

DISCLOSURE UNDER SECTION 4(1)(b) OF RIGHT TO INFORMATION ACT, 2005

1 ORGANISATION AND FUNCTION

1.1 PARTICULARS OF ITS ORGANISATION, FUNCTIONS AND DUTIES :

i. NAME AND ADDRESS OF THE ORGANISATION:-

Office of The Chief Commissioner of Customs, C.R.Building,
Queen's, Road, Bengaluru – 560 001.

ii. HEAD OF THE ORGANISATION :-

Arti Agarwal Srinivas, Chief Commissioner of Customs

iii. VISION, MISSION AND KEY OBJECTIVES :-

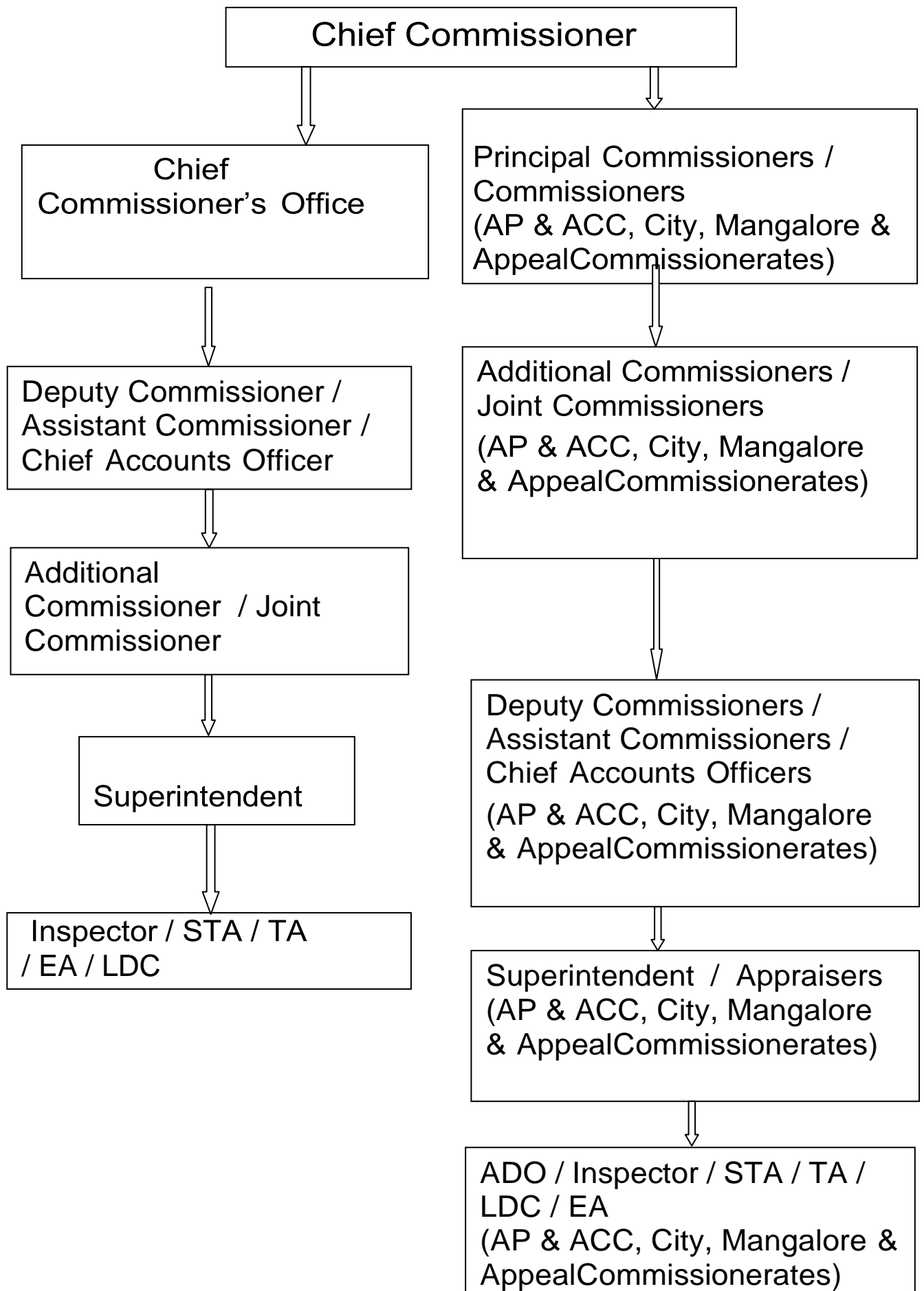
iv.

To carry out the mission of CBIC to administer Customs laws aimed at:-

- realizing the revenues in a fair, equitable & efficient manner;
- simplification of procedures, streamlining its online application and taking forward the benefits to the trade & industry by enhancing compliance
- Setting up of institutional framework for identification of Best Practices in Customs, for pan India application and extending online application of such initiatives at National level.
- administering the Government's economic, tariff and trade policies with a practical and pragmatic approach;
- facilitating trade and industry by streamlining & simplifying Customs processes and helping Indian businesses to enhance their competitiveness;
- creating a climate for voluntary compliance by providing guidance and building mutual trust;
- Combating duty evasion and frauds in an effective manner.

v. FUNCTIONS AND DUTIES:-

The Bengaluru Customs is a Central Government organization working under Central Board of Indirect Taxes & Customs_(CBEC), Department of Revenue, Ministry of Finance, Government of India. The Bengaluru Customs is entrusted to monitor the work of levy and collection of Customs Duty being performed by Three Customs Commissionerates having their offices in Bengaluru and Mangalore Karnataka. It also has One Appeal Commissionerate having their offices at Bengaluru. The Chief Commissioner of the Zone has the administrative control over the entire zone.



vi. **Any other details – the genesis, inception, formation of the department and the HoDs from time to time as well as the committees / Commissions constituted from time to time have been dealt –**

The Government of India has implemented Goods and Service Tax (GST) w.e.f 01.07.2017. GST is a single tax on supply of goods & services which replaces the existing indirect taxes levied by both Centre and States. Central Board of Excise and Customs (CBEC) has been renamed as Central Board of Indirect Taxes and Customs (CBIC).

