



सीमा शुल्क मुख्य आयुक्ता का कार्यालय, बंगलुरु अञ्चल

OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS BENGALURU CUSTOMS ZONE;

केंद्रीय राजस्व भवन, क्वीन्स रोड बंगलुरु -560001

C.R. BUILDING: QUEEN'S ROAD: BENGALURU- 560 001

Tel: 080-22867990/22863714 FAX: 080-22862419/22868795 E-mail: ccu-cusblr@nic.in

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Minutes of the 63rd CCFC Meeting Bengaluru Customs Zone held on 31.10.2025

The 63rd Customs Clearance Facilitation Committee (CCFC) Meeting was held on 31st October 2025 from 11:00 AM onwards in Hybrid Mode at the Conference Hall, C.R. Building, Queen's Road, Bengaluru. Shri Ashish Chandan, Chief Commissioner of Customs, Bengaluru Zone, chaired the CCFC meeting. The list of Participants is annexed.

02. The Chairperson welcomed the members in his opening remarks and referred to the Agenda Points pending from the previous CCFC Meeting and the fresh Agenda Points. He again requested the members to contribute a larger number of Agenda Points for future Meetings, noting that only a limited number of Agenda Points had been received from the members for the present Meeting.

03. With the permission of the Chairperson, the Assistant Commissioner, CCO, made a presentation on the recent Circulars issued by the Board and Public Notices issued by the Commissionerates during the period from 29th August 2025 to 31st October 2025.

Discussion On Pending Agenda Points (except points related to DoP)

A. FSSAI Inspection and Drawing of Samples: BCHAAL had requested for more structured sampling by FSSAI, since FSSAI Teams were attending to sampling at ACC and ICD only on alternate dates or at convenient dates.

Commissioner, AP & ACC informed that the issue raised by BCHAAL has been communicated to FSSAI. Further, FSSAI officers have been informed to be available at all times for attending to samples at ACC. Commissioner BCC informed that in respect of ICD, FSSAI does not have a permanent office at ICD Whitefield, Bengaluru but the FSSAI staff are visiting the ICD and attending to the queries whenever raised by this office.

The Chairperson closed the matter since there were no more grievances or complaints regarding the issue and advised BCHAAL that they could revert right away if there were any future disruptions.

B. Container Movement Delays from Chennai to ICD Bengaluru: It was intimated that it takes almost a week for the goods landing in Chennai to come to Bangalore ICD. The assistance of Customs was requested for expediting faster clearance from Chennai to Bengaluru and increasing the frequency of the freight movement.

Commissioner, BCC informed that it has been intimated by CONCOR CFS Whitefield that they are running two trains from Chennai to ICD Bengaluru on a daily basis to facilitate faster clearance of imports from Chennai to Bengaluru. He further informed that two more trains will be added, which will reduce the congestion.

The Chairperson directed that within Bengaluru Customs Zone, if there is any constraint in the movement of the goods from CFSs to ICDs, it should be addressed immediately. He further directed during the upcoming PTFC Meeting at BCC, fresh inputs may be taken from CONCOR to address this issue.

On the basis of these inputs, the Chairperson decided the issue as resolved.

C. PQ clearance: Regional Plant Quarantine Station had raised the issue that consignments exported from India were not having ISPM-15 marks leading to rejection of consignments and Tropical wood logs (HS Code: 44072900) and blueberries (HS Code: 06029090) were not being referred for PQ clearance online.

In the last Meeting, BCHAAL, Menzies Aviation & Air Cargo Forum had stated that most pallets were of plastic or plywood, which do not require ISPM certification and there were hardly any wood-based pallets. However, they had assured that they were aware of the ISPM certification requirement and will approach PQ wherever necessary. The Chairperson had requested Commissioner, AP & ACC to immediately convene a Meeting with PQ officials for resolving these issues.

In this Meeting, Commissioner, AP & ACC informed that they have conducted a Meeting with PQ officers on the issue of regulatory requirements and PQ officers had provided training on 16.09.2025 to Trade and officers of ACC on regulatory requirements.

On the basis of these inputs, the Chairperson decided the issue as closed.

D. Relaxation of Insurance for all CONCOR Terminals

Commissioner, BCC informed that CONCOR CFS Whitefield has intimated that they have taken a standalone insurance policy amounting to Rs. 522.25 Crores in February 2025, which is valid up to 11th February 2026.

The Chairperson observed that the inclusion of insurance/payment of insurance is part of commercial transactions between the stakeholders and CONCOR and requested the stakeholders to take the issue up with the respective CONCOR terminals.

On the basis of these inputs, the Chairperson decided the issue as closed.

