



**सीमाशुल्कआयुक्तकाकार्यालय**  
**नवसीमाशुल्कभवन, पणंबूर, मंगलूर-५७५०१०**  
**OFFICE OF THE COMMISSIONER OF CUSTOMS**  
**NEW CUSTOMS HOUSE, PANAMBUR, MANGALURU – 575 010**

Telephone No. 0824-2408164, website- [www.bangalorecustoms.gov.in](http://www.bangalorecustoms.gov.in), Email- commr-cusmnglr@nic.in

File No.CUS/LIC/OTH/141/2022-CH-O/O-COMMR-CUS-MANGALURU  
 Computer No. 494441

दिनांक/  
 Date: As e-signed

DIN: 20240772MQ000041464C

**Public Notice No.09/2024**

**सार्वजनिकसूचनाक्र.09/2024**

**Subject: Launch of functionalities/features on Customs Brokers Licensing Management System (CBLMS) - Reg.**

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Attention of all the Customs Officers, Customs Brokers and other stakeholders working in Mangaluru Customs under CBLR, 2018 or its erstwhile regulations, is invited to the launched functionalities of Customs Brokers Licensing Management System (CBLMS) online portal (<https://cblms.gov.in>).

2. It is to inform that the CBLMS is undergoing continuous enhancements to improve efficiency, usability and security of the overall system. A brief on the latest enhancements done in CBLMS is as below:

1. Added captcha for login and Password reset: To make the CBLMS more secure, captcha feature is added in login page and password reset page. This feature forces users to verify 6 characters long alpha-numeric captcha image during login and password reset. This feature has made CBLMS more secure against cyber bot hacks.
2. Account lock out on entering incorrect password multiple times: To safeguard users account from hackers, an additional account lock-out feature during login has been added in CBLMS. If user enters incorrect password consecutively for five times, then system will lock the user's account. Locked account can be unlocked only by the Nodal Officer or System Admin.
3. Issue Document: A matter has been brought to the fore by the Customs Brokers that many ports under various Customs Stations follow a practice wherein they allow entry of the Customs Broker working under Reg. 7(3) of the CBLR, 2018 inside the port only on the submission of the notice issued by the competent authority to that effect. Therefore, to address such instances under all plausible matters, a new feature "Issue Document" has been developed using which a Policy Section Officer can upload and issue a notice or letter or any other relevant document on approval of the application which will be instantly available to the Customs Broker for download in it account. This feature is available as a button while processing the application.
4. Inter/Intra Department Application: There are instances when the department users (PS, IA or IO) may need to communicate with other Policy Section/Intelligence

Agency (IA)/Inquiry Officer or within the same Policy Section i.r.o. a CB or a CB Person on the matters which are not directly related to the applications or offences under process. In the first version, no such option was available to the department users, therefore, a new communicating channel in the form of an application 'Inter/Intra Department Application' has been developed using which an Officer can communicate with other PS/IA/IO or forward this application to any other officers within the same policy section for seeking information. It is important to note this application is available only for department officers.

5. **Highlighting of Changes done during Deficiency:** In the first version, a PS user had to recheck each field when an application is resubmitted after deficiency. There was no way to directly know whether the CB has changed the data in deficient fields only or has made changes in other fields as well. Therefore, a new feature is added in CBLMS which highlight/indicates the field of an application, with the help of yellow asterisks mark (\*), which have undergone changes during the deficiency thus eliminating the rework of checking all data fields every time an application is resubmitted after deficiency. This feature will reduce the processing time by hours, especially in cases of big applications with hundreds of fields which are submitted by CBs for matters such as profile validation, exam and subsequent issuance of license, issuance of new license, reconstitution, death of proprietor etc.
6. **Application to modify CB/Person details:** In the CB Profile, there are many fields which are not mandatory viz. GSTIN & GATIN Proof, PAN of H-Catg. Customs Pass holder etc. Similarly, the Membership of Association is also not mandatory at the time of filling of applications of New Licenses or Intimation in Form-C. In most of the instances, these fields were left blank by the Customs Brokers. Further, in many instances the Customs Brokers have submitted incorrect data i.r.o. registered mobile no., registered email id or contact details of its on-boarded persons i.e. Proprietor/Partner(s)/Director(s)/Employee(s). Earlier, to add/modify all such fields, CB has to make request through Miscellaneous Application and then Policy Section has to forward such requests to the developers to make changes in CB Profile from backend. This indirect process was time consuming and increased maintenance workload. Therefore, a new application 'Application to modify CB/Person details' is developed using which a Customs Broker can submit the request for changes in all such fields in CB Profile both i.r.o. its Parent Policy Section and Other Policy Sections. On the approval of this application by the Policy Section, these fields get directly updated in the CB profile without involving anyone else.
7. **PFD download functionality for applications:** A new feature has been added in CBLMS to download data of any application in PDF format. Policy Section officers can avail this feature whenever they need to share such application data with other sections which are not part of CBLMS on other platforms like eOffice or manually in physical files etc.
8. **CB Profile Search Page for Department:** In the first version, the CB Profile was available to the Policy Section user within the application to help them in processing the application. However, Policy Sections (PS) and Intelligence Agencies (IA) often need to independently see the details of a Customs Broker, its on-boarded persons and its working. Therefore, a separate feature was developed for the exclusive use of PS and IA Users as per their jurisdiction to search and view a complete CB profile of any CB registered in CBLMS.

9. Security Audit: As informed earlier the Security Audit of the CBLMS portal has been successfully conducted by a CERT-In empanelled agency as per NIC policy.
  10. Invitation of applications for Customs Broker Examination under Reg.6 of the CBLR, 2018 conducted by NACIN: On the successful completion of Security Audit of CBLMS, all concerns raised during the meeting held by the Joint Secretary (Customs) with all the Pr. Commissioners/Commissioners of Policy Sections on 06.10.2023 i.r.o. invitation of online applications for Customs Broker Examination 2023-24 on CBLMS portal were addressed. Therefore, now the CBLMS portal is completely ready in all aspects for invitation of online applications for such examinations.
  11. Transfer of Offence Case Files: As informed in the earlier correspondence, the feature to transfer applications from on PS User (Officer) to the account of another PS User (Officer), individually as well as in bulk has been developed. Now the same feature has been developed for the transfer of offence case files (OCFs) and is undergoing testing. It will soon be released on production.
5. Detailed user manuals for aforementioned applications will be available under "Knowledge Centre" Tab in the CBLMS.

(P. VINITHA SEKHAR)  
Commissioner of Customs,  
NCH, Mangaluru.

Copy submitted to:

1. The Chief Commissioner of Customs, Bengaluru Zone.

Copy to:

1. All Custom Brokers working in Mangaluru Customs.
2. The Assistant Commissioner of Customs, Airport, Mangaluru.
3. The Assistant Commissioner of Customs, Karwar Customs Division.
4. Mangalore Customs House Agents Association (Association of Custom Brokers), for displaying the Public Notice in their Notice Board.
5. Notice Board of NCH, Mangaluru Customs.