1.2 POWERS AND DUTIES OF OFFICERS AND EMPLOYEES [Section 4(1)(b)(ii)]:

The powers and duties of the officers are defined in the Customs Act, 1962 and the Rules made there under, which are available in public domain.

(i) Powers and duties of officers (administrative, financial and judicial) :

1. **Chief Commissioner of Customs:** The Chief Commissioner is the Administrative Head of the Zone. She shall oversee collection of targeted revenue every year and shall report to the Central Board of Indirect Taxes & Customs (CBIC). She exercises control over the 3 Commissioners of Customs in the zone as well as Commissioner (Appeal) coming under the above zone.

2. **Additional Commissioner of Customs:** An officer in the rank of Additional Commissioner of Customs is deployed in Chief Commissioner's office. She assists the Chief Commissioner in all matters. She supervises and has control over all the staff working in the Chief Commissioner's office.

3. **Deputy / Assistant Commissioner / Chief Accounts Officer:** Officers in the rank of Deputy/Assistant Commissioner of Customs are deployed in Chief Commissioner's office. They assist the Chief Commissioner and Additional Commissioner in matters allotted to him/her. He/She supervises and has control over the sections allocated to him/her.

- i. Establishment
- ii. Vigilance & Public Grievance Section.
- iii. Headquarters Administrative Correspondence Section
- iv. Technical Section (Preventive & Appraising)
- v. Review Section (Preventive & Appraising)
- vi. Audit Section including C & AG issues.
- vii. Statistics Section.
- viii. Official Language Implementation Committee.
- ix. General

(ii) Powers and duties of other employees :

4. **Superintendent/Appraiser of Customs:** Officers in the rank Superintendent of Customs are deployed in Chief Commissioner's office. He/She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner of Customs in matters allotted to him/her. He/She supervises and has control over the work and Officers allocated to him/her.

5. **Inspector/Executive Assistant/Tax Assistant of Customs:** Officers in the rank of Inspector / Administrative Officer /Executive Assistant/Tax Assistant of Customs are deployed in Chief Commissioner's office. He/She assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner / Chief Accounts Officer, Superintendent of Customs in matters allotted to him/her.

(iii) Rules/orders under which powers and duties are derived :The Powers and duties are derived from The Customs Act 1962 and Manual of Office Procedure are followed for discharge of functions.

(iv) Rules/orders under which powers and duties are exercised :The Powers and duties are exercised from The Customs Act 1962 and Manual of Office Procedure are followed for discharge of functions.

(v) Work allocation: The Chief Commissioner shall oversee the collection of targeted revenue every year and shall report to the Central Board of Indirect Taxes & Customs (CBIC). He/She exercises control over the Principal Commissioner/Commissioners of Customs in the zone as well as Commissioners (Appeal) coming under the above zone. He/She has administrative control over service matters of Group-B & Group-C officers working in Bengaluru Zone, Karnataka.

The Chief Commissioner is assisted by the Additional Commissioner of Customs who in assists the Chief Commissioner in all matters supervises and has control over all the staff working in Chief Commissioner's office.

The Deputy / Assistant Commissioner of Customs assists the Chief Commissioner and Additional Commissioner in matters allotted to him/her, supervises and has control over the sections allocated to him/her:

- i. Establishment
- ii. Vigilance & Public Grievance Section.
- iii. Headquarters Administrative Correspondence Section
- iv. Technical Section (Preventive & Appraising)
- v. Review Section (Preventive & Appraising)
- vi. Audit Section including C & AG issues.
- vii. Statistics Section.
- viii. Official Language Implementation Committee.
- ix. General.

The Superintendent and Inspector/ Chief Accounts Officer/ Executive Assistant/Tax Assistant of Customs are deployed in Chief Commissioner's office assist the Principal Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner in matters allotted to him/her.

1.3 PROCEDURE FOLLOWED IN DECISION MAKING PROCESS[Section 4(1)(b)(iii)]:

(i) Process of Decision Making – Identify key decision making points : Office of the Chief Commissioner of Customs is primarily an administrative / monitoring unit. It monitors the activities of Executive Commissionerates and Appeal Commissionerates falling under the zone.

(ii) Final Decision-Making Authority: Each Commissionerate is headed by a Commissioner who is the final decision making authority with regard to disputes regarding levy of Customs and collection of Customs duty and other related matters in his/her jurisdiction.

(iii) Related provisions, acts, rules etc. : The procedure followed by the officers in the decision making process and different aspects of supervision, accountability for taking decisions are outlined in the Customs Preventive Manual, Customs Appraising Manual, the Adjudication Manual, Audit Manual, etc. The procedure indicated in Manual of Office Procedure (MOP) are also followed for decision-making.

(iv) Time limit for taking decisions: Time limit for taking decisions are outlined in the Customs Manual, the Adjudication Manual, Audit Manual etc.

(v) Channel of supervision and accountability : Commissionerates are supervised by Commissioners. The Commissioner is assisted by Additional/Joint Commissioners and other officers in the Commissionerate Headquarters office. There are subordinate field formations viz. various sections / Units which are supervised by a Deputy/Assistant Commissioner. The overall control of the Zone is vested with the Chief Commissioner.

1.4 NORMS FOR THE DISCHARGE OF ITS FUNCTIONS [Section 4(1)(b)(iv)]:

(i) Nature of functions/ services offered : To carry out the mission of CBIC to administer Customs laws, aimed at:-

- Setting up of institutional framework for identification of Best Practices in Customs, for pan India application and extending online application of such initiatives at National level.
- Simplification of procedures, streamlining its online application and taking forward the benefits to the trade & industry by enhancing compliance.
- realizing the revenues in a fair, equitable & efficient manner;
- administering the Government's economic, tariff and trade policies with a practical and pragmatic approach;
- facilitating trade and industry by streamlining & simplifying customs processes and helping Indian businesses to enhance their competitiveness;

- creating a climate for voluntary compliance by providing guidance and building mutual trust;
- Combating revenue evasion and frauds in an effective manner.

(ii) **Norms/ standards for functions/ service delivery :** The said objectives are sought to be achieved by:-

- enhancing the use of information technology;
- streamlining the procedures;
- encouraging voluntary compliance;
- evolving cooperative initiatives.

