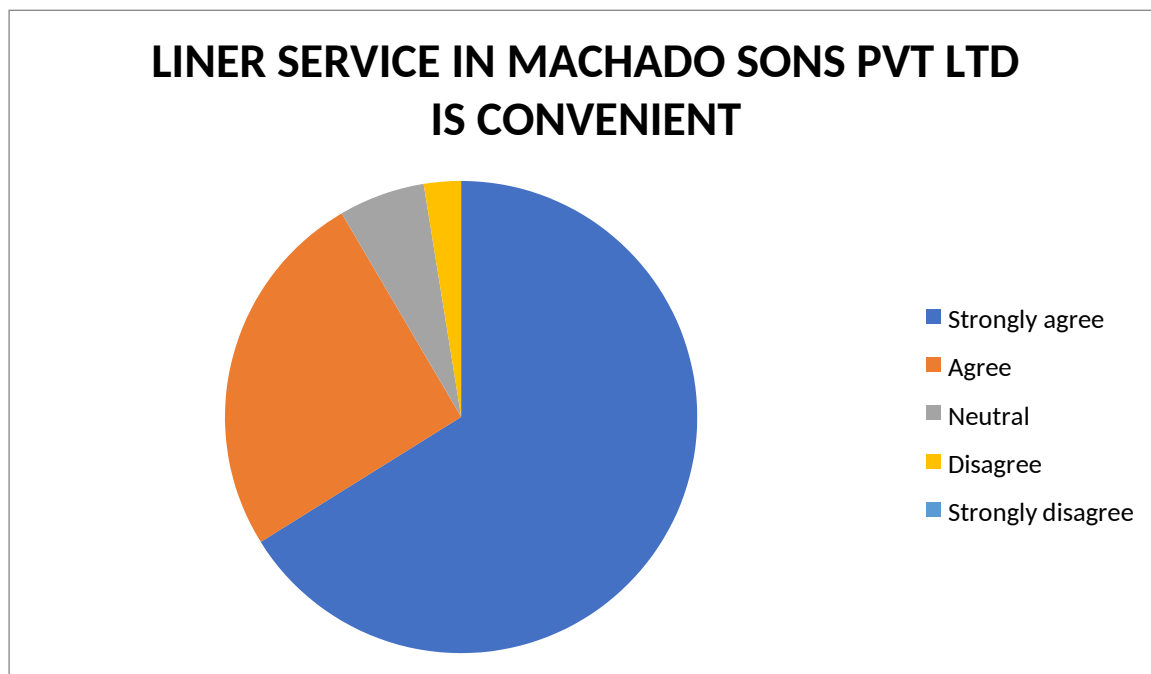
Interpretation: From the above chart, it is evident that 77.5% of respondents are strongly agree with the statement that is fumigation in machado sons pvt ltd is fine and 17.5% of respondent are agree and 2.5% of respondent are neutral ,1.7% of respondent are disagree , 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (77.5%) of the respondents are strongly agree fumigation in machado sons pvt ltd is fine

Table 4.1.10 liner service in mspl is convenient

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	78	65%
2	Agree	30	25%
3	Neutral	7	5.8%
4	Disagree	3	2.5%
5	Strongly disagree	2	1.7%



