

I/131060/2021



ಭಾರತಸರ್ಕಾರ, ಹಣಕಾಸುವಿಭಾಗ, ಕಂದಾಯಇಲಾಖೆ
भारतसरकार, वित्तमंत्रालय, राजस्वविभाग
Government of India, Ministry of Finance, Department of Revenue,
ಆಯುಕ್ತರಕಛೇರಿ, ನಗರಸೀಮಾಸಂಕ,
ಅಂಚೆಸಂ.5400, ಕೇಂದ್ರೀಯರಾಜಸ್ವಭವನ, ಕ್ಷೀನ್ಸರಸ್ತೆ, ಬೆಂಗಳೂರು
सीमाशुल्कआयुक्तकाकार्यालय, बेंगलुरु सिटी सीमाशुल्कआयुक्तालय, पी.बी.सं
5400,ಬೆಂಗಳೂರು
Office of the Commissioner of Customs, City Customs Commissionerate,
P.B. No. 5400, C.R. Building, Queen's Road, Bengaluru – 560 001

PUBLIC NOTICE NO: 09/2021 dated 08.03.2021

(DIN-20210372MRD000000C9DF)

Subject:- Customs: Implementation of the Track and Trace system for Parcels/ Consignments imported through International Post at Postal Appraising Department, Foreign Post Office, Bengaluru-reg.

Kind attention of Importers/Customs Brokers and members of the trade is invited to imports/export through Posts. Since EDI is not implemented in clearance of parcels through posts, the tracking of imported consignments becomes a crucial aspect affecting the Importers.

2. In this regard, the Customs Bangalore in collaboration with Postal Authorities, Bangalore have come up with a trade facilitation measure of tracking of import parcels, to mitigate the issue of tracking import consignments. The procedure for tracking import consignments is as detailed below.

3. For tracking of import consignments through Tracking Number- Please go the Bangalore Customs website. <https://bangalorecustoms.gov.in>. Then click the link, “ **Foreign Post Department**”. You will get the image as below.

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BENGALURU CUSTOMS ZONE

TRACK FOREIGN PARCEL

FOREIGN POST OFFICE

• Goods imported for personal use other than gifts

Value of goods	Rate of Customs Duty	Serial No/Invoice No/Invoice	DDT	Total Duty payable
Any value	5%	Nil or BOM No.	Nil or Nil	Nil or Nil

• Gifts (imported by individuals)

Value of goods	Rate of Customs Duty	Serial No/Invoice No/Invoice	DDT	Total Duty payable
Any value	5%	Nil or BOM No.	Nil or Nil	Nil or Nil

• Use upto 10 kg of 100% (except 20kg of Cotton) per year

• Use family usage: merchandise imported for personal use and exempt for consumption. 10%.

• Any other Goods imported by other than individuals are liable for duty at tariff and DDT rates as applicable.

• Goods not allowed for import: 1. Explosives 2. Opioids and Narcotics 3. Denatured spirit 4. Goods imported without a license 5. As other articles restricted / prohibited under Foreign Trade Policy

Foreign Post Office,
Chamarajpet Post Office,
4th Main, 5th Cross,
Chamarajpet,
Bengaluru - 560018
Phone - 080 26629993, 080 26619992

[Courier Complaint](#) [Contact Airport](#) [Foreign Post Department](#) [Photo Gallery](#) [Screen Reader](#)

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4. Then click on the link, **“TRACK FOREIGN PARCEL”**. The below said page will appear.

BENGALURU CUSTOMS ZONE

FOREIGN PARCEL TRACKING INFORMATION

Enter Tracking No. :

[Courier Complaint](#) [Contact Airport](#) [Foreign Post Department](#)

