

**“A STUDY ON THE PROBLEMS FACED BY CUSTOMS HOUSE AGENTS IN
IMPORT AND EXPORT CLEARANCE BY SEA & AIRWAYS”**

*Project report submitted for partial fulfilment of the requirement for the award of the
degree of*

Master of Business Administration

Port and shipping management

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Declaration

The Project work titled “has been carried out under the direction of **Dr Emil Mathew**, Assistant Professor, School of Maritime Management, Indian Maritime University-Chennai Campus in partial fulfilment of the requirements for the award of the degree of **Master of Business Administration in Port and Shipping Management** to be submitted to the School of Maritime Management, Indian Maritime University, Chennai Campus. This is my original work, and that’s not a part of any other work.

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Certificate

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This is to certify that the project report entitled “**A study on the problems faced by customs house agents in import and export clearance by sea & airways.**”, was submitted to the School of Maritime Management, Indian Maritime University, Chennai Campus., in partial fulfilment for the award of the degree of Master of Business Administration in Port & Shipping Management/ International Transportation and Logistics Management, is a record of work carried out entirely by **Raushan kumar**, Reg. No. **2003304025**.

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Chapter I

Introduction and design of the study

1.1. Introduction

Maritime Transport may be critical infrastructure for the social and economic development of a rustic. It represents the pace, structure, and pattern of development of water transport within the country. The Ministry of Shipping involves within it the shipping and port sectors which include shipbuilding and repair, major ports, national waterways, and inland water transport.

The ministry has been assigned the responsibility to formulate policies and programmers on these subjects and their implementation. India currently ranks 16th among the maritime countries with a coastline of seven,517 km with 13 major ports (12 governments and one corporate) and about 200 non-major ports currently operating within the western and eastern regions of the country. consistent with the ministry, 95% of India's trade by volume and 70% by value happens through maritime transport. The new economic policies like globalization and liberalization of the planet market have further intensified the expansion of the shipping industry and world trade. Each of those breakthroughs had its impact on trade routes and on the increase and decline of seaports.

The last five decades have experienced rapid changes in ocean transportation. International trade has been growing at a rate over the expansion rate of world output. This higher rate of growth of international trade is because of various strategies introduced worldwide. The economic development of any nation depends upon the supply of resources and therefore the productive capacity of that country. The productive capacity depends upon the power to manoeuvre goods from one place to a different place. within the modern economy, where large-scale production is the order of the day, goods need to be transported either in a very semi-finished form or finished form. Similarly, with the event of territorial specialization, the importance of international and coastal trade has come to prominence, among other benefits. Thus in these two respects, the ocean transport system speaks favourable the air and surface transport systems. A port system in India plays an important role in economic development.

1.1.1. The growing importance of ports

Growth in the trade of a rustic is a very important indicator of its overall growth. The Trade of a rustic is an indicator of its condition. Internal trade of a rustic not only fulfils the necessities of its different regions but also promotes balanced regional growth within the country. Foreign trade also fulfils two objectives: providing a way for the expenditure of surplus items of a rustic and making available items that aren't internally produced. It ends up in the rapid economic progress of a rustic. Water transport has been playing a very important role in the Indian economy in past. it's a straightforward and cheap means of exports and imports of heavy items. it's during this context that the role of ports becomes all the more important.

A port may be a gate for stepping into the land from the ocean. A port could be a place in a very waterway where a ship can stop for loading and unloading goods. Ports are the junction points for land and sea trades. Although the importance of ports within the trade of the country is continuously growing, the present port structure is insufficient. It's not capable to avoid the delay in pre-trade activities also because the time taken by the ships in completing their journey. In labour and mechanical productivity, Indian ports are inferior to other Asian ports. India's coastline has few indentations and consequently, the country has only some major ports of trade. The southern side is deficient in harbours to accommodate the massive vessels now employed in sea-borne trade. The violence of the monsoon keeps the western ports, except Mumbai, Kandla and Cochin, closed to traffic from May to August.

In order to boost efficiency, productivity, and quality of services likewise on herald competitiveness in port services, the port sector has been thrown hospitable private sector participation. Various areas of port functioning, like leasing out existing assets of the port, construction/creation of additional assets, leasing of apparatus for port handling and leasing of floating crafts from the private sector, pilotage and captive facilities for port-based industries, are identified for participation/investment by the private sector. It's expected that personal sector participation would lead to reducing the gestation for fixing new facilities, and also in bringing the most recent technology and improved management techniques.

1.1.2. Customs house agent

A customs house agent (CHA) is a person who is authorised to serve as an agent for any activity involving the entry or exit of conveyances or the import or export of goods at a customs station in India. The complex, item, size, and up-to-date accounting are maintained by CHAs. In addition, a CHA licence can be temporary or permanent.

A customs agent (CHA) in Indian ports is authorised to act as an agent for any activity involving the entry or departure of conveyances, or the import or export of goods at a customs station. The complex, item, size, and up-to-date accounting are maintained by CHAs. A CHA permit might be either temporary or permanent. The Ministry of Surface Transport appoints multimodal transport operators (MTOs) under the Multimodal Product Transportation Act of 1993.

Their job include transporting goods between India and other countries via various modes of transportation. Once an acceptive application, yearly temporary licence, or regular licence is provided to CHA'S, this does not convey a right to advocate an arrangement as steamboat agents or CHAs unless they are otherwise qualified for the appointment. The surety quantity

for large ports is Rs.25000/-; for other ports, Rs.10000/-. A surety may take the form of National Savings Certificates or communication security, both of which must be pledged in the Commissioner's name. Because an everyday licence holder is permitted to work in more than one Customs station, each customs station needs to have its own bond and surety.

The export-import process is extremely intricate and time-consuming. As a result, clearing and forwarding agencies should benefit everyone in the middle class. United Nations agencies are experts who are well-versed in customs and cargo processes. The bourgeois should hire a qualified C&F agent for swish and timely product cargo. The United Nations agency is in a unique position to provide the following services, among others:

1.1.3. CHA Licensing regulations, 1984

- There is no limit to the number of CHAs who can work at a customs house.
- A temporary licence comes before a normal licence.
- Experience and financial stability criteria must be met.
- A normal licence is contingent on passing an examination, having a certain amount of business, and adhering to Regulation No. 14.
- A CHA's operations are unaffected by changes in the partnership or firm's structure.
- Prescribed fees prohibit CHAs from overbilling.

Qualifications

An applicant should:

- A master's degree in LLB/MBA OR CA is required.
- As an employee of the firm or company, you must have a Form 'G' pass.
- Three years of customs clearance work experience is required.
- A bank-certified asset of Rs.5 lakhs is required.
- If there are more applications than licences available, the Commissioner chooses based on the seniority of G pass holders. If two people are of equal seniority, the elder one will be chosen. [1]
- With written permission from the Commissioner, an applicant only needs a Form G pass for one year.

Clarifications

- A diploma in Customs clearance and freight forwarding offered by the University of Mumbai is not considered as "graduation" for the purpose of eligibility.

- An employee, partner or director of a CHA licensee authorized for examination under Regulation 9(5) may take three examinations in two years from the date of application by the licensee for examination.
- The level of knowledge of the local language must be determined by the Commissioners; the regulations have no requirement. Knowledge of the local language by an authorized representative is considered sufficient. Proficiency in Hindi is desirable.
- A person passing an examination under regulation 9(5) may apply for a CHA license when applications are requested, subject to other qualifications.
- Persons granted CHA licenses before the 1997 amendment requiring graduation would continue to qualify for renewal.

1.1.4. Multimodal transport operators as CHAs

The Ministry of Surface Transport appoints multimodal transport operators (MTOs) under the Multimodal Goods Transportation Act of 1993. Their job include transporting commodities between India and other countries using multiple modes of transportation. This does not give them the right to work as steamship agents or CHAs unless they are otherwise qualified for the position.

License types

Temporary

Regulation 8 in Form B grants a one-year temporary licence when an application is accepted. The applicant must complete Forms D and E before acquiring a short (or regular) licence. The surety sum is Rs.25000/ for large ports and Rs.10000/ for lesser ports. The surety might also be in the form of National Savings Certificates or postal security, which must be pledged in the Commissioner's name. Because a daily licence holder is able to figure in more than one Customs station, each customs station requires its own bond and surety.

Regular

A normal licence application is also created on type C by a UN agency that has passed the examinations. Forms A and C are essentially identical, with the exception that the former is issued under Regulation 5 while the latter is issued under Regulation 10. On type D, an everyday licence is requested. The mortal must meet the following requirements:

- Payload quantity or price standards approved from customs (as determined by the Commissioner)

- Conduct of the applicant during the interim licencing period; no complaints of non-compliance with Regulation 14
- A normal licence is non-transferable and has a 10-year tenure.

