



ಭಾರತ ಸರ್ಕಾರ, ಹಣಕಾಸು ವಿಭಾಗ, ಕಂದಾಯ ಇಲಾಖೆ
भारत सरकार, वित्त मंत्रालय, राजस्व विभाग
Government of India, Ministry of Finance, Department of Revenue,
Central Board of Indirect Taxes and Customs.
ಆಯುಕ್ತರ ಕಛೇರಿ, ನಗರ ಸೀಮಾ ಸುಂಕ,
ಅಂಚೆ ಸಂ.5400, ಕೇಂದ್ರೀಯ ರಾಜಸ್ವ ಭವನ, ಕ್ವೀನ್ಸ್ ರಸ್ತೆ, ಬೆಂಗಳೂರು
सीमा शुल्क आयुक्त का कार्यालय, सीमा शुल्क आयुक्तालय, , बेंगलूर
Office of the Commissioner of Customs, City Customs
Commissionerate, C.R. Building, No.1 Queen's Road, Bangalore –
560 001

Dated 14.05.2021

PUBLIC NOTICE NO.22/2021

Subject: – Special Refund and Drawback Disposal Drive from 15.05.2021 to 31.05.2021 - Implementation of - Reg.

Attention is invited to CBIC Instruction No.10/2021-Customs dated 13.05.2021 on the above subject.

2. The CBIC has taken various trade facilitation measures in their fight against Covid-19 pandemic. A special drive from 08.04.2020 to 30.04.2020 for priority disposal of pending customs refund, IGST Export refund and Customs Duty Drawback claims was also taken governed by Instructions No.03/2020-Customs dated 09.04.2020. Further Instructions were also provided by this office Public Notice No.20/2020 and 21/2020 both dated 23.04.2020 and 22/2020 dated 27.04.2020.

3. Continuing with the aforementioned trade facilitation measures, the Board has decided that there is a need to focus on timely disposal of all pending refund/duty drawback claims in order to provide immediate relief to the business entities, especially MSMEs, in these difficult times. Accordingly, it is hereby instructed that there shall be a “Special Refund and Drawback Disposal Drive” with the objective of priority processing and disposal of all pending refund and

drawback claims. This Special Drive shall be in place from 15th May 2021 to 31st May 2021. It is expected that during this period all refund and drawback claims that are pending as on 14th May 2021 shall be disposed.

4. In this regard, the following may kindly be taken note of by the officers processing all such claims:

- a. Though the decision to process pending refund claims has been taken with a view to provide immediate relief to the taxpayers, due diligence is to be done before granting the refunds and drawback. All the relevant legal provisions, notifications, circulars and instructions must be followed while processing these claims.
- b. For facilitation of exporters, all communication should be done over email, wherever email id of the applicant is available.
- c. All deficiency memos may be reviewed and refund / drawback may be considered on merit.

5. For the exporters to avail benefit of this special drive, it is requested that those Shipping Bills where query has been raised shall be replied/complied with at the earliest in order to process the drawback claim. The custodians are also requested to file the EGM for all the pending Shipping bills at the earliest in order to process the drawback claim for respective Shipping Bills. Whereas those shipping bills in the EGM error queue shall be identified and the error shall be rectified by the proper officer in order to process the drawback claim.

6. Any communication with respect to special drive may be made with the following officers,

Name of the Officer (Shri/Smt./Ms.)	Designation	E-mail ID	Contact No. (+91)
DUTY DRAWBACK:			
Vinuta Mallehappa	Deputy Commissioner	vinutam.irs@gov.in	080-28453451
Srinivasa Gopal	Superintendent	srinivasagm.c029301@gov.in	9880058188
Poornashri	Superintendent	poornashri.c029101@gov.in	9945569964
IGST REFUND:			
K.M Rajesh	Deputy Commissioner	gururajesh.km@gov.in	080-41750726

Srinivasa Gopal	Superintendent	srinivasagm.c029301@gov.in	9880058188
CUSTOMS REFUND:			
Padmaraj E	Deputy Commissioner	padmaraj.e@gov.in	8861138089
Steleena	Superintendent	steleenas.g028701@gov.in	080- 22864523

7. This public notice may be treated as a standing instruction to all the officers concerned, processing the drawback and refund claims.

(BASWARAJ NALEGAVE)
COMMISSIONER

To

All the Concerned (As per mailing list)

Copy to:-

- 1.The Joint Commissioner of Customs, HQRS/ICD Whitefield, Bengaluru,
- 2.Customs Website.