

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

**1 ORGANIZATION AND FUNCTION**

**1.1 PARTICULARS OF ITS ORGANIZATION, FUNCTIONS AND DUTIES [Section 4(1)(b)(ii)]:**

**i. NAME AND ADDRESS OF THE ORGANIZATION: -**

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

**ii. HEAD OF THE ORGANIZATION: -**

Ashish Chandan, Chief Commissioner of Customs, Bengaluru Customs Zone

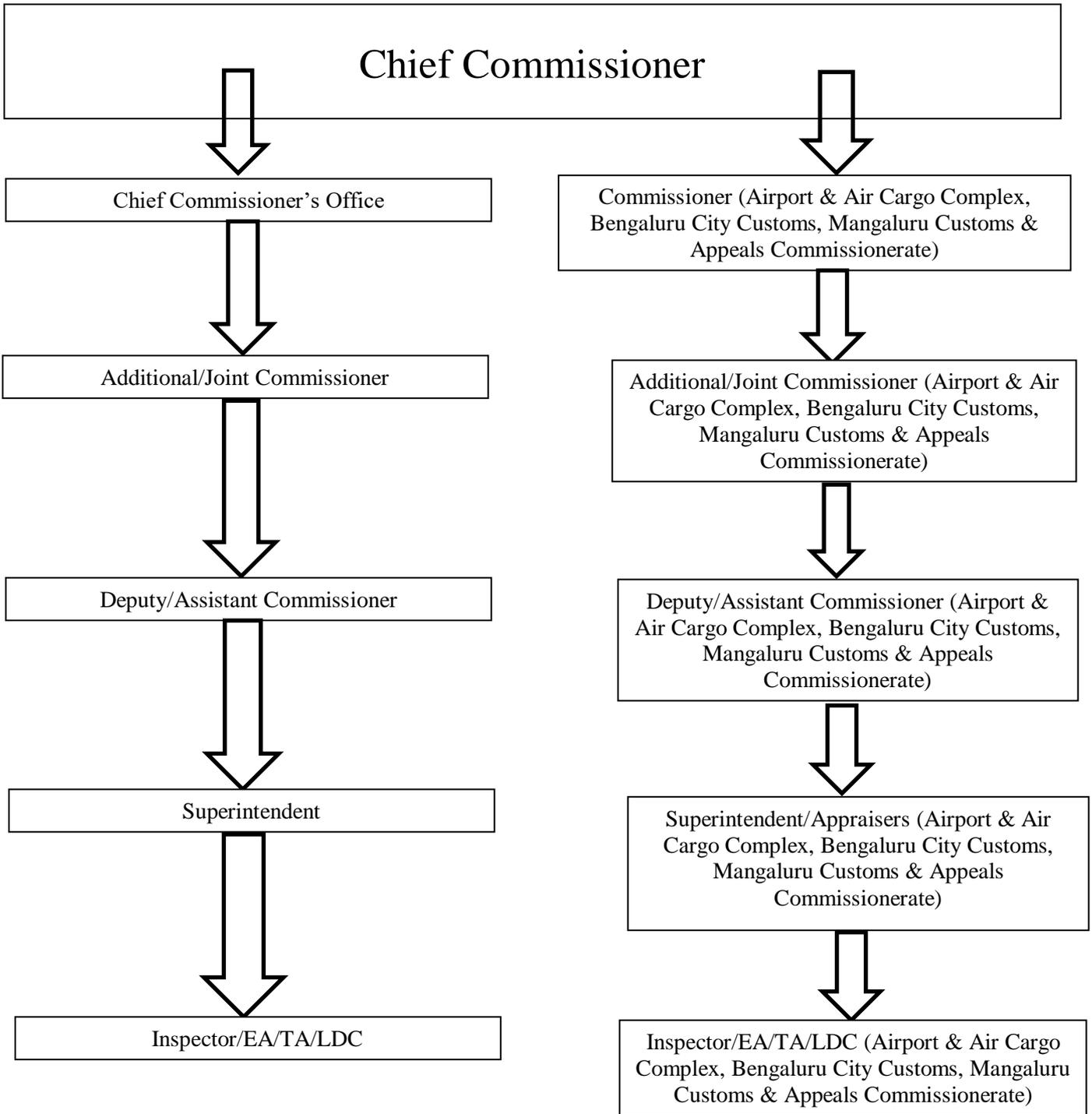
**iii. VISION, MISSION AND KEY OBJECTIVES: -**

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.

