

Client Satisfaction Towards Custom House Agent Process

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Abstract

Any individual can act as an agent for any business transactions or imports & exports of good at any location provided he holds a valid license, generally termed as custom house agent. A temporary or permanent license holder do have certain limitations to undergo shipping bill for internal and external work. To rule out the complicated and tiresome procedures during exports and imports an expert well versed with the custom and consignment procedure is a key, called the custom house agent. The custom house agent is expected to have certain educational qualifications and experience in logistics industry. The study is an exploratory one attempted to identify the qualification, rules and regulations of custom housing agent.

Keywords: *Custom House agent, license holder, import & export, rules and regulations.*

Introduction

The Customs House Agent (CHA) has to either personally clear the goods or clear it through an employee who is approved by the Deputy. All the documents prepared by him should prominently bear the CHAs name at the top of the document. The CHA should not attempt to influence the conduct of Customs officers in matters pending before him or his subordinates. There should be no threats, false accusations or duress against such officers. No promise of advantage or benefit or gift should be made or bestowed on such officers. Duty of CHA should be discharged with utmost speed and avoid delays. He cannot charge for his

services in excess of rates approved by the Commissioner.

George N. Kenyon et al in their article state that Logistics outsourcing has a significant effect on how manufacturing firms produce and deliver products to their customers. Indeed, many manufacturing firms do not own or manage the transportation. Success factors and Cost Management Strategies for Logistics Outsourcing, 'Journal of Management and Marketing Research' 2002 The concept of innovation is regarded in most organizations as an effective tool to create and sustain competitive advantages. The logistics function is an area that is increasingly seeking ways of adding value through innovation. It has

transformed from the business concept of transportation to that of serving the entire logistical needs of customers. The service component offers a very good chance of gaining sustainable competitive advantage in the hypercompetitive global market. Conversely, poor service or a reluctance to innovate offers a fairly good chance of losing customers also found that the advances in technology and communication. Konstantin Makukha and Richard Gray said although logistics partnerships are common, incentives for entering into strategic arrangements and the determinants of their success are not well researched. Many logistics partnerships, being operational in nature, are of a logistics partnership on a shipper's strategic moves and competitive positioning has not been researched thoroughly. Hinkelman, Edward G. Short Course in International Trade Documentation: the Documents of Exporting, Importing, Shipping and Banking. Petaluma: World Trade Press. Jouanjean MA, Velde DWt. Disentangling transit costs and time in South Asia. Khumalo S. Unlocking South African cross-border transport challenges. A case study of Beitbridge border post. Pretoria.

Table:1 GENDER

Gender	Frequency	Percent	Valid Percent	Cumulative Percent
MALE	34	68.0	68.0	68.0
FEMALE	16	32.0	32.0	100.0
Total	50	100.0	100.0	100.0

Lin HE, Zito R, Taylor MAP. A review of travel-time in transport and logistics. Proceedings of the Eastern Asia Society for Transportation Studies. McKinnon A. Performance measurement in freight transport, Hamburg, Germany: Kuehne Logistics University. NIRTTP D. Road Transport Safety and Axle Load Control Study in Nepal, Kathmandu.

Research Methodology

Research design: Descriptive

Sample size: 50

Sampling techniques: Convenient sample

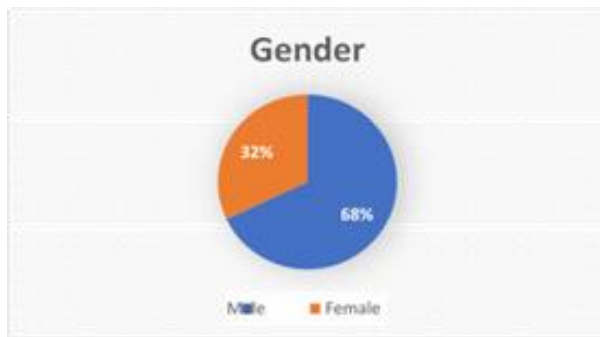
RESEARCH HYPOTHESIS:

Client satisfaction, effects and expectations for custom clearance in custom house agent process

Analysis and Interpretation

Analysis for Client Satisfaction towards Custom House Agent Process

Chart:1 Gender



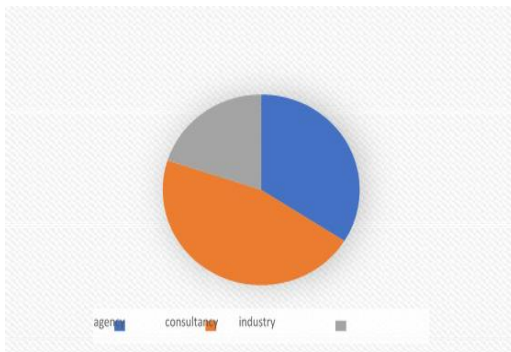
The table shows that 68% of the respondents is male and remaining 32% is female.