(iii) **Process by which these services can be accessed :** Contact Information of Officers of all Commissionerates available in Customs Website www.bangalorecustoms.gov.in

(iv) **Time-limit for achieving the targets :** Time limit for taking decisions are outlined in the Customs Preventive and Appraising Manual, the Adjudication Manual, Audit Manual, etc.

(v) **Process of redress of grievances:** The aggrieved citizens may submit their grievances online through CPGRAM Portal for speedy and favorable redressal at <https://pgportal.gov.in/> or by any other mode.

The grievances received are examined by the Section dealing with the matter and if found genuine necessary action for redressal of the same is taken accordingly by the competent authority. If the grievance pertains to the other Commissionerates under the jurisdiction of this office, the same are forwarded for their comments or necessary action and final decision is taken based on the verification report received from the respective Commissionerate. Decision on the grievances is conveyed to the CPGRAM portal or by Post, from where the same is received.

1.5 RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS, HELD BY THE ORGANIZATION OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS[Section 4(1)(b)(v)]:

(i) **Title and nature of the record / manual / instruction :**

The main statutes which are related to the levy and collection of Customs duty are:

- Customs Act, 1962
- Customs Tariff Act, 1975
- The Central Excise Act, 1944

- National Calamity Contingent Duty (Section 136 of the Finance Act, 2001 (14 of 2001))
- Education Cess (Chapter VI of the Finance Bill, 2004)
- Additional Duties of Customs (Goods of Special Importance) Act, 1957
- Provisional Collection of Taxes Act, 1931
- CGST Act, 2017; IGST Act 2017; UGST Act 2017
- Foreign Trade (Development and Regulation) Act, 1992
- Foreign Exchange Management Act, 2000.
- The Drugs and Cosmetics Act, 1940.
- Food Safety and Standards Act, 2006.
- The Arms Act, 1959
- The Narcotic Drugs and Psychotropic Substances Act, 1985.
- The Indian Explosives Act, 1884
- The Dangerous Drugs Act, 1930
- Destructive Insects and Pests Act, 1914.

(ii) **List of Rules, regulations, instructions manuals and records : Rules:**

- The Custom (Appeals) Rules, 1982
- The Baggage Rules, 2016
- The Customs and Central Excise Duties Drawback Rules, 2017
- Re-Export of Imported Goods (Drawback of Customs Duties) Rules, 1995
- The Customs (Settlement of Cases) Rules, 2001
- Customs Valuation (Determination of Price of imported Goods) Rules, 2007
- Customs Valuation (Determination of Value of Export Goods) Rules, 2007
- Customs (Advance Rulings) Rules, 2002
- Foreign Privileged Persons (Regulation of Customs Privileges) Rules, 1957
- Customs (Compounding of Offence) Rules, 2005
- Consumer Welfare Fund Rules, 1992
- The Customs, Excise & Service Tax Appellate Tribunal (Procedure) Rules, 1982.
- Customs (Attachments of Property of Defaulters for Recovery of Government Dues) Rules, 1995
- Notice of Short-Export Rules, 1963
- Customs and Central Excise Duties Drawback Rules, 1995
- Specified Goods (Prevention of Illegal Export) Rules, 1969
- Customs Tariff (Determination of Origin of Goods under the Agreement on SAARC Preferential Trading Arrangement) Rules, 1995
- Notified Goods (Prevention of Illegal Import) Rules, 1969
- CGST Rules 2017; IGST Rules 2017
- Customs (Import of Goods at Concessional Rate of Duty for Manufacture of Excisable Goods) Rules, 1996.
- Customs (Publication of Names) Rules, 1975
- Customs (Settlement of Cases) Rules, 2007

- Customs Tariff (Identification and Assessment of Safeguard Duty) Rules, 1997
- Customs Tariff (Transitional Product Specific Safeguard Duty), Rules 2002
- Foreign Trade (Regulation) Rules, 1993
- Foreign Trade (Exemption from Application of Rules in certain cases) Order 1993.
- Notice of Short Export Rules, 1963
- Customs Tariff (Identification, Assessment and Collection of Countervailing Duty on Subsidized Articles and for Determination of Injury) Rules, 1995
- Customs Tariff (Identification, Assessment and Collection of Anti Dumping Duty on Dumped Articles and for Determination of Injury) Rules, 1995
- Intellectual Property Rights (Imported Goods) Enforcement Rules, 2007

Regulations:

- Sea Cargo Manifest and Transshipment Regulations, 2018 [English]
- Customs (Finalisation of Provisional Assessment) Regulations, 2018 [English]
- Customs Audit Regulations, 2018 [English]
- Customs Brokers Licensing Regulations, 2018 [English]
- Warehouse (Custody and Handling of Goods) Regulations, 2016 [English]
- Special Warehouse Licensing Regulations, 2016 [English]
- Special Warehouse (Custody and Handling of Goods) Regulations, 2016 [English]
- Private Warehouse Licensing Regulations, 2016 [English]
- Public Warehouse Licensing Regulations, 2016 [English]
- Warehoused Goods (Removal) Regulations, 2016 [English]
- Customs Baggage Declaration Regulations, 2013 [English] (42 KB)
- Shipping Bill (Electronic Declaration) Regulations, 2011
- Customs (Provisional Duty Assessment) Regulations, 2011 [Rescinded vide CBEC Notfn. No. 113/2016-Cus(N.T.) dated 22/08/2016]
Replaced by guidelines issued vide Board Circular 38/2016-Cus. dated 22/08/2016, regarding provisional assessment under section 18 of the Customs Act, 1962
- On-site Post Clearance Audit at the Premises of Importers and Exporters Regulations, 2011
- Bill of Entry (Electronic Integrated Declaration) Regulations, 2011
- Courier Imports And Exports (Electronic Declaration And Processing) Regulations, 2010
- Handling of Cargo in Customs Areas Regulations, 2009
- Customs House Agents Licensing Regulations, 2004. Superseded by Customs Brokers Licensing Regulations, 2018.

