Time Release Study at Seven Integrated Check Posts

DISCLAIMER

This report has been prepared by Ernst & Young LLP, a limited liability partnership registered under the Limited Liability Partnership Act, 2008, having its registered office at 22 Camac Street, 3rd Floor, Block C, Kolkata – 700016, in accordance with an engagement agreement for professional services with Land Ports Authority of India (LPAI). Ernst & Young LLP's obligations to Land Ports Authority of India are governed by that engagement agreement. This report has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax, or other professional advice. Refer to your advisors for specific advice.

Ernst & Young LLP accepts no responsibility to update this report in light of subsequent events or for any other reason.

This report does not constitute a recommendation or endorsement by Ernst & Young LLP to invest in, sell, or otherwise use any of the markets or companies referred to in it. This report (and any extract from it) may not be copied, paraphrased, reproduced, or distributed in any manner or form, whether by photocopying, electronically, by internet, within another document or otherwise, without EY prior written permission. The report or its contents shall not be referred to or quoted in any registration statement, prospectus, offering memorandum, annual report, any public communication, loan agreement or other agreement or document without EY prior written consent.

The findings submitted in this Report are based on information collated through primary as well as secondary research. We have taken due care to validate the authenticity and correctness of sources used to obtain the information; however, neither we nor any of our respective partners, officers, employees, consultants or agents, provide any representations or warranties, expressed or implied, as to the authenticity, accuracy or completeness of the information, data or opinions that third parties or secondary sources provided to us.

To the fullest extent permitted by law, Ernst & Young LLP and its members, employees and agents do not accept or assume any responsibility or liability in respect of this report, or decisions based on it, to any reader of the report. Should such readers choose to rely on this report, then they do so at their own risk.

Abstract

Land Ports Authority of India (LPAI) is statutory body working under Ministry of Home Affairs, Government of India. LPAI is responsible for creating, upgrading, maintaining and managing border infrastructure in India. One of the major functions of LPAI is to develop and maintain ICP. An ICP acts as an integrated facility for trade facilitation and passenger movement.

As per the mandate of NTFAP, LPAI had decided to undertake time release study at seven operational ICPs: Attari, Agartala, Jogbani, Petrapole, Raxaul, Srimantapur and Sutarkandi.

EY has been engaged by LPAI to carry out the time release study at the seven ICPs as per guidelines World Customs Organisation.

The study has calculated current release times through each ICP, benchmarked the release time for future studies, identified bottlenecks in clearance process and suggested necessary measures to improve efficiency and effectiveness of border procedures.

Keywords

Cross Border Trade, Customs, Export, Import, Integrated Check Post (ICP), Land Port Authority of India (LPAI), Time Release Study, World Customs Organization

Acknowledgments

We are grateful to the Land Ports Authority of India (LPAI), Ministry of Home Affairs, Central Board of Indirect Taxes and Customs (CBIC), Directorate General Systems, Commissioner of Cutoms (Preventive), Amritsar/Patna/Shillong/Kolkata, Central Warehousing Corporation, Directorate of Plant Quarantine and Storage, Animal Quarantine & Certification Services, Directorate General of Health Services, Food Safety and Standards Authority of India, Assam Rifles, Sashastra Seema Bal and Border Security Force, Balmer Lawri & Co. Ltd., Foreigner Regional Registration Officer, Amritsar/Patna/Shillong/Kolkata, Department of Revenue, Ministry of Finance,. The project team is indebted to the Land Ports Authority of India (LPAI) for providing constant necessary support. We would particularly also like to thank all the ICP Managers, ICP Staff, Custom Inspector and Superintendent for extending cooperation and help during all the stages of the Study.

We would like to convey our heartfelt thanks to exporters, traders, importers, drivers for sparing time to interact with us and provide us with valuable inputs.

List of Abbreviations

Abbreviations	Description
AQ	Animal Quarantine
BoE	Bill of Entry
BoI	Bureau of Immigration
BSF	Border Security Force
CBIC	Central Board of Indirect Taxes and Customs
CDSO	Central Drugs Standard Control Organization
CHA	Custom House Agent
EDI	Electronic Data Interchange
EXIM	Export Import
EY	Ernst and Young LLP
FSSAI	Food Safety and Standards Authority of India
GDP	Gross Domestic Product
ICP	Integrated Check Post
ICEGATE	Indian Customs EDI Gateway
LEO	Let Export Order
LPAI	Land Ports Authority of India
MoHFW	Ministry of Health and Family Welfare

Abbreviations	Description
NTFAP	National Trade Facilitation Action Plan
OOC	Out of Charge
PGA	Partner Government Agencies
PQ	Plant Quarantine
RMS	Risk Management System
SB	Shipping Bill
SSB	Sashastra Seema Bal
SWIFT	Single Window Interface for Facilitating Trade
TFA	Trade Facilitation Agreement
TRS	Time Release Study
WCO	World Customs Organization
WTO	World Trade Organisation

Units

Unit of measurement	Multiplication unit	Converted unit of measurement
1 kilometer	1,000	1000 meter (m)
INR 1 Lacs	1,00,000	INR 1,00,000
INR 1 Crore	1,00,00,000	INR 1,00,00,000
1 USD	77.60	INR 77.60

Note: Currency conversion rates are as of 03.06.2022

Table of Contents

Executive Summary

Streamlined export and import procedures at the Indian borders has been a thrust area for the Indian government, and a host of key reform measures have been taken on the ground by the policy establishment in the recent years to ensure ease of doing business. With the signing of the WTO Trade Facilitation Agreement, the National Committee on Trade Facilitation (NCTF) – which was established to oversee the implementation of the TFA in India – developed the National Trade Facilitation Action Plan (NTFAP). The NTFAP proposes to reduce the average release time – for Integrated Check Posts – of import and export to less than 48 hours and 24 hours respectively.

Though the Land Ports Authority of India (LPAI) and other key stakeholders have taken unprecedented initiatives to bolster trade through the land ports, there are certain challenges which continue to affect trade through these ports. To iron out such challenges, the LPAI initiated a TRS exercise – as a part of the NTFAP – to assess operations at seven key ICPs (ICP Petrapole, ICP Agartala, ICP Srimantapur, ICP Sutarkandi, ICP Raxaul, ICP Jogbani and ICP Attari) – handling trade with neighboring countries such as Bangladesh, Nepal and Pakistan – through dwell time analysis and documentation of stakeholder feedback on pressing issues affecting various EXIM processes.

The study, therefore, has primarily focused on mapping of key stakeholder-wise processes governing operations at the ICPs and analyzing timelines of the same. Subsequently, qualitative assessment has been conducted to identify key bottlenecks in various processes in India as well as in counterpart countries wherever necessary. Finally, opportunities for expedited movement, release and clearance of goods – in the form of reforms entailing stakeholder-wise suggestions to improve dwell time – have also been documented in the form of country-wise as well as stakeholder-wise reform measures.

The average import dwell time was within the NTFAP target for all ICPs except ICP Attari and the average export dwell time was within the stipulated target in case of all the ICPs apart from ICP Petrapole. However, it may be noted that imports at ICP Attari have to go through 100% manual checks. Also, EXIM traffic at ICP Petrapole is significantly higher as compared to other ICPs. These factors may preliminarily explain the inflated timelines recorded at these ICPs. However, there are other qualitative factors determining movement through all the ICPs under assessment.

Factors such as condition of approach road, availability/modernization of facilities such as scanners, warehousing (and usage of warehouses by traders), customs clearance (including PGA certification), etc. as well as availability of mirror infrastructure across the border are some of the key factors affecting trade. In addition to dwell time analysis, this report aims at dissecting these qualitative

aspects to gather insights into key determinants of trade through the land route. Consequently, it attempts to lay out ICP-specific roadmaps – entailing responsible stakeholders as well – to facilitate key reforms in line with the vision of the policy establishment.

1

Introduction

1 Introduction

India is one of the fastest-growing major economies in the world. In 2020, trade contributed approximately 36.5% of the GDP in India as compared to world average of approximately 53% in 2020. There is significant opportunity for India to boost its trade.

Trade Facilitation has become an important theme world over. This is because, international trade plays a pivotal role in a countries' economic development and competitiveness. Governments across the world are taking initiatives and implementing measures for faster movement of cargo across borders.

As an early measure, Government of India formulated the National Trade Facilitation Action Plan (NTFAP) to be an active facilitator of trade. The NTFAP list specific measures assigned to each stakeholder with indicative timelines for implementation.

The overall objective of the plan is to Improve India's ranking on Trading Across borders indicator of World Bank's Doing Business ranking under 50, bring down cargo release times and enable paperless regulatory environment.

The Goal of NTFAP is to bring down overall cargo release time with respect to clearance of goods as:

- Imports – less than 48 hours for Sea / ICD / ICP and less than 24 hours for Air
- Exports – less than 24 hours for Sea / ICD / ICP and less than 12 hours for Air

To achieve the goal, NTFAP 2020-23 has prepared a list of several measures. One of the measures laid down by NTFAP was to conduct National Time Release Study (TRS).

India's North and North-Eastern regions are well connected through land to other South Asian and South-East Asian countries namely Nepal, Bangladesh, Bhutan, Myanmar, Pakistan, Afghanistan and China thus increasing its potential to enhance trade via land.

Along this 15,106 km long international border, ICPs are developed to facilitate customs, immigration and border security, quarantine among others under a single roof. ICP's improve coordination with diverse stakeholders responsible for trade and passenger movement and improve bilateral relations with neighboring countries.

LPAI is responsible for creating, upgrading, maintaining and managing border infrastructure of ICPs. LPAI has developed nine operational ICPs which accounts for approximately 65% of the current level of the cross-border land trade. This indicates that an integrated trade facility at border increases the efficiency in terms of time, cost and ease of trade. In 2020-21, ICPs in India facilitated trade worth Rs 95,488 crores and passenger movement of 2,62,396 persons. Considering the quantum of trade through ICPs, efficiency and effectiveness of border procedures become of paramount importance for smooth flow of cargo.

Since ICPs are included in NTFAP, the role of LPAI has become even more crucial in facilitation of trade.

To comply with the mandate of NTFAP and transform the cross-border clearance ecosystem, LPAI has undertaken time release study at seven operational ICPs: Attari, Agartala, Jogbani, Petrapole, Raxaul, Srimantapur and Sutarkandi.

For this, LPAI has appointed EY as the consultant. EY has undertaken a detailed study at these ICPs with assistance of Nodal Officers and custom officials to measure the performance of trade flow, calculate current release time for clearance of goods, identify bottlenecks and suggest changes to improve the performance, thereby leading to a steady reduction in clearance times and trade transaction costs.

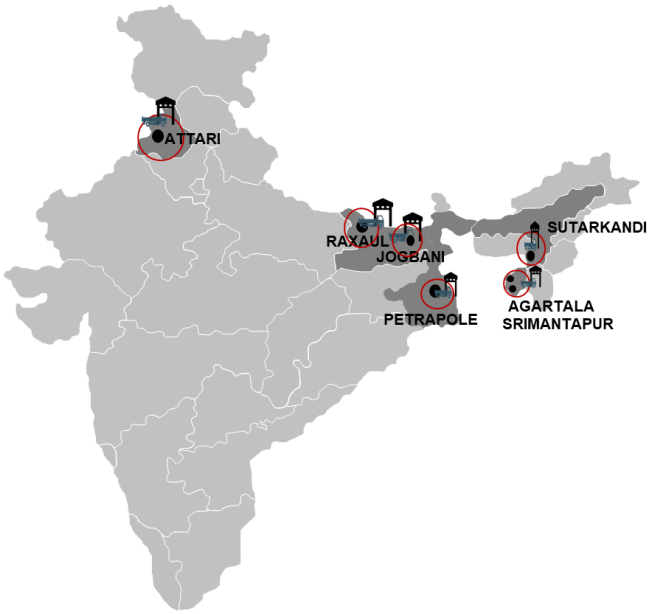
The present study has been conducted by EY to achieve the following specific objectives:

1. To undertake Time Release Study at the 7 selected ICPs – the analysis has been undertaken for overall EXIM processes and stakeholder-wise analysis
2. To conduct mapping of the overall EXIM processes at the ICPs, with detailed identification of stakeholder-wise processes
3. To identify manual processes and physical touch-points, bottlenecks and inefficiencies (including relevant stakeholders) to bring down overall release time
4. To map overall timelines at the selected ICPs with respect to different targets set by various government committees/departments such as LPAI, NTFAP, NCTF, etc.
5. To identify opportunities for expedited movement, release and clearance of goods in the form of reforms entailing stakeholder-wise suggestions to improve dwell time

2 Scope and Methodolog

2 Scope and Methodology

2.1 *Scope*



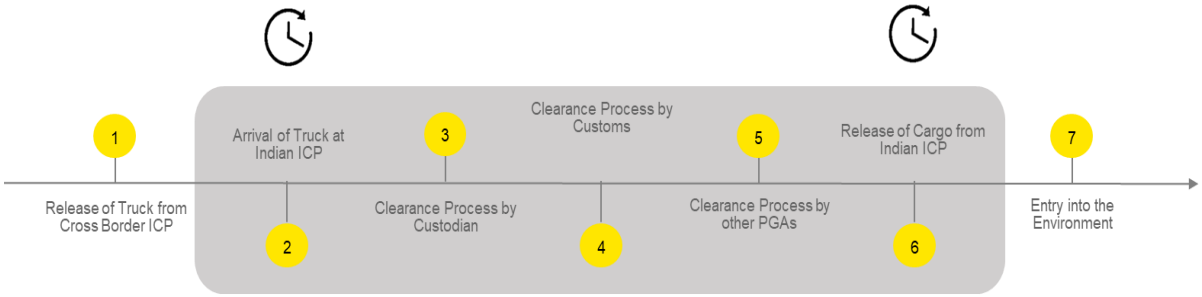
7 operational ICPs were selected to be studied under the TRS exercise namely, Agartala (Tripura), Srimantapur (Tripura), Sutarkandi (Assam), Petrapole (West Bengal), Jogbani (Bihar), Raxaul (Bihar) and Attari (Punjab). The details of these ICPs have been provided in Annexure 6.2

This study included process attributing to both Customs and Custodians carried out at an ICP. Study measures the time from arrival of cargo in the ICP premises to physical release of cargo into the environment. In this regard, this study involves all the stakeholders such as Custodians, Customs, BSF, PGAs, CHAs, Importer and Exporter, etc.

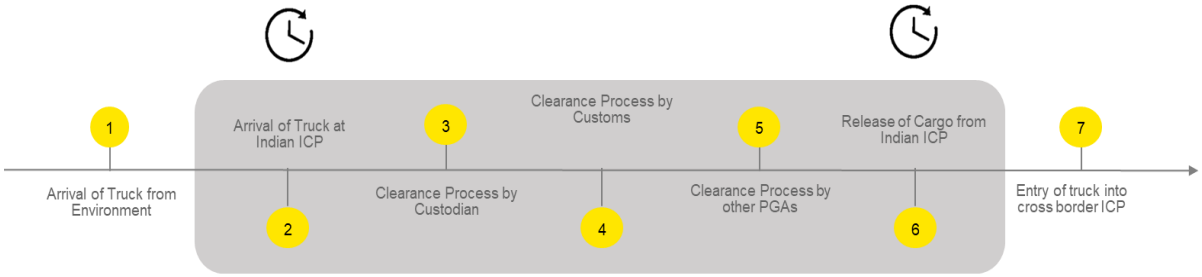
The study has been conceived as a multidimensional analysis, the overall coverage being:

- Time Release Study to compute ICP-wise cargo release time
- Assessment of dwell-time studies undertaken by various agencies as well as benchmarking of methodologies
- Development of a uniform, multi-dimensional methodology which comprehensively covers end to end clearance and release processes to measure the average release time for goods
- Collection and assessment of data sets related to movement, release and clearance of goods
- Comprehensive analysis of timelines related to all government agencies and logistics processes involved
- Identification and cataloguing of bottlenecks responsible for higher dwell-time and measures to remove the same

- Engaging all trade stakeholders from government and private sector to critically review existing border procedures and develop an evidence-based foundation for simplification and harmonization
- Commodity-wise analysis by HS Code (4 digit)
- Study shall measure the time from arrival of cargo in the ICP premises to physical release of cargo into the environment.
- Additionally, it only includes clearances process taking place on the Indian side of international border. The process carried for import cargo before crossing international border and for export cargo after crossing international border shall be excluded from the study.



Import Process



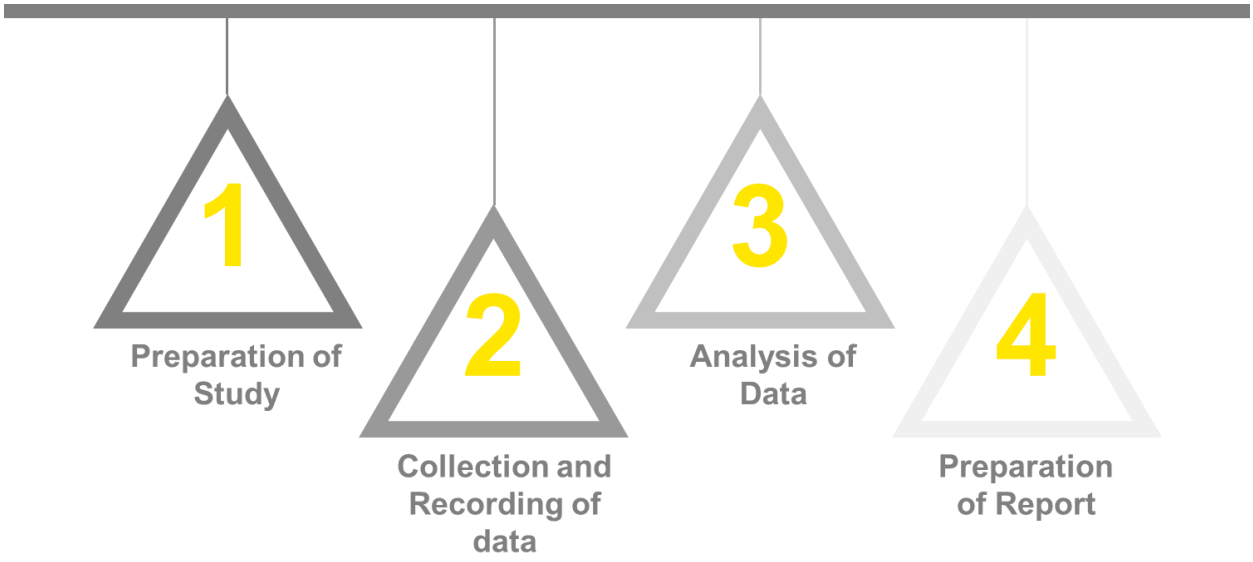
Export Process

2.2 *Methodology*

Developed and promoted by the World Customs Organization (WCO), Time Release Study (or TRS) is used to measure the average time taken between the arrival of goods and their release. The outcome of TRS enables various stakeholders in the trade ecosystem to identify both the problem areas and potential corrective actions to enhance their efficiency.

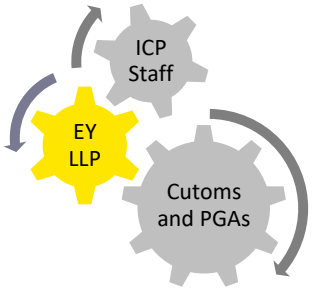
Standard definition of release time: The definition of release time in this study is consistent with the WCO definition of release time being equal to the arithmetic mean of the time taken between the physical arrival of cargo at the ICP gate and their final physical release from ICP via standardized system.

The following steps were taken in order to carry out studies on TRS:



Phase I – Preparation of the Study

A Working Group was established responsible for the carrying out overall project which brought together all the relevant officials, including those from other government agencies, who were to be involved in the project from the outset. In this regards, ICP managers were appointed as Nodal Officers to act as single point of contact for the respective ICP. Later, all the concerned stakeholders were communicated about conducting Time Release Study, appointment of Nodal Officers and way forward.



