



OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, AIRPORT &
AIR CARGO COMPLEX: P.O.NO.5400: CENTRAL REVENUE BUILDING:
QUEEN'S ROAD:BENGALURU-560 001

सी.सं.VIII/48/04/2014 Air.Cus.Tech.

दिनांक : 31.03.2015.

STANDING ORDER NO.09/2015

Subject: Monitoring of down time - Instructions

There have been reports from the Trade and CHAs that the EDI servers are often down due to technical issues and it is represented that such down time of EDI is a major hindrance in timely clearance of cargo. On the other hand on verification, it is found that EDI servers are down rarely/sporadically.

2. In order to ensure transparency, it is decided that the System Manager at Air Cargo Complex, shall monitor the EDI system and create logs of downtime and forward the same alongwith the reasons for breakdown of server on weekly basis for review and improvement on this front. The details of server down time will also be uploaded in the Bangalore Customs Website.
3. Above instructions shall be followed scrupulously and difficulties, if any, in implementation should be brought to notice immediately.

(Sandeep Prakash)
Commissioner

Copy to:

- 1.The Chief Commissioner of Customs, Bengaluru Zone, for information please.
- 2.The Additional Commissioner of Customs, ACC, Bengaluru.
- 3.Notice Board.
- ✓ 4.Bengaluru Customs Website.