Disqualifications

Regulation 10(1) specifies that only an individual who qualifies within the examination can apply for an everyday license. Sub-regulation 3 provides that the Commissioner may reject the appliance of an individual who fails the examination. If performance criteria don't seem to be satisfied regarding the quantity and value of clearances or conduct, the application could also be rejected. An appeal is also a product of an order of rejection within 30 days to the Chief Commissioner, who is additionally empowered to review regular license grants within one year.

These Customs House Agents work with customs officials on your behalf to complete the essential export and import clearance procedures and formalities. After completing the relevant export formalities with customs, a customs broker gives paperwork to the exporter. A customs broker delivers products to an importer after completing the relevant import customs clearance procedures and formalities with the customs department.

Record-keeping

Accounts ought to mirror all monetary transactions entered into as a CHA. a duplicate of all documents filed (such as shipping bills, bills of entry, and transfer applications) should be maintained for a minimum of 5 years and will be out there for scrutiny by division officers.

Duties

Authorized clearances purely against authorization': To clear items for import or export with particular authority from the principle, a CHA is required, which should be obtained anytime the Deputy or Associate Commissioner is required.

Personal clearance': The CHA should personally clear the merchandise or have an associate worker chosen by the Commissioner do so. The CHA's name should be at the top of all documents. There should be no threats, false charges, or force used against customs officers, and no promise of advantage, benefit, or gift given to them. The CHA's responsibilities should be carried out efficiently, and he cannot charge the Commissioner's prices.

Conflicts of interest: If the CHA is a former department officer, he is unable to represent any subject before a customs officer whom he regards as a politician. He is unable to use facts gathered throughout his time as a politician.

Correct advice

The CHA should advise the consumer to comply with the Act's and therefore the laws' provisions, meticulously ensuring that the consumer receives accurate, relevant information for consignment or baggage clearance. If a consumer fails to comply, the CHA should bring it to the attention of the deputy or associate commissioner. The CHA is required by law to provide information to the department.

Fiscal accountability

The CHA should pay the government as soon as possible. all funds received from the shopper in the form of duties and taxes Any money earned from the customer or the government should be quickly and completely accounted for by the customer

Record-keeping

A CHA cannot agree to gathering data from government records unless the acceptable officer provides them. Once the Commissioner has requested records, they cannot be denied, erased, or hidden. Records and accounts shall be kept and made available for inspection as directed by the Deputy or Associate Commissioner. All paperwork must be completed in compliance with the laws and regulations.

If a CHA's licence is lost, it should be reported to the Commissioner as soon as possible. The Commissioner may deny an individual's ability to serve as a CHA if they fail to meet their requirements under Regulation 14.

Essential Services

- Transportation of goods to docks and port storing facilities
- Before the products are carried to the docks, warehousing facilities are used.
- Booking of a shipping area or air freighting, as well as advice on the relative costs of transporting goods by sea and air.
- Arrangements for product loading onboard
- With information about shipping lines and freight to various destinations, as well as several charges owed by exporters.
- Obtaining policies for marine insurance.
- Shipping documentation, bill of freight, and dock receipt preparation and processing.

- Export declarations, invoices from diplomats, certificates of origin, and so on.
- Papers from the banking assortment are forwarded..

Desirable Services

- Storage facilities are needed abroad, preferably in key international marketplaces, to store the items in case the buyer declines to accept delivery for whatever reason.
- If the freight goes worldwide, he can track the merchandise using his international contacts.
- Arrangement for assessing cargo route harm.

At Present, CHA renders the subsequent Services

- Product classification, export and import conformity, and other traditional services.
- Trade paperwork, landed price computations, and client record keeping.
- Warehouse management and distribution, international transportation arrangements, and reverse logistics management are examples of logistics services.
- Services such as trade consultation, free port consulting, legal services, and so on.
- Associate in Nursing intermediary in money products, Associate in Nursing intermediary in insurance products, and services on behalf of various CHAs are examples of intermediary services.
- Product valuation and physical review services are examples of inspection services.
- Other service, such as trade automation and management, provide chain security

1.1.5 Role of intermediaries in shipping

Following is the role played by the intermediaries:

NVOCC (Non-Vessel Owning Common Carriers) The multi-modal transportation has widened the scope of operations of intermediaries. Once the promulgation of multimodal transport legislations, Indian firms as well as ship agents will operate as MTO's once getting a license from the board General of Shipping. These MTO's needn't be ship house owners or operators

i.e., vessel owning common carriers (VOCCs) several ship agents have obtained the requisite license and so operate as Non-Vessel Owning Carriers.

Freight Brokers

A freight broker is an associate degree intercessor between the shipper and therefore the company. He declares the small print of the product out there to the company. To the shipper, he provides details of shipping area opportunities and assists in booking the shipping area.

Freight Forwarders

The forwarder's job was to act as a buffer between the manufacturer and the sea carriers, ensuring that goods flowed smoothly down the worldwide transportation chain. The forwarder assists in reserving space with the carrier, assisting in the transfer of cargo down the dock, assuring safe loading, arranging customs clearance, and preparing documents for shipment to or from the sea carrier.

Stevedores

Stevedores area unit appointed by the company to receive payload and to load or discharge from the ship. The term stevedoring suggests the loading and unloading of the payload onto or from a ship with the assistance of cranes and derricks put in within the ship similarly as on the wharf containers area unit handled by immense gantry cranes.

Customs House Agent

A Customs land agent (CHA) is a person who is permitted to operate as an associate agent for any activity involving the entry or exit of conveyances, or the import or export of goods at any Customs station.

CHA's and Exporter

A domestic company will sell its product to foreign patrons directly, for that it's established direct contact with foreign customers and ships the products as per the customer's orders and necessities. In this regard, the commerce firm has subsequent responsibilities regarding packing, documentation, shipment, and credit exchange. The CHA's as per the directions of the businessperson will perform these activities. within the field of export, there are a unit many constraints and risks, that come back alongside its blessings as an example dispensableness of the customer, internal control, credit facilities, international standards of production, product facilities special wants of the countries, customer nations, etc, the transporters play a really important role in clearing and delivering the products at customer country. The export method itself is time-bound subject to the regent's schedules of production, transportation, and delivery. Even the littlest mistake within the chain of distribution can lead to unsmooth the exporter's business.

The multi various contacts of CHAs

After getting the proper approval from the exporter/client, CHA's begins to carry out his work. To remit a quality and efficient service to their clients CHA's has to maintain a good and regular relationship with shipping companies, airlines, container operators, custom homes, inland container depots(ICD), feeder's vessel and mother vessel operators, imported and latest amendments on custom formalities, quota system all over the world.

When the CHA receives the exporter's order confirmation, he calls the shipping firms that have sailed for the region to which the products must be delivered and determines the required shipping space. The CHA is an expert in scheduling space that is within the available time period in the shortest mode; he does so safely and at the lowest cost.

CHA's and Custom

The CHAs are responsible for paying the freight bill. The CHA's require the exporter to provide the following information.

- I.E and R.B.I code of Exporter
- Invoice
- Packing list
- Order confirmation
- G.R form in duplicate
- Drawbackck claim
- A.R.4 form
- A.E.P.C Endorsement

The above-mentioned documents are to accompany the shipping bill when it is filed in the export department of the custom-house in triplicate. The shipping bill, after registration, is passed on to the approaching unit for scrutiny and assessment. As for quote products are a concern, like garments the scrutiny covey AEPC Endorsement, the value declared in shipping bill as well as the GR form. After scrutiny, the shipping bill is passed and the goods covered are allowed to be exported. After that customs house retains the original copy of the shipping bill and GR form and the duplicate copy of the shipping bill is returned to the CHA's.

Then the goods are presented for examination along with the shipping bills and other documents to the docks where the vessel is to carry the goods. If the goods are found confirm to the details and specifications declared in the shipping bill, the appraiser gives the "Let Export Order", on the basis of which the goods are loaded under custom preventive supervision. After

loading, the shipping company issues the Mate's Receipt" on the spot and later the negotiable document is known as "Bill of Lading".

CHA's and Containerization

Containerization may be a methodology of distributing merchandise Associate in Nursing exceedingly |in a very } unitized from thereby allowing an inter-modal transport system to be evolved providing an attainable combination of rail, roads, canal, and main time transport. over fifty % of the overall lading containers area unit transported by ocean. Containerization has its benefits like security against theft and customization, dashing of transport, fast clearance within the docks and shorter stage of the vessel at the elements with resultants determination and then on.

The instrumentation incorporates a capability of 30tones associate degreeed most are designed to ISO normal with an 8ft module (8ft wide * 8.6 ft height) and a length of 10ft,20 ft,30ft, or 40ft, conjointly there area unit open-prime, cold insulated containers.

