

## **IMPORTANT MESSAGE**

Instances have come to the notice that number of persons are getting telephonic calls as well as e-mail and letters by post asking them to deposit money in individual bank accounts making claim that Customs Officer have stopped clearance/ release of gift parcels/ rewards unless a certain amount is deposited towards customs duties, penalties etc. and a bank account number is also given where the money is to be deposited.

Another common modus operandi is to send an e-mail stating that the recipient has won a prize or a parcel has been sent and money is to be deposited. All such calls/mails are fake with the sole intention of cheating the public.

The General Public is hereby notified & forewarned not to respond to such fake calls/mails as Customs Officer do not make telephonic calls or send such mails to deposit amounts in individual bank accounts. Customs Department is not responsible in any way for any such fraudulent incidents.

If anybody has become a victim of any such fraud/phishing incidence, then they may resort to any legal remedy available to them, as they deem fit.

It is further emphasized that in courier mode of clearance under ECCS, only the authorised courier engaged by you or the authorised courier of the sender of your consignment can process the clearance. The authorised courier shall contact you for all clearance related requirements including customs duty amount.

You may verify your Customs duty amount from your authorised courier. You shall have the customs duty paid receipt from the authorized courier. You are advised to deal only with the persons of the authorised courier with due diligence.

**It is advised not to fall prey to any such fraud / phishing and therefore reiterated not to deal with any unauthorized person to avoid any phishing/ fraud.**