



सत्यमेव जयते

सीमा शुल्क आयुक्त का कार्यालय
बेंगलुरु नगर सीमा शुल्क आयुक्तालय
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OFFICE OF THE COMMISSIONER OF CUSTOMS
BENGALURU CITY CUSTOMS

NO. 1, QUEEN'S ROAD, CENTRAL REVENUE BUILDING, BENGALURU -
560001

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**MINUTES OF THE 10th PTFC MEETINGS HELD ON 30.01.2026 AT ICD,
WHITEFIELD, BENGALURU**

Shri S. P Singh, Commissioner of City Customs, Bengaluru, Chaired the 5th Permanent Trade Facilitation Committee (PTFC) meeting for the FY 2025-26 held on 30.01.2026 at ICD, WHITEFIELD BENGALURU. The following Officers/members of PTFC/Stakeholders attended the meeting:-

S/Shri/Smt./Ms./Dr

1	M.S. Prithvi.	Additional Commissioner, BCC, Bengaluru
2	Nitish Karnatak	Joint Commissioner, ICD, Bengaluru
3	Devashish Paul	Deputy Commissioner, BCC, Bengaluru
4	M V Nandihalli	Assistant Commissioner, ICD, BCC, Bengaluru
5	R. Manjunatha	Assistant Commissioner, ICD, BCC, Bengaluru
6	P.J.Kaarthik	Assistant Commissioner, ICD, BCC, Bengaluru
7	Sivanarayan Rajan	Assistant Commissioner, BCC, Bengaluru
10	Sharan Kumar Soni	Superintendent, BCC, Bengaluru
11	Vinay Singh Sikarwar	Superintendent, ICD, Bengaluru
12	Danisha Minu	Dy. Director, FIEO
13	Kirdas Kumar M	Vice President, BCHAAL
14	Puttaraju	Treasurer, BCHAAL
15	Kishore T.S.	Kaushik Cargo
16	Prabhakar K	Pota Global Logistics Pvt Ltd
17	Nikhil Srivastav	CWC, Whitefield
18	Pranav p	Senior Manager , CWC
19	Sndheera	Marigold-General Manager
20	Mohammed Rafique	CWE-CFS
21	M.Jagadeesh	CWC-RO
22	Nagappa R	Dahnay Logistics
23	Udaya Balan M	Seven Lines
24	John	Master Marine Services

25	Vinoth M	Master Marine Services
26	Ravi Kumar	Adani, ICD, Malur
27	Divya T	RPQS, Bengaluru
28	Narkeeran	Allcargo Global Ltd
29	FPO, Bangalore	No representation
30	DGFT, Bangalore	No representation

REVIEW OF PREVIOUS AGENDA POINTS:

1. Infrastructure and Office Accommodation, Sanitation and Toilet Facilities at CWC-

In 9th PTFC meeting, the Chairman had directed the representatives from BCHAAL and CWC to organize a joint tour of the CWC premise and prepare an outline for specific requirement for upgradation of the facilities and CWC can initiate developmental activities on these lines.

In the 10th PTFC Meeting , representative from CWC informed that that they are working on upgradation of the officer's chamber and canteen facility as well as on new toilet block for trade and CHAs. In this regard, they shared the photographs from the developmental work evidencing the progress of the work undertaken. In this regard, representatives from CHA association informed that they are yet to visit the said premises. In light of the action taken by CWC as stated above, it was opined that the said issue may be treated as closed , with a liberty to raise the said issue again if there is any lack of progress in the development of infrastructure as stated by representative of CWC.

(Action: CHA Association,
CWC)

2. E-Delivery Orders are not issued by Shipping Lines / Forwarders.

CHA Association submitted that the CBIC vide Circular No.24/2015 dt. 14.10.2015 has directed all Customs Formations to direct all Custodians and Shipping Lines to issue e-Delivery Order to improve Ease of Doing Business.

In this regard, it was informed that CONCOR, the custodian of ICD Whitefield has already rolled out the necessary IT application for implementation of e-DO facilities while the same has not been rolled out by other Custodians viz. ICD Marigold, ICD Sattva, CWC as mandated by Circular No.24/2015 dt. 14.10.2015. In this regard, it was directed that an action plan for rolling out the said IT application may be given by the said custodians in the next PTFC meeting.