The government of Asian countries has appointed the ICD's for the unloading of export merchandise. In Tirupur, there's an associate degree ICD on Avinashi road, the aim of this can be to create on the market the export/import facilities as close to an industrial institution as attainable with a read to chop down the value of transport from the entryway ports and conjointly fast movement of products. The import general manifest crammed by the vessel businessperson can indicate one by one the small print of the instrumentation meant of ICD's. On this basis, the agents create free shipment applications and on getting the permission they're sent to ICD wherever an operative manifest is to be crammed. At the ICD the vessel operator fills the copy of the sub-manifest against that the bill of entry for the import {of merchandise of products} is crammed by CHA's on behalf of the businessperson and therefore the goods area unit cleared.

As with so many exports, on behalf of exporters, CHA's fills the shipping bill at the ICD with an additional copy. the products area unit examined against the shipping bills, passed, and stuffed in containers. the first copy of the shipping bill is maintained within the ICD and therefore the duplicates with the transference copy area unit are forwarded to the haven. These documents area unit needed to the ICD once cargo and with the endorsement of the export.

1.1.6 Multimodal transport operators (MTOs) as CHAs

The Ministry of Surface Transport appoints MTOs under the Multimodal Goods Transportation Act of 1993. Their job include transporting commodities between India and wherever else in the world using multiple modes of transportation. They deal with the stuffing and de-stuffing

of export cargo. This does not immediately give them the right to work as steamboat agents or CHAs unless they are otherwise qualified. They don't have the same responsibilities as a CHA or a steamboat agent.

Duties and obligations of a CHA

Clearances against authorisation: A CHA is required to clear products for import or export solely on the basis of particular authorization from the principal, and it shall be shown to the Deputy / Associate Commissioner whenever necessary.

Method of Transacting Business

The CHA must either clear the merchandise personally or through an associate worker. The Deputy / Associate Commissioner has given his approval to the World Health Organization. The Commissioner has chosen the World Health Organization for this purpose. All of the paperwork he prepares should have the CHA's name prominently displayed at the top. The CHA should not attempt to sway the actions of Customs officials or their subordinates in unfinished business. Threats, false charges, or force should not be used against such police. No promise of benefit, profit, or gift should be made or given to such officers. The CHA's task should be completed as quickly as possible to avoid delays. He can't charge more than the Commissioner-approved fees for his services.

1.2 Industry profile

As time progresses, the definition of supplying within the industrial world and therefore the world market keeps evolving ceaselessly. the expansion rate of supplying in Asian countries has shown tremendous improvement within the last decade, ranging from scratch and reaching tier wherever the Indian supplying business is competitive with the highest dogs of the foremost affluent countries. Since there's potential for unlimited improvement, the Indian supplying reports can perpetually highlight areas wherever improvement may well be enforced for higher performance within the next year. The key square measures for supplying growth in 2022 are as follows.

1.2.1 logistics sector in India overview and challenges

There is little question that the Indian supplying business is the backbone of our economy. Our world supplying index rankings have returned a protracted method since the start of its slow ascent to success. In 2014, the Indian supplying business hierarchic 54th globally within the

supplying Performance Index. Moving to 2018, the ranking jumped to thirty-fifth and showed an enormous improvement within the supplying system. Today, the expansion rate of the supplying business in Asian nations are interlinked to each business and has amalgamated itself with technology, recently rising service suppliers, and infrastructure. The Indian supplying business in 2019 is formally the foremost promising business at the side of the fastest growth seen.

Currently, the worth of the Indian supplying business in 2020 is claimed to be around \$160 Billion and also the world anticipates this to grow to a minimum of \$250 Billion within the year 2021. This growth will be attributed to the increasing variety of e-commerce retailers and their stellar services to the voters of the country. So, why is supplying growth important? folks already suppose e-commerce for his or their wants and by the year 2021, there'll be an enormous online-shopping marketplace for the supplying business to faucet into. the doorway of many MNCs into the FMCG sector of the country additionally creates new avenues of chance for the Indian supplying business to grow. These new and future sectors' progress contains a direct impact on the expansion of the Indian supplying business's inventory management and effective storage solutions for the retail industry.

Several corporations from numerous industries area unit heavily looking forward to the Indian supplying business to assist them in serving the custom-built demands of the client base. this may facilitate the supplying business to succeed in a CAGR of over seven-membered by the top of the year 2022.

While it's doing considerably well, there are unit areas that positively imply a review and improvement. The concepts to boost the supplying business in the Asian nation presently revolve around reducing the prices of supplying for patrons whereas providing top-notch services with the given budget is one in each of the constant challenges the Indian supplying business faces. Increasing affordability encourages corporates to heavily invest in supplying services through tie-ups or outsourcing facilitate. an absence of correct storage and repositing coaching has additionally been practised within the supplying business. By such corporations establishing coaching and development centres, the business will produce trained professionals meant for the supplying business instead of using semi-skilled or complete labour.

Trained personnel to observe automatic repositing, correct storage, and wares safety can increase the profits since the losses can marginally be prevented. By making a list stock portfolio, stock removal, and maintenance system, the Indian supplying business in 2020 will gain potency in cost-cutting for additional preserved earnings.

Since the storage system plays a crucial role within the producing business in aspects like international procurement and new models of sales and distribution. up the present technical chronology by investment in recent analysis and development victimisation endemic and domestic technology can boost the economy by pushing different industries like tech to perform higher furthermore. creating constant changes and upgrades within the operations system of the supplying corporations can bring advantages to the shoppers since this creates a set of healthy competition whereas transferral the most effective services forward.

In 2021, we have a tendency to expect to envision substantial changes and development in these key growth factors for the expansion of supply in the Asian nation.

1.2.2. Infrastructure development

The Indian Government keeps reaffirming its aim to boost the supply trade in India by creating making an attempt to modernize the practicality beginning with infrastructure development. The administration has introduced key infrastructural development comes to extend access to the untapped rural markets within the country. These comes can specialise in transportation additional potency to the provision chain and up property problems faced thanks to the geographical immensity of the country and also the totally different terrains gift. We'd assume that an infrastructural development pilot comes could create all the modifications necessary however there also are alternative factors. supply education, training, associated an understanding of the framework square measure vital for the general progress of the supply trade even as hardcore infrastructural development.

1.2.3. Boost in policies and regulations

Revolutionary policies and reforms unrolled by the Indian government like the products and Services Tax (GST), granting of the below standing, and quiet the FDI policies can play a significant role in 2022 with the boost of the Indian supply trade received. GST modified the face of the means Indian supply worked. Since then, the supply trade shifted towards making supply with multi-modals and huge formats, Industrial centers which will act as merchandise distribution and aggregation hubs were additionally inspired to expand thanks to the introduction of GST.

The point advantage GST gave to supply firms were saving on their organization and capital. wherever they'd to run many warehouses everywhere the country that attributed to an enormous overall expense within the storage department, they'll currently use a couple of however large capability warehouses that save them the prices of maintaining multiple warehouses and

transportation. this technique improved the model of freight and product movement that the supply firms used for transportation from producing units to warehouses, wholesale markets, retail markets, and also the points of sale. the expansion of the e-commerce trade and also the FMCG industry's expansive policies.

This will facilitate supply firms increase the quantity of load they carry in single journeys and also the means they move merchandise from tiny producing units so as to avoid wasting on transportation prices whereas keeping a good service quality for client satisfaction.

1.2.4. The advantage of adopting the latest technology

The advent of technology within the supplying trade has spelled countless progress in operations and varied systems. Technology like computer science, machine learning, and therefore the net of things area unit meant to manoeuvre the foundations of ancient and old-school supplying operations within the country.

Though it's going to take your time, it shows promising results to form higher enhancements in productivity than the other means that whereas streamlining the operations systems of the Indian supplying sector. once such trendy technology will replace a system that's liable to error, we have a tendency to expect nice things to happen.

The backbone of the economy can flip stronger and reciprocally strengthen the opposite sectors of the industries. despite the fact that several may discuss that adopting these technological advancements is dear, it's within the best interest of the supplying trade to integrate their organization with them before the gap between their current and future technology becomes huge.

That will backfire on their makes an attempt to cost-cut and increase their expenditures a minimum of three-fold. integration of such technology involves initial investments like installation, test runs, and coaching of the personnel to run these programs, however once fully discovered, the businesses can expertise a replacement world of efficient processes that the older technology may ne'er contend with. In 2020, technology can create houses for supplying industries to form houses to handle larger shoppers owing to powerful management tools.

The Future Perspective

Looking at the large image, on the worldwide level, Indian provision as trade has come back a protracted method and is anticipated to stay a major improvement in performance on the world's platform. firms and International companies' connection hands with the varied

provision firms of Asian countries can produce an interdependent relationship by reducing their provision prices, and increasing transportation skills for the shoppers whereas transportation much-needed financial gain to form the provision trade is the most important trade within the country.

