

Self appraisal report for Year (2025-26)

Auditor Agency: Valsalakumari R(NACIN, No..40 HMT Factory Main Road Next to HMT School Jalahalli Bengaluru Karnataka 560013)

Ministry Name: Ministry of Finance

Department Name: Department of Revenue

Public Authority Name: Chief Commissioner of Customs, Bangalore Zone

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1	Organisation and Function								
1.1	Particulars of its organisation, functions and duties[Section 4(1)(b)(i)]								
1.1.1	Name and address of the Organization	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.1.2	Head of the organization	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.1.3	Vision, Mission and Key objectives	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.1.4	Function and duties	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					5/10/ccco_rti.pdf				ov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.1.5	Organization Chart	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.1.6	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	Fully Met	1.28	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.28	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.2	Power and duties of its officers and employees[Section 4(1) (b)(ii)]								
1.2.1	Powers and duties of officers (administrative, financial and judicial)	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.2.2	Power and duties of other employees	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.2.3	Rules/ orders under which powers and duty derived and exercised	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
									nt/uploads/2025/10/cco_rti.pdf
1.2.4	Work allocation	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]								
1.3.1	Process of decision making - Identify key decision making points	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.3.2	Final decision making authority	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.3.3	Related provisions, acts, rules etc.	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.3.4	Time limit for taking a decisions, if any	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.3.5	Channels of supervision and accountability	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.4	Norms for discharge of functions[Section 4(1)(b)(iv)]								
1.4.1	Nature of functions/ services offered	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.4.2	Norms/ standards for functions/ service delivery	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.4.3	Process by which these services can be accessed	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.4.4	Time-limit for achieving the targets	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.4.5	Process of redressal of grievances	Fully Met	1.54	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	1.54	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.5	Acts, rules, regulations, instructions, manuals and records for discharging functions[Section 4(1)(b)(v)]								
1.5.1	Title and nature of the record/manual /instruction.	Fully Met	2.6	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.5.2	List of Acts, rules, regulations, instructions, manuals and records.	Fully Met	2.6	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.5.3	Acts/ Rules/ manuals, etc.	Fully Met	2.6	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	2.60	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.6	Categories of documents held by the authority under its control[Section 4(1)(b) (vi)]								
1.6.1	Categories of documents	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.6.2	Custodian of documents/categories	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]								
1.7.1	Name of Boards, Council, Committee etc.	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.7.2	Composition	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.7.3	Dates from which constituted	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Partially Met	0.48	Data about meeting of RAC and PGC is not found in the website
1.7.4	Term/ Tenure	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Partially Met	0.48	The data not found in the disclosure
1.7.5	Powers and functions	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

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									nt/uploads/2025/10/cco_rti.pdf
1.7.6	Whether their meetings are open to the public?	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Partially Met	0.48	This information is not available on website
1.7.7	Whether the minutes of the meetings are open to the public?	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.7.8	Place where the minutes if open to the public are available?	Fully Met	0.96	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	0.96	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.8	Directory of officers and employees[Section 4(1) (b) (ix)]								
1.8.1	Name and designation	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.8.2	Telephone , fax and email ID	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.9	Monthly Remuneration received by officers & employees including system of compensation[Section 4(1) (b) (x)]								
1.9.1	List of employees with Gross monthly remuneration	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Partially Met	1.93	monthly remuneration cadre-wise is only given/disclosed
1.9.2	System of compensation as provided in its regulations	Not Applicable	0	0	empty	empty	Fully Met	3.85	Auditee disclosed that there is no system of compensation
1.10	Name, designation and other particulars of Public Information Officers[Section 4(1) (b) (xvi)]								
1.10.1	Name and designation of the Public Information Officers (PIOs), Assistant Public Information Officer(s) & Appellate Authority	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.10.2	Address, telephone numbers and email ID of each designated official.	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.11	Number of employees against whom disciplinary action has been proposed/ taken (F No. 1/6/2011- IR dt. 15.4.2013)								
1.11.1	Number of employees against whom disciplinary action has been (i) Pending for minor penalty or major penalty proceedings	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
1.11.2	(ii) Finalised for minor penalty or	Fully Met	3.85	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	3.85	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	major penalty proceedings				v.in/wp-content/uploads/2025/10/ccco_rti.pdf				orecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.12	Programmes to advance understanding of RTI(Section 26)								
1.12.1	Educational programmes	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.12.2	Efforts to encourage public authority to participate in these programmes	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.12.3	Training of CPIO/APIO	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
1.12.4	Update & publish guidelines on RTI by the Public Authorities concerned	Fully Met	1.92	1.92	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Partially Met	0.96	Auditee here has claimed "Fully met" but in the disclosure under Sec.4(1)(b) has indicated :