- Special Economic Zones (Customs Procedures) Regulations, 2003 [Rescinded by Notfn.12/2007-Cus(N.T.), dated 21-02-2007]
- Courier Imports and Exports (Clearance) Regulations, 1998
- Customs (Fees for Rendering Services by Customs Officers) Regulations, 1998
- Bill of Entry (Electronic Declaration) Regulations, 1995 [Superseded by Bill of Entry (Electronic Declaration) Regulations, 2011]
- Customs Refund Application (Form) Regulations, 1995
- Goods Imported (Conditions of Transshipment) Regulations, 1995
- Import of Gold and Silver By Passengers (Form of Bill of Entry) Regulations, 1994
- Shipping Bill and Bill of Export (Form) Regulations, 1991
- ATA Carnet (Form of Bill of Entry & Shipping Bill) Regulations, 1990
- Project Imports Regulations, 1986
- Customs House Agents Licensing Regulations, 2004. Superseded by Customs Brokers Licensing Regulations, 2018
- Bill of Coastal Goods (Form) Regulations, 1976
- Bill of Entry (Forms) Regulations, 1976
- Boat Notes Regulations, 1976
- Export Manifest (Aircraft) Regulations, 1976
- Export Manifest (Vessels) Regulations, 1976
- Export Report (Form) Regulations, 1976
- Import Manifest (Aircraft) Regulations, 1976
- Import Report (Form) Regulations, 1976
- Shipping Bill for Aircraft Spares Ex-bond Regulations, 1975
- Uncleared Goods (Bill of Entry) Regulations, 1972
- Levy of Fees (Customs Documents) Regulations, 1970
- Baggage (Transit to Customs Stations) Regulations, 1967
- Manufacture and other Operations in Warehouse Regulations, 1966
- Passenger's Baggage (Levy of Fees) Regulations, 1966
- Bonded Aircraft Stores (Procedure) Regulations, 1965
- Transportation of Goods (Through Foreign Territory) Regulations, 1965
- Customs (Provisional Duty Assessment) Regulations, 1963 [Superseded by Customs (Provisional Duty Assessment) Regulations, 2011]
- Imported Packages (Opening) Regulations, 1963
- Imported Stores (Retention on Board) Regulations, 1963
- Warehoused Goods (Removal) Regulations, 1963

Manuals

- CBIC Manual on Customs Preventive
- CBIC Manual on Customs Appraising
- Customs Manual on Self Assessment 2011

(iii) **Acts/ Rules manuals etc. :**All these Acts, Rules, Manuals are available in CBIC website www.cbic.gov.in.

(iv) **Transfer policy and transfer orders** – Transfer Policy are uploaded in the website www.bangalorecustoms.gov.in

1.6 CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL [Section 4(10b)(vi)]:

(i) Categories of documents :

Office of the Chief Commissioner of Customs being only an administrative/monitoring unit, no specific records are exclusively held by it or under its control. However, the jurisdictional Commissionerates maintain the followings records :

1. Records of revenue realization
2. Records of inspection and audit
3. Records of litigation in Courts
4. Records of litigation in Tribunals
5. Records of vital statistics like Revenue, arrears of Revenue, Provisional assessments, Adjudication, Refunds
6. Records of Offences registered against tax evaders
7. Records of Revenue Recovery
8. Records of Drawback Claims
9. Records of Refunds Claims
10. Records of Vigilance matters
11. Records of Receipts and Expenditure Accounts
12. Records of Service Books
13. Records of Establishment matters
14. Records of Administration
15. Records of Stores & Stationery
16. Records of Welfare matters
17. Records of Audits conducted and discrepancies noted
18. Records of Prosecutions
19. Records of litigation in CAT
20. Records of Departmental Adjudication

(ii) Custodian of documents/categories :

Apart from the administration matters of Chief Commissioner's Office, public grievances, etc, and the issues which are received in Chief Commissioner's Office for information and comments are held by it. Records related to work assigned to concerned Commissionerates are kept in the custody of respective Commissionerates.

1.7 BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS PART OF PUBLIC AUTHORITY[Section 4(10b)(viii)]:@@

RAC/PGC Meeting: The Regional Advisory Committee/Public Grievance Committee meeting is held every quarter in the Bangalore Customs Commissionerate under the Chairmanship of the Commissioner of Customs, Bangalore. The list of Members of this Committee includes all the community partners like the Trade Associations, Customs House Agents' Association, Steamer Agents' Association, Custodians, STPI, as also some representatives from important Public Sector Undertakings like BEL, ITI etc. The Meeting addresses the issues pertaining to Customs matters. Points to be discussed in the meeting are taken in advance and studied. In addition to clarification given by the

department during the meetings, detailed minutes are also issued, which are sent to all the Members (hard copy) as also posted on the Commissionerate's website (bangalorecustoms.gov.in).

PTFC Meeting: Pursuant to the recommendations of the Kelkar Committee, a Permanent Trade Facilitation Committee was set up in the Bangalore Customs Commissionerate in the year 2003. The Members include all the community partners like the Trade Associations, Customs House Agents' Association, Steamer Agents' Association, Custodians, etc. The specific objective of this meeting is to discuss problems relating to clearance of import and export goods and to find solutions thereto. The meeting is held once every three months. The procedure followed is the same as in other meetings mentioned above. The points are taken in advance for detailed study, discussed during the course of the meeting and clarifications given. Detailed minutes are drawn and circulated amongst the Members (hard copy) and also posted on the Commissionerate's website (bangalorecustoms.gov.in).

1.8 DIRECTORY OF OFFICERS AND EMPLOYEES[Section 4(1)(b)(ix)]: Directory of Key Officers of Chief Commissioner:

Sl. No	(i) Name of the Officer and Designation		Sections Held	(ii) Telephone No.
1	ARTI AGARWAL SRINIVAS	Chief Commissioner	ALL	080-22865109
2	BIDYARANI KONTHOUJAM	Additional Commissioner	ADDITIONAL COMMISSIONER (CCO)	080-22860672
3	M.V.NANDIHALLI	Assistant Commissioner	CCO-I, CCO-II, CCO-VI AND OL	080-22869210
4	K.M.SARVOTHAM	Assistant Commissioner	CCO-III, CCO-IV, CCO-V,	080-22863077
5	P.V.BHADRACHALAM	Chief Accounts Officer	ACCOUNTS & ADMINISTRATION	080-22864475

1.9 MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS[Section 4(1)(b)(x)]:

(i) List of Employees with Gross monthly remuneration :

