

	<p>ಭಾರತಸರ್ಕಾರ, ಹಣಕಾಸುವಿಭಾಗ, ಕಂದಾಯಇಲಾಖೆ भारत सरकार, वित्त मंत्रालय, राजस्व विभाग GOVERNMENT OF INDIA, MINISTRY OF FINANCE, DEPARTMENT OF REVENUE, ಆಯುಕ್ತರಕಛೇರಿ, ನಗರಸೀಮಾಸುಂಕ, ಅಂಚೆಸಂ.5400, ಕೇಂದ್ರೀಯರಾಜಸ್ವಭವನ, ಕ್ಷೀನ್ಸರಸ್ತೆ. ಬೆಂಗಳೂರು सीमा शुल्क आयुक्त का कार्यालय, सीमा शुल्क आयुक्तालय, पी.बी.सं 5400, बेंगलूर OFFICE OF THE COMMISSIONER OF CUSTOMS, CITY CUSTOMS COMMISSIONERATE, BANGALORE P.B. NO. 5400, C.R. BUILDING, QUEEN'S ROAD, BANGALORE - 560 001 Email: commr-citycusblr@gov.in Fax: 080-2866 4753</p>	 
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Date: 24.7.2021

STANDING ORDER

No: 11/2021

Implementation of Adjudication Module in Bengaluru City Customs Commissionerate

The order-in-original (OIO) Module, ideated by the officers Bengaluru City Customs Commissionerate, is an excellent tool for all adjudicating authorities. It will help them to create concise and clear orders. The design of the tool also ensures that the officer examines, for the purpose of adjudication, all essential details of the SCN and Relied Upon Documents. It also makes sure that all crucial components of an adjudication order will be figured mandatorily in the final order. In addition, the module will act as a single source of data related to adjudication process in the Commissionerate, which in turn will help in efficient monitoring of the process.

2. Reference is invited to the presentation and live demonstration of Order in Original module prototype, held on 07-06-2021, for the officers of the Zone. A User Acceptance Testing(UAT testing) was conducted by selected Officers of the Zone and various changes were suggested by the UAT team. It is informed that Important and Priority Changes, suggested by the Officers, to the adjudication module, is carried out and the Module is ready to use.

Background

3. It was observed that, at present most Adjudication orders, passed by the quasi-judicial authorities, are quite lengthy, often running into about 50 pages. As of date, the brief facts of the case and the submissions made by the noticee take lion's

share of the order and Discussion and findings of the adjudicator gets relegated to the last few pages. This significantly impacts the quality of Adjudication Orders.

4. In this Background, it was proposed to develop a software module as an IT aid for the Customs adjudicating officers. It was decided to build a prototype first as a proof of concept before seeking further inputs from the officers in the zone. The said prototype was tested by a team of 33 officers selected from various Commissionerates of Bangalore Customs Zone. Based on the feedback from the UAT team, the said module was refined.

5. Further, it was also found that though the records associated with adjudication are digitally stored in e-office files, there is no single queriable data base which houses entire information and documents, specific to adjudication. Hence the Module was designed to provide an easier tool where such data and documents will be readily available.

Brief of the Module

6. The Module is comprised of various submodules, which captures the various aspects of an adjudication like SCN, Reply to SCN, Personal Hearing and Order Creation. In this module, the officer is expected to generate a precis of the SCN and the reply thereto, enabling the module to give a structured output. The limitation of characters for each component is based on the weightage ascribed in a quasi-judicial order and this limitation will aid the adjudicator in creation of a concise order.

7. This Module aims at easing the process of writing an adjudication order by juxtaposing all the available facts on record and simplifying the process of collating the elements required for adjudication. This Module enables the authors of adjudication orders to focus on the issues requiring his/her decision. Enough care is bestowed in ensuring that the adjudicator does not miss out any aspect of adjudication that is mandatorily required and traditionally available in the manually processed adjudication orders. The Module will act as a single place of storage/MIS for all the Adjudication Orders, PH recordings, Show Cause Notices and other relied up on documents connected with adjudication.

Technical Details of the Module

8. The Module is hosted in Server located in Bengaluru City Customs Commissionerate and accessible through the link to be placed in <https://bangalorecustoms.gov.in/>. The E-Book, which can be used as a user manual for the Module is available inside OIO Module Sub-page in the Home page. Users are advised to refer to the E-book for the guidance related to usage of the Module. It is informed that wherever “**Order Creation Entity**” is asked to be entered in the Module, it must be kept in mind that the Designation of the Authority who will be issuing the Order will have to be selected from the Drop Down. An SCN register is also to be integrated to the module and once the SCN register is enabled, details of SCN that is received in our formations will have to be entered and OIO Creator can be used for creating orders for only those SCNs whose details are entered in the SCN register.

Launch of the Module

9. For Operationalization of the module **Nitesh Dhandra**, Inspector is nominated as the System Administrator for the module in respect of Bengaluru City Customs Commissionerate. Adjudicating authorities may provide the details (Name, Designation and SSOID) to the mail id of System Administrator (**niteshd.g021601@gov.in**), from their personal gov ids, latest by 26-07-2021, so that Logins are created for the All Users. The User-id and Password for the module will be mailed back to the respective mail ids.

10. Accordingly, it is instructed that all Adjudicating authorities of Bengaluru City Customs Commissionerate should mandatorily create all their adjudication orders, only through the Module **starting from the Date of Receipt of the Login Credentials for the module**. This will ensure Standardization of Order-in-Originals and will make certain that the data of all Adjudication Orders are captured in the system. This will also guarantee that an audit trail will be there for the adjudication process and hence will improve the quality of the Orders in the Commissionerate Substantially. The Sub-Committees formed vide Office Order dated 10.06.2021 will handhold the users of the module.

11. In such cases where the users are not able to use the module for creation of Order-in -Originals (Due to technical glitches, Login Issues, non-compatibility of the Order to the structure of the module etc.), the same may be intimated to the mail id

of system administrator on priority, so that appropriate action to deal with the issue can be initiated.

12. Once Orders are created through the Module, it will be downloadable as an editable word document, which can be signed and dispatched through e-office/physical file following the normal office procedures. The Signed Copy of Dispatched order may be scanned and uploaded along with Dispatch and DIN details to the module. Thereby it is ensured that the Module will capture the entire proceedings from Pre-Consultative Letter stage to Dispatch Stage.

**Commissioner of City Customs,
Bangalore**

To

All the officers of Bengaluru City Customs Commissionerate