SUB: Launch of e-Office in O/o the Air Port and Air Cargo Complex Commissionerate, Bengaluru Customs Zone w.e.f. 26-08-2020

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This is for information of all taxpayers, Importers, Exporters, Customs Brokers, Courier Companies, Custodians and all other Stakeholders that e-Office, an application developed by the National Informatics Centre under the Ministry of Electronics and Information Technology, Govt. of India, to carry out office work electronically, has been launched in the Office of the Airport and Air Cargo Complex Commissionerate, Bengaluru Customs Zone. The application is designed to establish a paperless environment in Government offices, increase efficiency, transparency, effectiveness, employee convenience and accountability and to give better services to the taxpayers.

2. It is expected that adoption of e-Office to carry out office work will bring in, an attitudinal shift and awareness and usher in more efficient, effective and transparent inter and intra government transactions. The process will benefit the public in terms of enhanced transparency, increased accountability, assured data security and integrity and is also expected to be a huge transformation in work culture and ethics within the department.

3. With launch of e-Office, taxpayers are encouraged to utilize electronic means of communication with the Department. In this regard, it may be noted that since e-Office application requires pdf files, it would be convenient if communications / letters sent to the Department by electronic means are in pdf format, better still if they are in searchable mode, for faster processing by the Commissionerate.
4. Taxpayers are also encouraged to mention their mobile number and email in their communications to facilitate immediate acknowledgement by mail and SMS through the application. They will receive the Diary Number allotted to their communications, which can be used as a reference by them while communicating with the Department in future.

5. All members of the Regional Advisory Committee, Trade Associations and Chamber of Commerce in the State of Karnataka are requested to circulate this Public Notice among their constituent members for wide dissemination. Difficulties faced or suggestions, if any, may be brought to notice of the Additional Commissioner of Customs, Air Port and Air Cargo Commissionerate, Devanahalli, Bengaluru.

(ASHOK)
PRINCIPAL COMMISSIONER

Copy submitted to:
The Chief Commissioner of Customs, Bengaluru Zone, C.R. Building, Bengaluru.

The Principal Chief Commissioner, Central Tax & Central Excise, Karnataka Zone, C.R. Building, Bengaluru.

Copy for information to:
i. The Commissioner of Customs, City Customs, Bengaluru.
ii. The Commissioner of Customs, Mangalore
iii. All officers and staff of Airport and Air Cargo Complex Commissionerate, Bengaluru Zone.
iv. Federation of Karnataka, Chamber of Commerce & Industry (FKCCI), No.9996, Kempegowda Road, Gandhinagar, Bengaluru.
v. Bangalore Customs Brokers Association, No.71, Cargo Village, B-Block, Bengaluru International Airport, Devanahalli, Bengaluru
vi. All Airlines through Association.
vii. Federation of Indian Export Organization (FIEO),IstFloor,VITC Building, Kasturba Road, Bengaluru
viii. All Custodians.
ix. Bengaluru Customs Website
x. Notice Board.
xi. All Courier Agencies Operating at Bengaluru (through Courier Association)
xii. Master file.