The Scale of Pay for Chief Commissioner	: LEVEL 16 of Pay matrix along with applicable allowances
The Scale of Pay for Additional Commissioner	: LEVEL 13 of Pay matrix along with applicable allowances

The Scale of Pay for Joint Commissioner	: LEVEL 12 of Pay matrix along with applicable allowances
The Scale of Pay for Deputy Commissioner	: LEVEL 11 of Pay matrix along with applicable allowances
The Scale of Pay for Assistant Commissioner Chief Accounts officer	: LEVEL 10 of Pay matrix along with applicable allowances
The Scale of Pay for Superintendent / Sr. Private Secretary	: LEVEL 8/9 of Pay matrix along with applicable allowances
The Scale of Pay for Administrative Officer / Private Secretary / Inspector	: LEVEL 7 of Pay matrix along with applicable allowances
The Scale of Pay for Executive Assistant / Steno (Gr-I)	: LEVEL 6 of Pay matrix along with applicable allowances
The Scale of Pay for Tax Assistant / Steno (Gr-II)	: LEVEL 4 of Pay matrix along with applicable allowances

(ii) System of compensation as provided in regulations:
There is no system for compensation.

1.10 NAMES, DESIGNATIONS AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS[Section 4(1)(b)(xvi)] :

(i) Name & Designation of the Officer		(ii) Address & Telephone No.
BIDYARANI KONTHOUJAM, ADC	First Appellate Authority, CCO	Office of the Chief Commissioner of Customs. Bengaluru Customs Zone Telephone No. 080-22860672
M.V.NANDIHALLI , Assistant Commissioner	CPIO, CCO	Office of the Chief Commissioner of Customs. Bengaluru Customs Zone Telephone No.

1.11 NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN[Section 4(2)] :

No. of employees in CC Office against whom disciplinary action has been taken

- (i) **Pending for Minor penalty or major penalty proceedings– 04**
- (ii) **Finalised for Minor penalty or major penalty proceedings– 02**

1.12 PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI [Section 26]:

- (i) **Educational Programmes:** Training on RTI related subjects are conducted by NACIN.
- (ii) **Efforts to encourage public authority to participate in these**

programmes: Officers are nominated for training on RTI related subjects which are conducted by NACIN.

- (iii) **Training of CPIO/APIO :** All trainings are conducted by NACIN.
- (iv) **Update & publish guidelines on RTI by the Public Authorities concerned :** Not applicable.

1.13 TRANSFER POLICY AND TRANSFER ORDERS[F.No.1/6/2011-IR dt. 15.4.2013] :

Transfer Policy and Transfer Orders are uploaded in the Bengaluru Customs website www.bangalorecustoms.gov.in.

2. BUDGET AND PROGRAMME

2.1 BUDGET ALLOCATED, INDICATING PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE[Section 4(1)(b)(xi)] :

The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made:

BUDGET ALLOCATION, FUNDS SANCTIONED AND EXPENDITURE DETAILS					
(Rs. In Thousands)					
Sl.No.	Object Head	Sanction Grant 2021-22	Expenditure 31.03.2022	Sanction Grant 2022-23	Expenditure 31.03.2023
		2021-22		2022-23	
	1	2	3	4	5
1	Salaries	730000	685757	774900	765844
2	Wages	1612	1577	1740	1725
3	Reward to Officers	6200	6698	10000	10158
	Reward to Informers	500	0	437	137
	Total Reward	6700	6698	10437	10295
4	Over Time Allowance	100	99	100	56
5	Medical Treatment	6600	6325	4700	4537

6	Domestic Travel Expenses	8350	7603	7000	6563
7	Foreign Travel Expenses	0	0	0	0
8	Office Expenses (General)*	40000	38995	43000	42559
	Office Expenses (MV)	10800	11225	10000	10284
	Office Expenses (Lab)	2350	2084	650	519
	O.E 1% Scheme	9380	9380	3500	3500
	Total Expenses	62530	61684	57150	56862
9	Rent, Rates & Taxes	10475	9515	9273	8990
10	Publications	64	10	100	37
11	Other Admn Exp.	500	393	1250	1157
12	Advt. Publicity	0	0	0	0
13	Professional Services	1300	1277	700	693
14	Contribution	0	0	0	0
15	Secret Service Expenses	1400	1400	1500	1500
16	Other Charges	0	0	0	0
17	Offices Expenses (Swachhta)	3500	3450	3000	2988
18	Information Technology	8300	8067	7500	7281
	Total	841431	793855	882700	871861

19	Minor Works	2731	2731	16003	14506
20	Grant-in-aid	30	30	40	35
	Grand Total	844192	796616	898743	886402
21	4059	101	101	1300	1300
22	4076	-	-	-	-
23	4216/2216	1073	1073	1136	600
	Total	845366	797790	901179	888302

2.2 FOREIGN AND DOMESTIC TOURS [F.No. 1/8/2012-IR dt. 11.9.2012] :

Sl.No.	Object Head	Sanction Grant 2021-22	Expenditure 31.03.2022	Sanction Grant 2022-23	Expenditure 31.03.2023
		2021-22			
	1	2	3	4	5
1	Domestic Travel Expenses	8350	7603	7000	6563
2	Foreign Travel Expenses	0	0	0	0

(i) Foreign and Domestic Tours by Ministries and Officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department –
Not Applicable

(ii) Information related to Procurements :

- a. Notice/tender enquires, and corrigenda – Not Applicable.
- b. Details of the bids awarded comprising the names of the suppliers of goods/ services being procured –All the procurements are being made through GeM (Government e-Marketportal). The details regarding floating tender/bids would be available in Commissionerate website.
- c. The works contracts concluded in any such combination of the above- Not Applicable.
- d. The rate /rates and the total amount at which such procurement or works contract is to be executed -Not Applicable.

2.3 MANNER OF EXECUTION OF SUBSIDY PROGRAMMES,

INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES[Section 4(1)(b)(xii)]:

- i. **Name of the programme of activity** –There is no subsidy program in Chief Commissioner’s Office.
- ii. **Objective of the programme** - Not Applicable.
- iii. **Procedure to avail benefits**- Not Applicable.
- iv. **Duration of the programme/ scheme** - Not Applicable.
- v. **Physical and financial targets of the programme** - Not Applicable.
- vi. **Nature/Scale of Subsidy/Amount allotted** - Not Applicable.
- vii. **Eligibility criteria for grant of subsidy** - Not Applicable.
- viii. **Details of beneficiaries of subsidy programme (number,profile etc)** - Not Applicable.