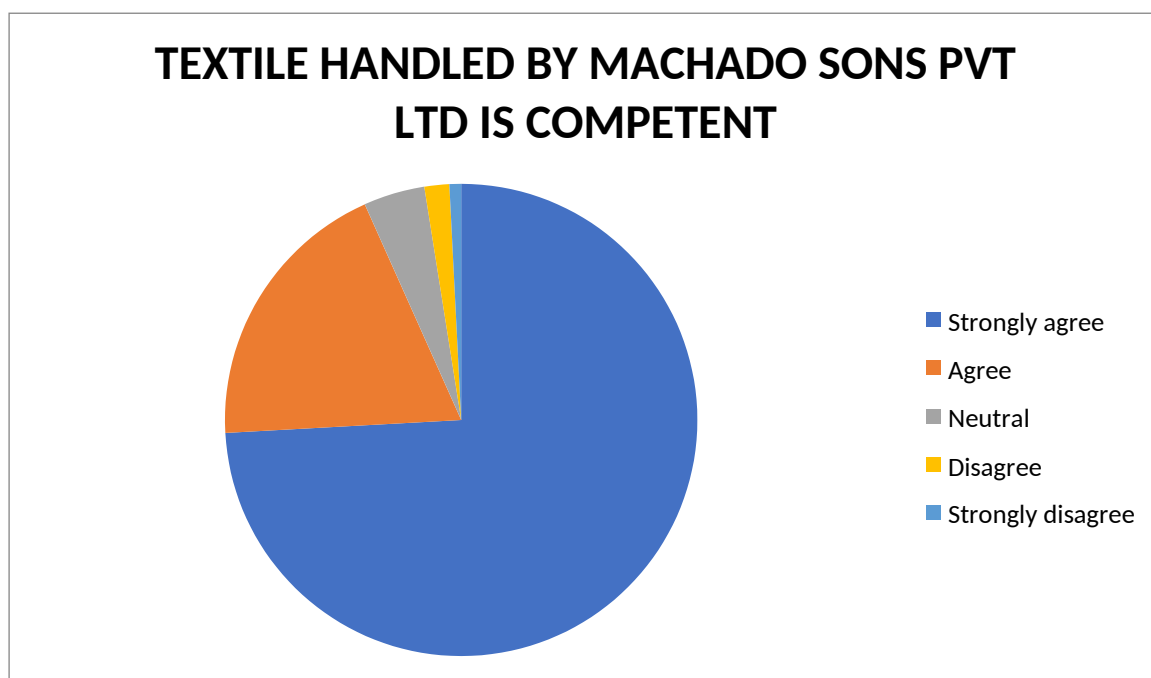
Interpretation: From the above chart, it is evident that 65% of respondent are strongly agree with the statement ,25% of respondent are agree ,5.8% of respondent are neutral, 2.5% of respondent are disagree , 1.7% of respondent are strongly disagree with the statement.

INFERENCE

Majority (65%) of the respondents are strongly agree liner service in machado sons pvt ltd is convenient

Table 4.1.11 showing the textile handled by mspl is competent

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	89	74.2%
2	Agree	23	19.2%
3	Neutral	5	4.2%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