E. Installation of second RFID scanner/machine at T2 Terminal, KIA, Bengaluru

In the last Meeting, the Chairperson had requested the Commissioner, AP & ACC to have an immediate consultative Meeting with the stakeholders to resolve the issue.

In this Meeting, Commissioner, AP & ACC informed that a consultative Meeting with BIAL has been duly conducted. However, as RFID tags are not available, RFID scanner operations are temporarily suspended.

The Chairperson requested Commissioner, AP & ACC to forward a detailed writeup on the issue and non-availability of RFID tags to the CCO for further examination.

[Action: Commissioner, AP & CC]

F. Bonded Warehouse Digitization: Air Cargo Forum India had stated that some Warehouse Keepers are facing issues due to discrepancies between e-mail and phone details registered under GST and those in the ICEGATE system. Additionally, errors such as “Error 137” during bond-to-bond transfers are also being reported from time to time. It was requested that the matter be taken up with DG (Systems).

Commissioner, BCC informed that the changes in the e-mail IDs and mobile numbers linked to the GSTINs of several warehouse keepers had taken place primarily due to staff changes or deactivation of previously authorized personnel. Accordingly, their office has advised all warehouse keepers to update the details of their authorized signatories by visiting the concerned GST office and applying for amendments in both the core and non-core fields of their GST registrations.

On successful updation of details in the GSTIN, warehouse keepers have been instructed to visit the ICEGATE portal and integrate the updated GSTIN details accordingly. As a result of continuous follow-up by the Warehouse Management Cell (WMC) of BCC, 56 warehouses have successfully updated their details on the ICEGATE portal.

The Chairperson stated that “**Error 137**”, was caused due to double debiting at the supplier’s end in situations where the buyer prematurely ex-bonds the goods before W2W movement and transactions are completed in the System leading to shortage of balance of goods available in the online ledger at seller’s end.

Commissioner, MCC stated that they have carried out extensive outreach programs regarding the digitization of warehouses and as a result, 100% goals for warehouse digitization have been met.

Commissioner, BCC further stated that vide Instruction F. No. 484/03/2015-Part 1 dated 26.08.2025, it had been directed that 100% onboarding of all active warehouses should be completed by 15.09.2025. However, due to non-cooperation by some warehouse licencees, BCC has been compelled to issue Show Cause Notices to 75 active warehouse licencees for non-compliance with the digitization directive.

The Chairperson stated that there was no reason as to why many active warehouses have still not taken steps for onboarding, especially as there were no Systems issues and extensive handholding sessions had already been organized by the Department. He directed Commissioner, BCC to ensure that onboarding of the pending warehouses gets completed within a defined time frame and to take action under the law for this purpose.

[Action: Commissioner, BCC]

Discussion On Pending Agenda Points related to DoP

(i). Only random examination of export articles should be carried out

In the last Meeting, Commissioner, BCC had stated that Postal authorities are not submitting details of postal articles, which results in officers not being able to differentiate articles that are sensitive or non-sensitive. The Postal authorities had stated that they are in the process of upgrading their software, which will capture all the details of articles.

In this Meeting, Commissioner, BCC stated that for **PBE articles (Commercial)** articles cleared online, the details of outbound consignments are available to the Customs Superintendent on the FPO 2.0 IT Portal (Customs). These articles are selected for examination on a random basis only, depending on factors such as item description, destination country, and sender details. For **Non-PBE (Non-commercial)** outbound articles, the list provided by FPO includes only Serial Number, Article ID, Destination Country and Weight. Key information such as item description and sender details is not reflected in these lists.

In the absence of such essential details, Customs officers verify the particulars on the physical article boxes to ascertain the item description and sender information. Based on these parameters, articles are then selected for detailed examination on a random basis.

Commissioner, BCC reiterated that 100% physical examination is not being conducted; only a risk-based random selection is made, considering factors like item description, destination country, and sender profile. He further stated that the matter has already been communicated to DoP to include item description and sender details while providing the outbound article lists. This would enable Customs officers to identify sensitive consignments more efficiently and reduce the workload.

In response, it was stated by the Postal authorities that the process of upgrading their software is still underway and is expected to be completed soon.

(ii). Delay in examination of inbound cargo

In the last Meeting, Commissioner, BCC had stated that there is no steady power supply at the FPO, which is resulting in the shutting down of the X-BIS (X-Ray machine) and had requested the Postal authorities to ensure an adequate and constant power supply. The Postal authorities had stated that they will take steps in this regard.

In this Meeting, Commissioner, BCC stated that the issue of power cuts is still there and adequate steps still have to be taken by the Postal authorities.

In response, it was stated by the Postal authorities that they will soon ensure a steady power supply at the FPO.