A workshop was conducted in presence of LPAI officials, EY Team and BRIEF[1] team to sensitize the Nodal Officers about the Time Release Study, on the NTFAP Mandate, objectives and importance of TRS and how this tool will baseline and benchmark the time required for release of Cargo into the environment for future studies. Additionally, views were exchanged on process overview and data templates.

TRS commenced on 24.09.2021 with a kick-off meeting which was attended by LPAI officials, Subject Matter expert, Nodal officers and the research team.

Phase II – Planning and Collection of Data

a) Designing the template

Being a non-fully automated environment, templates were designed to capture significant relevant data in structured format required for the study. Form contained various data fields to be filled by either customs or custodians or both. Separate templates were designed for customs and custodians with some common fields like shipping bill no., bill of entry no., truck no. etc., playing the key role of identifier. The two templates were then stitched together in order to ascertain overall clearance process and view the data in chronological sequence. Templates used for capturing the data is attached at Annexure 6.1.

b) Collection of Data

The data collection exercise was for two weeks starting from 15th November 2021 to 28th November 2021. All the trucks that entered ICP premises from 15th November were part of the study. Considering some trucks may enter ICP

[1] Bureau of Research on Industries and Economic Fundamentals, New Delhi. The team is led by Afaq Hussain.

premises on the last day of data collection i.e. 28th November 2021, a buffer period of a week was provided until 6th December 2021 to ensure that the gate out of these trucks was recorded. TRS data collection was mainly implemented by the ICP executives with support of Customs and Land Port Authority. For the 4 ICPs having EDI facilities, data pertaining to customs recorded on ICEGATE was requested from DG Systems.

Source of data collection is as under:

#	ICP	EDI/ Non – EDI	Custodian Data		Customs Data	
			Import	Export	Import	Export
1.	Petrapole	EDI	Nodal Officer	Nodal Officer	Requested from DG Systems	
2.	Attari	EDI	Nodal Officer	Nodal Officer	Requested from DG Systems	
3.	Raxaul	EDI	Nodal Officer	Nodal Officer	Requested from DG Systems	
4.	Jogbani	EDI	Nodal Officer	Nodal Officer	Requested from DG Systems	
5.	Srimantapur	Non - EDI	Nodal Officer	Nodal Officer	Customs at ICP	Customs at ICP
6.	Sutarkandi	Non - EDI	Nodal Officer	Nodal Officer	Received with time missing	
7.	Agartala	Non - EDI	Nodal Officer	Nodal Officer	Customs at ICP	Customs at ICP

c) Sampling

EXIM Trucks	ICP						
	Agartala	Petrapole	Srimantapur	Sutarkandi	Jogbani	Raxaul	Attari
Total International Import Trucks	453	1931	155	265	720	1165	868
Total Export Trucks	274	3874	130	1516	3944	8078	-

Phase III – Analysis of Data

1) Analysis of Data

The data analyzed in the report was recorded against truck numbers and collated as per the aforementioned time period. Therefore, dwell time of each ICP was calculated as the average of truck-wise time taken from the first activity to the last one under each custodian. For instance, the import dwell time of trucks at a certain ICP was calculated as the average time taken from arrival of international trucks at ICP to loaded Indian trucks ICP gate out time.

Broadly, the following steps have been considered during analysis –

- Data related to movement of the import and export trucks was collected from stakeholders such as ICPs and respective custom departments.
- For certain ICPs, separate trucks carry import goods to the ICP (international trucks) and from the ICP to the hinterland (Indian trucks). For such ICPs, it has been frequently found that more Indian trucks carry goods from the ICP than international trucks bringing goods into the ICP under a specific bill of entry. In such cases, the gaps in the entry timelines of international trucks were replaced by the median value of the time of arrival of trucks under a particular bill of entry.
- The analytical process involved stakeholder-wise calculation of dwell time and subsequently, consolidation of the same in the process chain of EXIM trade.
- The representation of time in this report has been done in the hour format, i.e. [h]:mm.

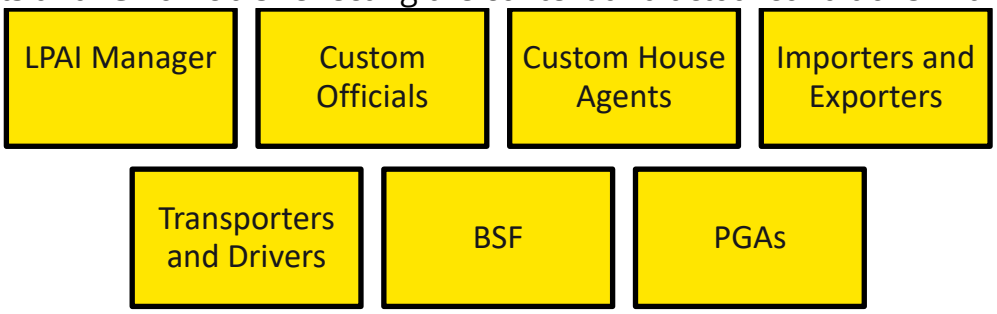
- The total time taken by each custodian has been calculated as the time taken from the arrival of the trucks under its custodianship to the release of the loaded truck by the custodian, and not as a summation of time taken for individual processes, even if they are linear in nature (except for customs). The reason for the same is that the sample size of each process under an agency differs, and therefore aggregating the time taken for individual processes to arrive at the overall dwell time becomes infeasible.
- The data for PGAs has been collected from the respective custom departments.

2) Limitations

#	Issues Faced	Description
1.	**Data inconsistency**	Many date and time entries are inconsistent vis-à-vis the ICP process. *e.g., ICP Gate in – ICP Gate out; Arrival at ICP – OOC generation; Registration – Payment of Duty etc.* International truck number is not available in custom and custodian templates leading to difficulty in stitching the data.
2.	**Outliers**	While calculating the release time for trucks, it was observed that some trucks had significantly high release time; these outliers tend to make the average skewed. In order to overcome this challenge, the calculated durations between any two activities, which were above 30 days (~720 hours), were not included in the calculation of release time.
3.	**Irrespective of size and commodity contained**	The import and export dwell time has been calculated on the basis of movement of trucks, irrespective of size and commodity contained.

Phase IV – Field Visits and stakeholder interactions

Field visits to all the selected ICPs took place between 8th May 2022 and 22nd May 2022. The survey results were validated through consultation amongst selected experts and ICP officials reflecting the context and actual conditions in the field.



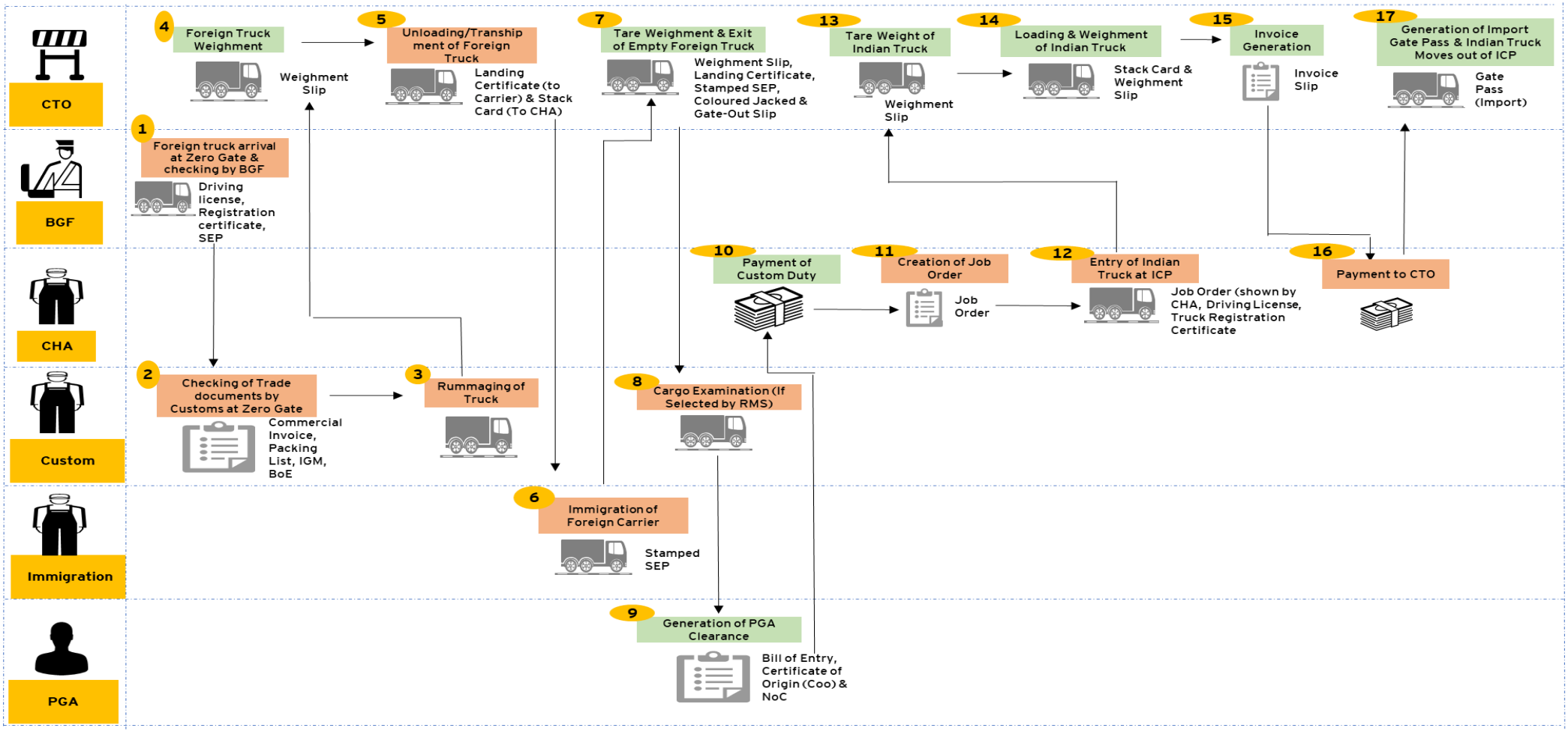
Phase V – Preparation of the Report

After the assessment of relevant qualitative and quantitative information gathered from primary and secondary sources, the report has been prepared with the present status of the import and export timelines and an action plan is included addressing the measures and strategic initiatives that need to be taken, based on the gaps and bottlenecks identified during entire course of Time Release Study.

3 EXIM Process

3 EXIM Process

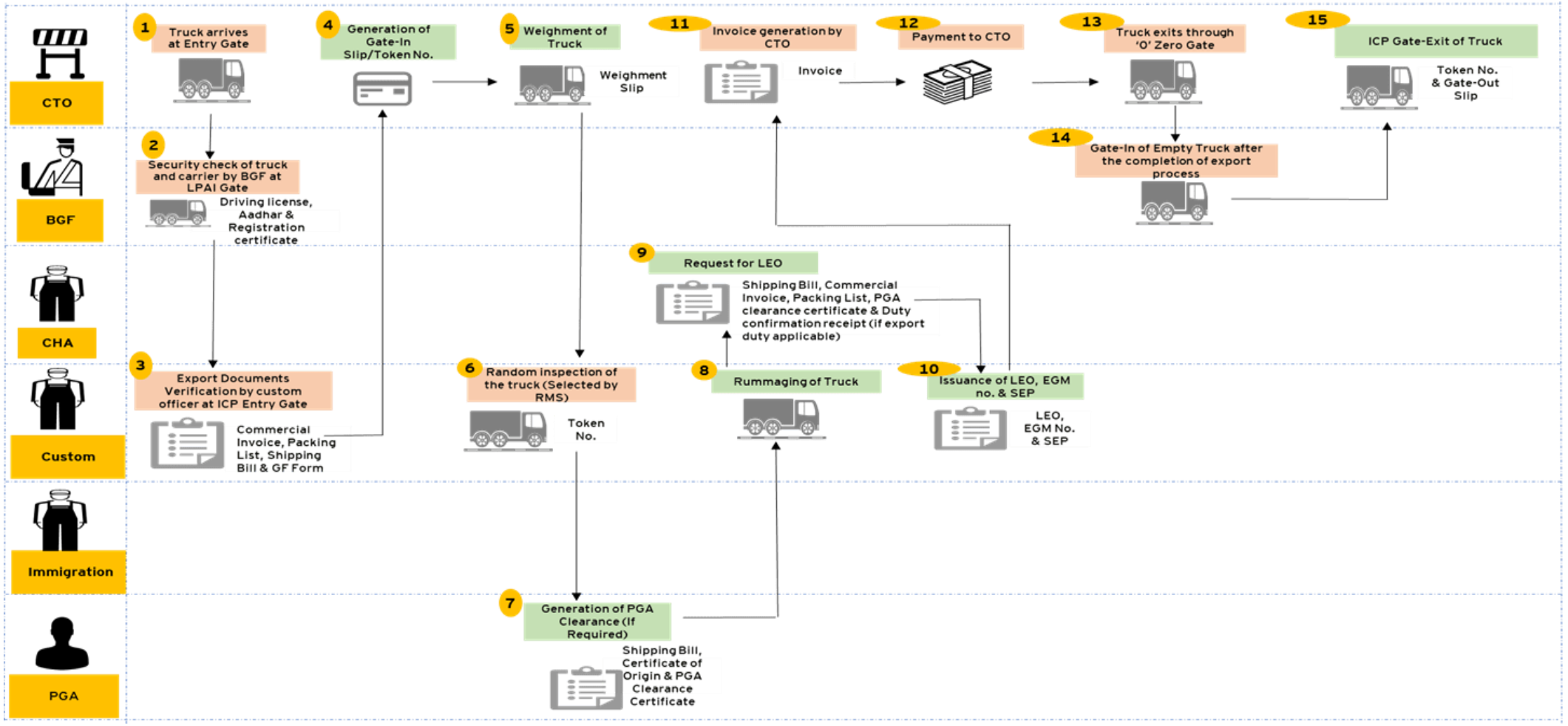
3.1 *Import Process*



Note: Nepal cargo does not need to undergo transshipment at the ICP, under the Treaty of Trade and Transit between India and Nepal

For imports from Pakistan/Afghanistan, each truck is unloaded in the warehouse for custom clearance, due to security reasons

3.2 *Export Process*



List of Regulatory Approvals required for cargo clearance as per stakeholder interactions:

1. Assistant Commissioner
2. Group Superintendent
3. Shed Superintendent
4. Shed Inspector
5. Gate Inspector

For import, the list of standard documents to be submitted are:

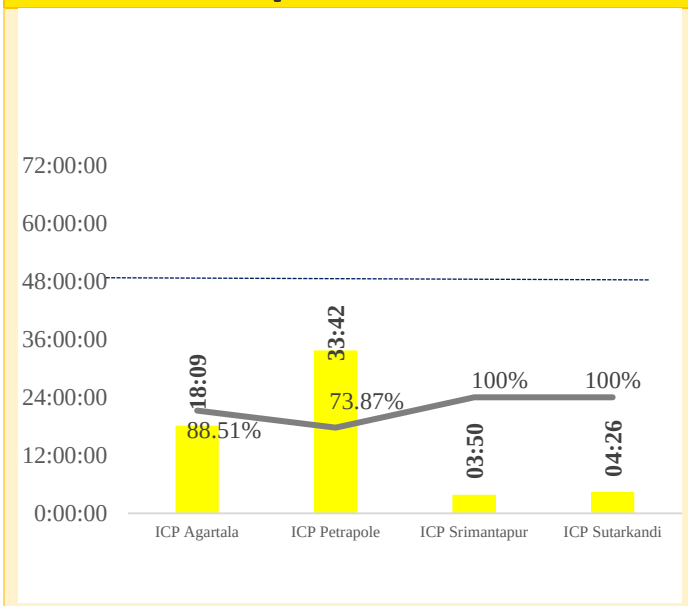
1. Certificate of Origin
2. Commercial Invoice and Packing List
3. SAFTA Certificate, if applicable
4. PGA Certificates, if applicable such as FSSAI and BIS and any other certificate as application as per import policy
5. Bill of Lading
6. Car Pass
7. Duty Deposit
8. Import Export Code (IEC) Certificate (one-time)
9. PAN Card
10. GST certificate

For export, the list of standard documents to be submitted are:

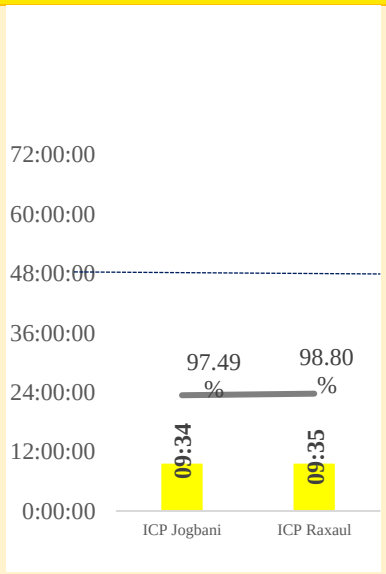
1. Certificate of Origin
2. Purchase Invoice/ Tax Invoice and Relevant E-Way Bill
3. Export Contract
4. Letter of Credit / Telegraphic Transfer (TT) in advance
5. Authorized Dealer (AD) Code
6. Export Invoice
7. Packing List
8. Export Report
9. Car Pass
10. Export Declaration Form
11. Drivers Declaration
12. Consignment Note/ Truck Receipt
13. Tare Weight Declaration x 2 Per Inv
14. Any other certificate if directed through letter of contract/Proforma invoice/ LC
15. Import Export Code (IEC) Certificate (one-time)
16. PAN Card
17. GST Certificate

4 Country-wise Dwell Time Analysis through Land

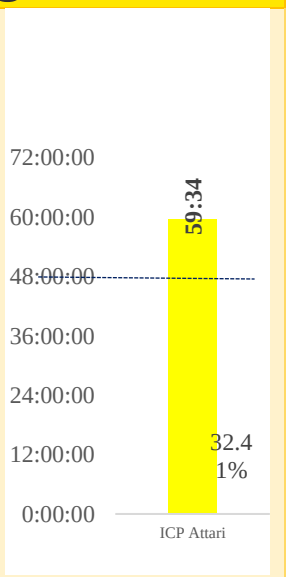
Overall Import Time with share of NTFAP Target