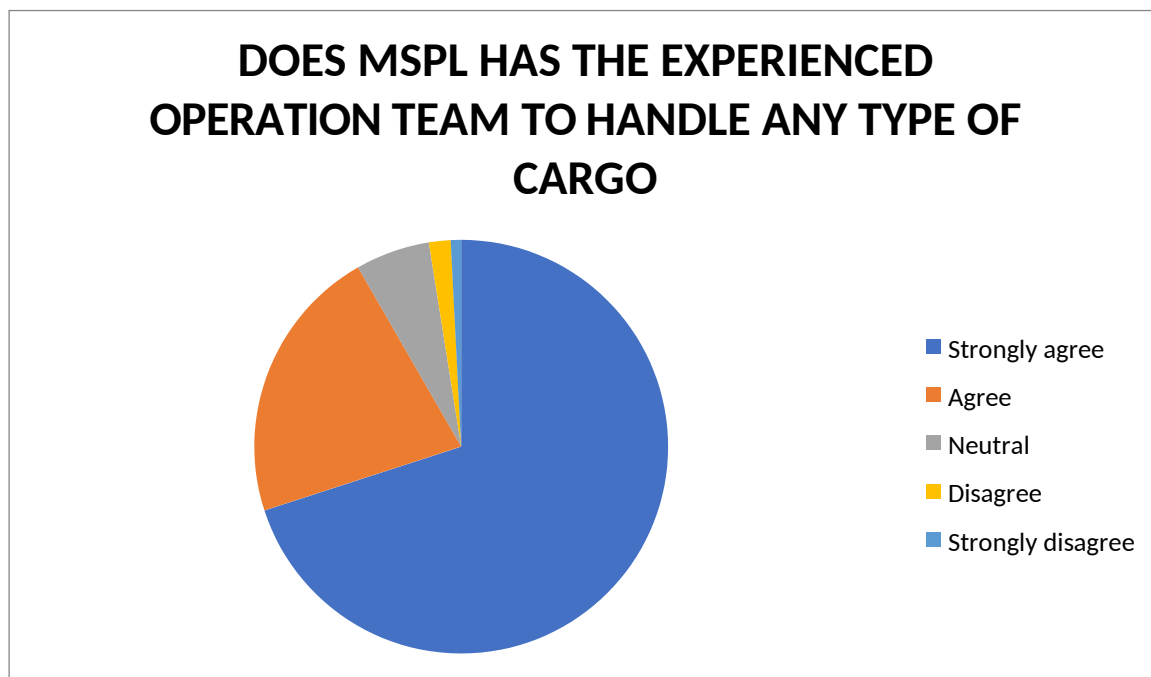
Interpretation: From the above chart, it is evident that 74.2% of respondent are strongly agree with the statement, 19.2% of respondent are agree, 4.2% of respondent are neutral, 1.7% of respondent are disagree and 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (74.2%) of the respondents are strongly agree textile handled by machado sons pvt ltd is competent

Table 4.1.12 showing the mspl has experienced in handling any type of cargo

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	84	70%
2	Agree	26	21.7%
3	Neutral	7	5.8%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



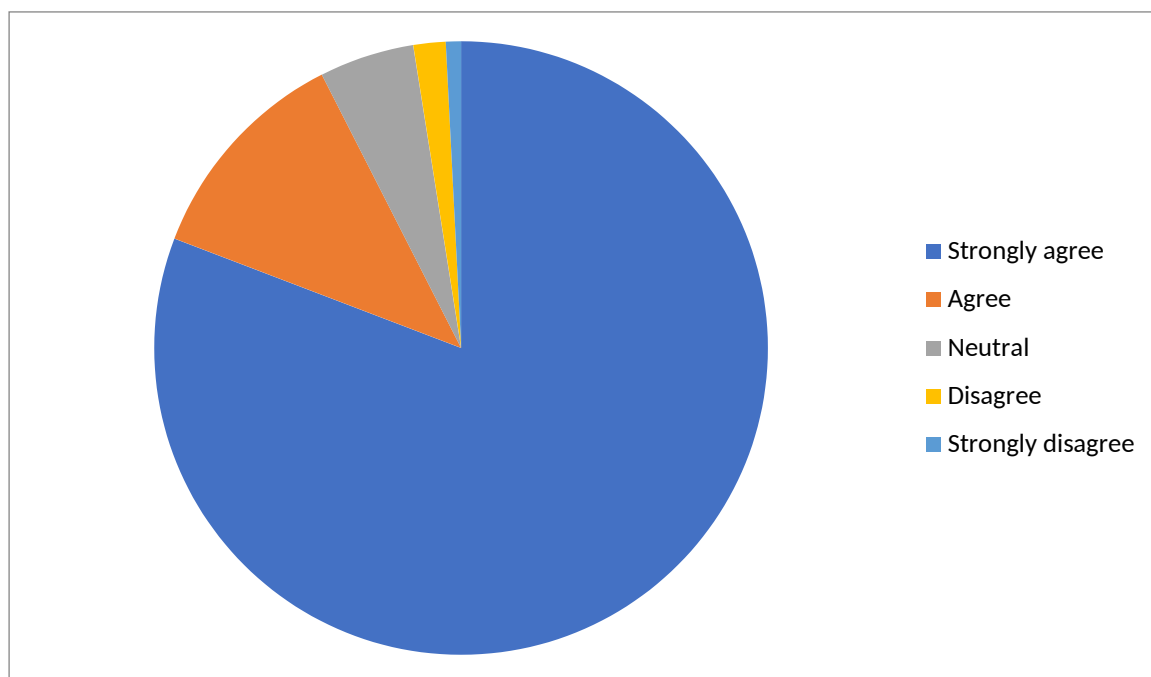
Interpretation: From the above chart, it is evident that 70% of respondent strongly agree with the statement, 21.7% of respondent agree, 5.8% of respondent are neutral, 1.7% of respondent are disagree and 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (70%) of the respondents are strongly agree MSPL has the experienced operation team to handle any type of cargo