(iii). Treatment of undelivered/retained/lost parcels and adjustment of Customs duty

In the last Meeting, Commissioner, BCC had stated that Postal authorities do not update the delivery status of the articles on the Portal, which is leading to the above issue. He had further stated that Customs is unable to ascertain whether Customs duties have been remitted by the Postal authorities with respect to assessed Bills of Entry.

The Chairperson had expressed his serious concern over the lack of reconciliation and had requested the Postal authorities to take immediate steps to update the delivery status in the Portal and provide copies of the Bills of Entry in respect of which the duty-assessed articles have been delivered to the importers. The Postal authorities had stated with the ongoing software upgrade, all the relevant details will be duly captured and they would be regularly providing the reconciliation of duty collected.

In this Meeting, Commissioner, BCC stated that Postal authorities are still providing the details of only Customs Duty amounts collected by them, not the reconciliation between the duty assessed by Customs and the duty collected. As on date, Postal authorities had not provided reconciliation data sought by the Customs authorities. In this regard, a latest letter dated 25.10.2025 has been issued to Postal authorities, reiterating the request for submission of complete reconciliation statement at the earliest.

In response, it was stated by the Postal authorities that the process of upgrading their software is still underway and is expected to be completed soon after which they would be providing the reconciliation between the duty assessed by Customs and the duty collected from the recipients.

The Chairperson reiterated his directions to the Customs officers to ensure strict compliance with the Postal Imports Regulations, 2025, especially Regulation 9 (5) and Regulation 9 (6) and that periodic meetings be held between Customs and the Postal authorities to resolve the outstanding issues.

(iv). Articles should be taken up for disposal by Customs due to constraints of space

In the last Meeting, Commissioner, BCC had stated that Customs has taken up the adjudication of the cases on a war footing. However, due to non-updation of delivery status and due to the Postal authorities not providing the assessed Bills of Entry, there was delay in disposal. The Postal authorities had stated with the ongoing software upgrade, all the relevant details will be captured.

In this Meeting, Commissioner, BCC stated that OIOs have been issued for 806 detained articles as of 15.10.2025. These articles will be taken up for disposal after the expiry of the appeal period. He further stated that Postal authorities have submitted a list of 213 abandoned articles along with waybill and assessment details. Upon review, 36 articles details were found to be missing from the submitted list. The 177 articles where waybill and assessment details are available are being taken up for disposal.

In response, it was stated by the Postal authorities that they will soon submit the details of the 36 articles whose details had been found to be missing.

[Action: Commissioner, BCC]

Discussion On Fresh Agenda Points (except points related to DoP)

A. Tea Board India, Kolkata: During meeting held under the Chairmanship of Additional Secretary (Plantation), Department of Commerce, Ministry of Commerce and Industry, Government of India with FSSAI, Customs and Tea Board on 19.09.2023, it was agreed that a mechanism for sharing of tea testing data for the Nepal teas imported from three LCS (Panitanki, Raxaul and Jogbani) would be put in place amongst Customs, FSSAI and Tea Board. Accordingly, Tea Board requested CBIC to share the relevant data. In response, the CBIC vide OM dated 22.04.2024 (copy enclosed) provided data for the period 2021-22 to 2023-24. However, despite Board's multiple follow-ups through letter dated 23.10.2024, 10.02.2025 and 22.09.2025, the relevant data from 2024-25 onwards is yet to be received.

The Chairperson requested the Tea Board to share the data received by them from CBIC in order to examine whether the data pertaining to Bengaluru Customs Zone had been included or not. He also directed the Commissioners, ACC, BCC and MCC to examine whether any Nepal Tea had been imported in their jurisdictions in FY 2024-25.

[Action: Commissioner, ACC, BCC, MCC]

B. Textiles Committee, Bengaluru: The Textiles Committee, Bangalore dash board portal of Import Clearance System's Lab Module Software should be integrated with Customs portal. It was highlighted that the Regional Office, Bangalore Laboratory is presently not integrated for receipt of BEs in the respective Lab Module. As a result, each BE is processed manually for sample registration and issuance of Test Reports, causing procedural delays.

Commissioner, AP & ACC informed that this issue had been discussed in the PTFC Meeting held by AP & ACC on 15.10.2025. Mr. Shiva Kumar, Additional Director, Textiles Committee, had been requested—both during the Meeting and subsequently over telephone—to share details of the integration procedure followed at other Customs locations so that the same process can be replicated for Bengaluru AP & ACC.

In this respect, it was stated by the Chairperson that an **Advisory dated 12.09.2025** has been issued by DG (Systems) for integration of Textile Committee Test Reports with ICES Imports. He explained that as per this Advisory, the Test Memo generated in the System by the officer will also be transmitted electronically to the Textile Committee and the Test Report generated by Textile Committee will be digitally transmitted to the System and will be integrated with the Bill of Entry.