India – Bangladesh

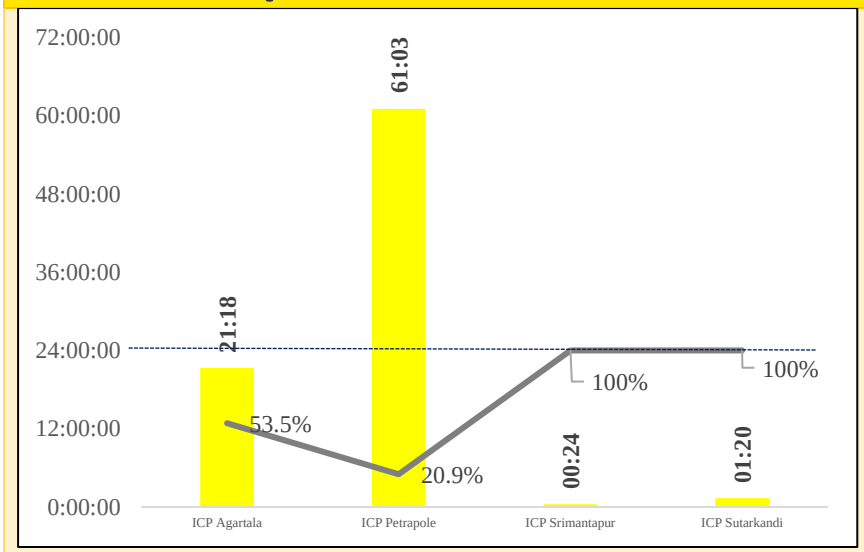


India-Nepal

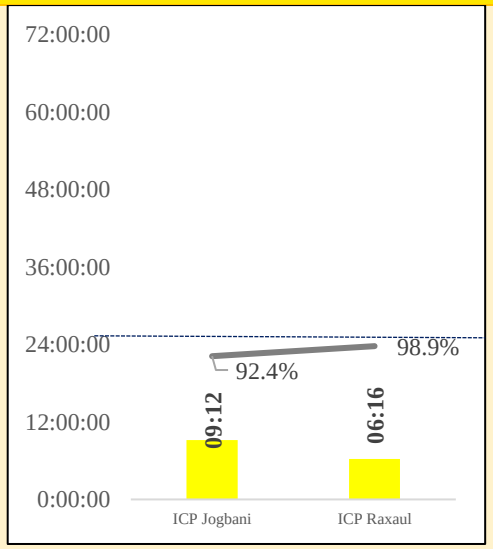


India-Pakistan

Overall Export Time with share of NTFAP Target



India – Bangladesh



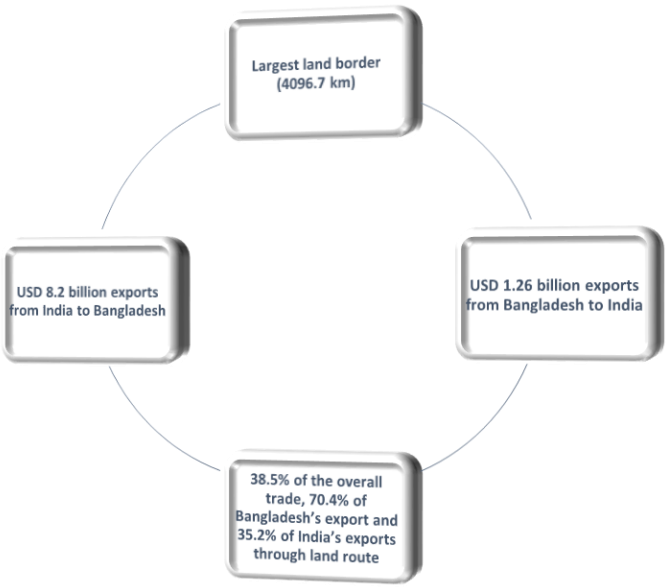
India-Nepal

4 Country wise Dwell time Analysis through land routes

4.1 *India-Bangladesh*

4.1.1 Overview

Stretching over West Bengal, Assam, Meghalaya, Mizoram and Tripura for 4096.7 km[2], India shares the longest land border with Bangladesh. Bangladesh is also India's largest trading partner in South Asia, whereas India is Bangladesh's second largest trading partner. Bilateral commerce between India and Bangladesh has consistently increased over the last decade, with Bangladesh's exports tripling to USD 1 billion in 2018-19. In the fiscal year 2019-20, India's exports to Bangladesh totalled USD 8.2 billion, while imports totalled USD 1.26 billion.[3] Major export commodities from India to Bangladesh include cotton, cereals, cars, machinery, fuel and raw materials; whereas Bangladesh exports fabric, garments, apparels and vegetables to India. In essence, a flourishing trade between India and Bangladesh would mean business growth, increased job opportunities and conversion of raw materials into finished goods (such as shoes and shirts) for onward sale and use around the world.

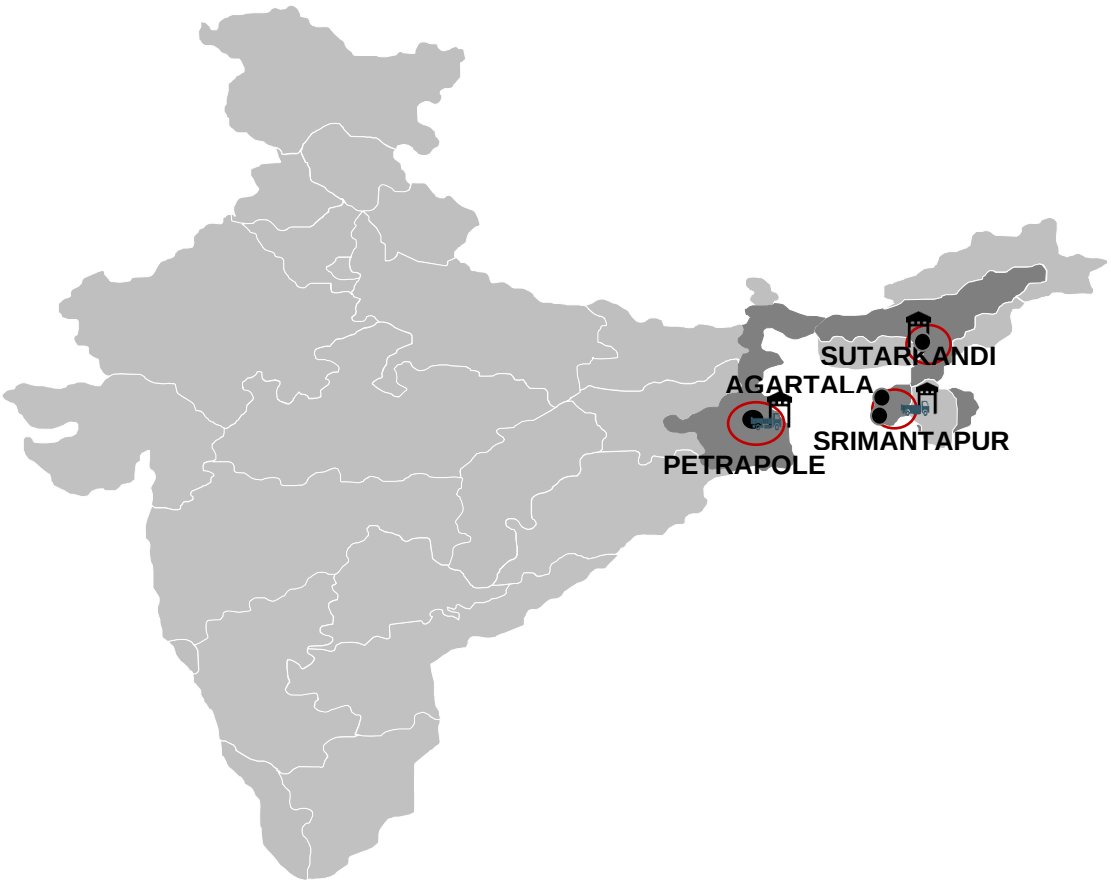


The trade between India and Bangladesh happens through road, rail, air, maritime, and inland waterways. Out of the overall trade between India and Bangladesh in 2018, 38.5% happened via land route.[4] A major portion of exports from Bangladesh to India move through land, with around 70.4% of Bangladesh's export happening through either road or rail. The exports from India to Bangladesh follows more diverse path, with 35.2% of

[2] https://www.mea.gov.in/Portal/ForeignRelation/India_Bangladesh_MAR2021.pdf
[3] Ibid.
[4] Strengthening Trade Along The Dhaka-Kolkata Route. Asian Development Bank. 2021. https://www.adb.org/sites/default/files/publication/755651/strengthening-trade-dhaka-kolkata-route.pdf

the exports happening through the land routes. This is because there are more diverse options of trade route present at the Indian exporter's disposal. Additionally, the quantity of goods exported from India to Bangladesh are relatively larger in volume as compared to the Bangladeshi counterpart resulting in decreased share of trade via land route for India. Increased use of land ports to conduct trade between the two countries can significantly reduce the trade costs and streamline the trade process between two countries resulting in a win-win situation for both India and Bangladesh. Enhanced trade through the ICPs can unshackle the potential of north-eastern region and provide a solution associated with the logistics challenges of the "Chicken's Neck Corridor".

For the purpose of the study, 4 ICPs on the India-Bangladesh border, namely, Agartala, Srimantapur, Sutarkandi and Petrapole have been identified. Total trade from these ICPs was INR 21,614.35 Crores and INR 16,671.37 Crores in 2019-20 and 2020-21 respectively.



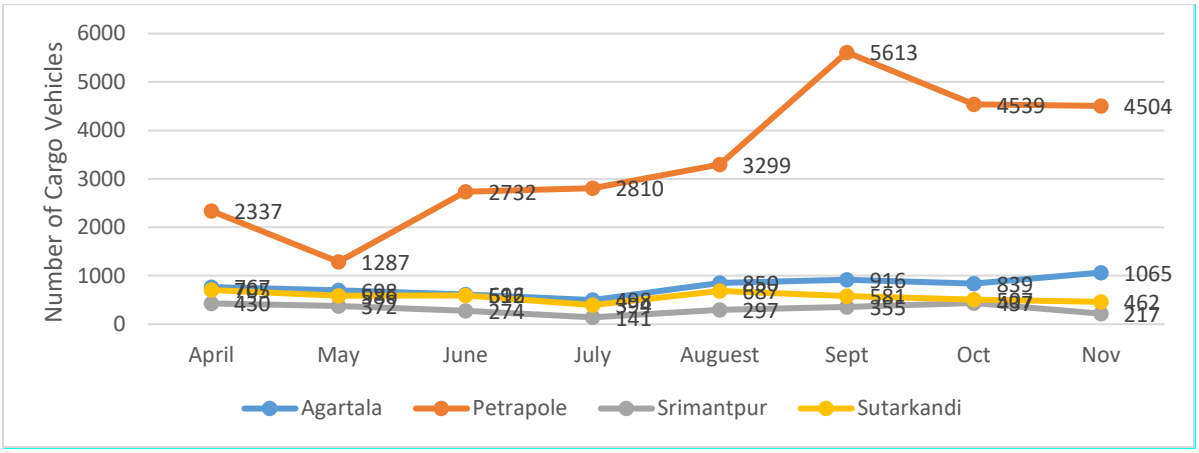
	Agartala	**Petrapole**	**Srimantapur**	**Sutarkandi**
Location	Tripura	West Bengal	Tripura	Assam
Bangladesh Land border	Akhaura	Benapole	Comilla	Sheola
Trade (Cr) in 2020-21	581	15,771	81.72	237.65
No. of Cargo Vehicles in 2020-21	11,146	1,06,334	5,714	8,534

4.1.2 Assessment of Import Timelines

i. Assessment of Import Cargo Movement

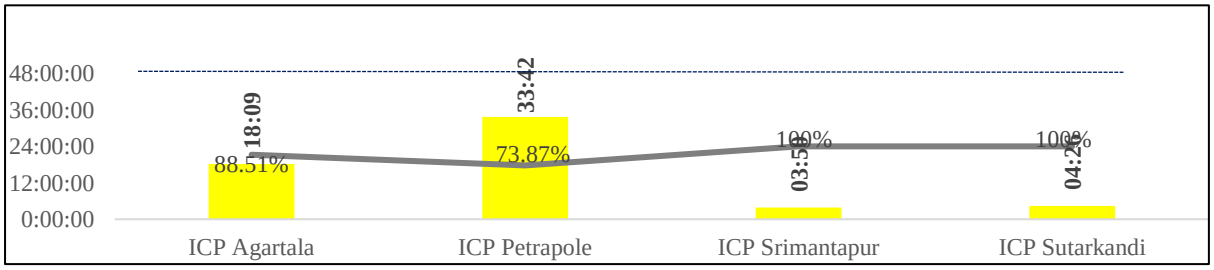
The trend of import cargo movement for ICP Agartala, Petrapole, Srimantapur and Sutarkandi has been depicted in figure 1 below, for April-November 2021. Maximum cargo is imported from from Petrapole. Nearly 70 percent of the land-based trade between India and Bangladesh takes place through ICP Petrapole.[5]

Figure 1: Number of Import Cargo Vehicles (April-November, 2021)



ii. Dwell Time Analysis

Figure 2: Overall Import Time with share of NTFAP Target



The overall ICP dwell time, as can be observed in figure 2, where the import dwell time of trucks at an ICP was calculated as the average time taken from arrival of international trucks at ICP to loaded Indian trucks ICP gate out time. The average import dwell time of all the ICPs from Bangladesh were found to be within the import dwell time target of 48 hours. The average import dwell time at ICP Srimantapur and ICP Sutarkandi are found to be considerably low, among which ICP Srimantapur logged an average import time of 03:50 hours, thereby emerging as the best performing ICP among all.

[5] Source: Integrated Check Posts-Gateway to India. LPAI

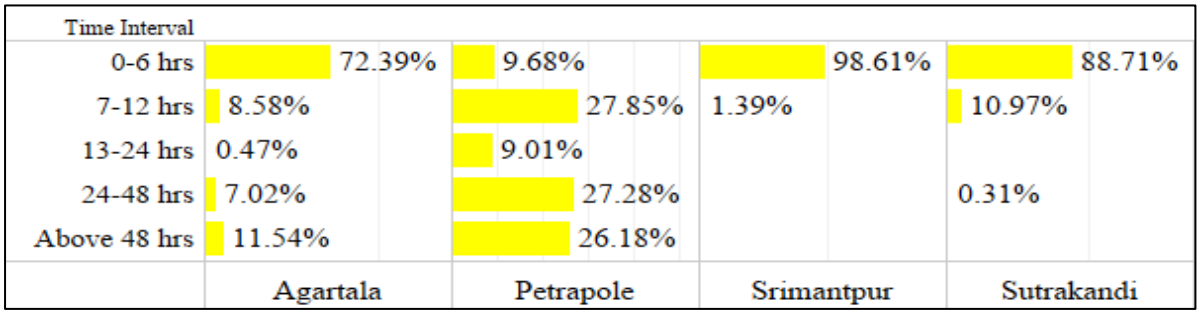
While taking percentage-wise distribution, it has been observed that cent percent trucks of ICP Srimantapur and Sutarkandi were released within the NTFAP target for import, thereby reflecting streamlined operations. However, the performance of ICP Agartala and ICP Petrapole were moderate and the performance of ICP Petrapole displayed considerable room for improvement compared to the other ICPs based on the assessment of trucks released within NTFAP timelines. But it must also be noted that the trade volumes handled at ICP Petrapole are significantly higher as compared to the other counterparts, which affects traffic movement.

Delays on the traders' front also cause significant deferrals in movement of cargo out of ICPs. For instance, at ICP Agartala, more than 11% trucks remain stranded at the ICP for more than 48 hours due to considerable godown occupation, which is the most pressing operational issue at the ICP. The importers – a notable share of whom do not own godowns – use the ICP warehouse at moderate rates and clear the goods as per market demand. Warehousing/storage facilities are meant to hold cargo till customs clearance is complete; however, the same often is not practiced at ICP Agartala – as per feedback received – as the traders sell from the ICP warehouse. The release time for around 26% trucks is more than 48 hours at ICP Petrapole owing to considerable congestion, lack of sufficient import warehouses, dearth of full body truck scanners and absence of PGA facilities within the ICP. Further, at ICP Srimantapur, Indian trucks arriving to carry imports get stuck overnight at the parking yard due to overall delays in cargo movement. It has been reported that CHAs – who are majorly from Agartala – often arrive late at the ICP, which delays the customs process. Further, delays are often faced in receiving PGA clearances. Therefore, many a times, the trucks have to wait – post transhipment – for the clearance process to complete. Delays are also faced due to low handling capacity in Bangladesh as well as non-alignment of working days and hours in Bangladesh and India as reported by stakeholders.

iii. Interval-based Assessment for Import Dwell Time

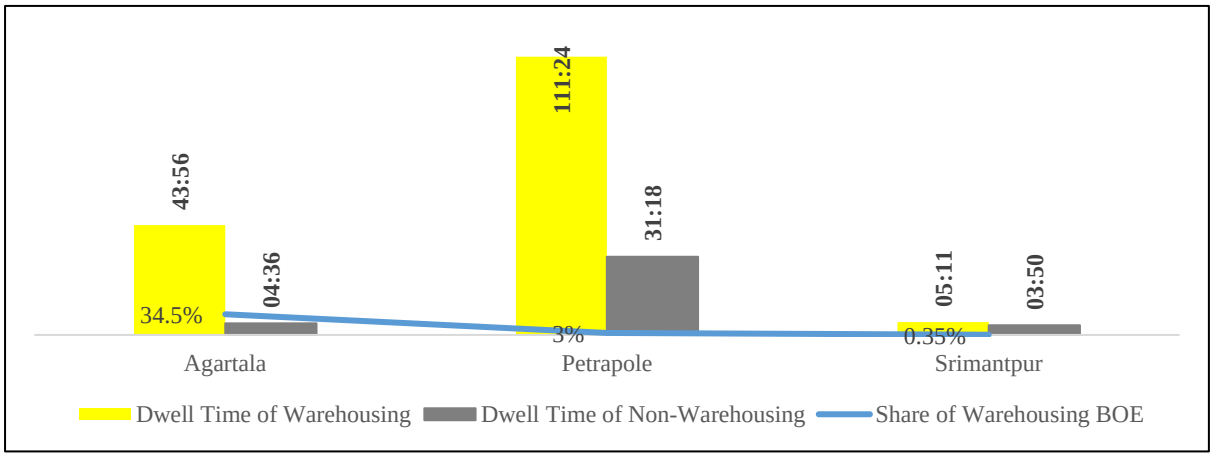
While considering the interval-based assessment of import dwell time – as represented in figure 3 – it has been observed that more than 70 percent of the trucks at ICPs Agartala, Srimantapur and Sutarkandi were released within 6 hours, whereas the metric was merely 9.68 percent at ICP Petrapole.

Figure 3: Interval-based Assessment for Import Dwell Time



It has been noticed that out of the 4 ICPs, there are 3 ICPs i.e. ICP Agartala, ICP Petrapole, ICP and Srimantapur where the arrival of warehousing[6] trucks seems to be prevalent. Post analysing the dwell time gap of warehouse and non-warehouse trucks, it has been identified that the arrival of warehousing trucks is significantly impacting the average dwell time of the mentioned ICPs. The major reason for warehousing and resultant delays is the time required for testing for all the ICPs – facilitating trade with Bangladesh – under assessment. From ICP Petrapole, the FSSAI samples are sent to Kolkata which take considerable time to get clearance. As per feedback from ICP Agartala, the time taken for PGA clearance is considerable for products such as food items, edible oil, beverages, cotton, dry fish, etc. and therefore, such items require warehousing for significant amounts of time. Trader delays also contribute to the metric. Therefore, trucks have to wait post loading and weighment. From ICP Srimantapur, most of the samples are sent to Agartala and products such as carbonated drinks go to Kolkata for testing, which are time consuming processes. Similarly, in case of ICP Sutarkandi, mostly food items require testing as per feedback received. NOC process takes around 14 days and 2 days if the samples are sent to Kolkata and Agartala (for items such as edible oil) respectively.

