



ಭಾರತಸರ್ಕಾರ, ಹಣಕಾಸು ವಿಭಾಗ, ಕಂದಾಯ ಇಲಾಖೆ  
भारतसरकार, वित्तमंत्रालय, राजस्वविभाग  
Government of India, Ministry of Finance, Department of Revenue,  
ಆಯುಕ್ತರ ಕಛೇರಿ, ನಗರ ಸೀಮಾ ಸಂಕ.

ಅಂಚೆ ಸಂ 5400., ಕೇಂದ್ರೀಯ ರಾಜಸ್ವ ಭವನ, ಕ್ಷೀನ್ಸರಸ್ಸೆ, ಬೆಂಗಳೂರು  
सीमाशुल्क आयुक्त कार्यालय, सीमाशुल्क आयुक्तालय, पी.बी.सं 5400, बेंगलूर  
Office of the Commissioner of Customs, City Customs Commissionerate,  
P.B. No. 5400, C.R. Building, Queen's Road, Bangalore – 560 001

F.No: VIII/09/27/2020 City Cus Tech

Date: 28/04/2020

**PUBLIC NOTICE NO: 25/2020**  
(DIN No:20200472MR00008F50E3)

Sub: Guidelines for the conduct of personal hearings in the virtual mode under Customs Act, 1962 — reg.

The attention of the Importers, Exporters, Consultants, Advocates, Custom Brokers and all concerned are invited to the Board's Instruction issued vide F.No. 390/Misc./3/2019-JC dated 27.04.2020 on the above-mentioned subject.

2. Board has been reviewing various procedures under the Customs Act, 1962, on account of the recent outbreak of COVID-19 (Coronavirus) intending to adopt measures to ensure social distancing, reduce physical presence, use modern information and communication technology systems and change the conventional mode of work, in areas not covered by Customs ICES EDI system/ ICEGATE online gateway, by creating a virtual customs working environment.
3. While ensuring compliance with various guidelines and instructions issued by the Govt and public health authorities to contain the spread of COVID -19, Board has decided that personal hearing, in respect of any proceeding under Customs Act 1962, given by various authorities, may be conducted through video conferencing facility.
4. Board vide F.No. 390/Misc./3/2019-JC dated 27.04.2020 (copy enclosed) has issued the guidelines for the conduct of virtual mode of personal hearing through video conferencing facility.
5. The same is brought to the notice of the members of the trade and all stakeholders for necessary compliance.
6. Action to be taken in terms of decisions conveyed in this Public Notice should be considered as Standing Order for officers.
7. Any difficulties faced may be brought to the notice of the Joint Commissioner of Customs, Hqrs, City Customs, Bengaluru.

  
(BASWARAJ NALEGAVE)  
COMMISSIONER

To,  
All the Concerned (As per mailing list)

- Copy to: -
- 1.The Chief Commissioner of Customs, Bengaluru Zone.
  - 2.The Joint Commissioner of Customs, ICD Whitefield, Bengaluru.
  - 3.Customs Website.