The Chairperson requested compliance with this Advisory dated 12.09.2025 for integration of Textile Committee test reports with ICES Imports and directed that a copy of the Advisory should be attached to the Minutes of the Meeting (**Annexure -III**).

[Action: Commissioner, ACC, BCC, MCC]

C. Plastics Export Promotion Council

(i). Repetitive Submission of Documents for Advance Authorization (AA) Bonds: Exporters have to submit the physical documents each time a bond is executed under the Advance Authorization scheme. These documents include the Articles of Association, GST Certificate, IEC, RCMC, Aadhar, and Udyam registration copy, among others. It was requested that since many of these documents remain valid for an entire financial year and do not change frequently, their submission may be considered only once annually against the IEC and only variable documents such as the Advance License, CHA Authorization, FERA Declaration, and List of Authorized Signatories should be submitted for each individual bond execution.

Commissioner, AP & ACC stated that no physical documents are being sought from exporters in Bengaluru Air Cargo Complex (ACC) and Airport (AP), as e-Bonds are executed through the ICEGATE portal. Under this system, applicants are only required to upload the License and Bank Guarantee/Exemption documents, if applicable. This digital process eliminates the need for repetitive physical submissions and ensures a more efficient, paperless workflow.

The Chairperson observed that the issue raised was not regarding the manual submission of documents but repeated submission of 'static' documents (whether submitted manually or electronically). He requested all the Commissioners to examine the prevailing practice regarding the submission of such 'static' documents and to give their views before the next Meeting.

[Action: Commissioner, ACC, BCC, MCC]

(ii). Transmission of Shipping Bills and Bills of Entry to DGFT: Certain SBs/BEs are not reflecting in the DGFT system, delaying closure of Advance Authorizations. It was requested to implement a systematic check to ensure automatic, real-time transmission and flag any transmission gaps.

It was stated by the Commissioners that regular meetings are being held with DGFT which is also a member of the PTFCs and specific instances may be provided to them for taking up with DGFT for resolution.

The Chairperson requested all the Commissioners to obtain the details of SBs/BEs pertaining to their jurisdiction which are not reflecting in the DGFT system from Plastics Export Promotion Council and to take up the matter with DGFT thereafter.

[Action: Commissioner, ACC, BCC, MCC]

D. Marine Products Export Development Authority

(i). Quarantine Certificate for Ornamental Fish Exports: Customs at Bengaluru Airport sometimes demand a Quarantine Certificate, which is issued by the importing country post- arrival. An exporter from Cochin lost an entire consignment due to this misunderstanding. MPEDA is authorized to issue Health Certificates, and the issue was resolved after MPEDA's intervention. It was requested to sensitize the officers that Health Certificate from MPEDA suffices for such exports.

Commissioner, AP & ACC stated that the cited incident was already known to the Customs authorities but there appears to be **complete confusion regarding the role of Customs which needs to be clarified**. The consignment in question had been dispatched under trans-shipment mode from Cochin, where Let Export Order (LEO) had already been granted by Cochin Customs. During handling at Bengaluru, **it was the IndiGo Airlines scanning staff who requested for a Quarantine Certificate from the exporter**. Upon receiving the grievance, ACC Bengaluru immediately called the IndiGo Airline staff and Custodian (WFS) to ascertain the reasons for the requirement and for failing to inform the Customs officers on duty. **Both parties explained that they were unaware of the correct procedure, assured that the incident would not be repeated, and requested that no penalty be imposed since it was a first-time occurrence.**

As such, the issue did not involve Customs authorities at Bengaluru at all, since the LEO had been issued by Cochin Customs and the Quarantine Certificate had been insisted by the Airlines staff. **On the contrary, it was the Customs authorities at Bengaluru which had proactively reached out and resolved the matter.**

The Chairperson stated that it is not understood as to why there should have been any ambiguity in the matter and requested Marine Products Export Development Authority to ensure that if such issues arise in the future, they should reach out to the correct authority, since Customs is well aware that Quarantine Certificate is a requirement only of the importing country.

(ii). Original Health Certificate for Chilled Fish Exports: Customs at Bengaluru Airport insist on original Health Certificate before export, causing delays. The EIA issues these certificates on the day of packing, as packet numbers are finalized at that time. Since the certificate is primarily for the importing country, insistence before export is unnecessary. Other airports (e.g., Hyderabad) do not require this. It was requested to harmonize export processing norms across Airports.

Commissioner, AP & ACC stated that in Bengaluru Air Cargo, no instance has been noticed where any consignment related to Chilled Fish, which is highly perishable in nature, has been delayed and usually the **customs clearance time for perishable item is less than half an hour**, with export clearance being done based on e-Sanchit documents.