**iv. 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.



v. **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/he shall oversee collection of targeted revenue every year and shall report to the Central Board of Indirect Taxes & Customs (CBIC). She/he exercises control over the 3 Commissioners of Customs in the zone as well as Commissioner (Appeal) coming under the above zone.

2. **Additional/Joint Commissioner of Customs:** An officer in the rank of Additional Commissioner of Customs is deployed in Chief Commissioner's office. She/he assists the Chief Commissioner in all matters. She/he 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. She/he 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 the other employees:**

4. **Superintendent/Appraiser of Customs:** Officers in the rank Superintendent of Customs are deployed in Chief Commissioner's office. She/he assists the Chief Commissioner, Additional Commissioner, Deputy/Assistant Commissioner of Customs in matters allotted to him/her. She/he 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. She/he 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). She/he exercises control over the Principal Commissioner/Commissioners of Customs in the zone as well as Commissioners (Appeal) coming under the above zone. She/he 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 as is 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) is also followed for decision-making.

**(iv) Time limit for taking decisions:** Time limit for taking decisions is 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[Section4[(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 their venues 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](http://www.bangalorecustoms.gov.in)

(iv) **Time-limit for achieving the targets:** Time limits 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[Section4[(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 (Finalization 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](42KB)
- Shipping Bill (Electronic Declaration) Regulations,2011
- Customs (Provisional Duty Assessment) Regulations, 2011 [Rescinded vide CBEC Notfn.No.113/2016-Cus (N.T.)dated22/08/2016]  
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](http://www.cbic.gov.in).

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

## **1.6 CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL [Section 4(1)b(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
6. Revenue, Provisional assessments, Adjudication, Refunds
7. Records of Offences registered against tax evaders
8. Records of Revenue Recovery
9. Records of Drawback Claims
10. Records of Refunds Claims
11. Records of Vigilance matters
12. Records of Receipts and Expenditure Accounts
13. Records of Service Books
14. Records of Establishment matters
15. Records of Administration
16. Records of Stores & Stationery
17. Records of Welfare matters
18. Records of Audits conducted and discrepancies noted
19. Records of Prosecutions
20. Records of litigation in CAT
21. 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(1)b(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 meetings 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 (hardcopy) as also posted on the Commissionerate's website

([bangalorecustoms.gov.in](http://bangalorecustoms.gov.in)).

PTFC Meeting: Pursuant to the recommendations of the Kelkar Committee, a Permanent Trade Facilitation Committee was setup 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](http://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	ASHISH CHANDAN	Chief Commissioner	ALL	080-22865109
2	PARASHIVAMURTHY M.K.	Additional Commissioner	ADDITIONAL COMMISSIONER (CCO)	080-22860672
3	N. JAYARAM	Assistant Commissioner	CCO-II, CCO-III, CCO-IV AND OL	080-22869210
4	S. SHAMA SUNDAR	Assistant Commissioner	CCO-I, CCO- V, CCO-VI	080-22863077
5	SANDHYA C.	Chief Accounts Officer	ACCOUNTS	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)]:**

<b>(i)Name &amp; Designation of the Officer</b>		<b>(ii)Address &amp; Telephone No.</b>
PARSHIVAMURTHY M.K., ADC	First Appellate Authority, CCO	Office of the Chief Commissioner of Customs. Bengaluru Customs Zone Telephone No.080-22860672
N. JAYARAM, Assistant Commissioner	CPIO, CCO	Office of the Chief Commissioner of Customs. Bengaluru Customs Zone
REVATI V BHATT, Superintendent	CAPIO, CCO	Office of the Chief Commissioner of Customs. Bengaluru Customs Zone