INTERPRETATION:

Table:2 COMPANY CATEGORY

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Agency	17	34.0	34.0	34.0
Consultancy	23	46.0	46.0	80.0
Industry	10	20.0	20.0	100.0
Total	50	100.0	100.0	

Chart:2 COMPANY CATEGORY



INTERPRETATION:

The table shows that 34% of the respondents is agency, 46% of the sample size is consultancy and remaining 20% is industry.

Table:3 INCOME

Income/month	Frequency	Percent	Valid Percent	Cumulative Percent
25k -35k per month	26	52.0	52.0	52.0
35k-45k per month	21	42.0	42.0	94.0

Above 50k	3	6.0	6.0	100.0
Total	50	100.0	100.0	

Chart:3 INCOME

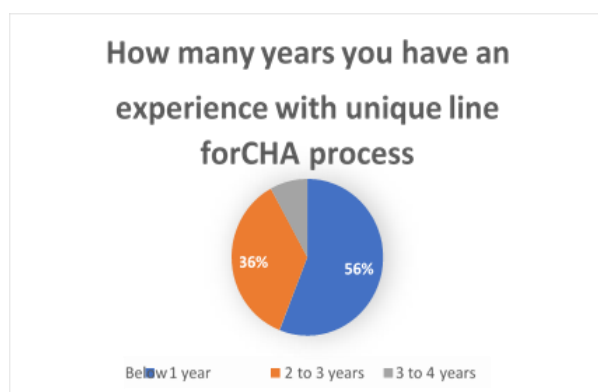
month, 42% of the respondents is 35k-45k per month and remaining 6% is Above 50k.



INTERPRETATION: The table shows that 52% of the respondents is below 25k-35k per

Table:4 EXPERIENCE IN YEARS

Period	Frequency	Percent	Valid Percent	Cumulative Percent
Below 1 year	28	56.0	56.0	56.0
2 to 3 years	18	36.0	36.0	92.0
3 to 4 years	4	8.0	8.0	100.0
Total	50	100.0	100.0	

Chart:4 EXPERIENCE IN YEARS

INTERPRETATION:

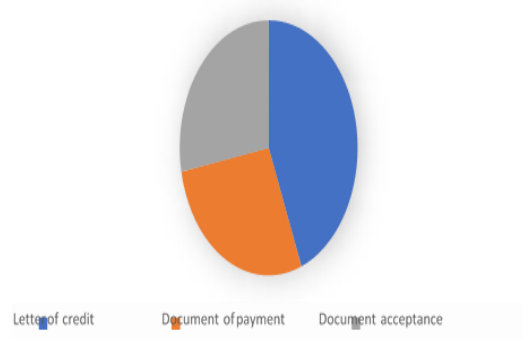
The table shows that 56% of the respondents is below 1 year, 36% of the respondents is 2-3 years and remaining 8% is 3-4 years.

Table: 5 METHOD OF PAYMENT

Method of Payment	Frequency	Percent	Valid Percent	Cumulative Percent
Letter of credit	22	44.0	44.0	44.0
Document of payment	14	28.0	28.0	72.0
Document acceptance	14	28.0	28.0	100.0
Total	50	100.0	100.0	

Chart:5 METHOD OF PAYMENT

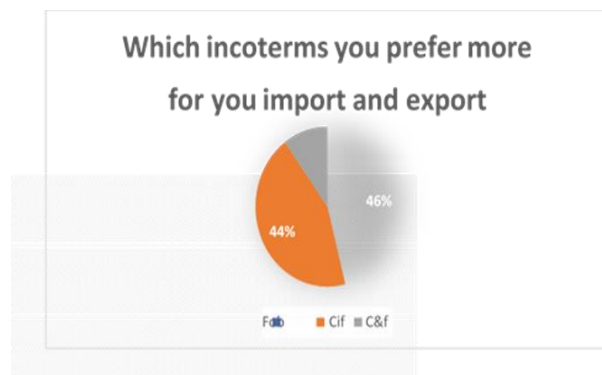
document of payment and remaining 28% is document acceptance.

