



**Suvidha Vehicles Facilitation System, Department of
Information Technology & Electronics,
Govt of West Bengal**

Government of West Bengal in coordination with Land Ports Authority of India, Indian Customs (CBIC), and Border Security Force (BSF) has started SUVIDHA facility (Web based Solution) for quick clearance and smooth movement of vehicles at various ICPs of West Bengal. Once registered with this portal, all sorts of facilitations for smooth movement and clearances with concerned agencies are ensured in a time bound manner. In case of any issue faced by the User, a round the clock Control Room with a Dedicated Helpline has been opened to address and provide quick redressal of those issues.

This service is currently open for export of all kinds of goods vehicles through various ICPs established on the Indo-Bangladesh border of West Bengal with a special emphasis on Petrapole ICP.

Before the implementation of SUVIDHA facility, trade growth was impeded due to lack of facilities and infrastructure deficit at all the ICP/LCS within

the state of West Bengal. Poor facilities have made border crossing time-consuming and costly. All cargo trucks headed for any ICP/LCS need to first obtain a parking pass / serial number and on the basis of first-arrived, first-served they were allowed to enter into the custom notified zone. Average time delay for a single shipment was approximately 45 (forty-five) days. The trucks were parked by the either side of the road until they were permitted to enter the desired ICP/LCS. In the areas close to ICP/LCS, queue of thousands of trucks could be seen waiting. This in turn was resulting in massive traffic congestion on the narrow approach road in the vicinity of custom notified area. The date and time of export was uncertain and exporters had to bear huge expenditure on transport, parking, detention and transshipment. The vicinity of custom notified area was in a total chaos and various malpractices had crept in among the people involved in the process

of export. The export, despite the best efforts, could not be scaled up by the stakeholders

Key features of SUVIDHA facility are as under:

- Online Booking of Slots on Preferred Dates in a Web Based Solution
- No waiting time, vehicle to enter directly in land port parking area on Desired Dates
- Seamless movement and clearances with concerned Agencies in a time bound manner, Export of goods in less than 24 hrs to Bangladesh Port from the time of arrival in land port Parking Area
- Facilitation Fee collected is being and shall be used for Developing Infrastructures at the Ports through Local Bodies and Agencies.
- No Detention period.
- Registration by using a valid Importer -Exporter Code (IEC) only.
- Fully Transparent system, Exporters can view available slots by logging in.

- Reschedule facility available in case of any contingency.
- Once completely implemented, no other charge to any agency to be paid including land port parking Charges.
- Contact Free and seamless Movement of Vehicles at all checking Points.

Automation

- It has been decided that digitisation of all entries will be done and paperless procedure would be adopted. All
- stakeholders will be connected through dashboard for ease of working. All relevant information will be pushed
- to all stakeholders in their dashboard prior to their actual handling and dealing with the case in order to ensure

- minimum time is taken. The SUVIDHA application will also be handed over to LPAI who will be the mother feeder
- organisation. There will be separate dashboard for Customs, BSF and LPAI. LPAI will be mainstay and will share
- data with SUVIDHA, Customs, CHA and other stakeholders.

Conclusion

An exhaustive review is carried out on weekly basis to further strengthen the SOPs and drills to bridge the gaps.

A special emphasis is being laid down on providing review of booking of slots,

accommodation, living conditions, insurance of driver and helper, developing models for local bodies for improving the areas close to custom notified areas in terms of men and machine for furtherance of export operations. A positive response is received from all stakeholders of this Pilot Project as the aspirations are met and the trust and confidence in the new system is appreciated.

Beneficiaries:

Exporters / Importers, Transporters, Drivers, Khalasis (helpers) and all other people & stakeholders associated with export/import.