**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 Min penalty or major penalty proceedings–04**
- (ii) **Finalized for Min penalty or major penalty proceedings–02**

**1.12 PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI[Section26]:**

- (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-IRdt. 15.4.2013]:**

Transfer Policy and Transfer Orders are uploaded in the Bengaluru Customs website [www.bangalorecustoms.gov.in](http://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:

<b>BUDGET ALLOCATION, FUNDS SANCTIONED AND EXPENDITURE DETAILS</b>							
<b>(Rs. In Thousands)</b>							
Sl. No.	Object Head	Sanction Grant 2022-23	Expenditure 31.03.2023	Sanction Grant 2023-24	Expenditure 31.03.2024	Sanction Grant 2024-25	Expenditure 31.03.2025
		2022-23		2023-24		2024-25	
	1	2	3	4	5	6	7
1	Salaries	774900	765844	452000	454262	461077	460961
2	Wages	1740	1725	1856	1816	1784	1783
3	Reward to Officers	10000	10158	-	-	-	-
	Reward to Informers	437	137	-	-	-	-
	<i>Total Reward</i>	10437	10295	18500	18301	26000	25783
4	Over Time Allowance	100	56	-	-	-	-

<b>5</b>	<b>Medical Treatment</b>	<b>4700</b>	<b>4537</b>	<b>3500</b>	<b>3633</b>	<b>6500</b>	<b>6497</b>
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6	Domestic Travel Expenses	7000	6563	7000	6978	8500	8499
7	Foreign Travel Expenses	0	0	44	44	66	66
8	Office Expenses (General)*	43000	42559	-	-	-	-
	Office Expenses (MV)	10000	10284	-	-	-	-
	Office Expenses (Lab)	650	519	-	-	-	-
	O.E1% Scheme	3500	3500	-	-	-	-
	<i>Total Expenses</i>	57150	56862	30000	30121	37000	36930
9	Rent, Rates & Taxes	9273	8990	2000	2000	7300	7300
10	Publications	100	37	100	64	100	100
11	Other Admn Exp.	1250	1157	-	-	-	-
12	Advt. Publicity	0	0	142	80	28	28
13	Professional Services	700	693	2500	2925	3500	3495
14	Contribution	0	0	0	0	0	0
15	Secret Service Expenses	1500	1500	1000	1230	1200	1200
16	Other Charges	0	0	0	0	-	-
17	Offices Expenses (Swachhta)	3000	2988	1200	997	2900	2897
18	Information Technology	7500	7281	6100	2446	5300	5261
	<b>Total</b>	<b>882700</b>	<b>871861</b>	<b>525942</b>	<b>524897</b>	<b>561255</b>	<b>560800</b>

<b>19</b>	<b>Minor Works</b>	<b>16003</b>	<b>14506</b>	<b>3619</b>	<b>3618</b>	<b>2265</b>	<b>2197</b>
<b>20</b>	<b>Grant-in-aid</b>	<b>40</b>	<b>35</b>	<b>50</b>	<b>50</b>	<b>55</b>	<b>55</b>
	<b>Grand Total</b>	<b>898743</b>	<b>886402</b>	<b>529611</b>	<b>528565</b>	<b>-</b>	<b>-</b>
<b>21</b>	<b>4059</b>	<b>1300</b>	<b>1300</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>22</b>	<b>4076</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>23</b>	<b>4216/2216</b>	<b>1136</b>	<b>600</b>	<b>536</b>	<b>536</b>	<b>-</b>	<b>-</b>
	<b>Total</b>	<b>901179</b>	<b>888302</b>	<b>530147</b>	<b>529101</b>	<b>563575</b>	<b>563052</b>

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

(In thousands)							
Sl.No.	Object Head	Sanction Grant 2022-23	Expenditure 31.03.2023	Sanction Grant 2023-24	Expenditure 31.03.2024	Sanction Grant 2024-25	Expenditure 31.03.2025
		2022-23		2023-24		2024-25	
	1	2	3	4	5	6	7
1	Domestic Travel Expenses	7000	6563	7000	6978	8500	8499
2	Foreign Travel Expenses	0	0	44	44	66	66

(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- Market portal). 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.