In the future, we will expect specialised operations for provision and delivery to be in high demand from purchasers of all walks. Be it technological spare elements, automobile instrumentation, or food delivery, everybody can shortly bank on the potency of an efficient provision trade to satisfy all the transportation, storage and delivery want of all industries. The advancement of e-commerce can shortly reach a replacement high, leading to additional opportunities for the provision trade to form a mark on specific deliveries and around-the-clock services with the exception of the company's in-house provision system.

Air Transport

India is one of the world's fastest-growing economies and with this growth there exists a vast chance for export wherever aviation plays an important role. The Indian aviation sector has recently seen tons of opportunities gap up for personal and foreign players. For the outgoing international air freight, the Republic of India has enforced the Associate in Nursing 'Open Sky' policy whereby any airline will transport any quantity of shipment between India and alternative countries with no capacity constraints.

Exports have contended Associate in Nursing progressively necessary role in India's economic process within the last twenty years. India's high export commodities mistreatment air freight embody prescribed drugs, gems and jewellery, textiles, automotive parts, and animal skin product. Exports in Asian countries have a serious share of the country's gross domestic product. several giant and small-scale industries are showing consistent performance in their overseas sales.

With Asian countries enjoying an important role in the export of a range of commodities worldwide, selecting the correct mode of transportation is extremely essential as most of the products exported aren't solely time-sensitive but are considerably higher in worth terms. Having same that, simply in time producing plus a world outsourcing business model has seen a push within the demand for the air shipment business in Asian countries. From the highest export things of FY 2015 listed by India's Ministry of Commerce and business, commodities like pearls, precious and semi-precious stones, gold, drug formulations, cars and cars, cotton materials, and readymade clothes preponderantly use air shipment as a medium of

transportation. India's high export destinations for 2015 embody the America (\$42.4 billion) followed by UAE (\$33 billion), metropolis (\$13.5 billion), and China (\$12 billion).

The demand for air freight is proscribed by price, generally priced forty five times that of road transport and 12-16 times that of ocean transport. These values dissent from country to country, season to season, from product to product, and for various volumes similarly. because the volume of air freight grows, there's a natural progression from rider craft to chartered shipment planes to accommodate the increasing volume; and ultimately to regular shipment services.

“We usually pay most of our shipments by the ocean since causation it by air prices nearly ninety-five p.c additional,” says Aslam law officer, CEO, Asian country Shoes Export personal restricted, a subsidiary of Farida cluster that is into producing of high-quality footwear. Sheriff's concern is that if the rates are unit nominal, then there's a chance to export additional shipments via air which is after all the quickest mode to cater to the customer's demand. In 2014-15 the Chennai-based cluster exported 674,305 pairs of shoes out of that solely thirty-five,402 pairs were shipped by air. What this demonstrates is that there's a necessity to form the air freight sector cheaper for small-scale, medium-scale similarly to large-scale firms in the Asian country.

For Siddharth Mehta, chief contriver, Rajesh Exports, transport is the most viable medium to manoeuvre jewellery because it saves time, conjointly for security reasons. Rajesh Exports is the largest gold jewellery manufacturer in the world and therefore the country's largest businessperson of gold jewellery. the corporate has created the world's largest gold jewellery producing facility at Whitefield in the city. it's the capability to method 250 tonnes of gold into the world's finest jewellery. Quite recently, Rajesh Exports noninheritable the world's largest gold industrial plant, Valcambi in the European nation, in Associate in Nursing all-cash deal price \$400 million.

“92 p.c of our revenues come back from exports, out of that all the exports area unit attributed to transport,” confirms Mehta.

The quality of provision is a vital part of competitive advantage. price is equally necessary and provides a bonus for countries that have already got well-developed air freight routes, whether or not through regular freighters or house on rider flights. as an example, once it involves the export of food products, the non-resident Indian population living within the geographical region and in alternative elements of the planet, continues to supply an outsized part of their foodstuff necessities from Asian countries. Belly house on the market from the rider craft flying to those destinations provides a perfect chance for exporters of such things to produce food

products at a competitive worth. However, what's necessary is to modify the expansion of this trade by facilitating applicable infrastructure for handling, storage, and quicker movement of those products for exports within the shipment terminals.

Besides constraints thanks to physical infrastructure, the Indian air shipment business faces challenges thanks to lack of adequate info and poor adoption of the most recent communication technology. Therefore, a cooperative effort to contour the flow of products and data across the availability chain is imperative. Moreover, improvement in India's transportation network can facilitate to development the air shipment business by reducing the work time for the shipment by eliminating delays at ports and custom clearance, and by conveyance during a synchronization of the method.

For Bhavik Chandra, director, BVC provision, manual customs processes, and documentation area unit major challenges once transporting jewellery by air. BVC provision provides integrated solutions to the jewellery sector and presently handles over forty-five p.c of Asian country's international trade of gems and jewellery of India.

Amidst several high-flying take-offs, the Indian export sector witnessed bound setbacks. India's merchandise exports fell for the thirteenth sequent month in December 2015, as orders from America and Europe shrank and exporters grappled with a competitively weaker Chinese Yuan.

Perturbed by the continual decline in exports, the govt raised duty disadvantage rates for exporters and enforced the interest stabilization theme in Nov 2015. whereas the rise in duty disadvantage rates can facilitate exporters to recover the upper input tax outgo that they pay throughout the method of constructing the ultimate product, the interest stabilization theme can permit exporters to receive bank loans at a lower rate of interest.

“Global demand conjointly doesn't appear to be finding out. With sole countries just like America showing very little signs of improvement, this doesn't augur well for the country's export sector within the end of the day,” S C Ralhan, president, of the Federation of Indian Export Organisations

Due to the endless dip, the entire merchandise shipments are expected to achieve a figure of \$270 billion in 2015-16. The Asian nation has aimed to take exports of products and services to \$900 billion by 2020 and raising the country's share in world exports to three.5 % from a pair of %.

The last time Indian exports registered a positive growth was in Nov 2014, once shipments had dilated at a rate of seven.27 per cent.

Sea Water Transport

Water transport provides the most cost-effective supply of transportation to any country. At present, there are a unit of fourteen,500 kilometre long passable waterways in the Asian country.

The length of waterways in Asian countries is most in provinces followed by provinces, Andhra Pradesh, Assam, and Kerala. The Buckingham Canal (640 km) long is the longest passable canal in the country.

The Internal Waterways Authority of India was established in 1986 for the aim of developing maintenance and regulation of the interior waterways of India. Its headquarters is in Calcutta.

Inland Water Transport

Inland water transport solely accounts for zero.15% of domestic transportation.

Some of the vital midland waterways are:

- NW-1: Haldia (West Bengal) to Allahabad (1620 km) on stream Ganga.
- NW-2: Dibrigarh (assam) to Dhuburi (Assam, 891 km) on stream Brahmaputra River.
- NW-3: kollam (Kerla) to Kottapuram (Kerla) on geographic area (168 kms) beside Champakare canal (14 km) and Udyogmandal Canal (23 kms).
- NW-4: Kakinada (Andhra Pradesh) to Pondicherry (1086 km) on stream Godavari.
- NW-5: Talchar (Odisha) to Dhamra (Odisha) (623 km) on Brahmani stream.

Transport

There are 13 major and 200 minor/intermediate ports along the 7517 km long coastline of India. All the major ports work under the ambit of the Major Ports Trust Act, 1963.

The major ports are controlled by the central Government while the medium and minor ports are included in the concurrent list of the constitution and are managed and administered by the respective states.

Major ports on the West Coast of India:

1. Kandla, Gujarat

- This port is a tidal port.

- It is declared a Trade Free Zone.
- This is the largest port serving northern India.

2. Mumbai, Maharashtra

- This port is a natural harbour and the largest natural port in India.
- It is the busiest port in India which handles 1/5th of the total traffic.

3. Nhava Sheva (Jawaharlal Nehru Port)

- Jawaharlal Nehru Port is developed near Mumbai in order to reduce traffic on Mumbai port.
- It is the most mechanized and largest artificial port of India.

4. Murmagao, Goa

- The Murmagao port is established on the estuary of the river Juari.
- It handles iron ore exports.

5. New Mangalore, Karnataka

- This port handles iron ore exports from Kudremukh mines.

6. Kochi, Kerala

- This port is a natural harbour located in the Vembanad Lake and is known as the 'Best port in the West coast'.
- It handles exports of spices and salt.

Major ports on the East Coast of India:

1. Tuticorin, Tamil Nadu

- Tuticorin is the southernmost major port of India.
- It handles the trade of petrochemical products, fertilizers and salts.