Table 4.1.13 showing the mspl handle your documentation ease and care

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	97	80.8%
2	Agree	14	11.7%
3	Neutral	6	5%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



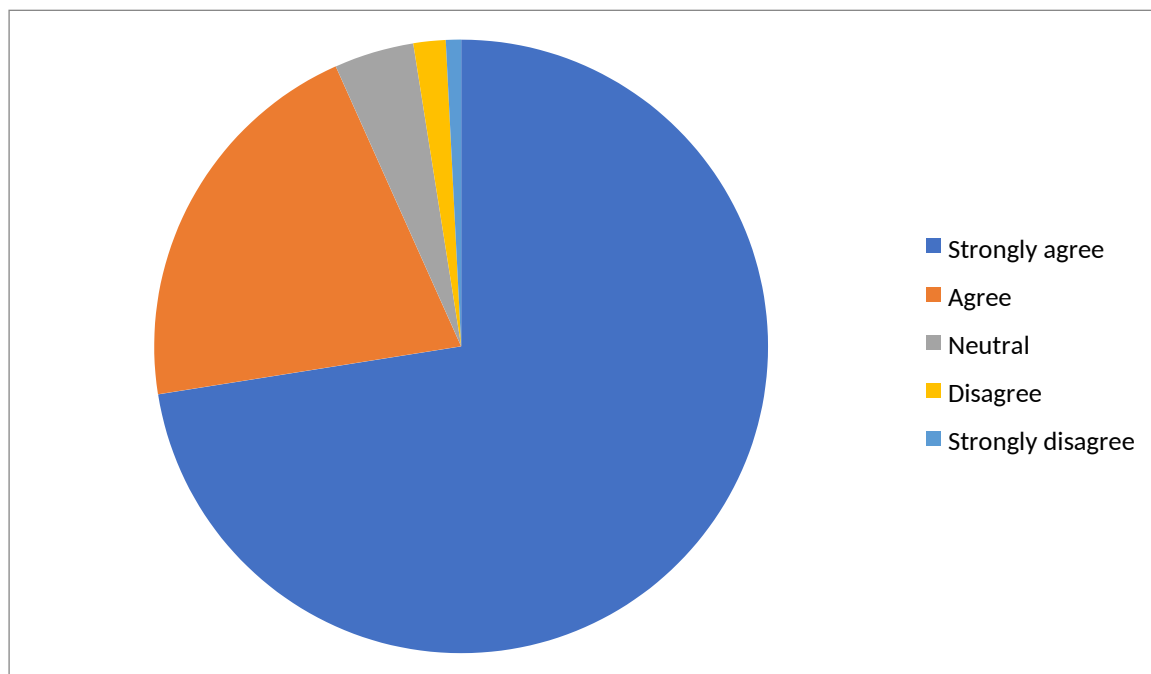
Interpretation: From the above chart, it is evident that 80.8% of respondent are strongly agree with the statement, 11.7% of respondent are agree, 5% of respondent are neutral , 1.7% of respondent are disagree and 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (80.8%) of the respondents are strongly agree MSPL handle your customs documentation ease and care

Table 4.1.14 showing the mspl handle cargo with care without damages

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	87	72.5%
2	Agree	25	20.8%
3	Neutral	5	4.2%
4	Disagree	2	1.7%
5	Strongly disagree	1	0.8%