The Chairperson requested all the Commissioners to re-examine the legal provisions regarding the mandatory nature of Health Certificate for perishable goods meant for export and to send a detailed report to the CCO before the next Meeting.

[Action: Commissioner, ACC, BCC, MCC]

E. KASSIA and Member Industries

(i). Delays in Customs Clearance for MSME Shipments: It was informed that there are delays in Customs clearance for MSME shipments, particularly for consignments involving BIS compliance under Quality Control Orders (QCOs).

Commissioner, AP & ACC clarified that if a product falls under a QCO issued by any Ministry, importers are required to comply with BIS certification or obtain the necessary NOC. Clearances are processed promptly upon submission of valid BIS certificates and supporting documentation. Further, in cases where MSME exemptions are applicable under the relevant QCO, consignments are cleared immediately after verification of valid MSME documentation uploaded through e-Sanchit. The Department accords utmost priority processing for such consignments upon confirmation of eligibility.

The Chairperson requested KASSIA to intimate their constituent members that if a query has been raised which has not been answered, the Customs officers will be unable to proceed further in the matter. Therefore, all queries should be answered at the earliest.

(ii) Establishing a 24×7 Facilitation Cell / Nodal Officer for MSME Clearances: It was requested that a dedicated 24×7 Facilitation Cell may be set up a Nodal Officer may be appointed to address urgent MSME clearance issues.

Commissioner, AP & ACC stated that officers are already available 24x7 in the ACC. Therefore, the requirements sought are already taken care of.

The Chairperson directed that one of the officers may be designated as the Nodal Officer to whom grievances from MSME Associations can be addressed. The role of the Nodal Officer would be to receive the communications and forward them to the appropriate level for necessary action.

[Action: Commissioner, ACC]

(iii) Need for Expedited Processing of Refunds and Incentive Credits (RoDTEP, Drawback):

It was requested that there should be faster processing of refunds and incentive credits under RoDTEP, Drawback, and IGST refund schemes.

Commissioner, AP & ACC stated that all Shipping Bills are being processed in a timely and systematic manner to ensure smooth realization of incentive credits under RoDTEP, Drawback, and IGST refund schemes. As of date, there are **no pending Shipping Bills awaiting processing**, reflecting the efficiency and consistency of operations. The team ensures that all relevant documentation and verifications are completed accurately to facilitate seamless credit disbursal. Electronic Scrolls are generated on alternate working days without delay, ensuring continuous monitoring and prompt credit flow. This proactive approach facilitates full policy compliance and ensures seamless disbursal of incentives.

The Chairperson requested KASSIA to intimate cases where, in their view, there have been delays in disbursement of RoDTEP, Drawback or refunds, and the cases would be disposed expeditiously.

(iv) Minimizing Delays in Examination and Response Time to Reduce Demurrage and Detention Charges: It was requested that measures be taken to reduce delays in examination and clearance to help MSMEs avoid high demurrage and detention charges.

Commissioner, AP & ACC stated that when all the required documents are submitted by the importer, there is no delay in giving clearance. Further, Customs officers are available 24x7 in the ACC.

The Chairperson requested KASSIA to intimate cases where, in their view, there have been delays in examination and clearance, and the cases would be disposed expeditiously, if required in co-ordination with the Custodians and Airlines.

(v) Proposal for Periodic Training and Outreach Sessions on AEO, EPCG, RoDTEP, and Duty Drawback Schemes: It was requested that there should be regular capacity- building sessions for MSMEs on export/import schemes and procedures.

It was informed by all the Commissioners that regular outreach programmes are being conducted in their formations on export/import schemes and procedures.

The Chairperson directed the Commissioners to ensure that in addition to the outreach programmes being undertaken by them, the recent Circulars issued by the Board and Public Notices issued by the Commissionerates should be invariably discussed during the fortnightly PTFC Meetings to bring greater awareness of the Department's initiatives.

[Action: Commissioner, ACC, BCC, MCC]

The Chairperson informed that a SOP has recently been issued regarding the manner of dealing with Research Use Only (RUO) goods with respect to CDSCO Licence/NOC requirements. Further, it has been observed that goods are not being presented on time by the CHA for examination which creates an impression that the delay is on part of Customs. Accordingly, a monitoring procedure has been prescribed to monitor every two days, the number of consignments for which examination order has been issued and the number of consignments whose goods have not been presented for examination.

Discussion On Fresh Agenda Points related to DoP

(i). Credentials in FPO Import application for two Officials of Postal Department

Commissioner, BCC stated that consultation is being made with DG (Systems) to ascertain whether similar access has been granted to Postal officials at any other FPOs. The feasibility of providing such access to the Postal Department officials is also being examined in coordination with the DG (Systems), as the said application has been specifically designed for use by the Customs Department.

