International Courier Terminal (ICT)
Kempegowda International Airport, Bengaluru

Frequently Asked Questions (FAQs)

1. **What is an International Courier Terminal (ICT)?**
   An International Courier Terminal (ICT) is a Customs-controlled facility for clearance of import and export consignments brought through authorized courier mode, in accordance with the Courier Imports and Exports (Electronic Declaration and Processing) Regulations, 2010.

2. **What is the difference between courier mode and postal mode?**
   Courier mode involves clearance through Authorized Couriers registered with Customs, whereas postal mode consignments are handled by the Department of Posts. Courier consignments are cleared at ICTs using electronic declarations filed by couriers.

3. **What types of goods can be imported through courier?**
   Documents, gifts, personal effects, samples, and commercial consignments may be imported through courier, subject to prohibitions and restrictions under Customs and allied laws.

4. **Which types of goods cannot be imported through courier?**
   Following goods requiring testing of samples thereof or reference to the relevant statutory authorities or to experts before their clearance cannot be imported through courier. *viz.*
   Animals and parts thereof
   Plants and part thereof
   Perishables
   Publications containing maps depicting incorrect boundaries of India
   Precious and semi-precious stones, gold or silver in any form, except to the extent of specified re-import in sub regulation 4 of the Courier Regulations, 2010

5. **Are there any prohibited or restricted items for courier import?**
   Yes. Items such as narcotic drugs, psychotropic substances, explosives, arms and ammunition, counterfeit currency, wildlife products, and items restricted under allied Acts are not permitted through courier mode.

6. **What is the duty structure for import of commercial consignments through courier mode?**
   Duty is assessed based on the declared value, classification, and applicable Customs Tariff.

7. **What is the duty structure for personal imports through courier?**
   Personal imports get classified under CTH 9804. They attract total 30.98% duty. The bifurcation of the same is as follows. Personal Imports attract 10% Basic Customs Duty (BCD) on Assessable Value, 10% of Social Welfare Surcharge (SWS) on BCD and 18% of IGST on (Assessable Value + BCD+SWS).

8. **Do gifts imported through courier attract duty?**
   Yes. The gifts imported through courier attract duty. It consists of Basic Customs Duty (BCD), Social Welfare Surcharge (SWS) and the Integrated Goods and Services Tax (IGST), as applicable from time to time.

9. **What is the duty structure for the import of gifts through courier?**
   The gifts imported through gift attract total 43.96% duty. Imported gifts attract 20% Basic Customs Duty (BCD) on Assessable Value, 10% of Social Welfare Surcharge (SWS) on BCD and 18% of IGST on (Assessable Value + BCD+SWS).

10. **How do you Customs differentiates between the personal import and the gift?**
    If the payment for the purchase of the imported item is made by the consignee himself / herself, the same shall be considered as personal imports. However, if the payment for the purchase of the imported item is made by any person other than the consignee, the same shall be considered as gift.

11. **Who files the Customs declaration for courier consignments?**
    The Authorized Courier files the electronic Courier Bill of Entry (CBE) or Courier Shipping Bill on behalf of the importer or exporter.

12. **What documents are required from the importer?**
    KYC documents such as PAN/Aadhaar/Passport, address proof, authorization to courier, invoice, and any other document as required by Customs.

13. **How can an importer track the status of a courier consignment?**
    The importer may track the consignment through the courier company's tracking system. Customs-related status may be obtained from the Authorized Courier.

14. **Why is my courier consignment delayed?**
    Delays may occur due to incomplete documentation, KYC issues, valuation disputes, examination requirements, or regulatory restrictions.

15. **What can I do to avoid the delay in processing of my courier consignment?**
    The importers shall always make true and complete description about the imported goods through their respective authorized couriers. This shall avoid

the unnecessary queries from the Customs authorities while assessing and examining the courier consignment.

16. **Does Customs collect any charges apart from duty?**
    Customs does not collect courier service charges. Courier companies may levy handling or service charges separately.

17. **Who is responsible for loss or damage of courier consignments?**
    Customs is not responsible for loss or damage to goods. The responsibility lies with the courier company as per contractual terms.

18. **How can grievances be addressed?**
    Grievances may be raised with the Authorized Courier or through Customs grievance redressal mechanisms such as CPGRAMS.

19. **Are exports allowed through courier from Bengaluru ICT?**
    Yes. Exports of permissible goods through authorized couriers are allowed subject to compliance with Customs and DGFT regulations.

20. **How are frauds/scam calls related to Customs handled?**
    Customs does not demand payments through phone calls or emails. Any suspected fraud should be reported to local police and Cyber Crime authorities.

21. **Whom should I contact for further clarification?**
    You may write an email to commrapacc-cusblr@gov.in or tsk-accblr@gov.in
    Phone No. 080-22001402, 080-47406505