2.4 DISCRETIONARY AND NON-DISCRETIONARY GRANTS [F.No. 1/6/2011-IRdt. 15.04.2013]:

- i. **Discretionary and non-discretionary grants /allocations to State Govt./NGOs/other institutions:**

There are no discretionary and non-discretionary grants.

- ii. **Annual accounts of all legal entities who are provided grants by public authorities:**

Not Applicable.

2.5 PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATIONS GRANTED BY THE PUBLIC AUTHORITY[Section 4(1)(b)(xiii)]:

- (i) **Concessions, permits or authorizations granted by public authority:**

There are no concessions, permits or authorizations available in generic sense of the term.

- (ii) **For each concessions, permit or authorization granted :**

- a. Eligibility criteria - Not Applicable.
- b. Procedure for getting the concession/ grant and/ or permits of authorizations - Not Applicable.
- c. Name and address of the recipients given concessions/ permits or authorisations - Not Applicable.
- d. Date of award of concessions/permits of authorizations - Not Applicable.

2.6 CAG & PAC paras[F.No. 1/6/2011-IR dt. 15.4.2013]:

CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament:

Pending paras of the Zones are as under:-

S I N O	Report NO	Para No.	D A P N O.	Subject	Date of return by Audit with Comments	Para pertaining to this Zone	Commissionerate to which the Para pertains	Gist of Para	Remarks
1	17 of 2020	Para no .3.1 to 3.5	D AP 11 0	Subject Specific Compliance Audit on Show Cause Notices and Adjudication processes.	05.04.2023	3.4.5.1	ACC	Lack of coordination between RAs and Customs	Reply sent on 11.05.2023. Gist of reply - They are repeatedly pursuing with DGFT to intimate status of License No. 730006972 dated 16.05.2008 vide emails dated 19.04.2022, 30.04.2022, 23.06.2022, 03.05.2023, 09.05.2022, 24.06.2022 and 14.03.2023. After continuous efforts, DGFT vide email dated 03.05.2023 has intimated this office that they have issued Deficiency Letter and that reply of the firm is awaited.
2	5 of 2016	2.1 to 2.30		Provisional Assessment (Customs)	05.04.2023	2.5.2 & 2.5.3	ACC BCC & MCC	Deficiency in provisional assessment monitoring system under ICES 1.5 & Poor quality of data maintained by CBEC	ACC has furnished the latest reply on 25.05.2023 wherein they have interalia replied that as part of special drive, 3 additional superintendents & 3 AC/DCs were allocated the work of finalisation of provisionally assessed BOE. There has been receipt of 406 fresh cases and 423 cases were disposed during FY 2022-23 and present status of pendency of PA as on 31.03.2023 is 2682. During FY 2022-23, 94335 BOeE pertaining to 423 PD Bonds gave been finalised with recovery of differential duty of Rs. 313.10 lakhs. Last Consolidated reply of zone was sent on 11.10.2021. MCC reply dated 02.08.2023 wherein they have interalia replied that, as on 31.03.2023 only 219 cases are pending for provisional assessment, reason and break up of age as per

									annexure enclosed.
						2.2.7	BCC & MCC	Delay in finalization of provisional assessment on project imports	<p>Last Consolidated reply of zone was sent on 11.10.2021. MCC reply – Provisional assessment is pending due to non receipt of communication from other ports regards BOE pertaining to them. Further, the party has not submitted EODC from DGFT and reconcile project import. BCC - In this regard, total 11 Projects were pending as on February, 2019. Out of that, 2 Projects have been finalized till 30.09.2021. Further, finalization of other 09 Project imports are under progress. Further, MCC reply dated 02.08.2023 wherein they have interalia replied that, under this project, M/s MRPL have filed 287 Nos. of B/E, of which 175 nos. of B/E are towards imports through Mangaturu Customs House. The irutallation certificate in respect of imPors at Mangaluru Customs Comrnissionerate has been received. The remaining 112 nos. of B/E are towards import through the ports/airports of Mumbai, Bengaluru alrd Kochi. Mangaluru Comrnissionerate is awaiting the fralization/installation status of imPorts made at the ports/airports- In this regard several reminders have been sent to tlc concemed Commissionrates.</p>

								2.2.9	ACC & MCC	Delay in completion of investigation and finalisation of assessment by special valuation branch	ACC has furnished the latest reply on 25.05.2023 wherein they have interalia replied that as part of special drive, 5 additional superintendents & 5 AC/DCs were allotted for SVB for completion of investigation and finalisation of assessment during FY 2021-22 and 86 cases have been disposed off. There has been receipt of 47 fresh cases and 97 cases were disposed during FY 2022-23 and present status of pendency of SVB investigation as on 31.03.2023 is 176. Last Consolidated reply of zone was sent on 11.10.2021. BCC - The details of 73 SVB PD Bonds finalized as per Ministry's 3rd reply are submitted to Principal Director of Audit (Central), Bengaluru and informed that the supporting documents (files) are available for verification. MCC reply dated 02.08.2023 wherein they have interalia replied that, para does not pertain to Mangalore Customs. Hence no comments are offered.
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3. Publicity Band Public interface

3.1 Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)]

RAC meeting and Sectoral meetings are being held regularly and the minutes are being issued.

Policy issues are forwarded to the competent authorities wherever found necessary.

Contact details of information and facilitation counter is available on the website https://bangalorecustoms.gov.in/pdfhtmfls_user/contact_us.pdf

PPP-Not Applicable.

3.2 Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]

All the details are available on the website <https://bangalorecustoms.gov.in>

iv) Online response and queries is through Email and Whatsapp Seva.

v) Arrangement for consultation before formulation of policy is by way of meetings with the trade and trade bodies for collation of information and suggestion for onward submission to competent authority are available as posts in cbic.gov.in website from time to time.