It was stated by Postal authorities that access is required to view the status of parcels and queries raised, as certain parcels have been pending for over a year. It was therefore proposed that a view-only access be provided to them to enable timely responses to customer enquiries. In response, the Commissioner, BCC presented the pendency as under:

As on 25.10.2025

Sl no	Branches	more than 1 months	more than 2 months	more than 3 months	more than 6 months
1	LMA	19	10	20	1
2	Speed	4	2	3	8
3	Parcel	2	3	6	1
4	Url	12	3	0	0
	Total	37	18	29	10

As on 28.10.2025

Sl no	Branches	more than 1 months	more than 2 months	more than 3 months	more than 6 months
1	LMA	11	11	20	1
2	Speed	2	0	3	6
3	Parcel	2	3	6	1
4	Url	8	2	0	0
	Total	23	16	29	8

The Chairperson directed that a weekly or fortnightly report be prepared to track the stages of articles pending for OOC at the FPO. Further, any issues or difficulties encountered in this regard may be brought to the notice of the Chairperson.

[Action: Commissioner, BCC]

(ii). Auction of 460 abandoned articles

Commissioner, BCC stated that out of the 460 abandoned articles, waybill/assessment details for 177 articles are now available with Customs. These articles are being taken up for disposal as per the prescribed procedure. He further stated that since Postal authorities are the Custodian of records related to importation at the FPO, it is requested that the remaining waybill and assessment details be expedited and forwarded which will enable timely disposal action for the remaining pending abandoned articles.

In response, it was stated by the Postal authorities that they will forward these details to Customs at the earliest.

(iii). Disposal of 854 detained articles

Commissioner, BCC stated that Orders-in-Original have already been issued in respect of 806 articles as of 15.10.2025. These articles will become ripe for disposal after the expiry of the appeal period of three months, following which necessary action will be taken for their disposal in accordance with prescribed procedures. For the remaining articles, adjudication proceedings are in progress and will be completed at the earliest to ensure timely disposal and to minimize accumulation of pending detained articles.

(iv). Intimation of working process of Risk Management System to Postal authorities

Commissioner, BCC stated that implementation of the RMS has streamlined the clearance procedure resulting in faster processing and smoother clearances. The Postal authorities are requested to inform Customs of any difficulties faced by their staff, particularly in cases where OOC is generated automatically by the RMS. So far, no such issues have been communicated to Customs. He further stated that whether OOC is granted manually by an officer or automatically by the RMS, **the process should not create any operational issues for the Postal authorities**. Any difficulties encountered in handling RMS generated clearances should be explicitly brought to the notice of Customs so that the matter may be taken up with DG (Systems), if required, for necessary resolution.

(v). Giving OOC without any Customs duty but then giving a second OOC with Customs duty + Giving two OOCs with different Customs duty

The Chairperson stated at the outset these are extremely serious issues and requested Commissioner, BCC to present an updated position on these issues.

Commissioner, BCC stated that no such issues have been brought to the notice of Customs till date but, if present, these could be System related issues.

The Chairperson requested the Postal authorities to provide the complete details of such cases immediately so that further action can be taken by Customs.

(vi). Giving OOC but later detaining the articles

Commissioner, BCC stated that under RMS, articles are cleared on a facilitated clearance basis in most cases. However, in certain selected cases, articles which have been automatically granted OOC by RMS require detailed examination by Customs to ensure that no prohibited or restricted goods are being cleared inadvertently. In such cases, the matter is brought to the notice of Postal authorities requesting detention of the articles for further verification. This procedure is necessary to maintain compliance with Customs laws and to prevent the clearance of restricted or prohibited items.

(vii). Detaining articles for 2-5 years and then releasing by levying Customs duty

Commissioner, BCC stated that these were long pending cases of articles for clearance which were taken up for detailed re-examination and, thereafter, given OOC.

The Chairperson expressed his unhappiness over the lack of monitoring in the past and directed Commissioner, BCC to ensure that a suitable monitoring mechanism is set in place to ensure that these instances do not recur.

[Action: Commissioner, BCC]

(viii). Feedback taken by Postal authorities indicates absence of prompt replies to customers' queries over phone, WhatsApp messages, e-mails etc.

It was categorically stated by Commissioner, BCC that any inquiry or clarification received through WhatsApp message, mobile call, or the PAD official e-mail ID is duly attended to and appropriate replies or clarifications are provided to the concerned individuals. He stated that most of the queries received by Customs pertain to the delivery status of the articles. In such cases, Customs officers update the status, clearly indicating that the article has been cleared by Customs and that further information regarding delivery may be obtained from the Postal authorities.