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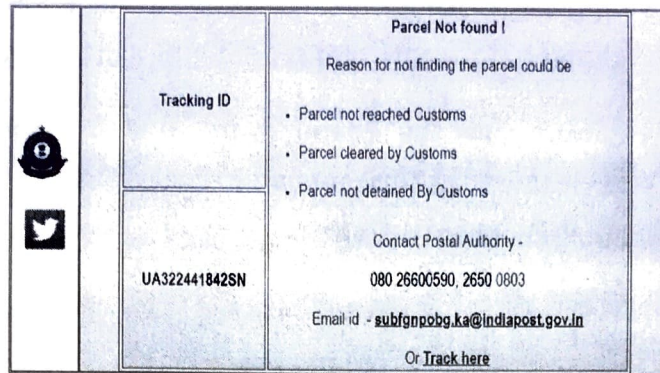
5. Enter the tracking Number and you will get a message as below,
 - a. If your consignment is held up in customs, the below said message will appear; you may contact Email ID - pad-citycusblr@gov.in or Phone - 080 26629993, 080 26619992 and send the requisite details.

Tracking ID	Present Status
UA322441842SB	DETAINED FOR VERIFICATION PURPOSE
Send details such as invoice, order confirmation copy, payment details, packing details along with copy of ID card / address proof issued by Govt. to the below e-mail ID with tracking No. for reference. Email ID - pad-citycusblr@gov.in	
Information on Customs Matter	

b. if your get the message **“Parcel Not found!”**, the reasons for the same will be one of the below said; Then you have to contact the postal

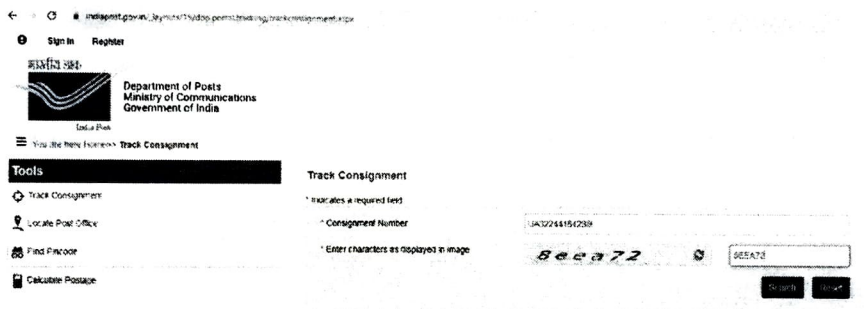
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authorities for details of your parcel.

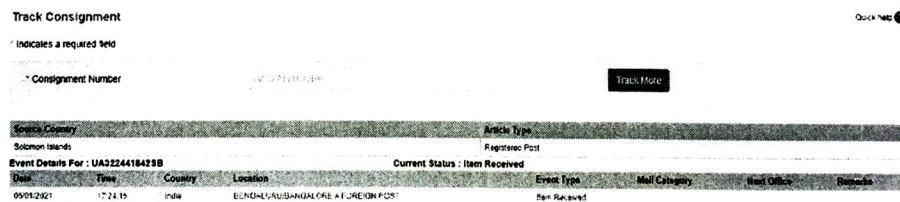


Information on Customs Matter

By clicking on “Track Here” link on the above shown image page, it will take you to following page of Department of Posts, wherein you can track your parcel.



c. If your item is “received” in the Post, it will show like this-



d. Or else, you will get like this- “consignment details not found”



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e. In cases of “Parcel not found”/ “ Item Received” / “Consignment details not found” you may Contact Postal Authority at Phone Numbers - 080-26600590, 26500803 or email: subfgnpobg.ka@indiapost.gov.in

f. The trade is aware that the **Postal Appraising Section of Foreign Post Office** is now located at Chamarajpete Post Office, 4th Main, 5th Cross, Chamarajpete, Bengaluru – 560018.

6. Any difficulties faced by the Trade may be brought to the notice of the Deputy Commissioner of Customs, Postal Appraising Department, Bengaluru, on the details provided on website <https://bangalorecustoms.gov.in>.

7. Action to be taken in terms of decisions taken in this Public Notice will be considered as Standing Order for officers/staff.

Signed by Baswaraj

Nalegave

Date: 08-03-2021 17:12:33

Reason: Approved

**(BASWARAJ NALEGAVE)
COMMISSIONER OF CUSTOMS**

Encl:As above.

Copy to:

1. The Chief Commissioner of Customs, Bengaluru Zone for information.
2. The Joint Commissioner of Customs, ICD Bengaluru
3. Bengaluru Customs Website.
4. Notice Board