3.3 Dissemination of information widely and in such form and manner which is easily accessible to the public[Section 4(3)]

- i) Website: <https://bangalorecustoms.gov.in>
- ii) Twitter account: <https://twitter.com/blrcustoms>

3.4 Form of accessibility of information manual/handbook [Section 4(1)(b)]

- (i) Electronic Format
- (ii) Printed format:
 - a) AIO Handbook, Sabka Vishwas Kannada, GST FAQs

3.5 Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]

- i) List of materials available free of Cost- All items mentioned in 3.4.1 are available free of Cost
- ii) At reasonable Cost: NA

4. E Governance	
Section 4(1)(b)	Information to be published under the Act
4.1	Language in which information manual/ handbook available-English
4.2	When was the information manual / handbook last updated? <ul style="list-style-type: none">a) International passenger guide: https://customsmangalore.gov.in/baggage/b) Import Procedure: https://accmumbai.gov.in/aircargo/import/import_procedure.htmlc)Export procedure : https://accmumbai.gov.in/aircargo/export/export_procedure.htmld) Warehouse FAQ: https://bangalorecustoms.gov.in/pdfhtmls_user/warehouse_faq.pdf ii) Vernacular/Local Language: Sabka Vishwas FAQ 4.2
4.3	Information available in electronic form- <ul style="list-style-type: none">(i) name and title of the document<ul style="list-style-type: none">a) RoDTEP and RoSCTL Scheme: https://bangalorecustoms.gov.in/pdfhtmls_user/rodtep_rosctl.pdfb) MOOWR Scheme: https://bangalorecustoms.gov.in/pdfhtmls_user/MOOWR_2019.pdfc) IPRb) APAR,c) Accounts(ii) Location where available: Office of the Chief Commissioner of Customs, Bengaluru Zone, P.B.No.5400, C.R.Building, Queens Road, Bengaluru560001
4.4	Particulars of facilities available to citizen for obtaining information- <ul style="list-style-type: none">i) PIO - Office of the Chief Commissioner of Customs, Bengaluru Zone, P.B.No.5400, C.R.Building, Queens Road, Bengaluru- 560001ii) Details of Information made available: All information required to be made

	<p>available under RTI act pertaining to administration, finance, and Judicial Matters.</p> <p>iii) Working Hours: 9.30 AM to 6.00 PM From Monday to Friday except for Gazetted Holidays.</p> <p>iv) Contact Person and details: Shri. V. Srinivasa Nayak, Assistant Commissioner, CCO, C.R Building, Queens Road, Bengaluru-560001. Ph No. 080-22862177 Email-ccu-cusblr@nic.in</p>																					
4.5	Such other information as may be prescribed under section 4(i)(b)(xvii)-																					
4.6	<p>Receipt and Disposal of RTI applications and appeals (Data updated on Bangalore Customs Website)</p> <table border="1"> <thead> <tr> <th>Period From</th> <th>Applications Received</th> <th>Applications Disposed</th> </tr> </thead> <tbody> <tr> <td>01.04.2018 to 31.03.2019</td> <td>158</td> <td>158</td> </tr> <tr> <td>01.04.2019 to 31.03.2020</td> <td>240</td> <td>240</td> </tr> <tr> <td>01.04.2020 to 31.03.2021</td> <td>160</td> <td>160</td> </tr> <tr> <td>01.04.2021 to 31.03.2022</td> <td>108</td> <td>108</td> </tr> <tr> <td>01.04.2022 to 31.03.2023</td> <td>179</td> <td>179</td> </tr> <tr> <td>01.04.2023 to 30.10.2023</td> <td>177</td> <td>177</td> </tr> </tbody> </table>	Period From	Applications Received	Applications Disposed	01.04.2018 to 31.03.2019	158	158	01.04.2019 to 31.03.2020	240	240	01.04.2020 to 31.03.2021	160	160	01.04.2021 to 31.03.2022	108	108	01.04.2022 to 31.03.2023	179	179	01.04.2023 to 30.10.2023	177	177
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01.04.2023 to 30.10.2023	177	177																				

4.7 Replies to questions asked in the parliament [Section 4(1)(d)(2)]

SL NO.	Parliamentary Question No.	Year
1	U1331	2023
2	U854	2023
3	S342	2023
4	S1878	2023
5	U1975	2023
6	U252	2023
7	U1314	2023
8	S3052	2023
9	U2418	2023
10	U1512	2023
11	U3211	2023
12	S2936	2023
13	S159	2023
14	S1680	2023
15	1365	2023
16	9771	2023
17	S1631	2023
18	9227	2023
19	2758	2023

20	S4503	2023
21	2883	2023
22	U3688	2023

5.1 Such other information as may be prescribed.

Name & Address of CAPIO/CPIO	Name & Address of the Appellate Authority	Jurisdiction
M.V.Nandihalli, AC, CCO, Office of the Chief Commissioner of Customs, Annex Building, 4th Floor, C.R. Buildings, Queens Road, Bengaluru-560001	Smt. Bidiarani Konthoujam, ADC, Office of the Chief Commissioner of Customs, Annex Building, 4th Floor, C.R. Buildings, Queens Road, Bengaluru-560001	Bengaluru Customs Zone.
R. Revathi, AC, O/o Principal Commissioner of Customs, Air Port and Air Cargo Commissionerate, 2nd Floor, WFS Building, Devanahalli, Bengaluru – 560300.	G. Vamshi Krishna Reddy, ADC, O/o Principal Commissioner of Customs, Air Port and Air Cargo Commissionerate, 1st Floor, Menzies Aviation Building, Devanahalli, Bengaluru-560300	All Sections of Airport and Air Cargo Commissionerate Bengaluru.
N. Sundaram, AC, Office of the Commissioner of Customs, C.R. Building, Queen's Road, Bengaluru-560001	Mashhood Ur Rehman Farooqui, ADC, Office of the Commissioner of Customs, City Customs, Annexe Building, 4th Floor, C.R. Building, Queen's Road, Bengaluru – 560001	1.Review & Appeals 2.Legal 3.Prosecution 4.Monitoring of Call Book cases of the entire Commt. 5.Systems & eoffice 6.Swachhta 7.Rajbhasha 8.CPIO for all the above charges
Nimishamba C.P, DC , Office of the Commissioner of Customs, C.R. Building, Queen's Road, Bengaluru-560001	Mashhood Ur Rehman Farooqui, ADC, Office of the Commissioner of Customs, City Customs, Annexe Building, 4th Floor, C.R. Building, Queen's Road, Bengaluru – 560001	1.Hqrs. Preventive Unit & CIU 2.Postal Appraising Department (PAD) 3.Hqrs. Adjudication & Policy 4.Hqrs. Technical 5.Parliamentary Questions 6.All work related to Customs Brokers (CBLR) 7.Self-sealing 8.All Bonded Warehouses 9. CPIO for all the above charges.
K Manjappan,AC, AC, Office of the Commissioner of Customs, C.R. Building, Queen's Road, Bengaluru-560001	Mashhood Ur Rehman Farooqui, ADC, Office of the Commissioner of Customs, City Customs, Annexe Building, 4th Floor, C.R. Building, Queen's Road, Bengaluru – 560001	1.Hqrs. Disposal 2.IAD 3.Post Clearance Audit (PCA) 4.Theme Based Audit 5.Audit and inspection Cell (AIC) 6.Export Promotion Cell - East I & II, Bangalore 7.Export Promotion Cell - Mysuru I & II 8.Export Promotion Cell –