Commissioner, BCC further stated that even after Customs clearance, customers appear to be misinformed that the goods are still detained by Customs which creates unnecessary confusion and complaints. Postal authorities are, therefore, requested to verify the clearance status before informing the recipients. In case of any doubt or query, they should share with the recipients the contact details of Customs officers, which are already available with them, to ensure that accurate information is provided to the recipients.

The Chairperson requested the Postal authorities to share 3 or 4 such instances in last one month, where the Postal authorities had given the contact details of Customs officers to the recipients but the recipients had stated that no response had been received.

(ix). The working hours of Postal authorities have changed to 09:00 hrs to 17:00 hrs. which should be brought to the notice of the Customs officers

Commissioner, BCC stated that all Customs officers are well aware of the revised working hours of Postal authorities and all assigned duties are being attended to in a timely manner. He further stated that since the Customs Officers are also required to attend to other file/report-related work apart from the clearance of goods beyond 17.00 hrs, the Postal authorities may be requested not to insist that Customs Officers vacate the premises strictly at 17:00 hrs.

In response, it was stated by the Postal authorities that they will make suitable adjustments to align with the enhanced working hours of the Customs officers.

04. The Meeting ended with a Vote of Thanks.

Digitally signed by
Parashivamurthy M. K
Date: 12-11-2025
16:23:49

(Parashivamurthy M.K.)
Additional Commissioner (CCO)

1. All Members of CCFC
2. Others - as per Mailing List.

Copy to:

1. Pr. Commissioner of Customs, Airport & ACC Customs Commissionerate, Bengaluru.
2. Commissioner of Customs, City Customs Commissionerate, Bengaluru.
3. Commissioner of Mangalore Customs, Mangalore.

ANNEXURE I

S.No.	Name (S/Shri/Smt/Ms./Dr.)	Designation/Organization
1.	SP Singh	Commissioner, BCC, Bengaluru
2.	Vinitha Sekhar	Commissioner, MCC, Mangaluru
3.	Sucheta Sreejesh	Commissioner, AP & ACC, Bengaluru
4.	Parashivamurthy M.K	Additional Commissioner, CCO, Bengaluru
5.	M S Prithvi	Additional Commissioner, BCC, Bengaluru
6.	N Jayaram	Assistant Commissioner, CCO, Bengaluru
7.	Adarsh K	Asst.Director of Directorate General of Foreign Trade [RA], Bengaluru
8.	Krishna Kumar JN	Lab in charge of Regional Office of Textile Committee,Bengaluru
9.	Shakuntala	Additional Director of Central Drug Standard Control Organisation, Bengaluru
10.	P K Selvi	Sr. Scientist of Central Pollution Control Board Bengaluru.
11.	Sumit Chaudhary	Dy.Director of Project Export Promotion Council,Bengaluru.
12.	Atul Maindola	Director of Air Transport, Director General of Civil Aviation, Bengaluru
13.	Naga Satyanarayana	Co-Ordinator, Bengaluru International Airport Limited
14.	MK Nair	Dy.Director of Legal Metrology
15.	Ramanujam Sivakumar	Asst.Director of Regional Office of Textile Committee,Bengaluru.
16.	Krishna Kumar JN	Asst.Director of Regional Office of Textile Committee,Bengaluru.
17.	Prabhu	Post Master of Foreign Post Office,Bengaluru
18.	Taruna P Lulla	Asst.Director of National Customs Targeting Centre,Mumbai
19.	Prem Kumar G	Customs Clearing Manager, DHL ,Bengaluru
20.	R S Naskar	SATTVA ICD,Bengaluru
21.	Subramanyam	Director of Marine Products Export Development Authority, Mangalore
22.	Nitu Nautiyal	Asst. Manager of Telecom Equipment and Services Promotion Council, Bengaluru
23.	Thulasiram	Asst/Dy. Of Central Pollution Control Board Bengaluru.
24.	Praveen Kumar	Executive Director of Project Export Promotion Council,Bengaluru.
25.	Rajnigandha	Asst.Director of Tea Promotion Directorate,Bengaluru
26.	Sounder Rajan	Asst./Dy. Director of Regional Office of Textile Committee, Bengaluru.
27.	Sujith	Regional ASI
28.	Senthil	Ministry of Health, Bengaluru
29.	Rekha D	Asst.Director of Regional Plant Quarantine System,Bengaluru
30.	J Chandra Bab	Regional Director of Central Pollution Control Board Bengaluru.
31.	Bharati Parave	Dy.Director of Plastic Export Promotion,Bengaluru
32.	Joydip Biswas	Dy.Director of Tea Promotion Directorate,Kolkata
33.	Mahadeva	Vice President of Menzies Aviation,Bengaluru
34.	Mayank Puri	Gateway Manager DHL,Bengaluru
35.	H K L Magu	Executive Member, Apparel Export Promotional Council,Bengaluru

ANNEXURE - II



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Date: 12.09.2025

Advisory No: 56/2025

Category: Customs

Issued by: DGoS, ICES

Subject- Integration of Textile Committee test reports with ICES Imports-reg.

