



मुख्य आयुक्त का कार्यलय, सीमा शुल्क,  
केन्द्रीय राजस्व भवन, क्वींस रोड, बंगलुरु-560 001

**OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS**  
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दिनांक/Date: 27.2.2019

**Minutes of the 19<sup>th</sup> CCFC Meeting**

The 19<sup>th</sup> Customs Clearance Facilitation Committee (CCFC) Meeting was held on 13th February, 2019 at 11.30 hours at Central Revenue Buildings, Bengaluru. Shri.A.K.Jyotishi, Chief Commissioner of Customs, Bengaluru Zone, chaired the meeting.

The following persons attended the meeting.

S/Shri/Smt.

1. Parag C. Borkar, I.R.S.	Commissioner of Customs, City Customs Commissionerate, Bengaluru and in charge of Airport & Air Cargo and Mangalore Customs Commissionerate.
2. M. Ramana Reddy, I.R.S.	Additional Commissioner of Customs, CCO, Bengaluru and City Customs, Bengaluru.
3. Bipin Kumar Upadhyay, I.R.S.	Additional Commissioner of Customs, ICD, Bengaluru.
4. S. Nasser Khan, I.R.S.	Additional Commissioner of Customs, ACC, Bengaluru.
5. H. Soikhanthang, I.R.S	Additional Commissioner of Customs, Airport, Bengaluru.
6. M. V Nagaraj, I.R.S.	Assistant Commissioner of Customs, CCO, Bengaluru.
7. Satish R. Rao, I. R.S	Assistant Commissioner of Customs, CCO, Bengaluru.
8. Aravind Vivekanandan	Assistant Commissioner of Customs, CCO, Bengaluru.
9. G. Vamshi Krishna Reddy	Assistant Commissioner of Customs, CCO, Bengaluru.
10. Unnikrishan. B	Senior Technical Director, NIC.
11. R.Kalavathi	Principal System Analyst, NIC.
12. Soma Chaudhury	FIEO
13. J. V. Patil	Directorate General of Foreign Trade
14. Satish Kumar	Manager, Commercial and Operations, CONCOR.
15. Vidya. S. B.	Scientific Assistant, Plant Quarantine Station.
16. Anju Kushwaha	Central Drug Standard Control Organisation (CDSCO)
17. Kusumakar M. Naik	Manager Operation, Express Industry Council of India
18. Latha S Gokavi	Postal Assistant, India Post

19. T. R. Ramesh kumar	Postal Assistant, India Post
20. Jithin Chand	Central Warehousing Corporation.
21. Vikas	Central Warehousing Corporation.
22. R. Anantha	Air India (SATS)
23. Chandraiah R	Air India (SATS)
24. Vinay Varma	Manager(Cargo) BIAL.
25. B. S. Mahadeva	Operatins, Menzies Bobba Aviation Private Ltd.,
26. Ajay. E	Dy. CEO, HAL Cargo Complex
27. Thulasi Ram B. V.	HAL Cargo Complex
28. K. N. Shivanna	Bangalore CHA Association Ltd, Hon. Secretary.

1. Chief Commissioner and Chairman, Sri.A.K.Jyotishi, I.R.S, addressed the members and informed about the importance of conducting of CCFC meetings at regular intervals. He also stated that co-ordination among all the stake holders was very important; that all agencies involved are collectively responsible for extending the benefits announced by the Govt, under the theme of "ease of doing business", to the members of the trade. He further opined that all the agencies involved should work in tandem to achieve the goal of reducing the dwell time. The Chairman also emphasized the fact that all the stakeholders, PGAs and the Customs Department to extend the facilities and help the importers/exporters as a trade facilitation measure.

Thereafter Sri. M. Ramana Reddy, Additional Commissioner of Customs, Chief Commissioner's Office, initiated the proceedings by going through the earlier points, for further discussion and decision.

Sl No	CCFC TRACKER ID NO.	ISSUE DESCRIPTION	Discussions and further progress made
1.	BCC-ICD-005 (7 <sup>th</sup> CCFC meeting held on 28.01.2016)	ADC (Customs), ICD, Whitefield, Bengaluru informed the committee that infrastructural facilities such as pest/ rodent control, touch screen at EDI area and Container scanner machine, high speed broadband connection etc. were not provided by M/s. CONCOR in spite of repeated requests already made.	<b>Action taken report received from the City Commissionerate:</b> M/s. CONCOR had reported that the issue has been raised with their Corporate Office and they have asked for a report from the CONCOR which was forwarded 1 ½ months back.  <b>Discussion during the meeting:</b> CONCOR informed that KIOSK is already initiated and would be made operational within 10-15 days. Regarding 8 Mbps corporate office reply is awaited. ADC of ICD, raised the issue of slowing of system between 3 PM -6PM. CONCOR informed that they will look into the issue and resolve.