**2.4 Nature/Scale of Subsidy/Amount allotted- Not Applicable.**

- i. **Eligibility criteria for grant of subsidy** –Not Applicable.
- ii. **Details of beneficiaries of subsidy programme (number, profile etc)** – Not Applicable.

**2.5 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.

**2.6 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 concession, permit or authorization granted:**

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

**2.7 CAG & PAC paras [F.No.1/6/2011-IRdt.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:**

<b>SL No.</b>	<b>Subject</b>	<b>Para No.</b>	<b>Issue involved</b>	<b>CCO Remarks</b>
1	Chapter-III - 'Re-export of Imported goods / re-imported goods ' Compliance Report No.5 of 2016	3.7	Pendency of Bond finalization	The latest report based on the reply received from the field formation viz. AP&ACC of Bengaluru zone was sent to the board on 04.08.2025. The report from AP& ACC highlighted that they have closed 20 RE bonds and efforts are made to close remaining 47 RE bonds at the earliest.

2	Chapter-II "Provisional Assessment (Customs) AR 5 of 2016	2.5.2 and 2.5.3	(i) Audit noticed deficiencies in the provisional assessment monitoring system under ICES 1.5 version and (ii) Systemic lacunae and poor quality of data maintained by CBEC on Provisional Assessments	<p>The latest report based on the reply received from the field formations of Bengaluru zone was sent to the board on 04.08.2025. The field formations highlighted the reasons for pendency in finalization owing to pendency due to Pending SVB Order, investigation at DRI, pending with CESTAT etc. and the break-up of which is enclosed in the annexure. (As AP &amp; ACC report dated 06.08.2025, total 74 cases have been disposed and for remaining 1702 cases follow-up is taken on priority. The pendency is due to pending SVB Order, investigation at DRI, pending with CESTAT etc.</p> <p>As per BCC report dated 01.08.2025, total 157 cases have been finalised (152 SVB cases and 5 non-SVB cases) and remaining 1103 cases are taken up on priority. The pendency is due to pending SVB Order, investigation at DRI, pending with CESTAT etc.</p> <p>As per MCC report dated 31.07.2025 total 112 cases pending due to pending SVB Order, investigation at DRI, pending with CESTAT etc.)</p>
3	Chapter-II "Provisional Assessment (Customs) AR 5 of 2016	2.29	Delay in completion of investigation and finalisation of assessment by Special Valuation Branch (SVB)	<p>The latest report based on the reply received from the field formation viz. AP&amp;ACC of Bengaluru zone was sent to the board on 04.08.2025. The report from AP&amp; ACC highlighted that they have closed 6SVB cases and efforts are made to close remaining 38 SVB cases on priority.</p>

4	<p>Audit Report No. 11/2025  - “Subject Specific  Compliance Audit on  ‘Special Customs  procedures for Courier,  Baggage and Postal goods  including e-commerce  goods’” of Customs</p>	<p>44  paras</p>	<p>1. Non- production of records to Audit -  Foreign Post  Office.....</p>	<p>The latest zonal report based on the reply received from the field  formations was sent on 25.02.2025</p>
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### **3. Publicity and 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/>

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>

- i) Online response and queries is through Email and Whatsapp Seva.
- ii) 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 [Section4(1)(b)]**