As a trade facilitation measure and to assist officers in verification and processing of bills of entry, the Customs automated system has been enhanced to integrate textile committee test report data in ICES imports.

2. In order to ensure proper reconciliation within the system, the test memo generated in the system by the officer will also be transmitted electronically to the textile committee. At the same time, officers shall continue to forward the physical copy of the test memo with the sample of goods to the textile committee for necessary action.

3. The test report generated by Textile committee will digitally transmitted to the system by Textile committee and will be integrated with the bill of Entry. An option "TEXTILES_TEST_REPORT" to view textile test report has been provided to the officer under "other" tab under view_BE option. The copy of screenshots of this option is attached as annexure to this advisory. Henceforth, the manual entry of

Leveraging Technology for Serving Taxpayers

**Directorate General of Systems and Data Management**

CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

textile committee test report has been done away with. An MIS report for textile

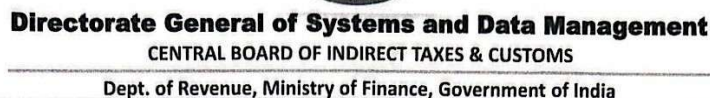
committee test report will be made available to the officer in due course.

4. Trade under your jurisdiction be guided suitably and officers informed.

Officers facing any difficulties or issues may email to saksham.seva@icegate.gov.in.

Traders facing any difficulties or issues may email to
icegatehelpdesk@icegate.gov.in.

ASSISTANT DIRECTOR, ICES



1. An option "*TEXTILES_TEST_REPORT*" to view textile test report has been provided to the officer under "*other*" tab.

Master Invoice Items Dept comments Exam order Queries IGM Cont eXAm instr licence duty Grp7 duty										ICES/Imports	
a view bo										Others	
08/09/2025										TEST ICES Document (Not Valid)/Imports	
NEW CUSTOM HOUSE, NR IGI AIRPORT NEW DELHI 110037										05:45	
BE Management										V 2	
Enter BE No : <u>000000</u> Date : 27/08/2025 CC : N Type : W AG : 3 Queried : N ACTIVE Importer : <u>GLOBAL POLYPLAST PRIVATE LIMITED</u> First Ck : N Digitally Signed : N CHA Name : <u>*****</u> Payment Method : Transaction										TEXTILES TEST REPORT VOLUNTARY FEEDBACK RMSFEEDBACK CTH_CCR_RMS GST Other Duty Sec65 COO TELECOM_ID HANDCARRY ADDOFR MEITY CCDC Hss certificate Bond Re-import wbleddger Voluntary Payment Details sezbeledger Comm. Tax Certifi. RMS_details g&t_t.decl Sample Test Report NOC Details RMS PGA Status Supporting Docs Miscellaneous Comments BODTEP_ROSCTL_REFUND IGCR Importer Mapping SEZ BEs RAWMATERIAL DETAILS LICENCE DEBIT SW MANUAL_NOC RMS PGA INSTRUCTION	
IEIC : 5204009248 Country of origin : IN KBE : N WBE No : CHA : ***** Country of Cons. : IN Govt : Others BE Date : Sender : RES Package Prior BE : N DlyDtl : WBE Port : Invoice Value(Rs) : 997 Port of Ship : CHL Sec. 4b : N XHSN Load Rate : Assess. Value(Rs) : 997 No of Invoices : 1 HSN : N XHSN Load Amts : Total Duty(Rs) : 164 No of Items : 1 Misc Load Rate : Gross Weight : No of IGMs : 1 Green Channel : X Misc Load Amts :											
Appraisal: 27/08/2025 SYSTEM Inward Date : 27/08/2025 Out of Charge: Audit: 27/08/2025 SYSTEM Assessment Date : 27/08/2025 Assessment : Final Asst. Comm: 27/08/2025 SYSTEM No of Challans : Amount Collected: VAO : Challan No : Payment Date : VDC : Short Paid : Goods Regn. Dtl : 27/08/2025 PCOV Regularisation Dtl : WH Date/WH Code : DEL4UD43 H BE Amt to be Deposited : Amount Adjusted : XBond Duty FC Interest : 0 CFS-Custodian CD FAC											
AO (Finad) : Final Assessment No. : Orig. Ass. Dtl : 27/08/2025 AC/DC (Finad) : Final Ass. Date : Orig. OOC Dtl :											
Closure Dtl: Reason: Comment:											

2. On clicking above option, following window will appear with mentioned details.

[illegible]

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