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			<p><b><u>Decision of the Chairman:</u></b> The Chairman directed ADC, ICD to conduct Dwell time study and ascertain the reason from CONCOR for slow down during the period as informed by the ADC, ICD and also informed them that the same would be taken on record.</p> <p><b><u>Action pending with M/s. CONCOR, ICD-Wfd, Bangalore.</u></b></p>
2.	BCC-ICD-006 (10 <sup>th</sup> CCFC meeting held on 11.08.2016 )	Providing new SSO Ids to Textile Committee as against the IDs of Officers who were transferred.	<p><b><u>Action taken report received from City Commissionerate:</u></b> Process of activation of the officers newly joined to the Textile committee, Bangalore is initiated and SSOID in respect of three officers of the Textile committee is generated. Also, the role in respect of all three officers is allocated. Further, it has been ensured that the no SSOID of the officers of the Textile Committee transferred from Bangalore is active/functional from ICD, Wfd, Bangalore. Hence, the issue may be concluded in this regard.</p> <p><b><u>Discussion during the meeting:</u></b> The officer of the Textile committee did not participate in the CCFC meeting.</p> <p><b><u>Decision of the Chairman:</u></b> Chairman has treated the issue as closed, and further directed to write a letter to the Secretary, Textile Committee and copy addressed to the JS(customs) in this regard.</p>
3.	BCC-ICD-007 (10 <sup>th</sup> CCFC meeting held on 11.08.2016)	a) Chief Commissioner (Customs), Bengaluru has requested that major importers may be encouraged for the Accredited Client Programme (ACP) / Authorized Economic Operator(AEO) Programme.	<p><b><u>Action taken report received from City Commissionerate:</u></b> Outreach programmes have been conducted by the officers of ICD on AEO Scheme. Top exporters/importers/CHAs have been encouraged to apply for the various status under AEO</p>

		<p>b) Dwell time should be reduced.</p>	<p>programme and applications received by the ACs/DCs have been forwarded to Hqrs. Technical Section for further necessary action. Regarding provision for a "Lounge" which will be utilized by the AEO status holders, M/s. CONCOR has reported that the AEO lounge has been made ready and a final touch is underway to make it complete for opening up.</p> <p><b>Discussion during the meeting:</b> CONCOR informed the status of the Lounge at ICD for AEO's is ready, final touches to be given next week.</p> <p><b><u>Decision of the Chairman:</u></b> Chairman appreciated the work done by the CONCOR and directed CONCOR to issue ID Cards to the AEO holders for utilizing the facilities available. Further the chairman directed the CHA Association to check with all AEO operators &amp; provide feedback about the ground realities to resolve any problems for the next CCFC meeting. Chairman also stressed about the need for the Zone to achieve target fixed by the Board, hence directed the ADC, ICD &amp; ACC to contact the top 100 Importer/Exporter who are yet to be enrolled in the AEO programme from the list sent by the DIC immediately and submit the report. Chairman expected that all the Custodians, Public &amp; Private bonded warehouse would consider joining AEO programme.</p> <p><b><u>Action pending with M/s. CONCOR, ADC, ICD &amp; ACC &amp; All the CFS Bangalore.</u></b></p>
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4	18-19 - ICD/15 <sup>th</sup> Meeting held on 23.05.2018	The Customs assessment is being carried out in CWC Main Building. The office accommodation and other infrastructure provided for Customs operations are inadequate when compared to the volume of work handled. There is an urgent need to have a separate building for Customs operations at CWC. Letter C.No.VIII/48/ 268/2016 ICD Tech dated 19.03.18, has been sent in this regard to CWC by ADC, ICD.	<p><b>Action taken report received from City Commissionerate:</b> Regarding the requirement of separate building for Customs operations at CWC, they have, vide their email dated 08.02.2019 have submitted that the separate sitting arrangement has been made available to the Customs Officials in the examination area with necessary office infrastructures. The point has been compiled as per the HCCAR 2009 regulations.</p> <p><b>Decision of the Chairman:</b> The matter is treated as closed.</p>
5	18-19 - ICD/15 <sup>th</sup> Meeting held on 23.05.2018	The Customs related work has increased tremendously in terms of volume of cargo handled and the documents filed thereon. At present there is no proper surveillance system such as CCTVs to oversee these sections. In order to have proper monitoring by the higher level officers, it is proposed that CCTV coverage may be provided at main building, new building, import shed, export shed and baggage hall by CONCOR. Letter C.No.VIII/48/268/2016 ICD Tech dated 19.03.18, has been sent in this regard to ONCOR by ADC, ICD.	<p><b>Action taken report received from City Commissionerate:</b> M/s. CONCOR has informed that the first lot of 06 CCTVs for the cargo warehouse has already been received from their Corporate Office and the approval for the second lot is expected.</p> <p><b>Discussion during the meeting:</b> M/s. CONCOR has informed that approval of the 1st lot has arrived and 2<sup>nd</sup> lot is under process. And informed one or two CCTV 's received in the 1<sup>st</sup> lot can be distributed in the Shed.</p> <p><b>Decision of the Chairman:</b> The matter is treated as closed.</p>
6	18-19 - ICD/16 <sup>th</sup> Meeting held on 10.08.2018	<p><b>(i). EGM related:</b></p> <p>All the data pertaining to gateway EGM's has been circulated to the respective shipping lines in Chennai with a copy to the Commissioner on 27.07.2018. As a result of this, some of the EGM's are now getting re-validated for the refund of GST.</p>	<p><b>Action taken report received from City Commissionerate:</b> M/s. CONCOR has informed that the pendency list has been taken up with the respective liners and re-submission for the SB002 is being taken up on day to day basis.</p> <p><b>Discussion during the meeting:</b> CONCOR informed that they tried to resolve the issue locally, if it is not sorted out then they would</p>

