



वित्तमंत्रालय/ Ministry of Finance

राजस्वविभाग/ Department of Revenue

सीमाशुल्कआयुक्तकार्यालय/ Office of the Commissioner of Customs

कस्टमहाउस, नयीहारबरएस्टेट/ Custom House, New Harbour Estate

तूतुकुडी- 628 004 / Thoothukudi - 628004.

दूरभाष/ Tel: 0461 2352655, 2352633 फैक्स/ Fax 0461 2352019

C.No.VIII/48/90/2018-Cus.Pol.

Dated: .10.2022

PUBLIC NOTICE NO.10/2022

Subject: Advisory for Anonymized Escalation Mechanism (AEM) for delayed Bill of Entry under Faceless Assessment-Reg.

Attention of all Importers, Exporters, Customs Brokers, members of Trade and all other stakeholders is invited towards an Anonymized Escalation Mechanism for ICEGATE provided by CBIC to the registered users where they can submit their grievance for delay in bill of entry clearance under faceless assessment. The delay in clearance would subsequently be escalated anonymously to concerned assessment officers at relevant FAG Port (Faceless Assessment Group).

2. The Anonymized Escalation facility also enables users to track the status of the grievances submitted by them till the eventual resolution.
3. A grievance can be logged for delay in assessment of a bill of entry if:
 - a. The Bill of Entry has been pending in assessment for 24 hours or more after filing.
 - b. The IGM number and date has been mentioned in the Bill of Entry, whether at the time of filing, or later.
4. The step wise guide is made available for logging a grievance and tracking a previously logged grievance through Anonymized Escalation Mechanism available post login on ICEGATE and is as follows:

Logging a grievance

1. Login through ICEGATE user portal.

Latest: per BE and by AEO importers. For details, please refer notification 80/2017-Customs (N.T.) *GSTIN wise Shipping Bill enquiry module is available at ICEGATE under login. *Att Last Updated : Jun 28, 2022

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2. Select "Taxpayer's Grievance Application" and then click on "Register BE (Bill of Entry)Grievance".

Latest: Commissioners / Commissioners of Customs Locations - ROSL Scroll generation has been activated. For detailed advisory for the System Managers / Asst System Managers please Last Updated : Jun 28, 2022

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Register BE Grievance Track BE Grievance

Users can register a grievance for BE Users can track the status of resistered BE Grievances

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3. Enter Bill of Entry details and click on Submit button to create a grievance.

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Register BE Grievance

Grievance Application Details

Issue	Delay in BE assessment *
BE Number	4470577 *
Port Code	INMAA1 *
BE Date	26-06-2021 *

Submit Reset

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4. If the details match the specified criteria for grievance creation, a new grievance will be created and a grievance number shall be provided for tracking purpose. Otherwise appropriate error message will be generated.

Latest: *Attention: ICEGATE common enquiry services Last Updated : Jun 28, 2022

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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT

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Tracking previously logged grievance status

Status of the registered grievance can be tracked by providing ICEGATE ID and either of the following:

- Bill of Entry details, including Bill of Entry number, Bill of Entry date and Port code
- Grievance number

1. Login through ICEGATE user portal.

Latest: per BE and by AEO importers. For details, please refer notification 80/2017-Customs (N.T.) *GSTIN wise Shipping Bill enquiry module is available at ICEGATE under login. *Att Last Updated : Jun 28, 2022

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2. Select "Taxpayer's Grievance Application" and then click on "Track BE Grievance".

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Users can register a grievance for BE

Track BE Grievance
Users can track the status of registered BE Grievances

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3. Grievance status can be fetched either with grievance details or BE details. Click on search type drop down and select the search type.

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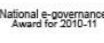
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Track BE Grievance

Grievance Details	
Search Type	Grievance Details <input type="text"/>
Grievance No	BE Details <input type="text"/>
Grievance Date	Grievance Details <input type="text"/>
	DD-MM-YYYY <input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>	



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- i. Search by Grievance details:
 - a. Select Type as Grievance Details and enter Grievance Number and Grievance date and click on Submit

Latest: drawback purposes. *IPR APPLICATION IS UNDER MAINTENANCE / RENOVATION, WILL BE REVIVED SHORTLY. *Attention:All Air Cargo Custodians: A new field *Segregatio Last Updated : Jun 28, 2022

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Grievance Details	
Search Type	Grievance Details <input type="text"/>
Grievance No	CBIC280620220819 <input type="text"/>
Grievance Date	28-06-2022 <input type="text"/>
	DD-MM-YYYY <input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>	



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b. Grievance status shall be shown as below:

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- ii. Search by Bill of Entry details:
- a. Select type as Bill of Entry (BE) details and enter Bill of Entry number , port code and date

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Track BE Grievance

Grievance Details

Search Type: *

BE Number: *

Port Code: *

BE Date: *

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b. Grievance status shall be shown as below

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Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
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CBIC240620220799	24-06-2022	4470577	26-06-2021	INMAA1	CLOSED	ASSESSMENT COMPLETED

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For any further queries or help kindly contact ICEGATE Helpdesk Team on icegatehelpdesk@icegate.gov.in or [1800-3010-1000](tel:1800-3010-1000).

5. All trade associations/members of Customs Broker Association are requested to take note and publicize the contents of this Public Notice among their members/constituents.

6. Difficulty, if any, may be brought to the notice of the Additional Commissioner, Custom House, Tuticorin.

AB
01/11/22

(DINESH K.CHAKRAVARTHY)
COMMISSIONER

To:

As per Mailing List I, II and III.

Notice Board,

EDI Section, Custom House, Tuticorin - for uploading in the website,

Customs Broker Association

Copy submitted to:-The Chief Commissioner of Customs (Preventive),
Trichy.