Figure 4: Dwell Time Comparison Between Warehousing & Non-warehousing Cargo



[6] International trucks carrying consignments of imports that need to be unloaded or stored in warehouses

iv. Category wise Dwell Time Analysis

Table 1: Process wise Dwell Time Analysis

#	ICP	PGA	Non-PGA	Warehouse	Non-Warehouse
1.	Agartala	4:45	4:26	43:56	4:36
2.	Petrapole	159:06	32:56	111:24	31:18
3.	Srimantapur		3:52	5:11	3:50
4.	Sutarkandi	-	-	-	-
00-24 Hrs		24-48 Hrs			More than 48 Hrs

While proceeding with the category-wise dwell time analysis of BOEs, it was found that an import consignment at ICP Petrapole takes almost 5-6 days to complete the entire process of clearance under the category PGA and warehouse, whereas ICP Agartala takes less than 1-2 days. Moreover, it can be noted that the dwell time of a consignments under non warehousing, non-PGA and zero payment duty are comparatively less than the PGA, warehouse and duty payments wherever required.

v. Clearance Time of Import Cargo from Key Nodes of Regulatory

Table 2: Clearance Time of Import Cargo from Key Nodes of Regulatory

Stage wise Analysis		ICPs			
Starting Point	Ending Point	Agartala	Petrapole	Srimantapur	Sutarkandi
Arrival of International/ Import Cargo Truck at Border Gate	OOC Generation (For OOC after arrival at ICP)	16:18	27:40	-	
Out of Charge (OOC) Generation	Loaded Indian Truck ICP Gate Out	2:13	4:02	12:53	

Table 2 reveals the stage-wise time taken by import cargo during the clearance process from the beginning node (arrival of international cargo at the border gate) to the end node (gate out of loaded Indian truck from the ICP). The first stage entails the arrival of international truck at border gate to OOC generation, where ICP Petrapole has taken the maximum time (27:40 hrs), followed by ICP Agartala (16.18 hrs). Post completion of the customs process (OOC generation), it has been observed that loaded Indian trucks took maximum time at ICP Srimantapur (12:43 hrs.) to exit from the ICP gate, followed by ICP Petrapole (4:02 hrs) and ICP Agartala (2:13 hrs.).

Table 3: Clearance Time with share of Import Cargo by PGA

Category wise Time	IND-BANG			
	Agartala	Petrapole	Srimantapur	Sutarkandi
BOE Forwarded to PGA before Arrival at ICP (%)	81%	18%		
Animal Quarantine	03:39 *(72%)*	- *(56%)*		
Plant Quarantine	03:59 *(3%)*	- *(41%)*		
FSSAI Lab	39:37 *(25%)*	- *(3%)*		

Table 3 reveals the time taken by PGAs (Participating Government Agencies) to provide NOC reports for consignments. FSSAI (Food Safety and Standards Authority of India) laboratory was found to take the maximum time to generate NOC report for a consignment at ICP Agartala, where around 81 percent Bills of Entry of consignment was forwarded to the PGA before international truck arrival at the ICP.

PGA Clearance – The ICP Agartala Example

Around 81% BoEs are forwarded to PGAs. PGA clearance related information from the ground are as follows:

- **AQ** – AQ facility/office is present at the ICP. Samples are not required for AQ as document-based clearance is allowed (no need to examine samples physically). Documentation for dry and fresh fish is done in Kolkata. AQ clearance can take time for dry fish (which is stored in the warehouse).
- **PQ** – PQ facility/office is present at the ICP. Physical checks are conducted; however, a very small share of BoEs is sent to PQ.
- **FSSAI**– There are no FSSAI facilities at the ICP and samples are sent to distant places. Delays by FSSAI is the major clearance related issue at the ICP. NOC by FSSAI requires 12-14 hours (and up to 2-4 days) for products such as biscuits, noodles, juices, etc. Some samples – for example, carbonated drinks – have to be sent to Kolkata as there are no facilities in Agartala. It takes up to 3 days to send such

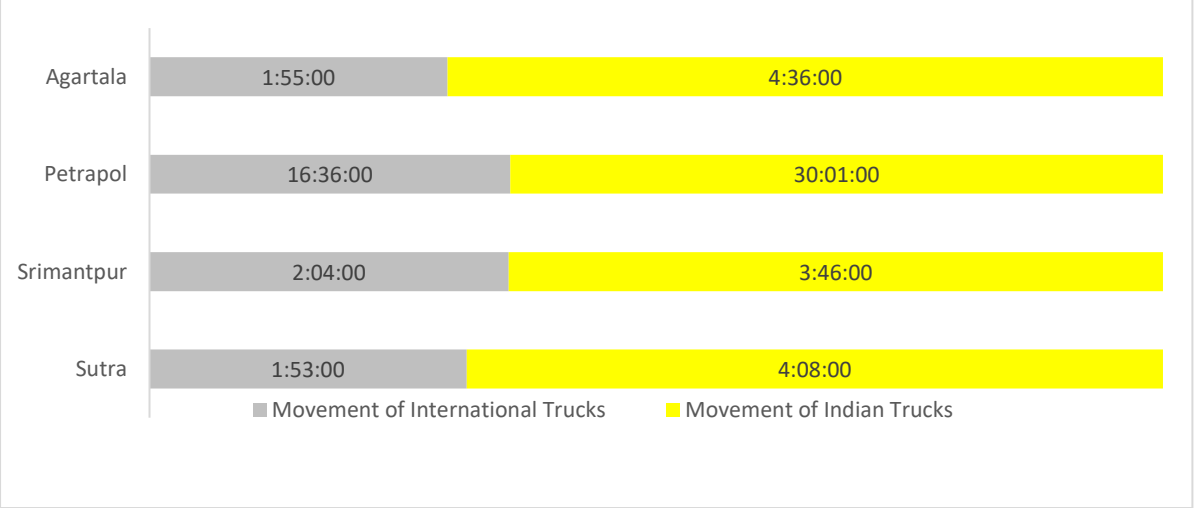
Out of total number of BOEs forwarded to PGA, majority was sent to Animal Quarantine. At ICP Agartala, around 72 percent of the BOEs were forwarded to Animal Quarantine, 3 percent were forwarded to Plant Quarantine and 25 percent to FSSAI lab. On the other hand, at the ICP Petrapole, 56 percent of BOEs were forwarded to Animal Quarantine, followed by 41 percent and 3 percent to Plant Quarantine and FSSAI lab respectively.

vi. Clearance Process and Time Release of Import Cargo from Key Nodes

Table 4: Clearance Process and Time Release of Import Cargo from Key Nodes

#		Parameters – Assessment of Timeline	ICPs			
			AGARTALA	PETRAPOLE	SRIMANTAPUR	SUTARKANDI
1.	Operational	Average Truck turnaround time for international trucks	01:55	16:36	02:04	01:53
2.		Average time spent by Indian trucks inside the ICPs – coming to pick up imported goods	04:36	30:01	03:46	04:08
3.	Regulatory	Average import clearance process by customs	17:27	33:05	46:24	
4.		Average time taken by PGA (PGA Turnaround Time)	12:34		-	

Figure 5: Time Taken for Movement of Import Trucks - International Vs. India



It has been observed that the average time spent by Indian Trucks – coming to pick up imported goods – inside the ICP was 30:01 hrs for ICP Petrapole, which formed a considerable share of the overall dwell time. The incidence of spending considerable time inside the ICPs, especially by Indian Trucks, seems to impact the dwell time, which needs to be improved to reduce turnaround time. Noticeably the turnaround time for the international truck is also quite high in ICP Petrapole (16:24 hrs). Wait time for Indian trucks was much higher as compared to international trucks for all the ICPs. Delays at ICP Petrapole are majorly due to considerable time taken for sample testing and NOC generation by PGAs. At ICP Agartala, the overall clearance process takes around 17:27 hours, out of which around 5 hours are taken for duty payment (wherein there are delays

due to limited banking hours, link failures, cheque clearance issues, truck drivers leaving before duty payment, etc. leading to detention, charges being INR 500 per truck), loading, unloading and sample collection. The remaining time is PGA turnaround time (~12:34 hours), which is on the higher side due to time taken in sample dispatch, testing, NOC generation/receipt, etc. PGAs often are far away too, which leads to delays. For instance, FSSAI lab is in Bodhjungnagar (some samples are sent to Kolkata also), which is 10-15 kilometres away. At ICP Srimantapur, instances of hold up of trucks due testing and other factors such as holidays in Bangladesh have been reported. Further, as per feedback from ICP Sutarkandi, testing of food items majorly leads to customs clearance and subsequently, evacuation of trucks. For instance, NOC process of edible oil – which goes to Agartala for testing – takes 2 days approximately. For samples sent to FSSAI, Kolkata, it takes up to 14 days for the generation of NOC.

The average time taken by customs for release of import trucks at ICP Agartala was 17:27 hours whereas at ICP Srimantapur and ICP Petrapole, the average time taken by the customs was 46:24 hours and 33:05 hours respectively. As per information from the ground, the determinants affecting customs clearance timelines at ICP Agartala include time taken for sample collection, testing, unloading, checks, etc. However, as per feedback received, the principal issue has been time taken – by the importers – in duty payment. Limited banking hours, payment link failure, cheque clearance issues, etc. contribute significantly to payment delays, and thereby delays in customs clearance. At ICPs Petrapole and Srimantapur, PGA clearance has been the principal factor affecting overall clearance timelines.

vii. Clearance Time of Import Cargo by Product Category

Table 5: Clearance Time of Import Cargo by Product Category

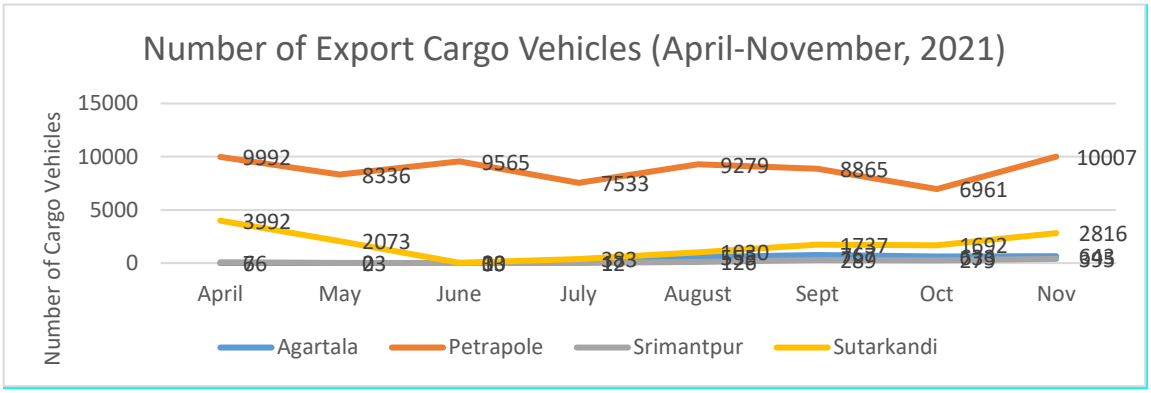
ICP	*Overall Port Dwell Time*	HS CODE		COUNT *(Share)*	TIME TAKEN (*Arrival – ICP gate out*)	*If PGA Required (PGA Time)*	*Name of PGA*
ICP Srimantapur	**03:50**	2523	Cement				-
ICP Agartala	**18:19**	0302	Fish *(Fresh or chilled)*	164 *(40.9%)*	4:49	3:23:31	AQCS
		5202	Cotton waste	22 *(5.56%)*	4:24	-	-
		2523	Cement	20 *(5.05%)*	3:21	-	-
		1507	Soya-bean oil & its fractions *(Whether or not refined, but not chemically modified)*	13 *(3.28%)*	6:03	46:34:12	FSSAI
		1511	Fixed vegetable fats and Oils	6 *(1.5%)*	5:57	34:00:00	FSSAI
ICP Petrapole	**33:42**	5303	Jute and other textile bast fibres	438 *(21.76%)*	31:31		
		6310	Used or new rags, scrap twine, cordage, rope and cables and worn-out articles of twine, cordage, rope or cables, of textile materials	393 *(19.52%)*	23:13	-	-
		6203	Apparel and clothing accessories, not knitted or crocheted	192 *(9.54%)*	48:55	-	-
		4202	Trunks, suit cases, camera cases, handbags, etc.	184 *(9.14%)*	40:00	-	-
		5307	Carpets and other textile floor coverings, tufted, whether or not made up of wool or fine animal hair	63 *(3.13%)*	19:14	-	-

4.1.3 Assessment of Export Timelines

i. Assessment of Export Cargo

The trend of export cargo movement for ICP Agartala, Petrapole, Srimantapur and Sutarkandi has been depicted in figure 6 below, for April-November 2021. The highest number of truck movement took place from Petrapole with an average of 8817 trucks each month. ICP Agartala, Srimantapur and Sutarkandi reported an average of 325, 151 and 1719 trucks respectively in April-November 2021.[7]

Figure 6: Number of Export Cargo Vehicles (April-November, 2021)

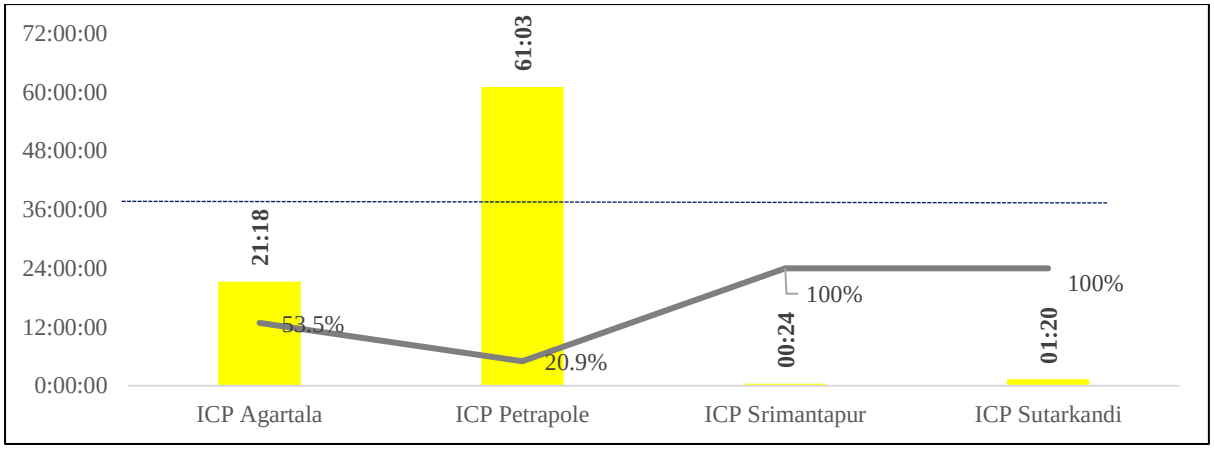


ii. Dwell time analysis

The overall export dwell time has been reflected in figure 7, where the export dwell time of trucks at an ICP was calculated as the average time taken from the arrival of Indian Trucks at the ICP to the dispatch of loaded Indian Trucks from the border gate. In consonance with the NTFAP guidelines, the overall export dwell time target is 24 hrs for all the ICPs except ICP Petrapole, wherein time taken (61:03 hrs) was more than the stipulated target. Further, only 20.9 percent of the trucks at ICP Petrapole were released within the target NTFAP timelines.

Figure 7: Overall Export Time with share of NTFAP Target and Overall Export Time with share of NTFAP Target

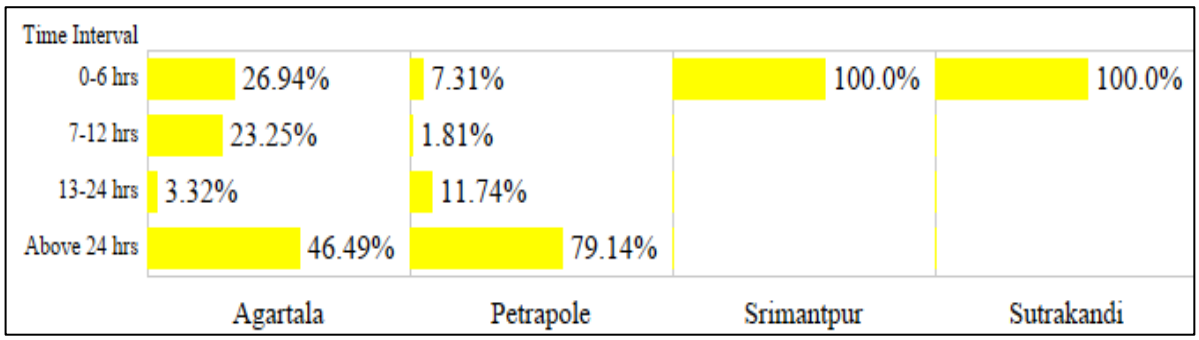
[7] Source: Integrated Check Posts-Gateway to India. LPAI



iii. Interval-based Assessment for Export Dwell Time

Interval-based assessment for export dwell time highlighted that cent percent export trucks from ICP Srimantapur and ICP Sutarkandi were released within 6 hrs, whereas around 79 percent export trucks from ICP Petrapole have been released in more than 24 hrs. Further, around 46 percent trucks from ICP Agartala were released in more than 24 hrs.

Figure 8: Interval-based Assessment for Export Dwell Time



iv. Clearance Process and Time Release of Export Cargo from Key Nods

Table 4: Clearance Process and Time Release of Export Cargo from Key Nods

#		Parameters – Assessment of Timeline	Indo - Bangladesh			
			AGRT	PETPL	SRIMT	SUTRA
1.	Operational	Indian Trucks at the ICP to the dispatch of loaded Indian Trucks from the border gate	21:18	61:03	00:24	01:20
2.		Average time for Indian trucks to return to Indian Border Gate from abroad	46:41	69:16	38:45	0:40
3.		Empty Indian trucks take average time to get out of ICP	2:58	-	0:22	-
4.		Average truck turnaround time for export	70:21	127:05	39:32	1:50

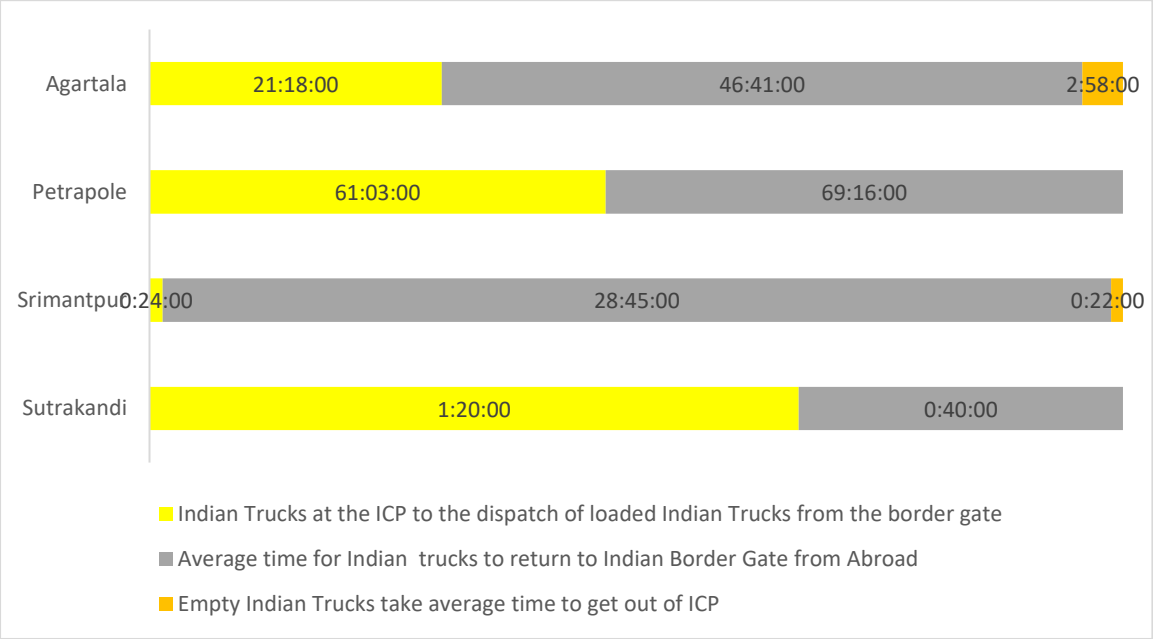
In terms of exports from ICP Agartala to Bangladesh, lack of warehousing facilities, issues with equipment (such as weighbridges) and insufficient trucks in Bangladesh leads to Indian trucks getting stranded – for up to 10-12 days – at Akhaura. Around 65% (46:41 hours) of the overall truck turnaround time (70:21 hours) is taken up by Indian trucks to return to border gate from Bangladesh. This is due to the fact that traders in Bangladesh only take goods through transhipment (i.e. truck to truck) wherein issues in loading as well as instances of the same truck carrying imports multiple times from the Indian truck(s) are prevalent. Often there is intimation from Bangladesh not to send fresh trucks – till the return of the previous lot – leading to detention of trucks at ICP Agartala. This explains why release time of only 53.5 % export trucks are within the NTFAP target of 24 hours.