			<p>take up with respective liners in Chennai on daily basis.</p> <p><b><u>Decision of the Chairman:</u></b> Chairman directed Commissionerate's to hold weekly meeting at the level of ADC's regarding IGST refunds and efforts to be made to solve the issues.</p> <p><b><u>Action pending with M/s. CONCOR, ADC ICD &amp; ACC, Bengaluru.</u></b></p>
7	18-19 - ICD/16 <sup>th</sup> Meeting held on 10.08.2018	<p><b><u>(ii). Auction related:</u></b></p> <p>Our corporate office has issued guidelines for uncleared cargo wherein it has been advised that the auction should be conducted only when customs gives a clear "no objection" for the auction.</p>	<p><b><u>Action taken report received from City Commissionerate:</u></b> It is to inform that in respect of auction by M/s. CONCOR on 20.11.2018, permission for disposal of goods was given vide office letter of even no. dated 07.12.2018,</p> <p><b><u>Discussion during the meeting:</u></b> CONCOR informed that the 2<sup>nd</sup> lot will be auctioned in the end of February 2019.</p> <p><b><u>Decision of the Chairman:</u></b> Chairman directed the CONCOR to ensure auction is conducted on a monthly basis to clear unclaimed /uncleared cargo and follow the CBIC Circular No. 49/2018-Customs dated 03.12.2018.</p> <p><b><u>Action pending with all Custodians.</u></b></p>
8	18-19 - ICD/16 <sup>th</sup> Meeting held on 10.08.2018	<p><b><u>(iii). Food items in CONCOR</u></b></p> <p>There are some import consignments which is occupying a large amount of space of the warehouses and these are not fit for human consumption. CONCOR requests the chairman to permit us to go ahead with destruction.</p>	<p><b><u>Action taken report received from City Commissionerate:</u></b> It is informed that with regard to destruction of goods sought by CONCOR (wine, Vinegar &amp; Chilli Powder) vide office letter of even no. dated 07.12.2018, Concor was informed to follow the procedure prescribed under para 3(ix) to (xi) of CBIC Circular No. 49/2018-</p>

