



सीमा शुल्क आयुक्त का कार्यालय : सीमा शुल्क आयुक्तालय केन्द्रीय राजस्व भवन : क्वींस
रोड : बेंगलूर OFFICE OF THE COMMISSIONER OF CUSTOMS, BANGALORE
CUSTOMS COMMISSIONERATE, C.R.BUILDINGS, QUEEN'S ROAD,
BANGALORE - 560 001

STANDING ORDER NO. 30/2013 Dated 14.11.2013

विषय/Sub:- Speedy Assessment of Inbound Postal Articles - reg.

Attention of all officers is invited to **Public Notice No. 36/2013 dated 14.11.2013** on the above subject.

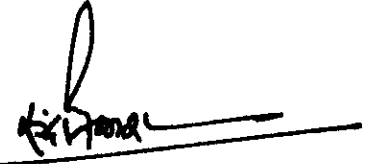
2. Keeping in view the time sensitiveness of foreign postal consignments, it has been the endeavour of the Department to clear them at the earliest. Personal effects and used goods are usually eliminated for assessment and the same are directly delivered by the Department of Posts to the consignee. Normally, only those parcels, which contain goods that are liable to Customs duty, are taken up for assessment.
3. In respect of consignments where assessment is pending/ incomplete, due to non-availability of complete information, the additional information required to complete the assessment is called for by way of a Call Memo. Under the Call Memo, the details such as Technical write-up/Payment particulars/IEC code/Import Invoice etc., required for assessment of the goods imported, are usually called for. The assessment of the goods is taken up on receipt of the reply to the Call Memo.
4. Currently, the Call Memos despatched by Post are being followed up periodically. However, it has been observed that in many cases the replies to the Call Memos are delayed. Therefore, in order to facilitate an early reply to the Call Memos as well as a measure of transparency and trade facilitation, a practice of uploading the information in respect of queries raised through Call Memos under a separate link on the Bangalore Customs website has been, recently, started. This information is required to be uploaded on a real time basis with reference to the FPT No. of the parcel, wherever a Call Memo has been issued.
5. The consignees are expected to furnish their replies within 7 days of information being uploaded on the website. In case no reply is received within 7

days, reminder(s) may be issued. In case there is an undue delay and the reply is not received within 30 days, the officer concerned may, with the approval of Assistant/Deputy Commissioner in-charge, complete the assessment on the basis of the documents available without any further reference to the importer. It may also be ensured that wherever any consignment contains objectionable/prohibited material, the same should be taken up for adjudication expeditiously.

6. Officers and Staff should note the above instructions for strict compliance. The Assistant/Deputy Commissioner, in charge of PAD shall be directly responsible to ensure that the information is updated on the real time basis and that there is no undue delay in assessment/adjudication.

7. The Standing Order No.17/2013 dated 23.05.2013 stands modified to the above extent.

8. Difficulties, if any, in implementation of the above instructions may be brought to the notice of this office immediately.


(संदीप प्रकाश)(Sandeep Prakash)
आयुक्त/Commissioner

Copy to:

1. The Additional Commissioner of Customs, Hqrs, Bangalore.
2. The Assistant/Deputy Commissioner of Customs, PAD, Bangalore.

Copy submitted to:

The Chief Commissioner of Customs, Bangalore Zone, Bangalore.