Further, representative from M/s Master Marine who has been authorised by 17 shipping lines for carrying out their activities in ICDs in Bengaluru informed that while they are not giving e-DO to importers and CHAs, they are e-mailing the said delivery orders . Another representative from ALL Cargo group submitted that they are facing issue in generating e-DO for LCL cargo.

In light of the above , AC (Alternate System Manager) was directed to organise a training session before the next PTFC meeting with the representatives of all Custodians , Console agents and Shipping Lines for early implementation of e-DO facility in all Bengaluru ICDs and CFSs.

(Action: Console agent, ALL CFSs, CHAs, Alternate System Manager)

AGENDA POINTS PRESENTED IN THE PRESENT PTFC MEETING:

1. Pending Drawback in respect of 3 Shipping Bills of M/s. AT & S India Pvt Ltd.

Representatives of FIEO submitted that the Drawback in respect of 3 Shipping Bills of M/s. AT & S India Pvt Ltd. is not disbursed and pending from 2023.

In this regard, The Drawback Section has informed that the issue was examined in detail and it has been found that the scroll was generated but amount was returned by the bank due to mismatch in IFSC Code. It was further informed that, these cases are handled on case to case basis after following relevant due diligence mechanism including furnishing the indemnity bond and confirmation from the disbursing bank that the said claimed drawback has not been credited earlier. Accordingly, the relevant documents will be sought from the said exporter for early processing of said drawback claim .

(Action: AC/DC, Drawback Section)

2. Regarding pending RoDTEP in respect of M/s Recipharm India:

Representatives of the FIEO submitted another issue of pending disbursal of RoDTEP in respect of M/s Recipharm India.

In this regard, it was informed by Drawback Section that the RoDTEP scroll is not generated due to non-filing of gateway EGM by the shipping Line. The exporter is requested to file the necessary EGM in the gateway port to initiate the process of disbursal of RoDTEP scroll.

3. Difficulties faced by BCHAAL Members in respect of the Two Factor Authentication (2FA) introduced for login to ICEGATE portal.

BCHAAL informed that the login to ICEGATE Portal is with an OTP provided on the registered Mobile user every time for accessing the various services. The LOGIN gets locked if the entries are not made on time with the OTP received and multiple login attempts result in lockout for 1 hour. Post the cooling period of 1 hour, they can Login with the OTP received. The cooling period is disrupting the filing and generation of IRN /DRN Numbers, answering of queries, Public enquiries etc.

It was informed that the said measures have been implemented for maintaining the security and integrity of the data on ICEGATE and accordingly, all the stakeholders are requested to familiarise themselves for working under the said security protocols.

4. Difficulties are being faced in ICETABS in the Import shed Section at CONCOR/CWC due to connectivity issues, resulting in delays at the examination level.

BCHAAL represented that there is poor network connectivity for timely completion of examination by using ICETAB in the Shed.

In this regard, it was directed that all Custodians are required to proactively take measures for enhancing uninterrupted connectivity by placing relevant IT infrastructure including WiFi Hotspots for timely completion of examination of goods using ICETABS.

(Action: All Custodians)

As discussed in the earlier PTFC meetings it was once again reiterated by the Chairperson that the Customs Brokers are required to unambiguously convey the observations made by the customs officers dealing with the clearance of goods to their clients. Like in last many PTFC meetings, the chairman again requested them to educate and sensitize their members as well as clients in following ethical practices including all the guidelines and provisions of the Customs and other allied acts in their actions and declarations in the import and export of goods. It was requested to bring to the immediate attention of the Customs authorities any bottlenecks, real or perceived, in the Customs clearance process. In this respect, the Chairperson further inquired from Customs Brokers Association whether any impediments were being faced by them in implementing these suggestions and whether all their constituent Members have been duly sensitized. The representatives of Customs Brokers Association stated that their members have been duly sensitized about their roles and responsibilities, the necessity of maintaining the highest ethical standards, proper dissemination of information to their clients and the issue resolution mechanism at ICD Whitefield.

The meeting ended by thanking all the stake holders for their presence and valuable inputs/suggestions for smooth and fast clearance, towards ease of doing business.

Digitally signed by
Mudduveeraya Shivaprasad Prithvi

Date: 05/02/2026 16:30:47
(एम. एस. प्रीथ्वी / M. S. PRITHVI)

अपर आयुक्त/ ADDITIONAL COMMISSIONER