			<p>Customs dated 03.12.2018. Reply is still awaited from M/s. CONCOR.</p> <p><b><u>Discussion during the meeting:</u></b>  CONCOR informed that the intimation to State Excise Authorities needs to be made for the beverages duty paid &amp; abandoned cargo.</p> <p><b><u>Decision of the Chairman:</u></b>  Chairman stressed about the TRS is being released shortly, hence target to release goods within 48 hrs needs to be made. Therefore, all the PGA's needs to expedite clearances in order to reduce the dwell time, otherwise their work will be taken away by the Customs like in the case of FSSAI.</p> <p><b><u>Pending action with CONCOR Whitefield, Bangalore.</u></b></p>
9	18-19 - Airport/16 <sup>th</sup> Meeting held on 10.08.2018.	<p>The below work is pending by the BIAL:</p> <ol style="list-style-type: none"> <li>1. Supply of transportation facility for officers commuting in different directions. Presently one Vehicle which is provided picks and drops officers from a designated point, which causes delay in reaching office and home.</li> </ol>	<p><b><u>Decision of the Chairman:</u></b>  The Chairman informed that the compliance in this regard may be submitted.</p> <p><b><u>Action taken report received from Airport &amp; ACC Commissionerate:</u></b>  The issue pertains to supply of transportation facility for officers commuting in different directions. Presently one vehicle which is provided picks and drops officers from a designated point, which causes delay in reaching office and home. In this connection, it was informed that transportation facility has been provided to officers. Hence, the point may be closed.</p> <p><b><u>Decision of the Chairman:</u></b>  The matter is treated as closed.</p>



10	BCC-HAL-001(18 <sup>th</sup> CCFC meeting held on 29.11.2018)	Regarding Section 48 Air Cargo is lying Since May 2008, Communication made with Asst. Commissioner of Customs Air Cargo and also auctions.	<p><b>Action taken report received from City Commissionerate:</b> The custodian CONCOR has been requested to furnish the details of goods pending for auction in the format prescribed under CBIC Circular No.49/2018-Customs dated 03.12.2018.</p> <p><b>Action taken report received from Airport &amp; ACC Commissionerate:</b> The issue pertains to Section 48 goods lying at Air Cargo since May 2008.</p> <p><b>Decision of the Chairman:</b> Chairman informed that two things prima facie are the goods are under Section 48 and hence Customs has no role except collecting duty on the same. Further directed to initiate immediate action in the format prescribed under CBIC Circular No.49/2018-Customs dated 03.12.2018. <u>The matter is treated as closed.</u></p> <p><u>Action pending with Custodians at Airport &amp; ACC and M/s. CONCOR, ICD-Wfd, Bangalore.</u></p>
11	BCC-HAL-001(18 <sup>th</sup> CCFC meeting held on 29.11.2018)	Cost recovery charges with ICD Customs is pending. Communications made with Commissioner/ADC of Customs.	<p><b>Discussion during the meeting:</b> ADC, City Customs informed that the matter would be taken up immediately.</p> <p><b>Action taken report received from City Commissionerate:</b> The Chief Commissioner has already approved the waiver of Cost Recovery Charges of M/s HAL for the financial year 2016-17. Hence the issue may be closed.</p> <p><b>Decision of the Chairman:</b> <u>The matter is treated as closed.</u></p>

12	CWC 001(19 <sup>th</sup> CCFC meeting held on 13.02.2019)	<p>BMRCL construction work and M/s. BSNL MPLS cable damage: Due to BMRCL metro construction the MPLS lines of BSNL are getting damaged due to which there is a connectivity downtime and document printing could not be completed by EDI. Another service provider M/s.TCL has declared that they do not have feasibility to provide MPLS connectivity to CWC. M/s. BSNL is in the work of laying new lines for CWC to avoid downtime in future. It is earnestly requested to the Honourable Chief Commissioner of Customs to pass suitable instructions to EDI section at ICD to print the bills cleared at CWC during connectivity down time, so as to ensure completion of CFS operations.</p>	<p><b>Discussion during the meeting:</b> ADC, CCO suggested the CWC to keep a printer in the CONCOR for taking the prints for the bills cleared at CWC.</p> <p><b>Decision of the Chairman:</b> Chairman directed CWC to approach EDI and resolve the issue.</p> <p><b>Pending action with CWC, CONCOR &amp; EDI Whitefield, Bangalore</b></p>
13	CHA 002(19 <sup>th</sup> CCFC meeting held on 13.02.2019)	<p>Goods Registration at CWC required an Officer to be deputed to avoid undue delay in clearances since more than a year.</p>	<p><b>Discussion during the meeting:</b> CHA informed that for the LCL cargos more time is taken for goods registration as there is no officers posted at the level of AC/DC in CWC. NIC, ICD informed that only with regards to LCL cargo in the ICES system the AC/DC in ICD is assigned to do the Goods Registration.</p> <p><b>Decision of the Chairman:</b> Chairman directed the ADC, ICD to look into the matter and to take the decision.</p>