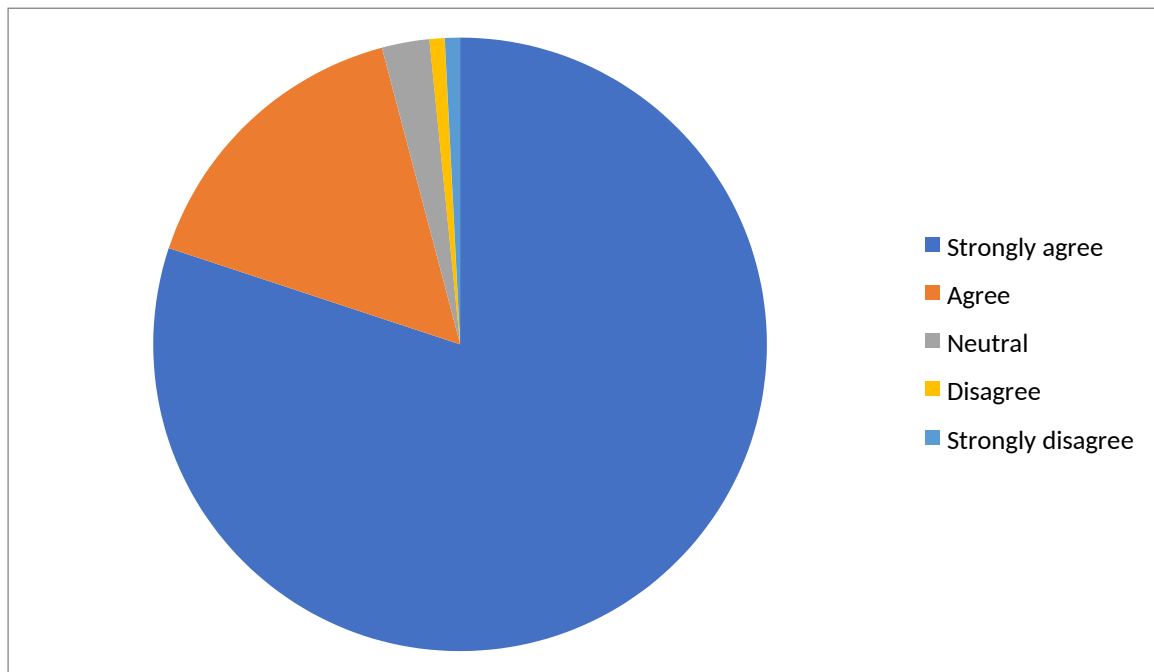
Interpretation: From the above chart, it is evident that 72.5% of respondent strongly agree with the statement, 20.8% of respondent agree, 4.2% of respondent are neutral, 1.7% of respondent are disagree and 0.8% of respondent are strongly disagree with statement.

INFERENCE

Majority (72.5%) of the respondents are strongly agree MSPL handle cargo with care without any damages

Table 4.1.15 showing the mspl tracking system is useful

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	96	80%
2	Agree	19	15.8%
3	Neutral	3	2.5%
4	Disagree	1	0.8%
5	Strongly disagree	1	0.8%