2. Chennai, Tamil Nadu

- It is the artificial and second busiest port of India after Mumbai.
- It is considered as most ancient surviving port in the country.

3. Ennore, Tamil Nadu

- This port is developed near Chennai in order to reduce traffic on Chennai port.
- It was the first corporatized port of India which started operations in 2001. Except Ennore, all other major ports are Government Administered.

4. Visakhapatnam, Andhra Pradesh

- It is the deepest port of India.
- It handles exports of Iron ore to Japan.
- Visakhapatnam is the best natural port of the country. This port is protected from the Monsoon spells by the hill, named Dolphin Nose, raised here. The facilities of building and repairing ships are available here.

5. Paradip, Odisha

- This port is a natural harbour.
- It handles the export of iron and aluminium to South-East Asian countries.

6. Haldia & Kolkata, West Bengal

- These are riverine ports on the Hooghly river.
- These ports handle trade with South-East Asian countries.
- Diamond harbour is the ocean-based dockyard of Kolkata port.
- It is also known as Diamond Harbour.

7. Port Blair, Andaman & Nicobar Island

- It has been declared the 13th major port of the country.
- Port Blair has territorial jurisdiction over 23 ports, including the East Island Port, Diglipur Port (Port Cornwallis), Mayabunder port, Elphinston Harbour Rangat Port, havelock Port and Neil Island Port.

Objectives of the study

- The opportunities and challenges faced by custom house agents during import and export by sea & air

Data collection methods

The data collection was done through.;

○ **Primary data**

Research instrument

A questionnaire is a formal list of questions to be answered in the survey. A structured questionnaire is the research instrument.

Research design	Descriptive Research
Data source/collection	Primary Data, Secondary Data
Research instrument	Questionnaire
Research approach	Survey
Contact method	Personal Interview
Sample units	CHA
Sample size	50
Sample area	Logistics

Tools for analysis

- Percentage method
- Chi-square analysis

Chapter II

Review of literature

According to Kirubakaran (2012) the custom housing agent in supplying operations, try and realize existing operation through numerous mode of transportation.

Kumar and Mukherjee (2014) have studied custom real estate broker associations, the author says concerning the educational program that is conducted for association members for the accomplishment.

Taneja, Bimal, and Dayal (2016) are wilful when it comes to electronic order delivery or the mechanism that has been implemented in the port for handling delivery orders from custom real estate brokers to the instrumentation freight station.

Gupta & Dasgupta (2014) had a discussion with the custom housing association, Bombay. He in short explained in his report concerning education, law and order, and simply doing business.

Shareef (2014) discusses the problems of bifurcation of Andhra Pradesh within the import and export trade sector and he highlights the custom house agents associations on problems with midland instrumentation deports instrumentation freight stations, and warehouses.

Argyrou (2014) shared info concerning the annual general meeting of the custom-house agent association command in the metropolis and he say concerning what are activities and achievements were created by the association last year.

Kannan (2008) in his article emphasised the importance of Customs real estate brokers. The moderators of the main target teams were designated by victimisation judgment sampling and also the members by quota sampling and snowball sampling. On analysis, it absolutely was initial found that service fee (SC) is the vital most significant criterion within the choice method and Updated data (UK) is the least important criterion.

Logannathan (2009) in his study, the scientist has recommended that the Customs stand to safeguard and promote the export trade and import trade. so it ought to serve these businessmen by providing adequate necessities like straightforward documentation, a rise of downside rates, and a reduced tax for the import of items of machinery. although when 2011, there'll be a high flow of products from our country to a different, the customs formalities and cumbersome documentation can persuade be a hindrance and also the basic demand for the simple and because business is to understand the customs rules.

Deneesh (2009) the scientist expressed that mechanisation of Customs procedures resulted in time and price savings thanks to the reduced ought to prepare, handle, store and deliver customs documentation. EDI relies on the principle of trust and written agreement obligations. It provides a quicker settlement of customs clearance. It ought to be potential to try to away with the necessities of paper documentation, i.e., there would be no necessity to submit invoices, packing lists, B/L etc within the paper. Records would like solely be unbroken at the workplace of importers/exporters/CHA for a minimum amount, for verification by involved authorities, if needed. it's certain that EDI system has created extraordinary progress within the arena of Indian Customs Clearance, except for any progress attitudinal modification within the officers and also the business individuals are needed to adapt to EDI. EDI could be a reality, EDI can't be introduced in a very vital means unless we have a whole overhaul an operating system, methods, and procedures.

Shefali Tiwari and ShuchiKhandel were (2010) the most objectives of their study are:

- 1) to understand the difficulties of CHAs associated with the Indore region and
- 2) to understand whether or not the issues have any relationship with the demographic variables like age, instructional qualification, and occupation of the agent. supported the subsequent null hypothesis, the current study has been conducted:

H01: there's no vital impact archaic on the difficulties round-faced by the shipping agents.

H02: there's no vital variation between shipping agents and utilized agents concerning the perception of issues round-faced whereas shipping.

H03: there's no vital variation or impact of qualification on the perception of issues round-faced by the shipping agents.

Bhagat Singh and Sanjeet Kaur (2011) Various elements were considered and analysed in this essay in order to answer the difficulties raised by respondents. Several tools were used to analyse the data, and numerous interpretations were presented, as revealed by the current study:

1. Though all of the factors considered in this study are important and relevant, certain factors were found to be more effective in influencing their export transit issues, such as long waits for Customs clearance, multiple port congestion, multiple documents for export clearance delays in work, preference given to regular/large exporters, non-professional government officers, poor property, and infrastructure issues.

The movement of products from the maker to the top customers goes through several phases with the help of effective logistical operations, according to Kirubakaran J Paul Sundar (2012). The study's goal is to use empirical observation to investigate the following objectives. To highlight the summary of Custom House Agents (CHAs), to research Custom House Agents' contributions to the marine trade, to research Custom House Agents' perceptions, and to offer strategies and means for effective ocean transportation to counteract India's Maritime Trade.

Rupin S Parikh (2012) during this article, the scientist has expressed that custom house agents are vital individuals whenever you're importing or mercantilism any product. By definition, he's someone UN agency has nonheritable a license to act as AN agent for the dealings of any business associated with departure or entry of transportations or the mercantilism or importation product at any customs station. Generally, the business that imports or exports product don't have data concerning the foundations and rules of the govt. nor do they need any time to appear into these matters. thence they appoint AN agent to act on their behalf. However, all the duties performed by the CHA are administered by a government body called Custom real estate broker Licensing rules.

Chapter III

Research methodology

3.1. Need for the study

Customs House Agents face variant issues that have a direct impact on their business performance. Though the issues are a lot in each field, however in , CHA's, they whole rely upon customers, customs and shipping corporations. {the issues} visaged by them are primarily supplied problems, government policies and customs issues. This business runs primarily on supply connected activities and thus, they face many issues associated with supply. Of course, finance issues are major problems in any company, an associate degree in this business isn't an exemption. Therefore, it's vital to check concerning the issues visaged by customs house agents in each export and import of products. This study is conducted to investigate totally different issues visaged by customs house agents all over India.

3.2. Scope of the study

The scope of the research broadly encompassed sub-themes like a personal profile, Business Profile, challenges to them and Factors motivating CHAs, Import and export performance, risk associated with CHA,s.

3.3. Objectives of the study

- To study the opportunities and challenges faced by custom house agents during import and export by sea & air

3.4. Limitations of the study

- ❖ My study confines about challenges faced by CHA
- ❖ Efforts are made to collect the true information as far as possible without resorting to any guesswork.
- ❖ In case of sensitive information in nature, direct personal interviews are conducted in order to glue as much information as possible.
- ❖ Few of the employees were a little bit hesitant to answer the questions this might have deviated the findings at least to some extent.
- ❖ Due to time constraints study was limited to a part of the employees, which in turn may reflect the overall attitude of the employees.

3.5. Research design

3.5.1. Data collection methods

The data collection was done through a survey.

3.6. Tools for analysis

- Percentage method
- Chi-square analysis

3.6.1. Collection of data and samples

- Data and samples are planned to collect from the 50 respondents. The respondents include employees, Custom house agents, and freight forwarders. Data are to be collected by telephonic interview .

- **Percentage analysis:**

Percentage analysis is the method which is used for finding the average of collected information. Percentage analysis can be calculated as follows:

First the number of respondents is noted in a tabular form and then the percentage is calculated by dividing the number of respondents by total number of respondents which is then multiplied by 100.

$$\text{Percentage} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} * 100$$

- **chi-square test:**

Chi-square Test is a useful measure of comparing experimentally obtained results with those expected theoretically and based on hypothesis. The Expected frequencies are the frequencies that should be uniformly distributed over a given period of time.

$$X^2 = \sum [(O-E)^2 / E]$$

Where O-Observed frequency, E- Expected frequency.