**(III) Other issues discussed:**

- 1) **Infrastructure to be provided by the department officers by M/s CONCOR:** It is reported that though several reminders have been given with regard to infrastructure to be provided by M/s. CONCOR like providing executive tables and chairs for officers, chairs for guests in the officer's cabin, till date nothing has been done, though ICD stated functioning from 1997, basic facilities like good toilets, proper ventilation and lighting in the office is not provided. The building is almost 20 years old and no regular painting has been done.

**Action taken report received from City Commissionerate:**

M/s. CONCOR has informed that the approval from the regional office is expected to be received within a day or two for complying with the purchase of the furniture.

**Decision of the Chairman:**

Chairman informed ADC, ICD to submit report- within 7 days whether new furniture has been sent or not.

Action pending with ADC, ICD & M/s. CONCOR, ICD-Wfd, Bangalore.

2) **DWELL TIME TAKEN BY THE PGA'S & CUSTOMS FOR PROCESSING THE BILLS OF ENTRY AND SHIPING BILLS**

**Discussion during the meeting:** Plant Quarantine Officer, Bengaluru submitted the report regarding the dwell time for the period from December 2018 to Feb 2019. And informed that the physical form of NOC copy will be collected by the CHA's for submission to the officers.

**Chairman's Decision:** Chairman directed that AQ and Drug Controller officers to conduct their own survey and communicate the results & submit a detailed report in this regard. The study regarding dwell time submitted by the AQ, PQ and the Drug Controller officers will be discussed during the internal coordination meeting, addressing operational issue. And directed to ADC, ICD & ACC to inform the Group and examination officers. Further directed the CHA's carrying physical document and officer accepting the Physical document action will be initiated and should not insist for Physical form when e-sanchit is available and thereby ensure the ease of business.

3) **Representation received from BIAL:**

It is informed by BIAL that the Customs Late reporting to scan the Check in Baggage has resulted in delay. Accordingly, it is seen that under Airport performance of Baggage delivery, the highest delay is under the category "Late reporting of Customs officer".

**Action taken report received from Airport & ACC Commissionerate:**

- i) The issue of lack of authenticity in the data had been raised in the earlier meeting. Suggestions were put forward to BIAL regarding the same. It has been noticed that the suggestions which were implemented have been discontinued by BIAL during last week without intimation to Customs. The results of the suggestion seem to be positive. BIAL may

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inform as to why it was discontinued. There is a substantial difference in baggage delay when the data is collected unilaterally and when it is verified by Customs authorities.

ii) It is noticed that there is a lack of infrastructure to scan more than 3 flights at a time in International arrivals. At times of high rush, this is leading to more waiting time for bags to be put on the belt.

iii) A meeting with airlines and BIAL was held by Customs ADC on 8.2.2019. Some suggestions were made during the same. The same will be examined and implemented.

iv) BIAL may also explore the option of spreading out arrival slots in order to prevent high number of passengers which cannot be supported by the infrastructure at arrival side.

**Decision of the Chairman:** Chairman directed the ADC, Airport to conduct fortnightly/Monthly coordination meeting along with BIAL/Airlines/Customs/CISF/Importers and other stakeholders to discuss the operational difficulties and to resolve such issues expeditiously. **Chairman treated matter as closed.**

(IV) A formal vote of thanks was proposed by Sri. M. Ramana Reddy, Additional Commissioner, CCO, Bengaluru Zone.

etc

(M. Ramana Reddy)

अपर आयुक्त, मु. आ. का.

प्रेषित दिनांक	ADDITIONAL COMMISSIONER (CCO)
Despatched	
दिनांक :	28/2/19
Date :	95/1/19
क्रम सं.	
Sl. No.	
हस्ताक्षरित	
Sgnd.	

All Members of CCFC  
As per Mailing List

**Copy to:**

1. The Commissioner of Customs, Airport & ACC Customs Commissionerate, Bengaluru.
2. The Commissioner of Customs, City Customs Commissionerate, Bengaluru.
3. The Commissioner of Mangalore Customs, Mangalore.
4. Copy for information submitted to: The Joint Secretary (Cus), CBEC, North Block, New Delhi.