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
									not applicable
1.13	Transfer policy and transfer orders[F No. 1/6/2011- IR dt. 15.4.2013]								
1.13.1	Transfer policy and transfer orders[F No. 1/6/2011- IR Dt. 15.4.2013]	Fully Met	7.69	7.69	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Partially Met	3.85	In the website only the transfer orders are found but not the policy
Total			96	96			100	92	
2	Budget and Programme								
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.[Section 4(1)(b)(xi)]								
2.1.1	Total Budget for the public authority	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
2.1.2	Budget for each agency and plan & programmes	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
2.1.3	Proposed expenditures	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
2.1.4	Revised budget for each agency, if any	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					5/10/ccco_rti.pdf				ov.in/wp-content/uploads/2025/10/ccco_rti.pdf
2.1.5	Report on disbursements made and place where the related reports are available	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
2.1.6	Information related to procurements-(a) Notice/tender enquires, and corrigenda if any thereon, (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.	Fully Met	10	10.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Partially Met	5.00	Full information not found on website
2.2	Foreign and domestic tours(F.No. 1/8/2012- IR dt. 11.9.2012)								
2.2.1	Budget	Fully Met	20	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
2.2.2	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	Fully Met	20	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Partially Met	10.00	Auditee claimed, fully met. but in the disclosure

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	the Department.- (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit								made under Sec.4(1)(b) indicated that not applicable. Auditee may revisit.
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]								
2.3.1	Name of the programme of activity	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.2	Objective of the programme	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.3	Procedure to avail benefits	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.4	Duration of the programme/ scheme	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.5	Physical and financial targets of the programme	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.6	Nature/ scale of subsidy /amount allotted	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.7	Eligibility criteria for grant of subsidy	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc)	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.4	Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]								
2.4.1	Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.4.2	Annual accounts of all legal entities who are provided grants by public authorities	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority[Section 4(1) (b) (xiii)]								
2.5.1	Concessions, permits or	Not Applicable	0	0	empty	empty	Not Applicable	0	NA

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	authorizations granted by public authority	cable					cable		
2.5.2	For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/ permits of authorizations	Not Appli cable	0	0	empty	empty	Not Appli cable	0	NA
2.6	CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]								
2.6.1	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the Parliament.	Fully Met	50	50.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	50.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
Total			150	150			150	135	
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 there of [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]								
3.1.1	Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Not Appli cable	0	0	empty	empty	Not Appli cable	0	NA
3.1.2	a) Arrangements for consultation with or representation by members of the public in policy formulation/ policy implementation, (b) Day & time allotted for visitors,(c) Contact details of Information & Facilitation	Not Appli cable	0	0	empty	empty	Not Appli cable	0	NA

[illegible]