Similar issues were also reported by ICP Srimantapur which have adverse effects on export trucks, thereby inflating overall dwell time considerably. As per stakeholders at ICP Srimantapur, movement of export trucks face issues due to non-availability of trucks in Bangladesh as well as non-usage of godowns. The C&F agents on the Bangladesh side refrain from using storage facilities to avoid paying double labour charges (unloading and subsequent loading) as well as storage charges.

Exports through ICP Petrapole also face significant delays owing to lack of sufficient infrastructure in Benapole and local administration/labour union strikes due to which trade is suspended frequently, leading to Indian trucks getting stranded at Benapole.

There are serious inadequacies on the Benapole side, which include lack of traffic management, warehousing and unloading management, monitoring of traffic, etc. Additionally, there is a lack of drivers on the Petrapole side. Stakeholders mentioned that the ratio of number of drivers to number of trucks is around 1:4. There is no examination point or shed area for exports. As a result, in times of unfavourable weather conditions, the process gets delayed. There are no floodlights as well which limits operations. As per feedback received, India has the potential of sending more than 1000-1500 trucks every day, but as a result of mismatch in infrastructure and facilities on both sides of the border, only around 250 trucks carrying exports can be sent on a normal day. Further, instances of exports from ICP Sutarkandi getting delayed also gets reported, majorly due lack of trucks, inadequate space, waterlogging issues, etc. in Bangladesh.

Figure 9: Time Taken for Movement of Export Trucks



v. Clearance Time of Export Cargo from Key Nodes of Regulatory

Table 5: Clearance Time of Export Cargo from Key Nodes of Regulatory

Parameters – Assessment of Timelines		IND-BANG			
Starting Point	**Ending Point**	Agartala	Petrapole	Srimantapur	Sutarkandi
Submission of Shipping Bill	LEO Generation	70:05	92:20		
Examination of Goods	LEO Generation	25:11	02:03		

Table 8 reveals the stage-wise time taken for clearance process of export cargo by customs from the beginning node (submission of shipping bill) to the end node (LEO generation). Overall time taken by customs at ICP Petrapole is 92:20 hrs, followed by Agartala (70:05 hrs). The time taken from examination by customs at ICP Agartala to LEO generation is more than 24 hours whereas the same takes comparatively lesser time (02:03 hrs.) at ICP Petrapole. LEO generation (post random check) takes time at ICP

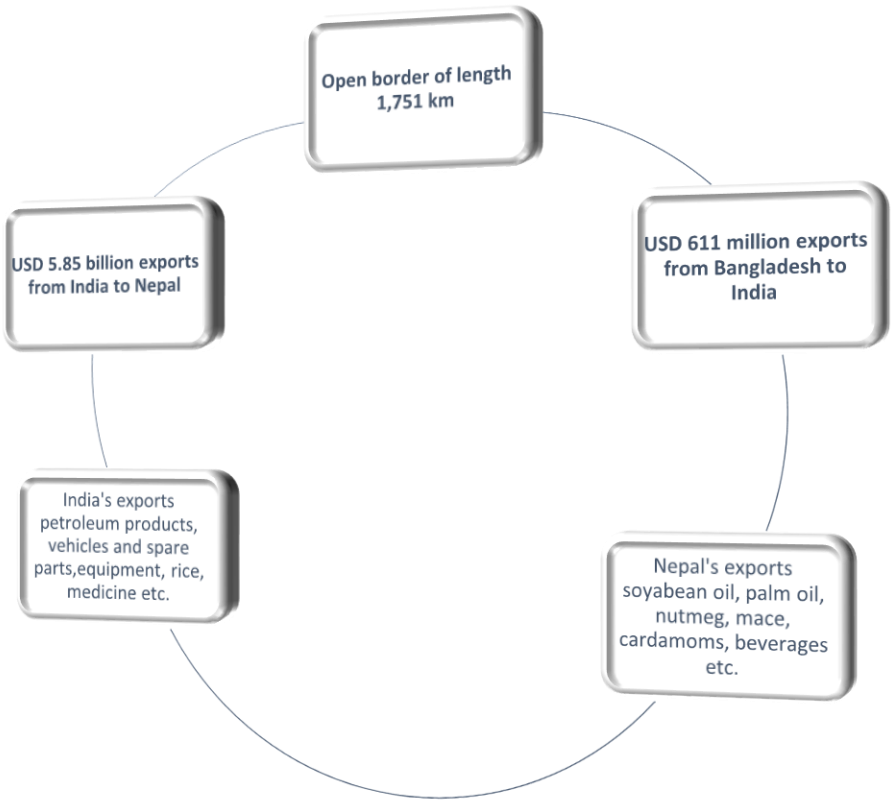
Agartala as entire consignments often cannot be processed in one day, as per feedback received. Further, there is movement of trucks in parts to Bangladesh as Bangladesh does not accept trucks owing to lack of space, which affects customs release time.

4.2 *India - Nepal*

4.2.1 Overview

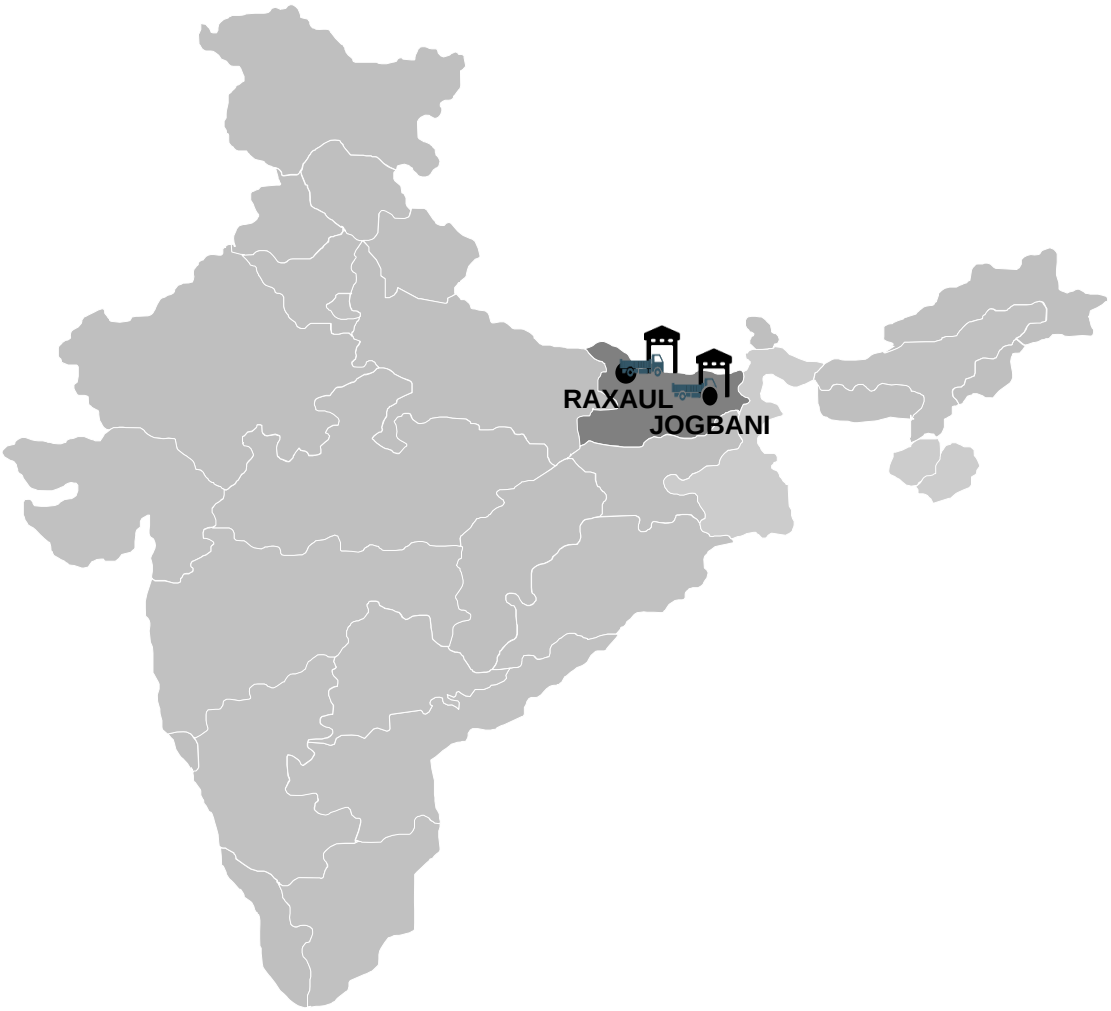
India and Nepal share an open border of 1,751 km[8], with multiple border points adjoining Indian states of Bihar, West Bengal, and Assam among others. Through these border points, annual bilateral trade of over USD 7 billion occurs between India and Nepal, accounting for 65 percent of its overall trade.[9] Total trade between India and Nepal in 2020 stood at 6.46 billion out of which the share of India's exports to Nepal stood at USD 5.85 billion and Nepal's export to India stood at USD 611 million.[10] Major export commodities from India to Nepal includes petroleum products, vehicles and spare parts, agriculture and electrical equipment, rice, medicine etc. whereas Nepal's export to India includes soyabean oil, palm oil, nutmeg, mace and cardamoms etc.

The creation of advanced cross-border logistics and infrastructure over the last few years has led to increased connectivity between India and Nepal. It has also assisted in third country trade for Nepal and realization of India-Nepal common objective of strengthening mutually beneficial economic and people-to-people trading contacts.



[8] Ministry of Home Affairs, Government of India. https://www.mha.gov.in/sites/default/files/BMIntro-1011.pdf
[9] Ministry of Commerce and Trade, Government of India; ITC Trademap https://www.intracen.org/itc/market-info-tools/trade-statistics/
[10] https://oec.world/en/profile/bilateral-country/npl/partner/ind

For the purpose of the study, 2 ICPs, namely, ICP Raxaul and ICP Jogbani have been identified. Total trade from these ICPs was INR 32,445 Crores and INR 29,369 in 2019-20 and 2020-21 respectively.



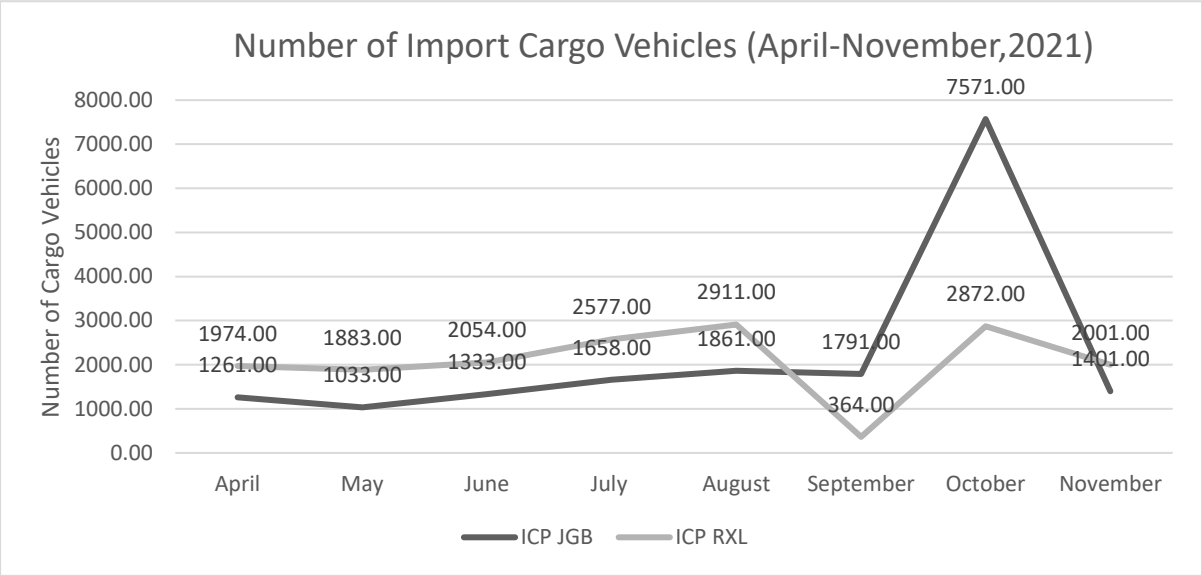
	ICP Raxaul	**ICP Jogbani**
Location	Bihar	Bihar
Nepal Land border	Birgunj	Biratnagar
Trade (Cr) in 2020-21	22,099	7,270
Cargo (Nos) in 2020-21	1,62,577	92,912

4.2.2 Assessment of Import

i. Assessment of Import Cargo Movement

The trend of import cargo movement for ICP Raxaul and ICP Jogbani has been depicted in figure 11 below, for April-November 2021. Average import cargo movement was found out to be 2239 for ICP Jogbani 2080 for ICP Raxaul, during the same period.

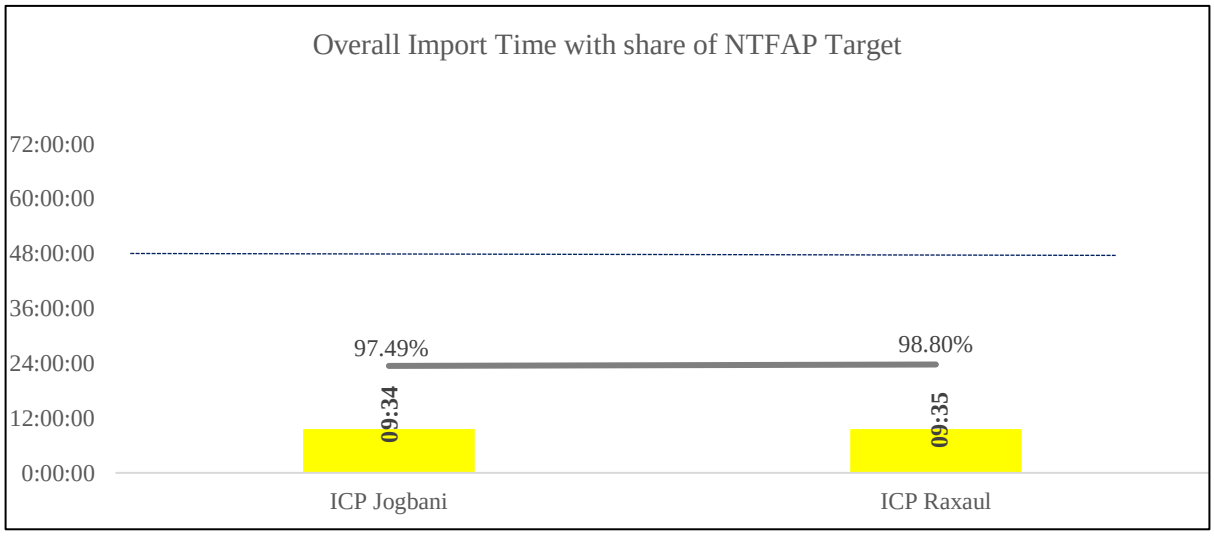
Figure 10: Number of Import Cargo Vehicles (April-November,2021)



Source: Integrated Check Posts-Gateway to India. LPAI

ii. Dwell Time Analysis

Figure 11: Overall Import Time with share of NTFAP Target



The overall ICP dwell time, as can be observed in figure 12, where the import dwell time of trucks at an ICP was calculated as the average time taken from arrival of international

trucks at ICP to loaded Indian trucks ICP gate out time. Both the ICPs are found to be within the import dwell time target of 48 hours and are found to be considerably low. ICPs reflected streamlined operations, however, the performance of these has considerable room for improvement considering that the trucks do not undergo the process of transhipment.

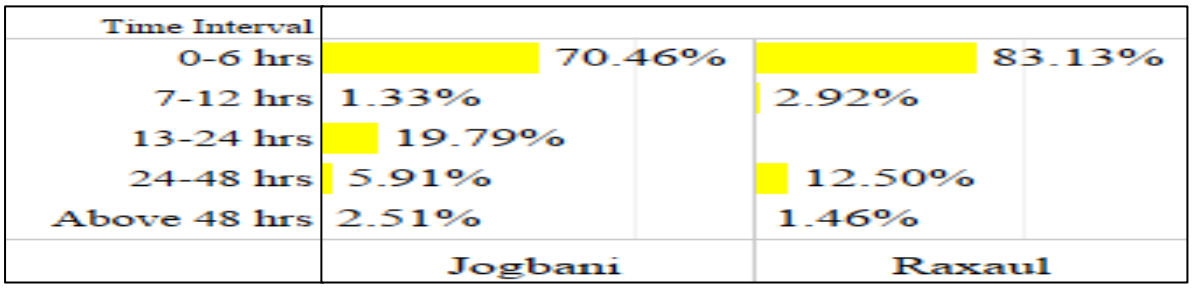
98.8 percent and 97.49 of the trucks from Raxaul and Jogbani respectively maintained the NTFAP target. The remaining takes more than 48 hours to evacuate due to considerable time taken by PGAs, which are not present at the ICP. For testing and certifications, samples are sent to Kolkata. On an average, the reports are generated in around 72 hours.

Nepal and India allow for multiple entry and exit points for cargo movement. The old LCS are still operational near both, Raxaul and Jogbani which is restricting the shift of entire trade to the ICP. As a result, custom operations is divided between the ICP and the LCS, and hence delays the cargo clearance.

Additionally, all the operations are done manually in Jogbani which contribute significantly to the metric. These operations are completely computerized in the Nepal counterpart of Jogbani.

iii. Interval-based Assessment for Import Dwell Time

Figure 12: Interval-based Assessment for Import Dwell Time



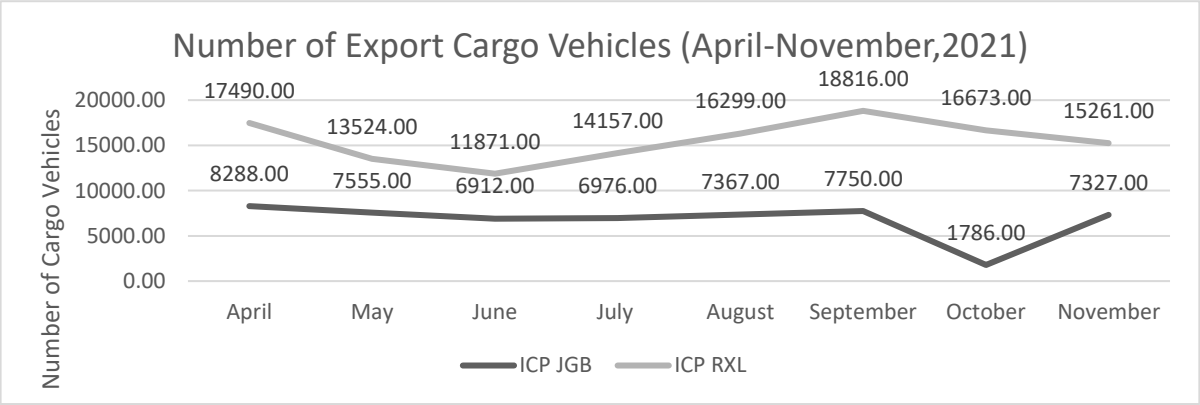
While considering the interval-based assessment of import dwell time – as represented in figure 13 – it has been observed that more than 70 percent of the trucks at Raxaul and 83 percent of the trucks at Jogbani were released within 6 hours.

4.2.3 Assessment of Export

i. Assessment of Export Cargo Movement

The trend of export cargo movement for ICP Raxaul and ICP Jogbani has been depicted in figure 14 below, for April-November 2021. Average export cargo movement was found out to be 6745 for ICP Jogbani and 15511 for ICP Raxaul, during the same period.