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

#### **3.5 Whether information manual/handbook available free of cost or not [Section4(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	<b>Language in which information manual/hand book available-English</b>
4.2	<b>When was the information manual/hand book last updated?</b> a) International passenger guide: <a href="https://bangalorecustoms.gov.in/wp-content/uploads/2023/10/GUIDE_FOR_TRAVELLERS_v5.pdf">https://bangalorecustoms.gov.in/wp-content/uploads/2023/10/GUIDE_FOR_TRAVELLERS_v5.pdf</a> b) Import Procedure: <a href="https://mumbaicustomszone3.gov.in/import-commissionerate">https://mumbaicustomszone3.gov.in/import-commissionerate</a> c) Export procedure: <a href="https://mumbaicustomszone3.gov.in/export-commissionerate">https://mumbaicustomszone3.gov.in/export-commissionerate</a> d) Warehouse FAQ: <a href="3703faqsonwarehousing.pdf">3703faqsonwarehousing.pdf</a>  ii) Vernacular/Local Language: SabkaVishwasFAQ4.2
4.3	<b>Information available in electronic form-</b> (i) name and title of the document  a) RoDTEP and RoSCTL Scheme: <a href="https://bangalorecustoms.gov.in/wp-content/uploads/2024/04/city_pn_01_2021.pdf">https://bangalorecustoms.gov.in/wp-content/uploads/2024/04/city_pn_01_2021.pdf</a> <a href="https://bangalorecustoms.gov.in/wp-content/uploads/2023/12/air_pn_37_2021.pdf">https://bangalorecustoms.gov.in/wp-content/uploads/2023/12/air_pn_37_2021.pdf</a>  b) MOOWR Scheme: <a href="https://bangalorecustoms.gov.in/wp-content/uploads/2023/11/MOOWR.pdf">https://bangalorecustoms.gov.in/wp-content/uploads/2023/11/MOOWR.pdf</a>  c) Public notices  <a href="#">BENGALURU ZONE – BANGALORE CUSTOMS</a>  d) Office orders  <a href="#">BENGALURU ZONE – BANGALORE CUSTOMS</a>  e) Customs grievances officers  <a href="#">tsk.pdf</a>  f) IPR  <a href="#">WELCOME TO IPR</a>  (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	<p><b>Particulars of facilities available to citizen for obtaining information-</b></p> <p>i)PIO-Office of the Chief Commissioner of Customs, Bengaluru Zone, P.B.No.5400, C.R. Building, Queens Road, Bengaluru- 560001</p> <p>ii)Details of Information made available: All information required to be made</p>																					
	<p>Available under RTI act pertaining to administration, finance and Judicial Matters.</p> <p>iii) WorkingHours:9.30AM to 6.00PM From Monday to Friday except for Gazetted Holidays.</p> <p>iv) Contact Person and details: Shri. N. Jayaram, Assistant Commissioner, CCO, C.R. Building, Queens Road, Bengaluru-560001. PhNo.080-22862177 Email- <a href="mailto:ccu-cusblr@nic.in">ccu-cusblr@nic.in</a></p>																					
4.5	<p><b>Such other information as may be prescribed under section 4(i)(b)(xvii)-</b></p>																					
4.6	<p><b>Receipt and Disposal of RTI applications and appeals (Data updated on Bangalore Customs Website)</b></p> <table border="1" data-bbox="320 931 1497 1279"> <thead> <tr> <th>Period from</th> <th>Applications received</th> <th>Applications disposed</th> </tr> </thead> <tbody> <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 31.03.2024</td> <td>322</td> <td>254</td> </tr> <tr> <td>01.04.2024 to 31.03.2025</td> <td>364</td> <td>180</td> </tr> <tr> <td>01.04.2025 to 01.09.2025</td> <td>489</td> <td>342</td> </tr> </tbody> </table>	Period from	Applications received	Applications disposed	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 31.03.2024	322	254	01.04.2024 to 31.03.2025	364	180	01.04.2025 to 01.09.2025	489	342
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**4.7 Replies to questions asked in the parliament [Section 4(1)(d)(2)]**