CHAPTER IV

Data analysis and interpretation

So as mentioned in the first chapter of this report for analysing the data we have to use different methods for calculating this collected data from the primary source of data. This data we have collected from the different locations in India with different age group of the people. Here we have used a total of 50 samples of CHA data where we got the total of 22 in the age group of 20 to 30 years and the percentage of this response was 44. In the age group of 30 to 40 year we have got 13 responses which was basically 26 per cent. In the age group of 40 to 50 we got a total of 10 responses which was 20 per cent of this total data. Similarly, if we see the responses from the age group which is above the 50 years, here we have got only 5 responses which were per the total received responses. Now from this data what we have got from the different age groups gives me a clear idea about what is the perception of the different age group.

Table no 4.1.1

Age of respondents

S.no	Particularly	No.Of Respondents	Percentage
1	20- 30 yrs	22	44
2	30-40 yrs	13	26
3	40-50 yrs	10	20
4	Above 50 yrs	5	10
	Total	50	100

Source – Primary data

Interpretation:

From the above table, it is inferred that 44% of the respondents of the study are in the age group 20-30yrs, 26% of the respondents belong to the age group between 30-40yrs, 20% of the respondents belong to 40-50 yrs, and the rest 10% of the respondents belongs to above 50 yrs.

Table no 4.1.2
Classification of gender

S.no	Particularly	No.Of Respondents	Percentage
1	Male	38	76
2	Female	12	24
	Total	50	100

Source – Primary data

Interpretation:

From the above table, it is inferred that majority 76% of the respondents are Male and the rest 24% of the respondents are Female.

Table no 4.1.3
Educational qualification

S.no	Particularly	No.Of Respondents	Percentage
1	SSLC	8	16
2	HSC	14	28
3	Graduate	24	48
4	Post-graduation	4	8
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 16% of the respondents are SSLC, 28% of the respondents are HSC, 48% are Under-Graduates and 8% are Post Graduates.

Table no 4.1.4

Experience

S.no	Particularly	No.Of Respondents	Percentage
1	Below 5 years	10	20
2	5-10 years	18	36
3	11-15 years	15	30
4	15 years and above	7	14
	Total	50	100

Source – primary data

Interpretation:

It is inferred that 20% of the respondents of the study have below 5 years of experience, 36% of the respondents have 5-10 years, 30% of the respondents have 11-15 years of experience and the rest 14% of the respondent have as 15 years and above.

Table no 4.1.5

No. Of air way bill and bill of entry for a month

S.no	Particularly	No.Of Respondents	Percentage
1	Less than 100 bills	4	8
2	100 to 300 bills	10	20
3	300 to 500 bills	23	46
4	more than 500 bills	13	26
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 8% of the respondents say less than 100 bills they file in a month, 20% of the respondents say 100 to 300 bills they file in a month, 46% of the respondents says 300 to 500 bills they file in a month and the rest 26% of the respondents says more than 500 bills.

Table no 4.1.6
The reason behind traffic congestion from port to CFS

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	6	12
2	Agree	12	24
3	Neutral	25	50
4	Disagree	3	6
5	Strongly disagree	4	8
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 12% of the respondents are strongly agreeing on traffic congestion in-route (during the course of a journey) from PORT to CFS is the reason behind the delay, 24% of them are agreed that the delay is based on traffic congestion in-route, 50% of them are neutral they say the delay is based on traffic congestion in-route, 6% of them have disagreed and 8% of the respondents are strongly disagreed on the same statement.

Table no 4.1.7:
Major problem they face

S.no	Particularly	No.Of Respondents	Percentage
1	Documentation	14	28
2	Transportation	12	24
3	Clearance	15	30
4	Payment	9	18
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 28% of the respondents are facing problems with documentation, 24% of the respondents are facing problems with Transportation, 30% of the respondents are facing problems with Clearance and 18% of the respondents are facing problems with payment.

Table no 4.1.8**The time is taken for out-of-charge order**

S.no	Particularly	No.Of Respondents	Percentage
1	less than 1 hour	15	30
2	more than 1 hour but less than 3 hours	22	44
3	more than 3 hours	13	26
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 30% of the respondents say less than 1 hour time taken for out-of-charge order after examination, 44% of the respondents say than 1 hour but less than 3 hours time taken for out-of-charge order after examination and 26% of the respondents says more than 3 hours time taken for out-of-charge order after the examination.

Table no 4.1.9**Time taken for actual delivery of cargo after out of charge order is given**

S.no	Particularly	No.Of Respondents	Percentage
1	less than 1 hour	9	18
2	more than 1 hour but less than 3 hours	29	58
3	more than 3 hours	12	24
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 18% of the respondents say less than 1 hour time taken for actual delivery of cargo after of charge order is given, 58% of the respondents say more than 1 hour but less than 3 hours time taken for actual delivery of cargo after out of charge order is given and 24% of the respondents says more than 3 hours time taken for actual delivery of cargo after out of charge order is given.

Table no 4.1.10**What time do customs take to examine the cargo after the payment of duty**

S.no	Particularly	No.Of Respondents	Percentage
1	less than 1 hour	2	4
2	more than 1 hour but less than 3 hours	31	62
3	more than 3 hours	17	34
	Total	50	100

Source – Primary data

Interpretation:

The table reveals that 4% of the respondents say less than 1 hour time taken by customs to examine the cargo after the assessment and payment of duty, 62% of the respondents say more than 1 hour but less than 3 hours time taken by customs to examine the cargo after the assessment and payment of duty and 34% of the respondents says more than 3 hours time taken by customs to examine the cargo after the assessment and payment of duty.

Table no 4.1.11**Logistics insurance cost is high for certain products while import and export by both the sea and air**

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	12	24
2	Agree	17	34
3	Neutral	14	28
4	Disagree	3	6
5	Strongly disagree	4	8
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 24% of the respondents are strongly agreeing on logistics insurance cost is high for certain products while imported and exporter by both the sea and air, 34% of them are agreed on logistics insurance cost is high for certain products while import and export by both the sea and air, 28% of them are neutral, 6% of them are disagreed and 8% of the respondents are strongly disagreed on the same statement.

Table no 4.1.12**Best time to file air way bill and bill of entry**

S.no	Particularly	No.Of Respondents	Percentage
1	Before the arrival of goods	27	54
2	After the arrival of goods	23	46
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 54% of the respondents say before the arrival of goods is the best time to file air waybill and bill of entry and 46% of the respondents say after the arrival of goods is the best time to file airway bill and bill of entry.

Table no 4.1.13**Difficult to do business when the government changes policies regularly**

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	17	34
2	Agree	23	46
3	Neutral	8	16
4	Disagree	1	2
5	Strongly disagree	1	2
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 34% of the respondents are strongly agreed and feel it is difficult to do business when the government changes policies regularly, 46% of them are agreed and felt it is difficult to do business when the government changes policies regularly, 16% of them are neutral and 2% of them are disagreed/strongly disagreed on the same statement.

Table no 4.1.14**Government restricts on policies will control in expanding business**

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	14	28
2	Agree	20	40
3	Neutral	10	20
4	Disagree	4	8
5	Strongly disagree	2	4
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 28% of the respondents are strongly agreeing on government restricts on policies will control us in expanding business, 40% of them are agreed on government restricts on policies will control us in expanding business, and 20% of them are neutral, 8% of them have disagreed and 4% of the respondents are strongly disagreed on the same statement.

Table no 4.1.15

Goods will get delayed in export and import because of customs persons in sea and air

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	11	22
2	Agree	19	38
3	Neutral	12	24
4	Disagree	5	10
5	Strongly disagree	3	6
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 22% of the respondents are strongly agreed on goods will get delayed in export and import because of customs persons in sea and air, and 38% of them are agreed on goods will get delayed in export and import because of customs persons in sea and air, 24% of them are neutral, 10% of them disagree and 6% of the respondents are strongly disagreed on the same statement.

Table no 4.1.16

Formalities during customs clearance is more in both sea and air

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	12	24
2	Agree	24	48
3	Neutral	9	18
4	Disagree	3	6
5	Strongly disagree	2	4
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 24% of the respondents are strongly agreeing on Formalities during customs clearance is more in both sea and air, 48% of them are agreed on Formalities during customs

clearance is more in both sea and air, 18% of them are neutral, 6% of them disagree and 4% of the respondents are strongly disagreed on the same statement.

Table no 4.1.17

Customs people will make unnecessary delays on process

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	10	20
2	Agree	18	36
3	Neutral	13	26
4	Disagree	5	10
5	Strongly disagree	4	8
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 20% of the respondents are strongly agreeing they feel Customs people will make unnecessary delays in the process, 36% of them are agreed they feel Customs people will make unnecessary delay on the process, 26% of them are neutral, 10% of them have disagreed and 8% of the respondents are strongly disagreed on the same statement.