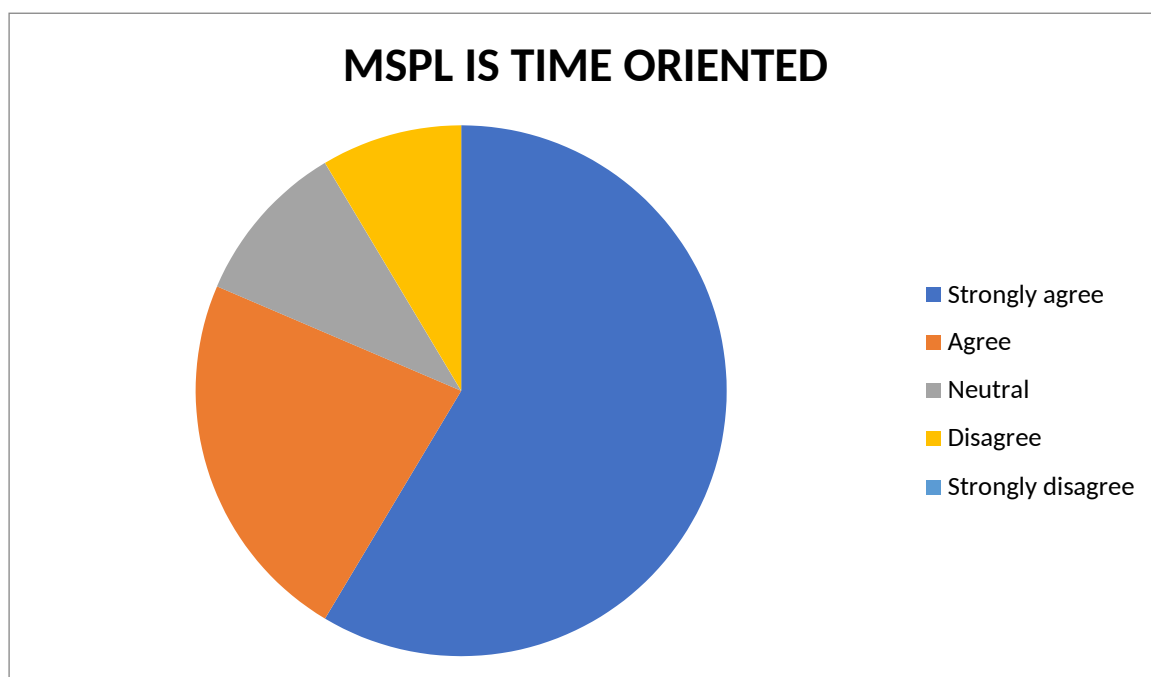
Interpretation: From the above chart, it is evident that 80% of respondent are strongly agree with the statement, 15.8% of respondent agree, 2.5% of respondent are neutral, 0.8% Of respondent are disagree and 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (80%) of the respondents are strongly agree MSPL tracking system is useful

Table 4.1.16 showing the mspl is time oriented

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	80	66.7%
2	Agree	30	25%
3	Neutral	5	4.2%
4	Disagree	4	3.3%
5	Strongly disagree	1	0.8%



Interpretation: From the above chart, it is evident that 66.7% of respondent are strongly agree with the statement, 25% of respondent are agree, 4.2% of respondent are neutral, 3.3% of respondent are disagree and 0.8% of respondent are strongly disagree with the statement.

INFERENCE

Majority (66.7%) of the respondents are strongly agree MSPL is time oriented

Table 4.1.17 showing the witness delay in handling shipment in mspl

SNO	PARTICULAR	NO OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	Strongly agree	12	10%
2	Agree	14	11.7%
3	Neutral	11	9.2%
4	Disagree	21	17.5%
5	Strongly disagree	62	51.7%



Interpretation: From the above chart, it is evident that 51.7% of respondent are strongly disagree with the statement, 17.5% of respondent are disagree, 9.2% of respondent are neutral, 11.7% of respondent are agree and 10% of respondent are strongly agree with the statement.

INFERENCE

Majority (51.7%) of the respondents are strongly disagree ,Did you ever witness delay in handling shipment in MSPL

STATISTICAL ANALYSIS

4.2 ANOVA

→ Oneway

[DataSet1]

ANOVA

Clearance in export is adequate

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	49.531	4	12.383	35.927	.000
Within Groups	39.636	115	.345		
Total	89.167	119			

INTERPRETATION:

The P value is (0.000) which is lesser than the alpha value (0.005). Hence Alternative hypothesis is accepted.

INFERENCE:

There is a significant relationship between clearance and documentation. For clearance in export.

