12. COMPLAINT

If a complaint is received from a forging buyers or consignment of Basmati Rice is detained by importing country on food safety ground etc. the EIA will follow the procedure given below:

? Complaint would be immediately referred to the concerned EIA.
? The exporter would be immediately placed ‘on alert’ by the concerned EIA which shall mean that frequency of monitoring will be increased to at least once a month and each consignment will need clearance by EIA before export.
? EIA will collect complete information from exporter as given below:

Full particulars of consignment such as product name, quantity, grade along with attested copies of documents such as purchase order, letter of credit, certificate of export. Bill of lading, labs test report, location of consignment. If the processor has got his consignment where it was detained it is required to be surveyed by an independent surveyor in the country where it was detained. Such survey report shall be made available to EIA.
? An immediate visit will be made by an EIA officer to check records and compliance to the norms.
? Based on assessment, the EIAs may:
  1. revoke ‘on alert’.
  2. resort to normal frequency of surveillance but continue with testing of next ten consignment.

ISSUE OF CERTIFICATE OF AUTHENTICITY FOR EUROPEAN UNION

1 EIC/EIAs have been designated by the Government of India for issuing Certificate of Authenticity for the consignments of basmati rice shipped from India to the countries of EU as per EC regulations for allowing the benefit of reduced import duty as per Annexure I.

2 The following parameters have to be certified by EIAs for issuing certificates of authenticity:
   i) Region of cultivation
   ii) FOB value
   iii) Description of goods i.e. grade of Basmati Rice;
   iv) Rice meant for export is Basmati Rice;
   v) Quantity/packing

3 The following procedure is adopted for issue of certificates:

   i) Submission of the documents like invoice, affidavit, certificate of inspection issued by the exporter etc in respect of the consignment for which certificate of authenticity is required by the exporter. The EIA will verify that the consignment(s) are inspected/tested to ensure that they are basmati rice as per the provisions of the notification.
ii) The exporters will inform ‘Region and place of cultivation’ so as to confirm the origin of Basmati Rice through an affidavit.

iii) EIAs will attest the Certificate of Authenticity based on the verification/inspection and testing carried out by them. These certificates are stamped with EIC seal and signed by authorized signatories of EIAs.

iv) The details on the certificates include the certificate no. date of its issue, name of the buyer, consignee, value, quantity, gross weight and net weight etc.

v) After attesting the Certificate, first and second copies are given to the exporters for getting them attested by the Customs at the time of shipment and for sending these copies to their overseas buyer. The third copy is sent to Brussels, the EC HQs, on monthly basis, and the fourth copy is retained with EIAs for records.

vi) As per the EC requirement, the validity of Certificates of Authenticity is 90 days.

vii) In case the exporter so desires, the certificate of authenticity may be issued from EIA head office rather than the concerned sub office for saving time and better service to the exporter subject to fulfilling all other requirements.

viii) In case the date of validity of certificate of authenticity is over and there is request from the processor/exporter for revalidation, sampling and testing of consignment(s) of basmati rice in the importing country and issue fresh certificate of authenticity, is being considered on merit. The issue of certificate of authenticity will be based on the test results. However, the exporter has to bear the cost of visit of EIA officials for drawal of samples and test.

14 APPEAL

Any exporter aggrieved by the refusal of the Export Inspection Agency to issue the certificate of inspection, may, within 10 days of the receipt of the communication of such refusal prefer an appeal which shall be referred by the Agency to a panel of Experts consisting of not less than three, but not more than seven persons appointed for the purposes by the Central Government. The appeal panel will dispose of the appeal within fifteen days from its receipt. The decision of the panel in such appeal shall be final.
ANNEXURE I

1. Exporter (Name and full address)  

2. Consignee (Name and full address)  

3. Region or place of cultivation  

4. FOB value in US dollars  

5. Number and date of invoice  

6. Marks and numbers- Number and kind of packages – Description of goods  

7. Gross weight (kg.)  

8. Net weight (kg)  

9. DECLARATION BY EXPORTER  

   The undersigned declares that the information shown is correct/  

   Place and date: Signature  

10. CERTIFICATION BY THE ISSUING BODY  

    It is hereby certified that the rice described above is BASMATI RICE and that the information shown in this certificate is correct.  

    Place and date: Signature: Stamp:  

11. CERTIFICATION BY COMPETENT CUSTOMS OFFICE OF COUNTRY OF EXPORT  

    Customs formalities for export to the European Economic Community of the rice described above have been completed.  

    Type, number and date of export document: Name and country of Custom office:  

    Signature : Stamp:  

12. FOR COMPLETENT AUTHORITIES IN THE COMMUNITY