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
3.2.1	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.2.2	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.2.3	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]								
3.3.1	Use of the most effective means of communication - Internet (website)	Fully Met	50	50.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	50.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf
3.4	Form of accessibility of information manual/ handbook[Section 4(1)(b)]								
3.4.1	Information manual/handbook available in electronic format	Fully Met	25	25.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf	empty	Fully Met	25.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/cco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
3.4.2	Information manual/handbook available in printed format	Fully Met	25	25.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	25.00	25/10/ccco_rti.pdf https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]								
3.5.1	List of materials available Free of cost	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.5.2	List of materials available at a reasonable cost of the medium	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
Total			100	100			100	100	
4	E-Governance								
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]								
4.1.1	Hindi	Not Met	9.52	0	empty	empty	Not Met	0	NM
4.1.2	English	Fully Met	9.52	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.1.3	Vernacular/ Local Language	Not Met	9.52	0	empty	empty	Not Met	0	NM
4.2	When was the information Manual/Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013]								
4.2.1	Last date of Annual updation	Fully Met	28.57	28.57	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Partially Met	14.29	website showed the Guide for Travellers was updated till 27th Aug.2020

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.3	Information available in electronic form[Section 4(1)(b)(xiv)]								
4.3.1	Details of information available in electronic form	Fully Met	9.52	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.3.2	Name/ title of the document/record/ other information	Fully Met	9.52	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.3.3	Location where available	Fully Met	9.52	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	9.52	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.4	Particulars of facilities available to citizen for obtaining information[Section 4(1)(b)(xv)]								
4.4.1	Name & location of the facility	Fully Met	7.14	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.4.2	Details of information made available	Fully Met	7.14	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.4.3	Working hours of the facility	Fully Met	7.14	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.4.4	Contact person & contact details (Phone, fax, email)	Fully Met	7.14	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	7.14	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.5	Such other information as may be prescribed under Section 4(i) (b)(xvii)								
4.5.1	Grievance redressal mechanism	Fully Met	4.1	4.10	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	4.10	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
4.5.2	List of completed schemes/ projects/ Programmes	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.3	List of schemes/ projects/ programme underway	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.4	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.5	Annual Report	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.6	Frequently Asked Question (FAQs)	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.7	Any other information such as - (a)	Not Applicable	0	0	empty	empty	Not Applicable	0	NA

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	Citizen's Charter, (b) Six monthly reports on the performance against the benchmarks set in the Citizen's Charter	cable					cable		
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]								
4.6.1	Details of applications received and disposed	Fully Met	14.29	14.29	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	14.29	The disclosure made by PA showed that there are totally 2294 receipts, whereas the total disposal was shown as 1637 only.
4.6.2	Details of appeals received and orders issued	Fully Met	14.29	14.29	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	14.29	The data about receipt and disposal are not matching.
4.7	Replies to questions asked in the Parliament[Section 4(1)(b)(xvii)]								
4.7.1	Details of questions asked and replies given	Fully Met	28.57	28.57	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	28.57	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
Total			176	156			176	142	
5	Information as may be prescribed								
5.1	Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]								
5.1.1	Name & details of - (a) Current	Fully Met	20	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	CPIOs & FAAs, (b) Earlier CPIO & FAAs from 1.1.2015				v.in/wp-content/uploads/2025/10/ccco_rti.pdf				orecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
5.1.2	Details of third party audit of voluntary disclosure -(a) Dates of audit carried out , (b) Report of the audit carried out	Fully Met	20	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf	empty	Fully Met	20.00	https://bangalorecustoms.gov.in/wp-content/uploads/2025/10/ccco_rti.pdf
5.1.3	Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment , (b) Name & Designation of the officers	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
5.1.4	Consultancy committee of key stakeholders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
5.1.5	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
Total			40	40			40	40	
6	Information Disclosed on own Initiative								
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information [Section 4(2)]								
6.1.1	Item / information disclosed so that public have minimum resort to use	Fully Met	25	25.00	https://bangalorecustoms.gov.in/wp-content/uploads/202	empty	Fully Met	25.00	https://bangalorecustoms.g

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	of RTI Act to obtain information				5/10/cco_rti.pdf				ov.in/wp-content/uploads/2025/10/cco_rti.pdf
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)								
6.2.1	Whether STQC certification obtained and its validity	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
6.2.2	Does the website show the certificate on the Website?	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
Total			25	25			25	25	
Grand Total			587	567			591	534	