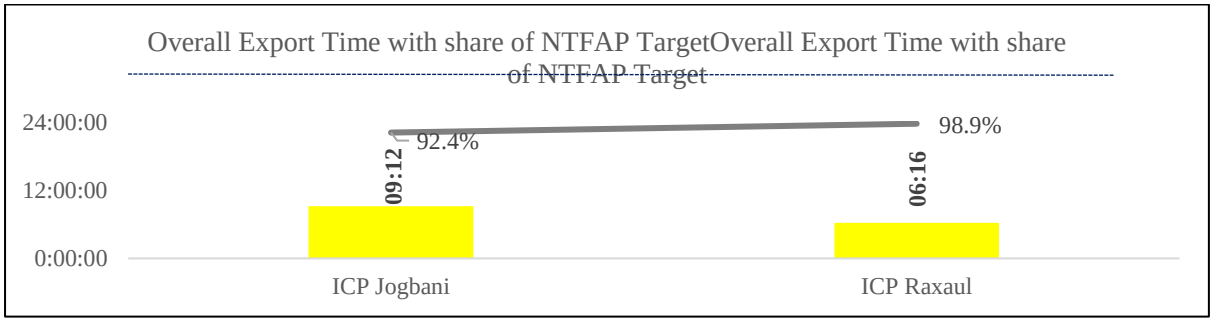
Figure 13: Number of Export Cargo Vehicles (April-November,2021)



Source: Integrated Check Posts-Gateway to India. LPAI

ii. Dwell time analysis

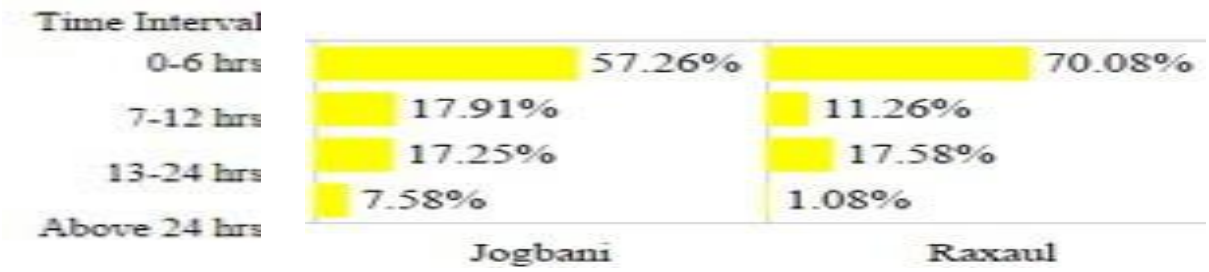
Figure 14: Overall Export Time with share of NTFAP Target



The overall export dwell time has been reflected in figure 15, where the export dwell time of trucks at an ICP was calculated as the average time taken from the arrival of Indian Trucks at the ICP to the dispatch of loaded Indian Trucks from the border gate. In consonance with the NTFAP guidelines, the overall export dwell time target is 24 hrs for all the ICPs. Further, 92.4 percent of the trucks at ICP Jogbani were released within the target NTFAP timelines and 98.9 percent of the trucks at ICP Raxaul were released within the NTFAP timelines. The remaining cargo was delayed as a result of limited availability/absence of parking space, lack of infrastructure to accommodate Custom Housing Agents (CHAs) and documentation discrepancies.

In case of ICPs Jogbani and Raxual, around 57 percent and 70 percent trucks respectively were released within 6 hrs. Around, 17 percent trucks from both the ICPs were released between 13 to 24 hours. Further, around 7.5 percent trucks from ICP Jogbani were released in more than 24 hrs.

Figure 15: Interval-based Assessment for Export Dwell Time



iii. Clearance Process and Time Release of Export Cargo from Key Nodes

Table 6: Clearance Process and Time Release of Export Cargo from Key Nodes

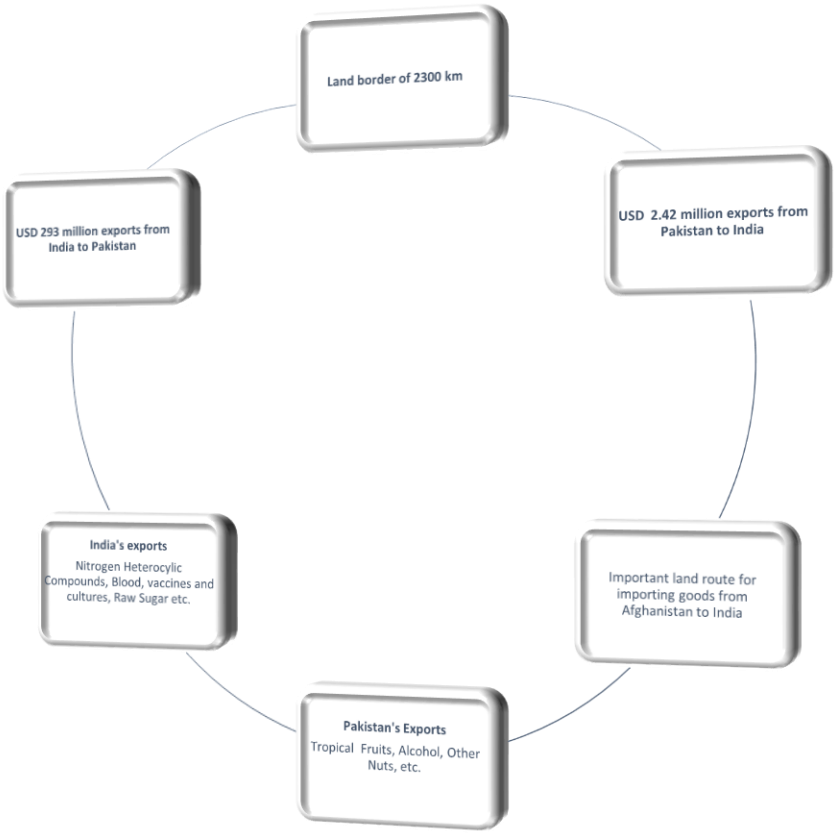
#		Parameters – Assessment of Timeline	Indo - Nepal	
			JOGBANI	RAXAUL
5.	Operational	Indian Trucks at the ICP to the dispatch of loaded Indian Trucks from the border gate	09:12	06:16
6.		Average time for Indian trucks to return to Indian Border Gate from abroad	50:29	-
7.		Empty Indian trucks take average time to get out of ICP	0:12	-
8.		Average truck turnaround time for export	58:33	-

Table 9 above describes the export clearance process and time taken at key nodes for ICP Jogbani and ICP Raxaul. The average truck turnaround time for exports was found to be 58 hours 33 minutes for ICP Jogbani. This is because the arrangement between India and Nepal allows the Indian truck to provide last mile connectivity as it can enter Nepal without transhipment and can return back to the Indian side within 72 hours.

4.3 *India-Pakistan*

4.3.1 Overview

India and Pakistan share a border of about 2300 km that runs along Jammu, Punjab, Rajasthan and Gujarat. However, the trade between India and Pakistan has seen several ups and down. The Government of Pakistan in 2019 unilaterally decided to downgrade diplomatic relations and suspend bilateral trade which have been resumed since May 2022. Total trade between India and Pakistan in 2020 stood at 295.42 million out of which India's exports to Pakistan were USD 293 million and Pakistan's export to India was 2.42 million. The major commodities exported from India to Pakistan are Nitrogen Heterocyclic Compounds, Blood, antisera, vaccines and cultures, Raw Sugar, etc. Major products imported from Pakistan by India include Tropical fruits, Alcohol (>80% ABV) and other nuts etc.



.

ICP Attari-Wagah is a land port of great regional significance as it is the only land route permissible for trade between India and Pakistan and for importing goods

from Afghanistan to India. Total trade from this ICPs was INR 2772.04 Crores and INR 2639.95 in 2019-20 and 2020-21 respectively.

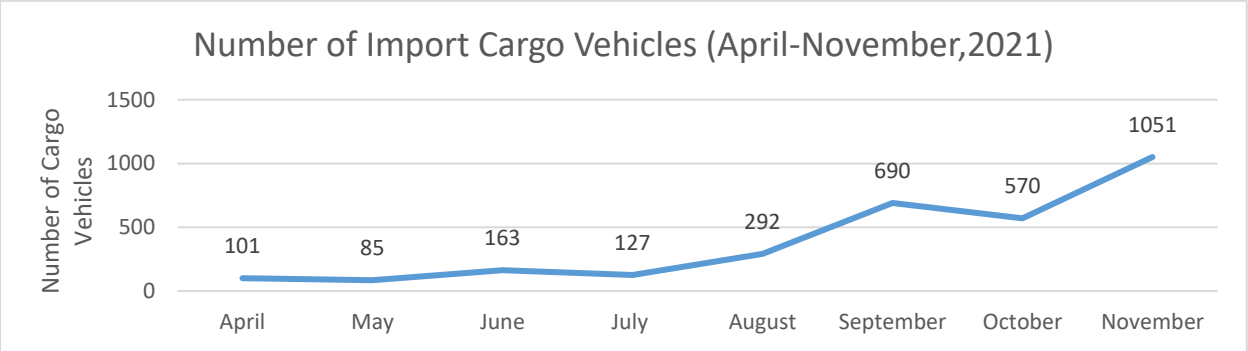
	ICP Attari
Location	Punjab
Pakistan Land border	Wagah
Trade (Cr) in 2020-21	2627
No. of Cargo Vehicles in 2020-21	5249

4.3.2 Assessment of Import

i. Assessment of Import Cargo Movement

The trend of import cargo movement for ICP Attari has been depicted in figure 18 below, for April-November 2021. Average import cargo movement was found out to be 385 for ICP Attari during the same period.

Figure 16: Number of Import Cargo Vehicles (April-November,2021)



ii. Dwell Time Analysis

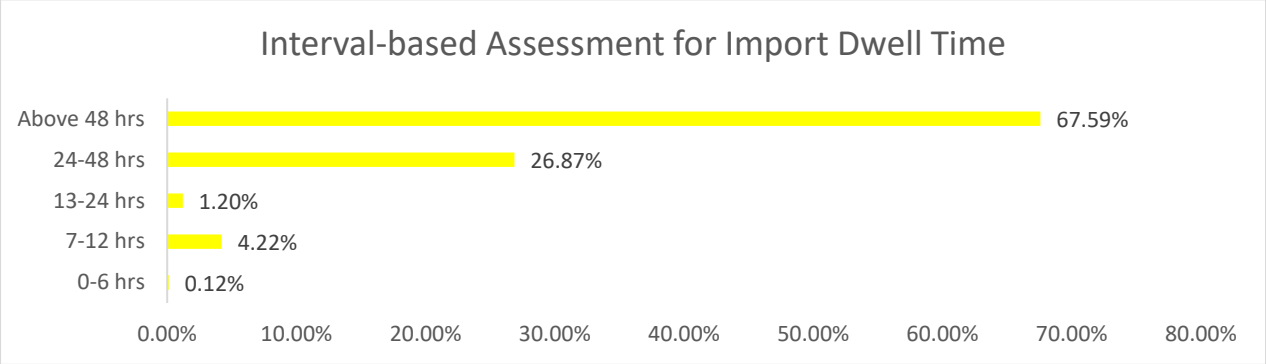
Average Dwell Time for ICP Attari	Percentage of trucks within the NTFAP target
59 hours and 37 minutes	32.41%

The overall ICP dwell time, where the import dwell time of trucks at ICP Attari was calculated as the average time taken from arrival of international trucks at the ICP to loaded Indian trucks ICP gate out time. The dwell time was found to be 59 hours and 37 minutes for ICP Attari which is 11 hours and 37 minutes above the NTFAP target. The no of trucks that could maintain the NTFAP target were also found to be 32.41% which is considerably low. This is primarily due to the fact that 100% cargo at ICP Attari needs to be warehoused and examined, which is a time consuming process.

While considering the interval-based assessment of import dwell time for ICP Attari it was observed that only 0.12% of the trucks were able to get cleared within 6 hours. However, it is to be noted that the warehousing trucks seems to be

prevalent at ICP Attari.[11] Post analysing the dwell time gap of warehouse and non-warehouse trucks, it has been identified that the arrival of warehousing trucks is significantly impacting the average dwell time of the ICP. Cent percent arrival of warehousing cargo at ICP Attari has been a major factor leading to average dwell time exceeding the target of 48 hours.

Figure 17: Interval-based Assessment for Import Dwell Time



iii. Clearance Process and Time Release of Import Cargo from Key Nods

		Parameters – Assessment of Timeline	ATTARI
1.	Operational	Average Truck turnaround time for international trucks	06:24
2.		Average time spent by Indian trucks inside the ICPs – coming to pick up imported goods	20:25
3.	Regulatory	Average import clearance process by customs	
4.		Average time taken by PGA (PGA Turnaround Time)	

Moreover, it has been observed that the average time spent by Indian Trucks – coming to pick up imported goods – inside the ICP was 20:25 hrs for ICP Attari, which formed a considerable share of the overall dwell time. The incidence of spending considerable time inside the ICPs, especially by Indian Trucks, indicates the adverse effects of warehousing and customs examination of 100% cargo imported through the ICP. Further, payments are made by the trade only after COC is received from the customs. Another notable factor impacting timelines is manual cargo handling. There is lack of mechanisation and labour charges are also on the higher side which impacts cost to the trade. As per feedback received from the officials at the ICP, labour charges are around INR 1400 per bag, which

[11] International trucks carrying consignments of imports that need to be unloaded or stored in warehouses

is on the higher side. Also, only single stacking of cargo is currently happening at the ICP which leads to inadequate usage of storage facilities. Noticeably the turnaround time for the international truck is also quite high in ICP Attari (06:24 hrs).

5 Challenges and Recommendations

5 Challenges and Recommendation

5.1 *Matrix of Challenges Faced*

Challenges	Relevant ICPs						
	Petrapole	Agartala	Srimantapur	Sutarkandi	Raxaul	Jogbani	Attari
Infrastructure and Facilities							
Lack of operational scanners	■				■	■	■
Lack of warehousing facilities	■						
Issues with approach road	■	■	■	■		■	
Inadequate weighment bridges			■				
Lack/absence of sufficient export parking					■	■	
Internet and connectivity issues			■		■	■	
Operations							
Manual loading/unloading	■	■	■	■	■	■	■
Issues with labour union	■						■
High labour charges							■
Delays in labour payments							■
Single stacking at warehouses							■
Regulatory							
100% examination of goods							■
Delays in PGA certifications	■	■	■	■	■	■	
Trade Related Delays							
Prolonged usage of warehouses		■	■				■
Delays in duty payment		■					
Delayed arrival of CHAs at ICP			■		■	■	
Delays Across the Border							
Dearth of trucks across the border	■	■	■	■			

Non-availability of warehouses							
Cross border management issues							

5.2 *ICP Specific Impediments*

ICP Specific Challenges	
ICP	**Major Issues**
Attari	▪A major issue at ICP Attari is non-operational scanning facilities. Certain baggage scanners have been acquired but are currently not operational. A full body truck scanner has also been installed but has not been fully operational. ▪Single stacking at warehouses is also a major issue which affects optimal utilisation of available spaces. ▪Loading/unloading activities are completely manual and labour costs are high. ▪There are delays in labour payments at the ICP which leads to unrests. ▪Labour union issues are prevalent at the ICP.
Petrapole	▪One approach road for import, export and passenger movement which is dilapidated near the entry gate and is extremely congested. ▪Waiting period of trucks is around 30-35 days in the Kalitala Parking area. ▪At a go[12] method mandated by Customs for the movement of trucks often results in congestion around the ICP area and in the Kalitala Parking area. ▪There is a lack of sufficient import warehouses and full body truck scanners. ▪There is absence of FSSAI labs within the ICP resulting in increased testing time. ▪There is a lack of sufficient infrastructure in Benapole such as parking, warehousing and monitoring of traffic among others leading to mismatch in truck handling capacities. ▪Localised labor/transporter issues leading to delays in consignment clearances. ▪Manual and time consuming issuance of car pass by customs and exchange in the no man's land among the CHAs leading to overall delays.

[12] A method in which each consignment is given one OOC. The consignment may come in 1 truck or 30 trucks. For instance, 30 trucks are used for one consignment, due to the lack of provision of part shipment, all the trucks under one documentation enter the ICP together. This leads to congestion. This challenge was flagged by many CHAs.

Agartala	▪ Godown occupation by the importers for excessive amounts of time leads to operational hassles at the ICP. ▪ Time taken for PGA certifications leads to increase in customs release time. ▪ Delays in duty payment faced often due to limited banking hours, failures of payment links, cheque clearance issues, etc. which further leads to detention of trucks at the ICP. ▪ Inadequacies in terms of trucks, warehouses, weighbridges, etc. at Bangladesh often leaves Indian export trucks stranded across the border.
Srimantapur	▪ Issues with road condition and facilities (weighment bridge, internet connections, etc.) are faced. ▪ Considerable time taken in PGA certifications; no other PGA apart from PQ present within the ICP which adds to delays. ▪ Late arrival of CHAs at the ICP – as they all travel from Agartala – leads to delays in operations. ▪ Insufficient trucks in Bangladesh to handle Indian export trucks, leading to overall delays in truck turnaround time; storage facilities in Bangladesh are also often not used by the C&F agents to avoid unloading/loading as well as storage charges.
Sutarkandi	▪ Power issues are faced at Karimganj. ▪ Congestions due to bad road conditions are faced at the ICP. ▪ Absence of PGA facilities other than PQ, considerable testing time, especially of food items, leads to delays in clearance. Lack of trucks, space, etc. as well as other issues such as waterlogging leads to Indian export trucks getting stranded in Bangladesh.
Raxaul	▪ The LCS is still operational with diversion of few trucks, railway cargo and IOCL oil depot resulting in coordination and integration issues. ▪ Insufficient export parking space at the ICP resulting in usage of import parking facilities to accommodate export trucks. ▪ Lack of infrastructural facilities such as a full body truck scanner at the ICP. ▪ Lack CHA offices at the ICP, resulting in operational delays. ▪ Out of three weighment bridges (one with the capacity of 120MT and two bridges of capacity 80 MT each) only one weighment bridge of 80MT capacity is in use currently for both imports and exports resulting in delays and congestion. ▪ Lack of PGA facilities – such as FSSAI – leading to delays in clearance.
Jogbani	▪ The approach road to the ICP is under construction, which has resulted in transfer of cargo movement to alternate routes. ▪ Complete dependence on one narrow gate for cargo movement resulting in disruptions in the movement of trucks in case of congestion or maintenance activities. ▪ The LCS is still operational, resulting in coordination and integration issues and delays by Customs.

	▪There is no parking space for export and space for parking of import vehicles import parking space is not sufficient at the ICP. ▪Lack of separate weighbridge for imports which delays the import process. ▪Lack of CHA offices inside the ICP premises, which aggravates the documentation timelines. ▪Considerable time is taken in PGA certifications; no other PGA apart from PQ present within the ICP which adds to delays. ▪There is a lack of digitized and modernized processes – manual entry at ICP gates and absence of full body truck scanners adding to the congestion. ▪Lack of optimal banking facilities, 24*7 electricity and internet facilities. ▪There is lack of proper drainage system in the parking area, leading to waterlogging.

5.3 *Generic Issues*

Condition of approach roads –Last mile connectivity poses an issue due to suboptimal road conditions. The roads are narrow and often in bad condition owing to factors such as rain. For instance, at ICP Petrapole, there is one approach road for import, export and passenger movement which is dilapidated near the entry gate and is extremely congested. It takes more than three hours to cover a distance of about 80 kilometers from Kolkata to Petrapole. Bad road condition leads to congestion in the approach road to ICP Sutarkandi as well, and there are multiple stoppages that trucks have to face as there is no dedicated trade route.