		Chitradurga 9.CPIO for all the Above charges.
Kavitha Podwal, AC, Office of the Commissioner of Customs, C.R. Building, Queen's Road, Bengaluru-560001	Mashhood Ur Rehman Farooqui, ADC, Office of the Commissioner of Customs, City Customs, Annexe Building, 4th Floor, C.R. Building, Queen's Road, Bengaluru – 560001	1.Vigilance Section 2.CPGRAMS & RTI 3.P & E with Administration 4.Authorized Economic Operator (AEO) 5.Export Promotion Cell – South, Bangalore 6.Export Promotion Cell – Central I & II, Bangalore 7.Arrears Recovery Cell (Hqrs.) 8.Claims under solvency proceedings. 9.CPIO for all the above charges.
Indrajit Panda, DC, ICD, City Customs Whitefield, Bengaluru -560066	Rajesh Kalyanam Rama Rao, Addl. Commissioner, ICD, City Customs Whitefield, Bengaluru - 560066	1. Faceless Assessment of appraising groups 2G and 5B allocated to ICD 2. Examination of Import and Export Cargo at ICD CONCOR 3. Section 48 & Monitoring of disposal of unclaimed & Uncleared Cargo 4. Technical 5. Audit & Adjudication (including Call Book) pendency monitoring 6. BRC Monitoring Cell 7. CPGRAMS 8. CPIO for all the above charges.
Sameer saxena, DC, ICD, City Customs Whitefield, Bengaluru -560066	Rajesh Kalyanam Rama Rao, Addl. Commissioner, ICD, City Customs Whitefield, Bengaluru - 560066	1. SIIB 2. Port Assessment of all appraising groups allocated to ICD 3.Finalisation of Provisional Assessment of all appraising groups allocated to ICD(including project imports) 4. Export Assessment 5. Unaccompanied Baggage 6. Examination of Import and Export Cargo at CWC and HAL CFS 7. CPIO for all the above charges.
Siddiqui Mohd. Aamir Mohd. Iqbal, DC, ICD, City Customs Whitefield, Bengaluru -560066	Rajesh Kalyanam Rama Rao, Addl. Commissioner, ICD, City Customs Whitefield, Bengaluru - 560066	1. Faceless Assessment of appraising groups 3 and 2I allocated to ICD 2. Examination of Import and Export Cargo at Marigold CFS 3. Administration 4. Warehouse Bonds Section 5.

		Alternate System Manager, LRM, EDI & all system related issues (ICES) 6. MCD & Import General Manifest 7. Turant Suvidha Kendra (TSK) 8. CPIO for all the Above charges.
A.V. Kanchi Bail, AC, City Customs Whitefield, Bengaluru -560066	Rajesh Kalyanam Rama Rao, Addl. Commissioner, ICD, City Customs Whitefield, Bengaluru - 560066	1. All works related to ICD-Sattva (except SIIB) 2. ICD-Arrears Recovery Cell 3. IGST Refund 4. All Refunds other than IGST Refund 5. Export Obligation Monitoring Cell – AA & EPCG 6. BG Monitoring Cell 7. Duty Drawback 8. CPIO for all the above charges.
Vasudeva Naik D, DC, O/o the Commissioner of Customs, New Custom House, Panambur, Mangaluru	Dr. Somanna C., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru575010	Mangaluru Customs all Sections/ Subject
Sridhar S., AC, O/o the Commissioner of Customs, New Custom House, Panambur, Mangaluru	Dr. Somanna C., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru575010	Mangaluru International Airport and Air Cargo Complex, Mangaluru
Vasudeva Naik D, AC, Customs Division, Karwar	Dr. Somanna C., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru575010	Customs Division, Karwar

ii) Third party audit of Voluntary Disclosure is being done by NACIN, Bangalore

(iii) Appointment of nodal Officers not below the rank of Joint Secretary / Additional HOD

(a) Date of appointment-Not applicable

(b) Name and designation of the officers-Not applicable

(iv) Consultancy committee of key stake holders for advice on suo-moto disclosure

(a) Dates form which constituted- Not applicable

(b) Name and designation of the officers- Not applicable

(v) Committee of PIOs / FAAs with rich experience in RTI to identify frequently sought information under RTI

(a) Dates from which constituted - Not applicable

(b) Name and designation of the officers - Not applicable

6. INFORMATION DISCLOSED ON OWN INITIATIVE

i. Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information :

Information such as Public Notices, Standing Orders of Central Government, Circulars Transfer orders, etc, are uploaded in the web- site www.bangalorecustoms.gov.in

6.1 Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information.

Information related to financial transaction pertaining to purchase like tender document purchase order etc, budget, details of expenditure under various heads, Transfer Orders, Seniority List, RTI application and disposal details, Details of Foreign and domestic tours by Senior officers, Roles and Powers of the employees, Details of Taxpayer Services and grievance redressal, Organizational Chart, decision making process, Contact details of the offices, C& AG report and Compliances and Publications pertaining to Compliances.

6.2 Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India).

N/A

Sd/-
Assistant Commissioner (CCO)