SL NO.	Parliamentary Question No.	Year
1	U1907	2025
2	S 347	2025
3	S459	2025
4	S7706	2025
5	S479	2025
6	S4710	2025
7	U351	2025
8	U1757	2025
9	U2618	2025
10	S5470	2025
11	3116	2025
12	12791	2025

13	2973	2025
14	S3083	2025
15	S3268	2025
16	5017	2025
17	10339	2025

### 5.1 Such other information as may be prescribed.

Name & Address of CAPIO/CPIO	Name & Address of the Appellate Authority	Jurisdiction
N. Jayaram, AC, CCO, Office of the Chief Commissioner of Customs, Annex Building, 4th Floor, C.R. Buildings, Queens Road, Bengaluru-560001	Shri Parashivamurthy M.K., ADC, Office of the Chief Commissioner of Customs, Annex Building, 4th Floor, C.R. Buildings, Queens Road, Bengaluru-560001	Bengaluru Customs Zone.
Valsala Kumari , AC, O/o Principal Commissioner of Customs, Air Port and Air Cargo Commissionerate, 2nd Floor, WFS Building, Devanahalli, Bengaluru-560300.	Ghaghare Sachin Bhagwant, JC, 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.
Devashish Paul, AC, Office of the Commissioner of Customs, C.R. Building, Queen's Road, Bengaluru-560001	Mudduveeraya Shivaprasad Prithvi, Additional Commissioner, Office of the Commissioner of Customs, City Customs, Annexe Building, 4th Floor, C.R. Building, Queen's Road, Bengaluru-560001	1.Export Promotion Cell-Central & South 2.All kinds of warehouses including MOOWR Permissions & related work 3.Disposal 4.Post Clearance Audit & TBA 5.CPIO for all the above charges 6. Any other work assigned from time to time.

Rakesh V Giri, AC , Office of the Commissioner of Customs,C.R.Building, Queen's Road, Bengaluru-560001	Mudduveeraya Shivaprasad Prithvi, Additional Commissioner, Office of the Commissioner of Customs, City Customs, Annexe Building, 4thFloor, C.R. Building, Queen's Road, Bengaluru- 560001	1.All kinds of Reports including one-time reports & PQ's 2.Permissions & intimations including Custom Broker Licensing & Custodians 3.AEO Scheme 4.AIC 5.CPIO for all the above charges 6. Any other work assigned from time to time.
Anil Kumar Reddy K, AC, Office of the Commissioner of Customs,C.R.Building, Queen's Road, Bengaluru- 560001	Mudduveeraya Shivaprasad Prithvi, Additional Commissioner, Office of the Commissioner of Customs, City Customs, Annexe Building, 4thFloor, C.R. Building, Queen'sRoad,Bengaluru- 560001	1.Administration and Establishment 2.RTI 3.Arrears Recovery 4.IAD & CRA 5.Systems & E-Office 6.Rajbhasha & OLIC 7.CPIO for all the above charges 8. Any other work
Manoj Barnawal, AC, Office of the Commissioner of Customs,C.R.Building, Queen's Road, Bengaluru-560001	Mudduveeraya Shivaprasad Prithvi, Additional Commissioner, Office of the Commissioner of Customs, City Customs, Annexe Building, 4thFloor, C.R. Building, Queen'sRoad,Bengaluru- 560001	1.HPU 2.CIU 3.Export Promotion Cell- East, Mysuru & Chitradurga 4.PAD 5.CPIO for all the above charges 6. Any other work
Munikrishnappa S P, AC, ICD, City Customs Whitefield, Bengaluru - 560066	Mudduveeraya Shivaprasad Prithvi, Additional Commissioner, City Customs, Annexe Building, 4thFloor, C.R. Building, Queen'sRoad,Bengaluru- 560001	1.Vigilance & CPGRAMS 2.Adjudication 3.Appeals & Review 4.Legal 5.Prosecution 6.CPIO for all the above charges 7. Any other work assigned from time to time.