Integration issues- Presently, Raxaul and Jogbani harbor both ICPs and the land custom stations for the movement of passengers and goods. This limits the coordination and communication amongst the stakeholders involved in the EXIM process. Movement of railway cargo and the export of petroleum, diesel, ATF etc. from the IOCL depot, at ICP Raxaul, still happens through the older LCS with limited custodian presence. There is also a traffic of almost 500-600 trucks per day diverted to LCS Raxaul. Similarly, the customs personnel are divided for operations at the ICP Jogbani LCS enabling increase in time leading to operational delays.

Warehousing and parking issues – Warehousing of imports is an area wherein considerable operational issues are faced by the ICPs under assessment. As a result, delays owing to lack of space, manual handling, slow evacuation of cargo from warehouses by importers, etc. are frequent. For instance, ICP Petrapole, which handles considerable volumes, lacks adequate import warehouse facilities. Excessive godown occupation is the major operational issue at ICP Agartala, where traders continue to use ICP warehouses as storage facilities for long periods of time after customs clearance. ICP Attari – wherein 100% goods have to

be examined – faces the issue of single stacking, which hampers optimal utilization of available space.

Export parking has been a major bottleneck for ICP Raxaul and ICP Jogbani. Export parking space for Raxaul ICP is not enough to accommodate the traffic. As a result, import parking space is being utilized for the parking of export trucks. Similarly, there is no export parking as of now and lack of sufficient import parking (capacity of 250 trucks) at ICP Jogbani. The export trucks often are parked either outside the ICP or in the import parking.

Time consuming PGA processes – Delays due to time consuming PGA clearances are prevalent at the ICPs under assessment, which leads to overall delays – post transshipment – as well as warehousing for long periods. Samples from ICP Raxaul, Jogbani and Petrapole are sent to Kolkata and roughly around 3 days are required to get NOC. At ICP Agartala, considerable time is required to receive NOC for as food items, edible oil, beverages, cotton, dry fish, etc. A major share of the samples from ICP Srimantapur are sent to Agartala and products such as carbonated drinks go to Kolkata for testing, which are lengthy processes. Samples – of mostly food items – from ICP Sutarkandi are sent to Agartala and Kolkata as well, and receipt of NOC takes up to 2 days and 14 days respectively as per feedback received.

Lack of necessary capacities across the border – The dearth of adequate trucks, equipment (such as weighbridges), storage and handling capacity across the border leads to overall delays in EXIM cargo movement. Especially trucks carrying exports from India often remain stranded in Bangladesh due to inadequacies on the other side of the border. As per feedback from ICPs such as ICP Agartala and ICP Srimantapur, adequate number of trucks cannot be sent to Bangladesh owing to lack of necessary capacity across the border, leading to detention of export trucks at these ICPs. These trucks have to be sent in lots as per intimations from the Bangladesh side. After reaching the Bangladesh side, these trucks face further detention due to various reasons. There is a lack of warehousing facilities on the Bangladesh side. Further, the C&F agents refrain from using the existing storage facilities to avoid paying double labour charges (unloading and subsequent loading) as well as storage charges, rendering transshipment as the only option. Subsequently, due to lack of trucks, transshipment of goods take considerable time. ICP Petrapole also faces delays due to lack of infrastructure, traffic management, warehousing and unloading management, monitoring of traffic, etc. on the Benapole side. Instances of exports from ICP Sutarkandi getting delayed have also been reported, majorly due lack of trucks, inadequate space, waterlogging issues, etc. in Bangladesh.

On the Nepal front, Jogbani-Biratnagar does not have mirror infrastructure. Although, the infrastructure is more developed in the Biratnagar side, it lacks sufficient import and export parking, warehouse, inspection shed as well as 24*7 electricity and internet connection.

Manual handling and labour issues – At all the ICPs under consideration, cargo handling is a manual process. Further, issues related to labour union are prevalent in ICPs such as ICP Petrapole and ICP Attari. Frequent strikes by local transport associations, labor unions and logistics workers obstruct the smooth functioning at ICP Petrapole and leaves the trucks stranded further adding to the backlog. At ICP Attari, labour charges are very high. Further, mechanization to aid labour operations – such as the introduction of escalators – have not taken shape owing to labour union issues.

At ICP Jogbani too, the EXIM process is not completely mechanized. Processes such as document verification during gate-in and gate-out are done manually that increases the congestion at ICP Jogbani.

Delays by the trader – Adverse effects on timelines resulting from delays by the trader in document submission, cargo evacuation, etc. have been reported by various ICPs. For instance, usage of ICP warehouse to store goods and selling the same directly from the ICP premises as per market demand has been reported by stakeholders at ICP Agartala. Further, as per feedback from ICP Srimantapur, late arrival of CHAs – as there are no CHAs in Srimantapur, all are in Agartala – at the ICP leads to delays in customs processes and therefore, overall cargo movement. A major amount of time at ICP Jogbani and ICP Raxaul is consumed due to the absence of CHA cabins inside the ICP premises as after the trucks enter the ICP, the CHAs go back to their offices, generally situated in nearby towns for documentation and filing under ICEGATE. The representatives are also issued a gate pass each time they enter the gate. For example, due to the absence of CHA accommodation in ICP Jogbani, around 1-2 hours are consumed by CHAs as they have to go back to Jogbani for documentation. Similar problems are faced in Srimantapur, Raxaul etc. Overall delays due to time taken by importers in duty payment has also been reported at ICPs such as ICP Agartala. Factors such as limited banking hours, payment link failure, cheque clearance issues, etc. also contribute to payment delays, and thereby delays in customs clearance.

5.4 *Recommendations*

The establishment of Integrated Check Posts at the land borders reflects India's intent to provide state-of-the-art facilities and bolster trade with its neighboring countries. ICPs such as Petrapole, Raxaul and Jogbani have been through substantial development in recent years, yet there is a scope for further improvement in line with the vision of the policy establishment.

Addressing challenges at India's land ports in a timely manner will not only streamline trade with its neighbors but will also address economic growth and secondary economic benefits such as increased forex reserves, employment generation, etc. as a consequence of increased trade amongst the nations.

There are a few reforms that need to be implemented across all ICPs to streamline operations and facilitate trade:

- Use of latest technology such as mechanized loading/unloading of trucks, improved internet connectivity and digital infrastructure, adoption of latest technological tools and equipment, bringing down timelines of PGA testing/certification, etc. should be universally adopted across all ICPs.
- There is a need to ideate SOP across all ICPs in order to mitigate issues involving labor strikes, labor availability and labor wages with the intent to further streamline operations.

The report recommends the following country-specific measures around the ICPs to facilitate trade via land ports:

Recommendations			Stakeholders
India-Bangladesh	**Generic Recommendations** • Fast tracking PGA clearance procedure • Development (wherever required) and harmonization (with Bangladesh) of both hard and soft infrastructure facilities such as weighment	**ICP Petrapole** • Development of mirror infrastructure facilities in Bangladesh such as export-import parking infrastructure, warehouses etc. along with negotiations to integrate traffic and unloading management with India	• Land Ports Authority of India • Customs • NHAI • Ministry of Agriculture and Farmers Welfare • Ministry of Health and Family Welfare

	bridges, approach roads, parking space, internet connectivity and electricity • Need for dedicated trade routes to ensure uninterrupted and hassle free movement of trucks to ICPs	• Digitization of car pass issued by customs • Adapt alternative method of part shipment in place of the current 'at a go' method that restricts movement of trucks until complete consignment is ready for shipment • Rehabilitating dilapidated approach road	
		ICP Agartala • Adoption of mirror infrastructure in Bangladesh such as trucks, warehouses, weighbridges etc. to ensure smooth movement and reduced detention of export trucks across the Bangladesh border • Addressing trade delays such as excessive warehouse occupation	• Land Ports Authority of India • Ministry of Health and Family Welfare • Bangladesh Land Port Authority • Other stakeholders (e.g. banks, payment gateways, etc.)

		(goods need to be removed by the immediately after customs clearance is complete) and delays in duty payment • Development of ancillary facilities such as improved banking operations (streamlined cheque clearance mechanisms, reduced payment link failures, etc.), internet connection, etc.	
		ICP Srimantapur • Renovating approach road • Improving ICP infrastructure (roads, etc.) within 150 yards from the border through government-to-government negotiations • Mitigating issues with weighment bridge, internet connections, etc. • Efficient utilization of infrastructure	• Land Ports Authority of India • Ministry of Road Transport and Highways • PWD Department of West Bengal

		such as storage facilities, trucks etc. in Bangladesh to handle India's export traffic • Installation of office space for CHAs to expedite documentation processes	
		ICP Sutarkandi • Ensuring 24*7 power and internet supply to avoid disruption of services. • Renovating road infrastructure to ensure safe and faster movement of trucks • Lack of trucks, space, etc. as well as other issues such as waterlogging needs to be addressed on the Bangladesh side	• Land Ports Authority of India • Customs • CHA Union Representatives • Labor Union representatives
	Generic Recommendations • Installation of CHA offices to expedite documentation processes	**ICP Raxaul** • Increasing the capacity of export parking space to decrease congestion at import parking.	• Land Ports Authority of India

India-Nepal	• Gradual integration of operations (movement of passenger and goods) at LCS with ICPs • Efficient utilization of available infrastructure that is currently being underutilized such as weighbridges, full body truck-scanners, etc.	This is because capacity of export parking is to capacity of import parking but ratio of export to import is almost 4:1. x	
		ICP Jogbani • Widening of zero gate to ensure continuous movement of trucks during maintenance checks • Developing export parking space to decrease traffic congestion and organize truck movements • Presence of animal quarantine to ensure faster checks of relevant products	• Land Ports Authority of India • Ministry of Health and Family Welfare • Ministry of Agriculture and Farmers Welfare • Customs
India-Pakistan	**ICP Attari** • Reinstate non-operational facilities such as baggage scanners and truck scanners to ensure streamlined operations and potentially migrate from 100% physical checks to faster processes • Adopt alternative methods of warehousing such as pallet stacking/double stacking to increase warehouse space for goods		• Land Ports Authority of India • Customs

6

Annexures

6 Annexures

6.1.1 Custodian-Import																	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Port Name	**Bill of Entry Number**	**International/ Import cargo Truck Number**	**Arrival of International/ Import Cargo Truck at Border Gate Date and Time**	**Rummaging Date and Time**	**Submission of Car Pass to Custodian Date and Time**	**Weighment of Loaded International Truck Date and Time**	**Entry of International/ Import Cargo Truck into Import Warehouse/ Parking Date and Time**	**Empty International Truck Out from Border Gate Date and Time**	**Indian Truck Number**	**Empty Indian Truck ICP Gate In Date and Time**	**Warehouse Cargo (YES/NO)**	**Test from PGA Required (YES/NO)**	**if Yes, Name of testing agency (PGA Name)**	**Loading of Cargo on Indian Truck Date and Time**	**Weighment of Loaded Indian Truck Date and Time**	**Gate Pass Generated Date and Time (Car Pass for Indian Truck)**	**Loaded Indian Truck ICP Gate Out Date and Time**

6.1.2 Custodian-Export

1	2	3	4	5	6	7	8	9	10
Port Name	**Shipping Bill Number**	**Truck Number of Indian truck**	**Truck Arrival at ICP Gate Date and Time**	**Weighment of Loaded Truck (if required) Date and Time**	**Payment Made by CHA/Trader Date and Time**	**Dispatch from LPAI Parking yard Date and Time**	**Dispatch from Border Gate Date and Time**	**Empty Truck Return from the Border Date and Time**	**Empty Truck ICP Gate Out Date and Time**

6.1.3 Customs-Import

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Port Name	**Bill of Entry Number**	**Submission of bill of entry date and time**	**International Truck Number**	**Assessment (Yes/ No)**	**Assessment date and time**	**RMS Green Facilitated/ Group 2nd Check/ Group 1st Check**	**RMS Treatment Code**	**Registration date and time**	**Examination (Yes/No)**	**Examination date and time**	**Sample Collected (Yes/No)**	**PGA Name**	**BOE Forwarded to PGA date and time**	**Received report from PGA date and time**	**Payment of Duty date and time**	**Scanning (Yes/No)**	**Out of Charge date and time**	**AEO/ Non AEO**	**HS Code 4-Digit**

6.1.4 Customs-Export

1	2	3	4	5	6	7	8	9	10	11	12
Port Name	Shipping Bill Number	Submission of Shipping Bill Date and Time	Indian Truck Number	AEO/ Non AEO	HS Code 4-Digit	Assessment (Yes/No)	Assessment date and time	Registration date and time	Examination (Yes/No)	Examination date and time	LEO date and time

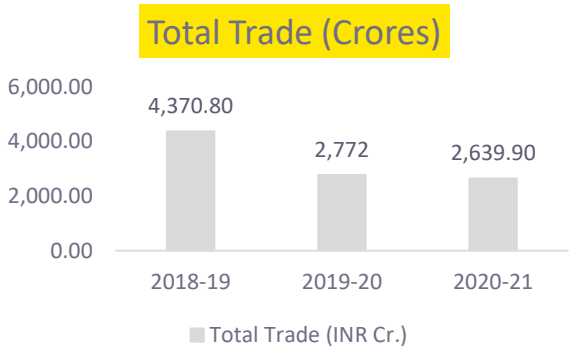
6.2 ICPs at a Glance

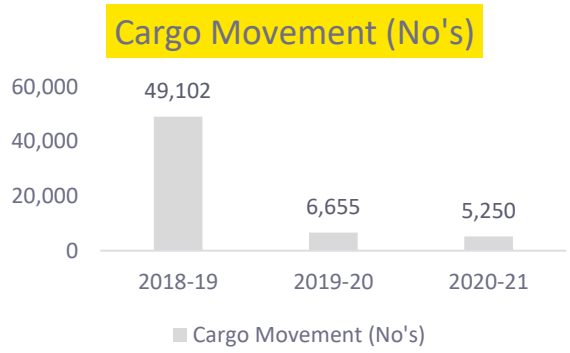
6.2.1 ICP Attari

- India developed its first ICP at Attari along the international border between India and Pakistan, located at a distance of about 28 kms from the city of Amritsar.
- An extremely important check-point as Attari-Wagah is the only permissible land route allowed for trade between India and Pakistan.
- The ICP serves as an important port for importing goods from Afghanistan into India.
- Spread over a total area of 120 acres

Attari, ~3 kms | Amritsar, ~36 kms | NH-1, AH-1, 0.1 km

Stakeholders			Trade Commodities
LPAI	PQ	Customs	Soyabean, Chicken Feed, Vegetables, Red Chilies, Plastic Dana, Plastic Yarn
BoI	BSF	MoHFW	Dry Fruits, Dry Dates, Gypsum, Cement, Glass, Rock salt, Herbs





Hard and Soft Infrastructure at ICP		
Parameter	**ICP *(Attari)***	
Handling Capacity		
Overall capacity (Trucks/year)	55000	
Capacity handled (Trucks) 2021-22	6555 Afghan & 8341 Indian Trucks	
Capacity utilisation in 2021-22 (%)[13] **(up to Jan.22)**	75%	
Basic Infrastructure		
Cargo terminal (Sq. m.)	300387.00	
Passenger/immigration terminal (n)	01 (10495 Sqm.)	
Weighbridges	03	
Gate Infrastructure		
Gates (n)	07	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	7479	
Open Area Storage	35805	
Import warehouse	6479	
Export warehouse	3000	

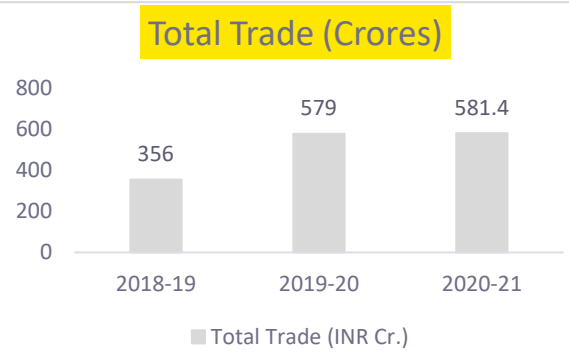
[13] Capacity utilisation is the measure of actual number of trucks handled vis-à-vis the actual capacity of the ICP

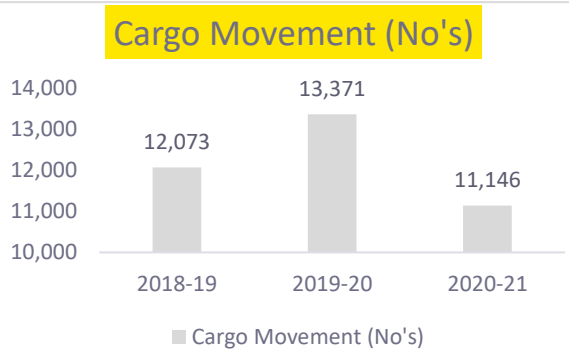
6.2.2 ICP Agartala

- Located at the Agartala-Akhaura border point along the international border between India and Bangladesh.
- This is the only ICP located in the vicinity of the capital city of the state of Tripura that too within the municipal area.
- Has the potential to be the gateway of India's corridor with South-East Asia and plays a significant role in strengthening India-Bangladesh relationship.
- It is spread over an area of 11.72 acres.

Agartala, ~6.6 kms | Agartala, ~8 kms | NH-8, 7.4 kms

Stakeholders			Trade Commodities
LPAI	BOI	Customs	Dry Fish, Arjun Flower (Grass broom)
PQ, AQ	BSF	MoHFW	Crushed Stone, Coal, Float Glass, Stone Chips, Cement, Fish Edible Oil, Household Plastic Item TMT bars, Small Agricultural Machinery





Hard and Soft Infrastructure at ICP		
Parameter	**ICP *(Agartala)***	
Handling Capacity		
Overall capacity (Trucks/year)	124800 Trucks/ Year	
Capacity handled (Trucks) 2021-22	17683 Trucks/ Year	
Capacity utilization in 2021-22 (%)[14] **(up to Jan.22)**	18.89 % up to Dec. 2021	
Basic Infrastructure		
Cargo terminal (Sq. m.)	265 Sq. Mtr	
Passenger/immigration terminal (n)	01 No. – 3900 Sq. Mtr	
Weighbridges	02 Nos. -80 MT each	
Gate Infrastructure		
Gates (n)	05 Nos.	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	1260 Sq. Mtr.	
Open Area Storage	7300 Sq. Mtr.	
Import warehouse	1120 Sq. Mtr.	
Export warehouse	840 Sq. Mtr.	

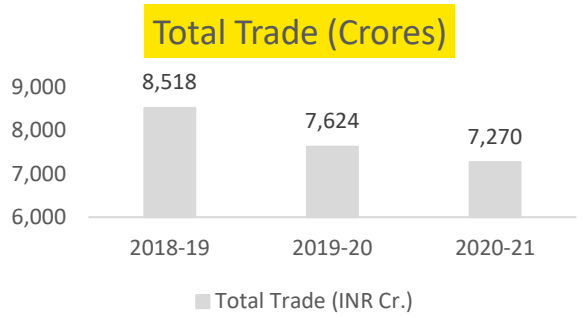
[14] Capacity utilisation is the measure of actual number of truck handled vis-à-vis the actual capacity of the ICP

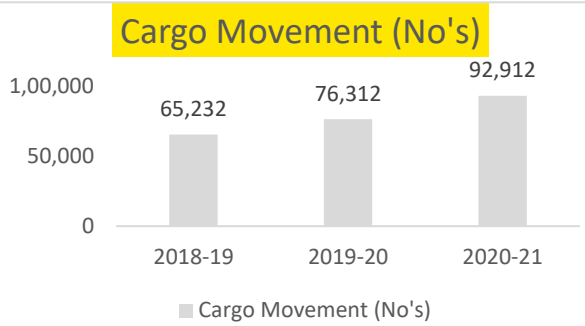
6.2.3 ICP Jogbani

- ICP Jogbani is located along the international border between India and Nepal, located at a distance of about 325 kms from the city of Patna.
- Jogbani (India) – Biratnagar (Nepal) is an important route for interchange of bilateral and third country trade between India and Nepal.
- The ICP was inaugurated by Hon'ble Home Minister Sh. Raj Nath Singh on 26.02.2019
- Spread across an area of 186 acres.