Table no 4.1.18

Average time taken to clear the goods and deliver it to clients

S.no	Particularly	No .Of Respondents	Percentage
1	2days	9	18
2	4days	20	40
3	less than one week	18	36
4	more than one week	3	6
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 18% of the respondents say 2days average time taken to clear the goods and deliver it to clients, 40% of the respondents say 4days average time taken to clear the goods and deliver it to clients, 36% of the respondents say less than one-week average time taken to clear the goods and deliver it to clients and the rest 6% of the respondents say more than one week.

Table no- 4.1.19

The current customs clearance procedure is effective

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	4	8
2	Agree	14	28
3	Neutral	22	44
4	Disagree	7	14
5	Strongly disagree	3	6
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 8% of the respondents strongly agrees that current customs clearance procedure is effective, 28% of them are agreed, 44% of them are neutral that current customs clearance procedure is effective, 14% of them have disagreed and 6% of the respondents are strongly disagreed on the same statement.

Table no 4.1.20

Problems with rules of origin certification for imports by sea & air

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	5	10
2	Agree	16	32
3	Neutral	18	36
4	Disagree	9	18
5	Strongly disagree	2	4
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 10% of the respondents strongly agrees that they have problems with rules of origin certification for imports by sea & air, 32% of them are agreed, 36% of them are neutral that they have any problems with rules of origin certification for imports by sea & air, 18% of them have disagreed and 4% of the respondents are strongly disagreed on the same statement.

Table no 4.1.21

Importers in other countries accept Indian certifications and testing reports

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	7	14
2	Agree	19	38
3	Neutral	13	26
4	Disagree	7	14
5	Strongly disagree	4	8
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 14% of the respondents are strongly agree on importers in other countries accept Indian certifications and testing reports, 38% of them are agreed on importers in other

countries accept Indian certifications and testing reports, 26% of them are neutral, 14% of them are disagreed and 8% of the respondents are strongly disagree on the same statement.

Table no 4.1.22

Improper representation of duty causes problems and ends up in a penalty

S.no	Particularly	No .Of Respondents	Percentage
1	Strongly agree	10	20
2	Agree	26	52
3	Neutral	9	18
4	Disagree	3	6
5	Strongly disagree	2	4
	Total	50	100

Source – Primary data

Interpretation:

From it is inferred that 20% of the respondents are strongly agreeing on Improper representation of duty causes problems and ends up in penalty, 52% of them are agreed on Improper representation of duty causes problem and ends up in a penalty, 18% of them are neutral, 6% of them are disagreed and 4% of the respondents are strongly disagreed on the same statement.

Table no 4.1.23

Improper representation of cargo weight is an issue and causes delays in clearance

S.no	Particularly	No.Of Respondents	Percentage
1	Strongly agree	12	24
2	Agree	21	42
3	Neutral	11	22
4	Disagree	4	8
5	Strongly disagree	2	4
	Total	50	100

Source – Primary data

Interpretation:

It is inferred that 24% of the respondents are strongly agreed on Improper representation of cargo weight is an issue and causes a delay in clearance, 42% of them are agreed on Improper representation of cargo weight is an issue and causes delay in clearance, 22% of them are neutral, 8% of them have disagreed and 4% of the respondents are strongly disagreed on the same statement.

4.2. Statistical tools and analysis

4.2.1. Chi-square test

I. Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is no relationship between the experience of the respondents in import and export trade and logistics insurance cost is high for certain products while import and export by both the sea and air.

Alternate hypothesis (H1):

There is a relationship between the experience of the respondents in import and export trade and logistics insurance cost is high for certain products while import and export by both the sea and air.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Work experience of the respondents logistics insurance cost is high for certain products while import and export by both the sea and air	50	100.0%	0	.0%	50	100.0%

			Logistics insurance cost is high for certain products while import and export by both the sea and air					Total
			Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
Work experience of the respondents	Below 5 years	Count	10	0	0	0	0	10
		Expected Count	2.4	3.4	2.8	.6	.8	10.0
	<u>5-10 years</u>	Count	2	16	0	0	0	18
		Expected Count	4.3	6.1	5.0	1.1	1.4	18.0
	<u>11-15 years</u>	Count	0	1	14	0	0	15
		Expected Count	3.6	5.1	4.2	.9	1.2	15.0
	15 years and above	Count	0	0	0	3	4	7
		Expected Count	1.7	2.4	2.0	.4	.6	7.0
Total		Count	12	17	14	3	4	50
		Expected Count	12.0	17.0	14.0	3.0	4.0	50.0

Source – Primary data

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.313E2 ^a	12	.000
Likelihood Ratio	114.193	12	.000
Linear-by-Linear Association	44.529	1	.000
N of Valid Cases	50		

Source – Primary data

a. 17 cells (85.0%) have expected count less than 5. The minimum expected count is .42.

$$\begin{aligned} \text{Degree of Freedom} &= (r-1) * (c-1) \\ &= (4-1) * (5-1) = 3*4 = 12 \end{aligned}$$

Calculated value = 1.313

Tabulated value = 21.026

$Z = Z_{cal} < Z_{tab}$

$Z = 1.313 < 21.026$

Hence, the null hypothesis [H₀] is accepted

Inference:

Since the calculated value is lesser than the tabulated value, we accept the null hypothesis and hence, there is no relationship between the experience of the respondents in import and export trade and logistics insurance cost is high for certain products while import and export by both the sea and air.

II. Null hypothesis (H₀):

There is no relationship between the major problem they face and the difficulty to do business when government changes policies regularly.

Alternate hypothesis (H1):

There is a relationship between the major problem they face and difficulty to do business when government changes policies regularly.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Major problem they face difficulty to do business when the government changes policies regularly	50	100.0%	0	.0%	50	100.0%

Source – Primary data

**Major problem they face difficulty to do business when government changes policies
regularly
Crosstabulation**

			DIFFICULT TO DO BUSINESS WHEN THE GOVERNMENT CHANGES POLICIES REGULARLY			Total
			Strongly agree	Agree	Neutral	
MAJOR PROBLEM THEY FACE	Documentation	Count	14	0	0	14
		Expected Count	5.3	6.4	2.2	14.0
Transportation		Count	3	9	0	12
		Expected Count	4.6	5.5	1.9	12.0
Clearance		Count	0	14	1	15
		Expected Count	5.7	6.9	2.4	15.0
Payment		Count	2	0	7	9
		Expected Count	3.4	4.1	1.4	9.0
Total		Count	19	23	8	50
		Expected Count	19.0	23.0	8.0	50.0

Source – Primary data

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	67.510 ^a	6	.000
Likelihood Ratio	71.431	6	.000
Linear-by-Linear Association	29.377	1	.000
N of Valid Cases	50		

Source – Primary data

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is 1.44.

Degree of Freedom= $(r-1) * (c-1)$

$$= (4-1) * (3-1) = 3*2= 6$$

Calculated value = 67.510

Tabulated value = 12.592

$Z = Z_{cal} > Z_{tab}$

$Z = 67.510 > 12.592$

Hence, the Alternate hypothesis [H1] is accepted

Inference:

Since the calculated value is lesser than the tabulated value, we accept the null hypothesis and hence, there is a relationship between the major problem they face and difficulty to do business when the government changes policies regularly.

CHAPTER V

Findings, Suggestions and Conclusion

5.1.Findings

- 44% of the respondents of the study are in the age group 20-30yrs, 26% of the respondents belong to the age group between 30-40yrs, 20% of the respondents belongs to 40-50 yrs, and the rest 10% of the respondents belongs to above 50 yrs.
- Majority 76% of the respondents are Male and the rest 24% of the respondents are Female.
- 16% of the respondents are SSLC, 28% of the respondents are HSC, 48% are Under-Graduates and 8% are Post Graduates.
- 20% of the respondents of the study has below 5 years experience, 36% of the respondents has 5-10 years, 30% of the respondents has 11-15 years experience and the rest 14% of the respondents has 15 years and above.
- 8% of the respondents says less than 100 bills they file in a month, 20% of the respondents says 100 to 300 bills they file in a month, 46% of the respondents says 300 to 500 bills they file in a month and the rest 26% of the respondents says more than 500 bills.
- 50% of them are neutral they say delay is based on traffic congestion in-route, 6% of them are disagreed and 8% of the respondents are strongly disagree on the same statement.
- 30% of the respondents are facing problem with Clearance and 18% of the respondents are facing problem with payment.
- 44% of the respondents says more than 1 hour but less than 3 hours time taken for out-of-charge order after examination and 26% of the respondents says more than 3 hours time taken for out-of-charge order after examination.
- 58% of the respondents says more than 1 hour but less than 3 hours time taken for actual delivery of cargo after out of charge order is given and 24% of the respondents says more than 3 hours time taken for actual delivery of cargo after out of charge order is given.
- 4% of the respondents says less than 1 hour time taken by customs to examine the cargo after the assessment and payment of duty and 62% of the respondents says more than 1 hour but less than 3 hours time taken by customs to examine the cargo after the assessment and payment of duty .