4.3 CORRELATION

Correlations

[DataSet3]

Correlations		In MSPL tracking system is useful	MSPL is time oriented
In MSPL tracking system is useful	Pearson Correlation	1	.534**
	Sig. (2-tailed)		.000
	N	120	120
MSPL is time oriented	Pearson Correlation	.534**	1
	Sig. (2-tailed)	.000	
	N	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

INTERPRETATION:

The P value is (0.534) which is greater than the alpha value (0.005)

Hence

Null hypothesis is accepted.

INFERENCE:

There is no relationship between time and tracking system.

Crosstabs

[Data5et4]

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
MSPL is time oriented “ Did you ever witness delay in handling shipments in MSPL	120	100.096	0	0.0%	120	100.096

MSPL is time oriented “ Did you ever witness delay in handling shipments in MSPL Crosstabulation

Count

		Did you ever witness delay in handling shipments in MSPL					
		1	2	3	4	5	Total
MSPL is time oriented	1	1	0	0	0	0	1
	2	0	1	1	2	0	4
	3	0	0	1	3	1	5
	4	7	9	3	4	7	30
	5	54	11	6	5	4	80
Total		62	21	11	14	12	120

4.4 CHI-SQUARE TEST

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	45.819 ^a	16	.000
Likelihood Ratio	44.029	16	.000
Linear-by-Linear Association	16.600	1	.000
N of Valid Cases	120		

a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .09.

INTERPRETATION:

The P value is (.000) which is lesser than the alpha value (0.005). Hence the alternative hypothesis accepted

INFERENCE:

There is a relationship between time and delay in handling shipment.

CHAPTER V

FINDINGS, SUGGESTIONS AND CONCLUSION.

5.1 FINDINGS OF THE STUDY

- Majority (71.7%) of the respondents are male
- Majority (45%) of the respondents are PG
- Majority (34.2%) of the respondents are more than 5 years experience
- Majority (62.5%) of the respondents are strongly agree clearance in export is adequate
- Majority (60%) of the respondents are strongly agree documentation for clearance is manageable
- Majority (70%) of the respondents are strongly agree charges provided by Machado sons pvt ltd is flexible
- Majority (69.2%) of the respondents are strongly agree procedure followed by machado sons pvt ltd is genuine
- Majority (66.7%) of the respondents are strongly agree forwarding in machado sons pvt ltd is upto par
- Majority (77.5%) of the respondents are strongly agree fumigation in machado sons pvt ltd is fine
- Majority (65%) of the respondents are strongly agree liner service in machado sons pvt ltd is convenient
- Majority (74.2%) of the respondents are strongly agree textile handled by machado sons pvt ltd is competent
- Majority (70%) of the respondents are strongly agree MSPL has the experienced operation team to handle any type of cargo
- Majority (80.8%) of the respondents are strongly agree MSPL handle your customs documentation ease and care
- Majority (72.5%) of the respondents are strongly agree MSPL handle cargo with care without any damages
- Majority (80%) of the respondents are strongly agree MSPL tracking system is useful
- Majority (66.7%) of the respondents are strongly agree MSPL is time oriented

- Majority (51.7%) of the respondents are strongly disagree ,Did you ever witness delay in handling shipment in MSPL
- As per Anova: the P value is (0.000) which is lesser than the alpha value (0.005). Hence Alternative hypothesis is accepte.
- As per chi – square : The P value is (.000) which is lesser than the alpha value (0.005). Hence the alternative hypothesis accepted
- As per correlation: The P value is (0.534) which is greater than the alpha value (0.005). Hence the Null hypothesis is accepted.