Jogbani, ~3 kms | Bagdogra, ~170 kms | NH-527, ~13 kms

Stakeholders			Trade Commodities
LPAI	PQ,	Customs	Iron and Steel, Petroleum Products, Food Grains, Machinery and Parts, Vehicles
BoI	BSF	MoHFW	PP Woven Fabrics, Mustard Oil Cake, Refined Oil (Soyabean), Jute Sacking Bag





Hard and Soft Infrastructure at ICP		
Parameter	**ICP *(Jogbani)***	
Handling Capacity		
Overall capacity (Trucks/year) Capacity handled (Trucks) 2021-22 Capacity utilisation in 2021-22 (%)[15] **(up to Jan.22)**	No or Minimum transshipment / warehousing undertaken	
Basic Infrastructure		
Cargo terminal (Sq. m.)	17000 Sqm	
Passenger/immigration terminal (n)	01 Nos.	
Weighbridges	02 Nos. (Capacity - 80 MT)	
Gate Infrastructure		
Gates (n)	01 - in & 01 - out	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	2092 sq. m.	
Open Area Storage	-	Area included in Cargo terminal
Import warehouse	820 sq. m.	
Export warehouse	404 sq. m.	

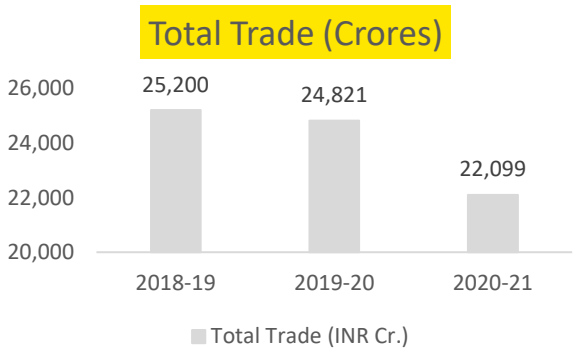
[15] Capacity utilisation is the measure of actual number of truck handled vis-à-vis the actual capacity of the ICP

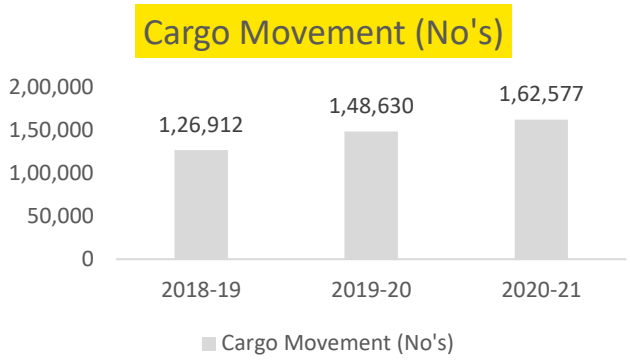
6.2.4 ICP Raxaul

- Located along the international border between India and Nepal, located at a distance of about 230 kms from the city of Patna.
- Raxaul (India) – Birgunj (Nepal) is the most important route for interchange of bilateral and third country trade between India and Nepal.
- Spread over a total area of 235.33 acres, the completion of the ICP project is around Rs.139.31 crores.

Raxaul, ~4.1 kms | Patna, ~204 | NH-527D, ~0 kms

Stakeholders			Trade Commodities
LPAI	PQ,	Customs	Petroleum Products, Iron and Steel Products, Motor Vehicle Parts, Machine/Machine Parts, H.L. Medicine, Rice & Food Grains
BoI	BSF	SSB	Jute, Beverages, PP Woven, Refined Palmolein, Lead, Arurvedic Products





Hard and Soft Infrastructure at ICP		
Parameter	**ICP *(Raxaul)***	
Handling Capacity		
Overall capacity (Trucks/year)	Not Known	
Capacity handled (Trucks) 2021-22	163838 (Till December 2021)	
Capacity utilisation in 2021-22 (%)[16] **(up to Jan.22)**	Not Applicable	
Basic Infrastructure		
Cargo terminal (Sq. m.)	6000 Sqm	
Passenger/immigration terminal (n)	2 Nos.	
Weighbridges	3 Nos.	
Gate Infrastructure		
Gates (n)	07	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	1800 Sqm.	
Open Area Storage		
Import warehouse	1200 Sqm.	
Export warehouse	600 Sqm.	

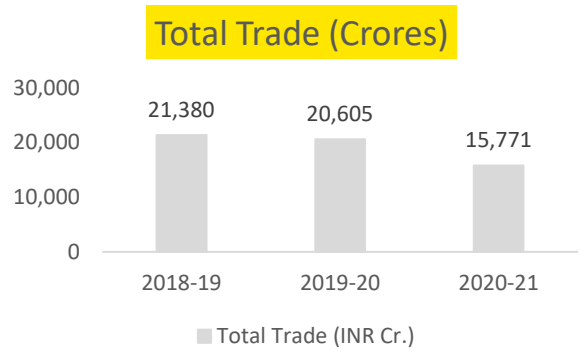
[16] Capacity utilisation is the measure of actual number of truck handled vis-à-vis the actual capacity of the ICP

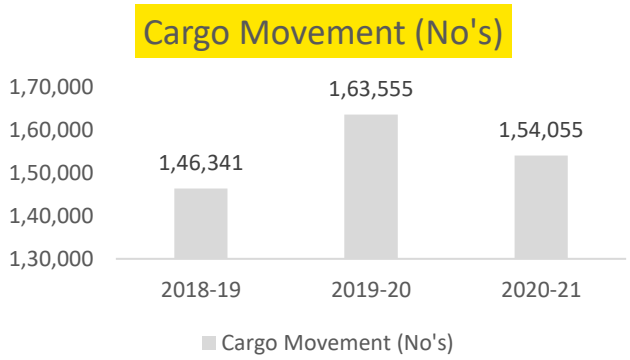
6.2.5 ICP Petrapole

- largest land port in South Asia, located along the international border between India and Bangladesh.
- Petrapole (India)-Benapole (Bangladesh) is an important land border crossing both for trade & passenger movement, nearly 30% of land trade between both countries through this ICP
- Since its operationalization in February 2016, the ICP has been witnessing an increasing number of passenger movement with an average of 22 lakh people crossing the border post each year.

Petrapol, ~0.5 kms | Kolkata, ~68 kms | NH-112, ~0 kms

Stakeholders			Trade Commodities
LPAI	BOI	Customs	Cotton and Synthetic Fabric, Chassis, Steel/Iron Chemical, 2/4-Wheeler
PQ, AQ	BSF	MoHFW	Readymade Garment, Cotton Rags, Bags, Jute Yarn, Hydrogen Peroxide





Hard and Soft Infrastructure at ICP		
Parameter	**ICP *(Petrapole)***	
Handling Capacity		
Overall capacity (Trucks/year)	154568 (During 2019-20)	
Capacity handled (Trucks) 2021-22	136770 {2021-22 (Up to February, 2022)}	
Capacity utilisation in 2021-22 (%)[17] **(up to Jan.22)**	Not Applicable	
Basic Infrastructure		
Cargo terminal (Sq. m.)	Approx. 323748.514 Sqm	
Passenger/immigration terminal (n)	Nos.	
Weighbridges	2 Nos.	
Gate Infrastructure		
Gates (n)	02	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	Sqm.	
Open Area Storage	2916 Sqm.	
Import warehouse	(i)Warehouse no 1 - 1458 sqm ii)Warehouse no 2 - 1458 sqm (Including cold storage & office room area.))	
Export warehouse	4625 Sqm.	

[17] Capacity utilisation is the measure of actual number of truck handled vis-à-vis the actual capacity of the ICP

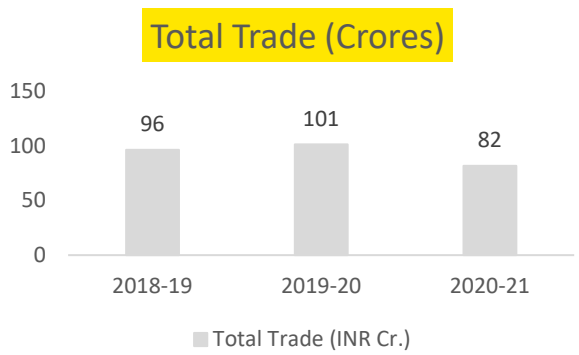
	(Warehouse no 3 - 2471 sqm (Presently used for BGF accommodation) ii)Warehouse no 4 - 2154 sqm (Presently used for export inspection shed & BGF accommodation)

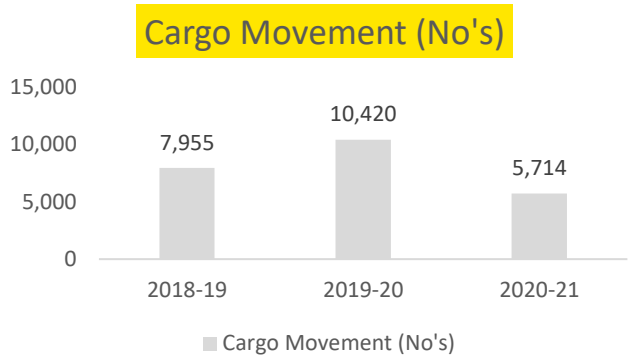
6.2.6 ICP Srimantapur

- Located along the international border between India and Bangladesh at a distance of about 63 kms from the city of Agartala in Tripura.
- Has one floating jetty on the Gomati river which flows through Tripura and the district of Comilla in Bangladesh. With the jetty, Tripura has also joined the map of Inland Water Transport and this is expected to further boost India's trade with Bangladesh.

Bishramganj, ~28 kms | Agartala, ~68 kms | NH-8, ~33 kms

Stakeholders			Trade Commodities
LPAI	PQ,	Customs	Cumin, Ginger, Wood Apple, Tamarind, Betel Leaf
BoI	BSF		Cement, Steam Coal, Fruit Drink, Carbonated Beverage, PVC Pipes & Tubes, Kitchen Racks, Agro Plastic Net, Brick Crusher, Thrashing Machine





Hard and Soft Infrastructure at ICP Parameter		ICP *(Srimantapur)*
Handling Capacity		
Overall capacity (Trucks/year)		1,10,000
Capacity handled (Trucks) 2021-22		4,398
Capacity utilisation in 2021-22 (%)[18] **(up to Dec.21)**		4.16%
Basic Infrastructure		
Cargo terminal (Sq. m.)		No cargo terminal available in ICP
Passenger/immigration terminal (n)		01 No
Weighbridges		01 No- 80 M.T Capacity.
Gate Infrastructure		
Gates (n)		04 Nos.
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	450 Sq.Mts	-
Open Area Storage	8,500 Sq.Mts	200 trucks (approx.)
Import warehouse		Total 01 No. warehouse with 05 nos. chamber, use for Import & Export both purposes.
Export warehouse		- Do-

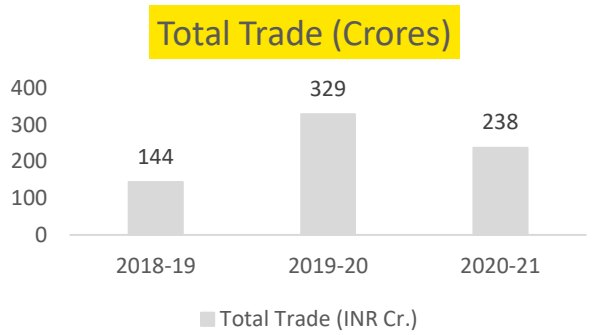
[18] Capacity utilisation is the measure of actual number of trucks handled vis-à-vis the actual capacity of the ICP

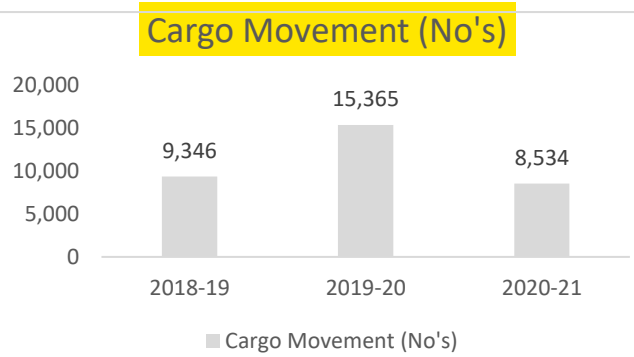
6.2.7 ICP Sutarkandi

- ICP Sutarkandi is located along the international border between India and Bangladesh, located at a distance of about 15 kms from the district Karimganj.
- ICP Sutarkandi is located at a very strategic location which has a river (Kushiara) connectivity at Lakhi Bazar just 3 kms away from ICP and rail connectivity about 10 kms at Mahishasan- Kalaura route which is going to be developed soon.
- Two National Highways go through Sutarkandi-NH 151 (old) and NH 7 (new)

Karimganj, ~14.5 kms | Silchar, ~92 kms | NH-37, ~0.2 kms

Stakeholders		Trade Commodities
LPAI	Customs	Coal, Orange, Pomegranate, Grapes, Apple
BoI	BSF	Palm/Soya Oil, Food items, Soft Drinks, Plastic, Waste Cotton





Hard and Soft Infrastructure at ICP Parameter	ICP *(Sutarkandi)*	
Handling Capacity		
Overall capacity (Trucks/year)	20000-25000	
Capacity handled (Trucks) 2021-22	20036	
Capacity utilisation in 2021-22 (%)[19] **(up to Jan.22)**	100%	
Basic Infrastructure		
Cargo terminal (Sq. m.)	830 SQM	
Passenger/immigration terminal (n)	650SQM	
Weighbridges	2 (two) nos. 50 MT Cap.	
Gate Infrastructure		
Gates (n)	02 Nos.	
Storage Facilities	**Area (In Sq. m.)**	**Capacity (In No. of Trucks)**
Covered Area	Nil	
Open Area Storage	9100 SQM (BTC-II)	
Import warehouse	1024 SQM	
Export warehouse	Nil	

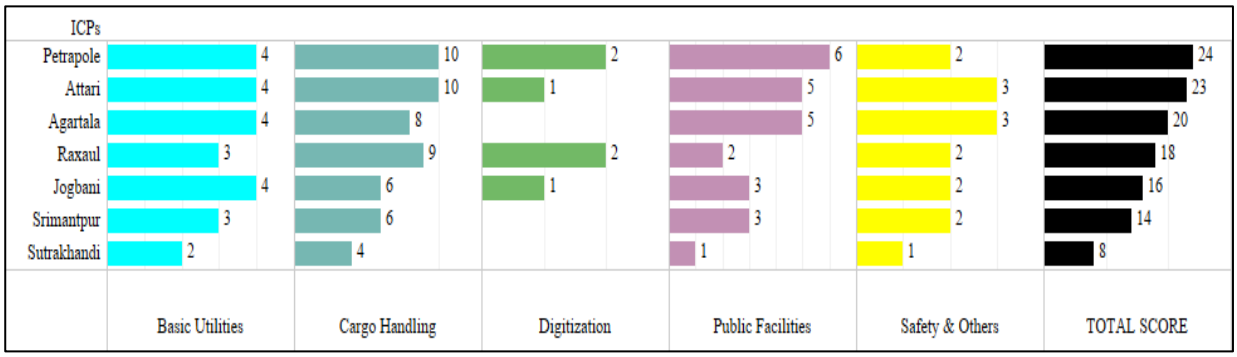
[19] Capacity utilisation is the measure of actual number of truck handled vis-à-vis the actual capacity of the ICP

6.3 *Assessment of Infrastructure/Facilities*

Based on information received, the study takes into account five infrastructure categories (basic utilities, cargo handling, digitization, public utilities, and design and safety covering 30 infrastructure elements. Information on the availability of infrastructure was calculated in binary, that is, 0 (No) and 1 (Yes), where 0 indicates the unavailability of a particular facility while 1 indicates its availability. Therefore, the score of an ICP can vary from 0 to 30 depending on the availability of facilities.

Cargo Handling	Basic Utilities	Public Facilities	Digitization	Safety & Others
• X-ray scanners (No. of scanner / Operational Status) • Parking Yard (Is there any parking yard for trucks inside the ICP / if Yes, Capacity) • Testing Laboratories (No.) • Export & Import Warehouse • Electronic Weigh Bridges • Rummaging Shed • Quarantine Block • Cold Storage Area • Fumigation Shed • Cargo Terminal Building	• Electricity • Bank/ATM/ Money Exchange Counter • Internet • Power Backup	• Public Utilities Block • Cafeteria • Driver's resting rooms • Health centre • Toilet with water facilities • Duty Free Shop • Electric vehicle for ferry of passengers	• EDI • RMS • Online duty payment	• CCTV • Lighting • Firefighting equipment • Spaces for CHAs • Immigration Clearance • Isolation Bay
Max. Score nal	***Max. Score nal***	***Max. Score nal***	***Max. Score – 3***	***Max. Score – 3***

Availability of Infrastructure Facilities at ICPs



Note: This representation provides scores to the selected ICPs based on availability of key infrastructural facilities. It may be noted that overall dwell time at an ICP does not correlate in direct proportion to the infrastructure scores, but is also dependent on various operational and regulatory aspects.

Ancillary Facilities

Facilities	*Agartala*	*Srimantapur*	*Sutarkandi*	*Raxaul*	*Jogbani*	*Attari*	*Petrapole*
1. X-ray scanners	Yes	Yes	Yes	Yes	No	Yes	Yes
2. Parking Yard	Yes	Yes	Yes	Yes	No	Yes	Yes
3. Testing Laboratories	No	No	No	No	Yes	Yes	Yes
4. Export & Import Warehouse	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5. Electronic Weigh Bridges	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6. Cargo Terminal Building	Yes	Yes	No	Yes	(01 utilized by SSB)	Yes	Yes
7. Rummaging Shed	Yes	No	No	Yes	In Pipeline	Yes	Yes
8. Quarantine Block	Yes	Yes	No	Yes	Yes	Yes	Yes
9. Cold Storage Area	Yes	No	No	Yes	Yes	Yes	Yes
10. Fumigation Shed	No	No	No	Yes	Yes	Yes	Yes
11. Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes
12. Power Backup	Yes	Yes			Yes	Yes	Yes
13. Internet	Yes	Yes	Yes	Yes	Yes	Yes	Yes
14. Bank/ATM/ Money Exchange Counter	Yes	No	No	Yes	Yes	Yes	Yes
15. EDI	No	No	No	Yes	Yes	Yes	Yes
16. RMS	No	No	No	Yes			Yes
17. Online duty payment							
18. CCTV	Yes	Yes			Yes	Yes	Yes
19. Lighting							
20. Firefighting equipment	Yes						
21. Spaces for CHAs							
22. Immigration Clearance	Yes	Yes	Yes	Yes	No	Yes	Yes
23. Isolation Bay	No	No	No	Yes	Yes	Yes	Yes
24. Driver's resting rooms	Yes						Yes
25. Health center	Yes	Yes			Yes	Yes	Yes
26. Toilet with water facilities		Yes	Yes		Yes	Yes	Yes
27. Duty Free Shop	No	No	No	No	No	Yes	
28. Electric vehicle for ferry of passengers	Yes						
29. Public Utilities Block	Yes	Yes	No	Yes	Yes	Yes	Yes
30. Cafeteria	Yes	No	No	Yes	No	Yes	Yes

EY | Assurance | Tax | Transactions | Consulting

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit ey.com.