

	<p>सीमा शुल्क मुख्य आयुक्त का कार्यालय, बेंगलुरु अंचल OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS, BENGALURU ZONE केन्द्रीय राजस्व भवन, क्वीन्स रोड, बेंगलुरु 560001 C.R. BUILDING, QUEEN'S ROAD, BENGALURU- 560 001 Tel: 080-22867990/22863714 FAX: 080-2862419/22868795 E-mail: <a href="mailto:ccu-cusblr@nic.in">ccu-cusblr@nic.in</a></p>	
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12/08/2020

OFFICE ORDER No. 01 /2020 (e-Office)

**Sub: Launch of e-Office in office of the Chief Commissioner of Customs, Bengaluru Zone reg.**

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This is for information of all officers and staff of the Commissionerate that in compliance to the directions of the Board, e-Office, an electronic application developed by the National Informatics Centre under the Ministry of Electronics and Information Technology (MEITY), Govt. of India, to carry out our office work electronically has been launched in office of Chief Commissioner of Customs, Bengaluru Zone on 12-08-2020. The application is designed with an objective to establish a paperless environment in Government offices, increase efficiency, transparency, effectiveness, employee convenience and accountability.

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


3. In view of launch of e-Office, it is directed that :-

i. W.e.f. today, the CCO, Customs, Bengaluru Zone shall move to e-Office application and new files shall be opened electronically on the application. Physical files shall not be opened without the concurrence of the undersigned.

ii. Legacy files shall be migrated to the application on priority so that they can be used to carry out office work on the application.

iii. Training material is available on the application portal for the benefit of the users. Learning Resources including videos are also available on the website of Punjab NIC <https://eofficeportal.punjab.gov.in>. One can refer to these in case of any difficulty in using the application. Further, the 'Central Secretariat Manual on e-Office Procedure' issued by the Department of Administrative Reforms and Public Grievances in the Ministry of Personnel, Public Grievances and Pensions, Govt. of India may also be seen in this regard.

4. Difficulties faced in following these orders may be addressed to: [ccu-cusblr@nic.in](mailto:ccu-cusblr@nic.in).

  
(M. Srinivas) 12/8/2020  
Chief Commissioner

To:

All officers and Staff of CCO, Customs

Copy for information to-

1. The Member (Customs), CBIC, New Delhi.
2. The Principal Chief Commissioner of Central Tax & Central Excise, Karnataka Zone.
3. The Principal Commissioner of Customs, AP & ACC, Bengaluru.
4. The Commissioner of Customs, Mangalore / Bengaluru.
5. The Officer i/c of Systems, Customs, Bengaluru to upload a copy on the website Notice Board