

	आयुक्त का कार्यालय, सीमा शुल्क कांडला OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, न्यु कस्टम हाउस, कांडला – ३७०२१० NEW CUSTOM HOUSE, KANDLA-370 210 दूरभाष संख्या - ०२८३६-२७१४६८/४६९, फैक्स संख्या - ०२८३६-२७१४६७ Phone No:02836-271468/469, Fax No.02836-271467
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RTI Appeal Order No. 04/2026-27**Date:- 06-10-2026**

RTI Application No.: CCCGZ/R/T/26/00274/1 dated 18.08.2026

RTI Appeal No. CCCGZ/A/E/26/00023 dated 29.08.2026

1	Date of RTI Application	18.08.2026
2	Name of the Applicant	Shri Ketan Borada, D1401 Priyank Avenue, Nr Lajamani ChowkMota Varachha, Gujarat
2	Date of RTI Application received by CPIO	18.08.2026
3	Date of Reply by CPIO	27.08.2026
4	Name of CPIO	Shri Manish Rajnikant Bhatt
5	Date of First Appeal Application	05.08.2026
6	Date of Receipt of Appeal Application at First Appellate Authority Office	29.08.2026

Brief Facts of the Case:

1. The applicant Shri Ketan Borada, D1401 Priyank Avenue , Nr Lajamani Chowk Mota Varachha, Gujarat had filed RTI Application under RTI Act 2005, having application No. CCCGZ/R/T/26/00274/1 dated 18.08.2026. In the said RTI application, he sought following information regarding postal article LP251283584IN, sent from Mota Varachha SO, Surat to Coopers Plains, Australia Via India Post. Customs refused export and the article was returned: -

“ Under which Act, Rule, Notification, Circular or other legal provision was export of LP251283584IN refused?

Please provide the relevant provision. Please provide a certified copy of the Customs examination report, objection/detention report, rejection/return order or any other record showing the reason for refusing export.

What specific reason was recorded by Customs for refusing export of this article?

Provide the name and designation of the Customs officer who examined the article and the officer who approved/ordered its return.

Provide certified copies of the file noting, decision sheet and internal correspondence relating to the decision.

Is Customs required to record and communicate the reason when an international postal article is refused for export? If yes, provide the applicable rule/procedure.

If any additional document, clarification or correction was required from the sender, provide the record showing whether this was communicated to the sender.

What is the prescribed time limit for Customs to process and hand over a rejected postal article to India Post for return to the sender?

On what date was LP251283584IN handed over/released by Customs to India Post? Please provide the relevant handover/dispatch record, postal bag number or reference number.

Provide the complete movement history of LP251283584IN while it was under the custody/control of Customs.

Please provide the rules/procedure applicable to exporting an original Indian Driving Licence through India Post to Australia for personal use. Is such a document prohibited? If yes, provide the specific legal provision.

Before dispatch, I completed the Customs Declaration Form and used the HSN code provided by the India Post official and paid the prescribed charges. If the document was not permissible for export, please provide the rule/procedure governing acceptance of such an article and whether the sender should have been informed before/after acceptance.

Provide copies of all correspondence/communication between Customs and India Post concerning LP251283584IN.

If no written rejection order or reason was prepared, provide the rule under which the article was returned without such written record/communication. Provide the procedure and details of the competent authority to whom I can submit a representation against this Customs decision.

The applicant requested the information in electronic/PDF format by email wherever available. The matter concerns his personal document and is urgent. If any requested information is held by another public authority, kindly transfer that part under Section 6(3) of the RTI Act and inform me. Article No.: LP251283584IN."

2. Since the said RTI application was transferred from Office of the Chief Commissioner of Customs, Gujarat and the CPIO, C.H. Kandla replied as under:-

"Sought Information in aforementioned RTI does not pertain to this Commissionerate"

3. Being aggrieved by the order of CPIO, the applicant preferred an appeal dated 29.08.2026, before the First Appellate Authority, C.H. Kandla, as under:

"I made RTI For India post parcel held by Ahemdabad Customs.

All department transferring RTI internally. Finally I got response from NEW CUSTOM HOUSE, KANDLA-370 210.

I dont know why it transfred to Kandla Custom Office.

I clearly mention it is from Ahemdabad Custom"

4. **Discussion and Finding:**

4.1 I have carefully gone through the RTI application, the CPIO's reply, and the grounds of appeal filed by the appellant.

4.2 I find that the said RTI application was originally filed in the office of the Chief Commissioner of Customs, Ahmedabad, Gujarat Zone, and was subsequently transferred to this office under Section 6(3) of the RTI Act, 2005. Further, office of the Chief Commissioner of Customs, Ahmedabad, Gujarat Zone has informed vide email dated 06.10.2026 that the said RTI has also been transferred under 6(3) of RTI Act, 2005 to multiple CPIOs including CPIO, Ahmedabad Commissionerate. The CPIO has replied as mentioned in para 2 above.

4.3 Being aggrieved by the CPIO's order, the applicant filed the present appeal on the ground that information has not been provided by CPIO, Ahmedabad Customs. I find that the applicant is aware of the jurisdiction in which the said information is available. Insofar as the records of this office are concerned, the CPIO has replied appropriately that, *“Sought Information in aforementioned RTI does not pertain to this Commissionerate”*.

5. In light of the facts and discussion above, the appellant has not raised any specific grievance against the reply furnished by CPIO, Kandla Customs Commissionerate, nor has the appellant established any valid or sustainable ground warranting interference. Accordingly, the appeal is devoid of merit and is liable to be dismissed. Accordingly, I hereby dismiss the appeal filed by the applicant.

6. If the appellant is not satisfied with the order/ information provided, he/she may file an appeal before Central Information Commission, CIC Bhavan, Baba Gangnath Marg, Munirka, New-Delhi-110067, within 90 days of receipt of this order.

Date: 06-10-2026

Digitally signed by
MANISH KUMAR MEENA
Date: 06-10-2026
16:40:01
(Manish Kumar Meena)
Additional Commissioner &
First Appellate Authority
Custom House, Kandla.

Copy to:

1. Shri Ketan Borada, D1401 Priyank Avenue, Nr Lajamani Chowk Mota Varachha, Gujarat. Email: ketan.borada9419@gmail.com
2. Shri Manish Rajnikant Bhatt (CPIO), Custom House, Kandla.
3. The Assistant Commissioner (EDI), Custom House, Kandla for uploading on website.