**INTERPRETATION:**

The table shows that 44% of the respondents is letter of credit, 28% of the respondents is

Table:6 PREFERENCE OF INCOTERMS IN IMPORT AND EXPORT

Incoterms	Frequency	Percent	Valid Percent	Cumulative Percent
Fob	23	46.0	46.0	46.0
Cif	22	44.0	44.0	90.0
C&f	5	10.0	10.0	100.0
Total	50	100.0	100.0	

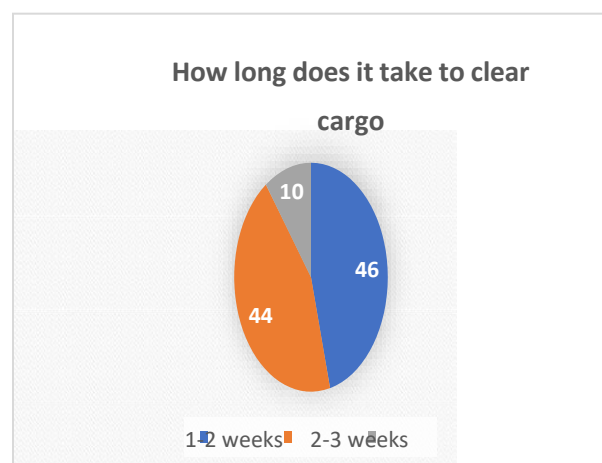
Chart:6 PREFERENCE OF INCOTERMS IN IMPORT AND EXPORT

The table shows that 46% of the respondents is fob, 44% of the respondents is cif and remaining 10% is c&f.

INTERPRETATION:

Table:7 PERIOD OF TIME TO CLEAR CARGO FROM CONTAINER FREIGHT STATION

Period	Frequency	Percent	Valid Percent	Cumulative Percent
1-2 weeks	23	46.0	46.0	46.0
2-3 weeks	22	44.0	44.0	90.0
1 month	5	10.0	10.0	100.0
Total	50	100.0	100.0	

Chart:7 PERIOD OF TIME TO CLEAR CARGO FROM CONTAINER FREIGHT STATION

INTERPRETATION:

The table shows that 46% of the respondents is 1-2 weeks, 44% of the respondents is 2-3 weeks and remaining 10% is 1 month.

Findings

- The most of the sample size is male and it shows the higher respondents are male clients.
- The most of the sample size is agency and it shows this sample size is responders are mostly working in an agency and this level of sample size is higher than remaining respondents.
- The majority of the respondents is below 25k-35k per month is highly collected option from clients, so the maximum number of clients income is 25k-35k. and this value is higher than other remaining values.

- The table shows the sample size shows the many of responders are from recognized of pg graduated clients.
- The maximum level of values size is below 1 year.so, we can conclude the maximum of clients have below 1 year experience with unique line.
- The custom clearance process has many of service works and the maximum sample size is custom clearance for import and export, we can conclude majority of client ' s need is custom clearance for import and export.
- The table shows the sample size for bill lading is higher than other remaining lists.so, we can conclude majority of client ' s given answer is bill lading.

Recommendations

- The client ' s opinion about CHA ' s process is to make cost affordable for the custom clearance process and the service providers must give adequate to the clients.
- The company can improve the small level of CHA ' s process fast, when collecting shipping bill, and in the process of shipping bill and bill of entry the service providers must give the status about the shipping bill and bill of entry.
- The most of clients needs and expectations on the CHA ' s process and thus service providers must give an awareness to clients and it make the client flexible.
- The company can improve the CHA ' s service quality from cha ' s process to the all clients. and the developing infrastructure and giving awareness about the safety and security.
- Apart from other services need clients, there are many of client need is only signature from cha ' s licence holder in client custom credentials.

Conclusion

In this study we have found the client's needs and satisfaction. The many of clients are have lot of suggestion about CHA" s process. So, "the study on client's satisfaction towards custom house agent process with reference to unique line" that shows the clients satisfaction and expectations. Thus, even though the custom house agent service providers are providing enough services to the clients, The providers must give more efficient services to them, the mandatory credentials which is used for all custom clearing purposes that the important document give eventually shipping bill and bill of entry. Nowadays the many clients are more aware about the custom clearing hidden process, The CHA covers all over the world's all mode of transportations because the entire worlds need is much higher and it is growing. The client's need apart from custom clearing there are colossal number of services. Eventually the CHA's process is extremely satisfied the clients, this is the factor that found from this study. The CHA's sort of individual and Indian governmental import and export process.

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