<p>Shivanarayan Rajan, AC, ICD, City Customs Whitefield, Bengaluru - 560066</p>	<p>Shri Nitish Karnatak , Joint Commissioner, ICD, Whitefield, Bengaluru -560066</p>	<ol style="list-style-type: none"> <li>1. Examination of Import and Export Cargo at CONCOR ICD &amp; CFS of CWC.</li> <li>2.Faceless Assessment of appraising groups 2G and 2I allocated to ICD CONCOR</li> <li>3.Bonds</li> <li>4.BG Monitoring Cell</li> <li>5.Export Obligation Monitoring Cell – AA &amp; EPCG</li> <li>6.MCD &amp; IGM</li> <li>7.CPIO for all the above charges</li> <li>8. Any other work assigned from time to time.</li> </ol>
<p>R Manjunatha, AC, ICD, City Customs Whitefield, Bengaluru -560066</p>	<p>Shri Nitish Karnatak , Joint Commissioner, ICD, Whitefield, Bengaluru -560066</p>	<ol style="list-style-type: none"> <li>1.Examination of Import and Export Cargo at Sattva ICD, HAL &amp; Marigold</li> <li>2.Faceless Assessment of appraising groups 3 &amp; 5B</li> <li>3. Arrears Recovery Cell &amp; Claims under solvency proceeding for the entire Commissionerate.</li> <li>4.Finalization of Provisional Assessment of all appraising groups allocated to INWFD6 &amp; INKQZ6</li> <li>5.BRC Monitoring Cell</li> <li>6.Unaccompanied Baggage</li> <li>7.Alternate System Manager, EDI &amp; all system related issues (ICES)</li> <li>8.CPIO for all the above charges</li> <li>9. Any other work assigned from time to time.</li> </ol>
<p>M V Nandihalli, AC, ICD, City Customs Whitefield, Bengaluru -560066</p>	<p>Shri Nitish Karnatak , Joint Commissioner, ICD, Whitefield, Bengaluru -560066</p>	<ol style="list-style-type: none"> <li>1.Port assessment of all appraising groups allocated to INWFD6 &amp; INKQZ6</li> <li>2.Technical</li> <li>3.CPGRAMS</li> <li>4.Export Assessment</li> <li>5.Audit &amp; Adjudication (including Call Book)</li> <li>6.Refunds</li> <li>7.Drawbacks</li> </ol>

		<p>8.CPIO for all the above charges</p> <p>9. Any other work assigned from time to time.</p>
<p>B J Kaarthik, AC, ICD, City Customs Whitefield, Bengaluru -560066</p>	<p>Shri Nitish Karnatak , Joint Commissioner, ICD, Whitefield, Bengaluru -560066</p>	<p>1.SIIB</p> <p>2.LRM</p> <p>3.Disposal</p> <p>4.Section 48 &amp; Monitoring of disposal of un-claimed &amp; Un-cleared Cargo</p> <p>5.Administration and Co-ordination with Custodians</p> <p>6.Turant Suvidha Kendra (TSK)</p> <p>7.CPIO for all the above charges</p> <p>8. Any other work assigned from time to time.</p>

Aravinda Raja, AC, O/o the Commissioner of Customs, New Custom House, Panambur, Mangaluru	Shri Harikrishnan D., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru 575010	Mangaluru Customs all Sections/ Subject
S Madhusoodana Bhat, AC, O/o the Commissioner of Customs, New Custom House, Panambur, Mangaluru	Shri Harikrishnan D., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru 575010	Mangaluru International Airport and Air Cargo Complex, Mangaluru
Rameshchandra M, AC, Customs Division, Karwar	Shri Harikrishnan D., JC, O/o the Commissioner of Customs, New Custom House, Panambur Mangaluru 575010	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 stakeholders for advice on suo-moto disclosure**

**(a) Dates from 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](http://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)