- 34% of them agreed on logistics insurance cost is high for certain products while import and export by both the sea and air, 28% of them are neutral and 8% of the respondents strongly disagreed with the same statement.
- 54% of the respondents say before the arrival of goods is the best time to file airway bill and bill of entry and 46% of the respondents say after the arrival of goods is the best time to file air waybill and bill of entry.
- 46% of them agreed and feel it is difficult to do business when the government changes policies regularly and 2% of them disagreed/strongly disagreed with the same statement.
- 40% of them are agreed on government restrictions on policies that will control us in expanding business and 4% of the respondents strongly disagree with the same statement.
- 38% of them are agreed on goods will get delayed in export and import because of customs persons in sea and air and 6% of the respondents strongly disagree with the same statement.
- 48% of them agreed on Formalities during customs clearance are more in both sea and air and 4% of the respondents strongly disagree on the same statement.
- 36% of them agreed they feel Customs people will make unnecessary delay in the process and 8% of the respondents strongly disagree with the same statement.
- 40% of the respondents say 4days average time taken to clear the goods and deliver them to clients and the rest 6% of the respondents say more than one week.
- 44% of them are neutral that the current customs clearance procedure is effective and 6% of the respondents strongly disagree with the same statement.
- 36% of them are neutral that they have any problems with rules of origin certification for imports by sea & air and 4% of the respondents strongly disagree with the same statement.
- 38% of them agreed on importers in other countries accept Indian certifications and testing reports and 8% of the respondents strongly disagree with the same statement.
- 52% of them agreed on Improper representation of duty causes problems and ends up in penalty and 4% of the respondents strongly disagree with the same statement.
- 42% of them agreed on Improper representation of cargo weight is an issue and causes a delay in clearance and 4% of the respondents strongly disagree with the same statement.

Chi-square test

- There is no relationship between the experience of the respondents in import and export trade and logistics insurance cost is high for certain products while import and export by both the sea and air.
- There is a relationship between the major problem they face and difficulty to do business when the government changes policies regularly.

5.2. Suggestion

- The market challenges faced by custom house agents are quite daunting. In order to become the best custom house agents, it is best to think and perform outside the box. Convenience and honest service are the key points to making the logistics business a success.
- It is also essential to establish customer support or a means of contact between the custom-house agents and customers at all times. A toll-free number or live chat can be of great help in resolving issues or disputes quickly.
- The relationship with shippers is also undergoing change and switching costs that are no longer relevant. In order to address this issue and ensure long time survival, custom house agents need to understand the dynamics and adopt strategies accordingly.
- Proper attention and response should be provided from the Government officials for handling CHAS and their needs.
- Government should maintain a healthy relationship with the labourers and there must be established defined labour maintenance and relationship policies.
- Most of the CHA's depend on the government for availing loans to establish new agencies. So the Government should support them and encourage business loans.
- Even though there are training programs conducted for CHA'S only very few persons are attending. There must be awareness among CHA'S to participate in training programs.
- Language proficiency of CHA staff can be improved by providing effective communication skills development programs.

- The foreign private investment would provide an easy transfer of technology, particularly in the area of the cargo transfer system, including container technology and pave the way for technological innovation and higher cargo transfer rates.
- Private participation results in a reduction in overheads and rationalization of the out of proportion manning scales, which is the bane of the low productivity, through higher wages, completeness and a sensitive approach to employee-employer relations and CHA welfare.

5.3. Conclusion

CHA's needs to improve all kinds of their information-gathering capabilities like EDI system, Fax, and E-mail so as to improve their business operations. They need to update their knowledge, communication and awareness of advanced technology. Faster implementations of electronic data interchange network system in all ports and inland container depots need to be facilitated for better performance. Adequate care must be taken to protect the cargo from any kind of pilferage and damage. Provide an adequate number of equipment to meet the requirements and needs of the customer's demand from time to time.

CHA's should give frequent training to their staff for upgrading the sales pattern to match that of the industry quality training etc. in order to improve the overall performance of their services. CHA's always believed in positive growth and they depend on offering cost-effective service to their customer with which they are confident in bringing more customers into their field. Provision of adequate infrastructure facilities in export promotion is necessary. Indian ports will need to be modernized in all aspects. For maintaining better procedural aspects government's role is important, as most problems of prospective exporters face are due to a lack of diligence and sincerity of government officials otherwise support increases towards the prospective region like Chennai which is a metropolitan city, we can expect more exports coming forward towards this region. There is an urgent need to modify the system by paying more attention to the infrastructure of the Chennai region which is leading to poor connectivity And more lead time which does not allow our exporters to clear their contacts and consignment on time. The majority of the exporters face problems with documentation during customs clearance. Problems like over-invoicing, under-invoicing, misdeclaration of the cargo, and

customs assessment delay are normally faced during clearance. Hence care must be taken by the exporters, importers' and also the agents in preparing the documents.

An effective transportation system is the lifeline of an economy as trade and transport are closely linked. The fast economic growth can only be achieved through proper transportation management which is an essential and a major sub-function of logistics that creates time and place utility in goods. Logistics and intermediaries play an important role in international business. Logistics is generally a cost centre service activity but provides value via improved efficiency and customer satisfaction.

This study reveals the role and functioning of CHAs in India. Logistics is evolving rapidly and it is the interplay of infrastructure and technology. The new types of service providers in the market attract their customers by providing low cost but effective services. It has also been noted that most exporters and importers prefer agents who engage themselves in both custom clearance and forwarding. Hence, it could be concluded that their role is considered to be very important in the context of international business.

APPENDICES
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QUESTIONNAIRE

A STUDY ON PROBLEMS FACED BY CUSTOMS HOUSE AGENTS ON IMPORT CLEARANCE BY SEA & AIR WAYS

1. Name :

2. Designation:

3. Age : 20-30 yrs 30-40 yrs 40-50yrs Above 50 yrs

4. Gender: Male Female

5. Education: 10th 12th Graduate Postgraduate

6. How long you been in the import and export trade?

>5 yrs >5<10 yrs >11<15yrs >15 yrs above

7. How many Air way bill and Bill of entry do you file in a month?

Less than 100 bills 100 to 300 bills 300 to 500 bills more than 500 bills

8. Do you think traffic congestion in-route (during the course of a journey) from PORT to CFS is the reason behind the delay. If any

Strongly agree Agree Neutral Strongly Disagree Disagree

9. Where do you face major problem

Documentation Transportation Clearance Payment

10. After examination what is the time taken for out-of-charge order

less than 1 hour more than 1 hour but less than 3 hours more than 3 hours

11. What is the time taken for actual delivery of cargo after out of charge order is given?

less than 1 hour more than 1 hour but less than 3 hours more than 3 hours

12. After the assessment and payment of duty what is the time taken by customs to examine the cargo

Less than 1 hour more than 1 hour but less than 3 hours more than 3 hours

13. Logistics insurance cost is high for certain products while import and export by both the sea and air

Strongly agree Agree Neutral Strongly Disagree Disagree

14. According to you what is the best time to file air way bill and bill of entry?

Before arrival of goods After arrival of goods

15. Do you feel it is difficult to do business when government changes policies regularly?

Strongly agree Agree Neutral Strongly Disagree Disagree

16. While government restrictions on policies will control us in expanding business.

Strongly agree Agree Neutral Strongly Disagree Disagree

17. Goods will get delayed in export and import because of customs persons in sea and air

Strongly agree Agree Neutral Strongly Disagree Disagree

18. Do you think Formalities during customs clearance is more in both sea and air

Strongly agree Agree Neutral Strongly Disagree Disagree

19. Do you feel Customs people will make unnecessary delay on process?

Strongly agree Agree Neutral Strongly Disagree Disagree

20. What is the average time taken to clear the goods and deliver it to clients?

2days 4days less than one week more than one week

21. Do you think current customs clearance procedure is effective?

Strongly agree Agree Neutral Strongly Disagree Disagree

22. Do you have any problems with rules of origin certification for imports by sea & air?

Strongly agree Agree Neutral Strongly Disagree Disagree

23. Do your importers in other countries accept Indian certifications and testing reports?

Strongly agree Agree Neutral Strongly Disagree Disagree

24. Improper representation of duty causes the problems and ends up in a penalty?

Strongly agree Agree Neutral Strongly Disagree Disagree

25. Improper representation of cargo weight is an issue and causes delay in clearance

Strongly agree Agree Neutral Strongly Disagree Disagree

26. Suggestions, if any _____