5.2 SUGGESTION:

- The exporter and importer need have proper assistance to the customs house agents for shipment.
- Customs procedure need for modification so that the cargo can be clear properly.
- Stay updated with the latest customs regulations and laws.
- Develop a strong network of contacts in the customs department.
- Maintain accurate records of all customs-related transactions.
- Communicate effectively with clients and keep them informed about the progress of their shipments.
- Provide guidance to clients on import/export laws and regulations.
- Be proactive in identifying potential customs issues and finding solutions.
- Offer value-added services such as warehousing and distribution.
- Keep up-to-date with new technologies in the logistics industry.
- Build strong relationships with shipping lines, freight forwarders, and other key players in the industry.
- Stay informed about the latest market trends and developments.
- Focus on continuous improvement and efficiency in your operations.
- Hire and train skilled staff to support your operations.
- Provide personalized services to your clients to build long-term relationships.
- Ensure compliance with environmental and safety regulations.
- Use digital tools to streamline processes and improve efficiency.
- Offer flexible payment options to clients to improve cash flow.
- Collaborate with other customs agents to share knowledge and best practices.
- Monitor your competitors and adapt your strategies accordingly.
- Build a strong reputation for integrity and professionalism.
- Continuously seek feedback from clients and use it to improve your services.

5.3 LIMITATIONS OF THE STUDY:

- Collecting data properly from exporters become difficulty due to the time constraint.
- The sample of this study is only 120.
- There is a chance for bias in the information given by the respondents.
- The sample size of the project may be limited due to various reasons such as time, resources, and access to participants.
- Data collected may be limited due to various reasons such as incomplete or inaccurate responses from participants.
- It may not be possible to cover all aspects of the topic or to include all relevant variables due to time or resource constraints.

5.4 conclusion:

CHA's or in company from of organization have more than 31 years of experience doing shipment range is 500 to 600 lacs, all type of goods in export and import they work for all type of customers and use sea and road transport, they handle 20 feet and 40 feet container and less container load and full container load, they handle general cargo container and stuffing is done in all places like port ,CFS, house stuffing and inland containers reports and pay fried rice at destination and advance payment, they provide facilities like information about vessel movement packing and insurance

Customs House Agents (CHAs) play a critical role in facilitating international trade by helping importers and exporters navigate complex customs regulations and procedures. They act as intermediaries between their clients and government agencies, ensuring compliance with relevant laws and regulations while also expediting the movement of goods through ports of entry.

In Tuticorin, where there are over 500 registered CHAs, these professionals are essential to the smooth functioning of the port and the larger economy of the region. While there may be limitations to studying this profession, such as sample size or changing regulations, it is clear that CHAs provide a valuable service to businesses involved in international trade.

Overall, the work of customs house agents in Tuticorin highlights the importance of effective trade facilitation and the role of intermediaries in this process. As global trade continues to grow, the need for skilled and knowledgeable CHAs is likely to increase, making their work vital to the continued success of businesses and economies around the world.

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ANNEXURE- I QUESTIONNAIRE

1. Name
2. Age
3. Gender
4. Qualification
5. Experience
6. Customs License No. & Date
7. Clearance in export is adequate
Strongly disagree, Disagree Neutral, Agree, Strongly agree
8. Documentation for clearance is manageable
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
9. Charges provided by Machado sons pvt ltd is flexible
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
10. Procedures followed by Machado sons pvt ltd is genuine
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
11. Forwarding in Machado sons pvt ltd is up to the par
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
12. Fumigation in Machado sons pvt ltd is fine
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
13. Liner services in Machado sons pvt ltd is convenient
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
14. Textile handled by Machado sons pvt ltd is competent
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
15. Does MSPL has the experienced operation team to handle any type of cargo
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
16. Does MSPL handle your customs documentation ease and care
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
17. Does MSPL handle your cargo with care without any damages
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
18. In MSPL tracking system is useful
Strongly disagree, Disagree, Neutral, Agree, Strongly agree
19. MSPL is time oriented

Strongly disagree, Disagree, Neutral, Agree, Strongly agree

20. Did you ever witness delay in handling shipments in MSPL

Strongly disagree, Disagree, Neutral, Agree, Strongly agree