

New at Bengaluru International Airport-Export Certificate and Courier Assessment status a click away

Bangalore Customs introduces two first of its kind initiatives through online portal to ease the waiting time of the passengers

and to enable faster clearance of courier consignments

The next time you travel abroad via Bengaluru International Airport and have high value goods, which you wish to bring back on return, you can avoid spending time at the airport to obtain the Export Certificate. Instead you can simply log on to a website, fill in the format available there, carry a hard copy with you and get it endorsed from Customs when you reach the airport. The Bangalore Customs have set up a smart process through their web portal www.bangalorecustoms.gov.in to make the process of obtaining the Export Certificate simpler, faster and more convenient.

In another initiative, the courier consignees/ importers would now be able to access real time information regarding issues their consignment is facing with the Customs. The Bangalore Customs have created a link on their website which will enable the consignee/ importer to feed their Airway Bill No. and obtain information regarding queries, if any, raised by Customs. This will help them in providing appropriate clarifications to the Customs, through their courier company, without visiting the airport.

Commenting on these initiatives, **Mr. Sandeep Prakash, Commissioner of Customs, Bengaluru** said, "These two initiatives are being attempted for the first time at an Indian airport. We are delighted to have made a time consuming process simple and more transparent. We hope this will considerably reduce the time spent at the airport for the passengers and enable the courier consignments to be cleared faster. This will also add to the efficiency merits of the Bengaluru International Airport."

Commenting on the impact of this change, **Mr. Hari Marar, President, Airport Operations, BIAL** said, "Continuously improving efficiency is a key priority for us at Bangalore International Airport Limited. To achieve this, it is critical that our partners and other stakeholders demonstrate equal commitment to our vision, and we are delighted that Bangalore Customs is taking proactive measures to improve our customer experience. These new initiatives will bring in greater simplicity, transparency and ease for passengers, importers as well as courier service providers"

The format of the Export Certificate has been made available on the Commissionerate website www.bangalorecustoms.gov.in under a separate link "Export Certificate". The passengers can download the format, fill in all the particulars and mail the duly filled in form to acairportbangalore@gmail.com as an attachment, 24 hours in advance of their flight. The passengers may carry hard copy of the Export Certificate, filled in by them, to the airport and present the same to the Customs officers manning the designated counter at the departure level of the airport.

Notes to the editor

Export Certificates are issued to passengers departing India for the high value items carried by them which they intend to bring back. The Certificate is a proof that the item brought back is not a newly imported item and therefore no duty needs to be paid in this respect. The online facility initiated now is in addition to the existing options of the Certificate being issued at the Customs Office (at Queens Road) and at the International Airport.

Similarly, the courier consignment information facility is available on the Bangalore Customs website www.bangalorecustoms.gov.in under a separate link “**Courier Assessment**”. The courier importer can click on this link, fill in the Airway Bill Number in the relevant window and get the information if any query has been raised regarding that consignment. The courier consignments are cleared at two separate courier terminals operated by DHL and EICI at the Bengaluru International Airport. The Customs related documentation is filed by the concerned courier company. In case of any doubt, the Customs raise a Query Memo on the courier company and thereafter decide the matter, including duty liability, based on the reply received. Presently, the importer/ consignee has no first-hand knowledge in this regard. With the new initiative, the consignee would be able to proactively assist the courier company in giving an appropriate reply. This would enable faster clearance besides giving a first-hand stake to the importer in the clearance process.