



कार्यालय : सीमा शुल्क प्रधान आयुक्त (वायु माल वाहक आयात)
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
AIR CARGO COMPLEX (IMPORT)

नवीन सीमा शुल्क भवन, निकट इंदिरा गाँधी अंतर्राष्ट्रीय हवाई अड्डा, नई दिल्ली -110037
NEW CUSTOMS HOUSE, NEAR IGI AIRPORT, NEW DELHI-110037

C.No. VIII(12)Import/Tech./06/2020/Part / 9794-9805
03/11/2022

Dated: 02.11.2022



PUBLIC NOTICE No. 14/2022
DIN NO.- 20221174NF1234212396

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

Attention of all Importers, 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 grievance 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 B/E has been pending in assessment for 24 hours or more after filing.
 - b. The IGM number and date has been mentioned in the B/E, 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 AFD importers. For details, please refer notification 80/2017-Customs (N.T.) *GSTIN and Shipping Bill enquiry module is available at ICEGATE under login. *All 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
Users can register a grievance for BE

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

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

Latest: e available at Home > Public Enquiries. For details. *eSANCHIT : For the Step-by-Step Procedure Guide for Electronic Document Upload, as per Circular 40/2017-C. Last Updated : Jun 28, 2022

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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 BR/2017-Customs (N.I). *GSTIN wise Shipping Bill enquiry module is available at ICEGATE under login. *All 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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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.

Latest: **Attention:** ICEGATE common enquiry services are available at Home > Public Enquiries. For details [Click Here](#). **eSANCHIT** - For the 'Step by-Step Procedure Guide' Last Updated: Jun 28, 2022

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Track BE Grievance

Grievance Details	
Search Type	Grievance Details
Grievance No	BE Details
Grievance Date	DD-MM-YYYY

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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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Welcome to ICEGATE Home > Track BE Grievance

Track BE Grievance

Grievance Details	
Search Type	Grievance Details
Grievance No	CBIC280620220819
Grievance Date	28-06-2022

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b. Grievance status shall be shown as below:

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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC280630220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT

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- ii. Search by Bill of Entry details:
- 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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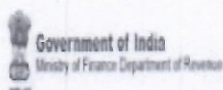
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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CB/C200620220019	28-06-2022	4470577	26-06-2021	NNAA1	OPEN	UNDER ASSESSMENT
CB/C240620220799	24-06-2022	4470577	26-06-2021	NNAA1	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 association/members of Customs Brokers Association are required to take note and publicize the contents to this Public Notice among their members/constituents.
6. Difficulty, if any, may be brought to the notice of the Additional Commissioner of Customs, ACC (Import) Commissionerate at commraccimp-cusdel@nic.in or amaresh.kumar79@gov.in
7. This issues with the approval of the Commissioner of Customs, ACC (Import).


02.11.2022
(अमरेश कुमार)
अपर आयुक्त
एसीसी (आयात)

प्रतिलिपि अग्रेषित की गई:-

1. अपर /संयुक्त आयुक्त, ए.सी.सी. (आयात), नवीन सीमा शुल्क भवन, नई दिल्ली.
2. उपायुक्त / सहायक आयुक्त (आयात-शेड), ए.सी.सी. (आयात), नई दिल्ली.
3. उपायुक्त / सहायक आयुक्त (ई.डी.आई.), ए.सी.सी. (आयात), नवीन सीमा शुल्क भवन, नई दिल्ली.
4. उपायुक्त/ सहायक आयुक्त, ग्रुप-(I&II), (III,IV&VI), V, (5A&5C), (5F,5S&5I), (5M&5V), एस.आई.आई.बी., नवीन सीमा शुल्क भवन, नई दिल्ली.
5. अध्यक्ष, दिल्ली कस्टम्स ब्रोकर्स एसोसिएशन, 260-61, अनारकली बाजार, झंडेवालान एक्सटेंशन, डीडीए शॉपिंग कॉम्प्लेक्स, नई दिल्ली- 110055.
6. नोटिस बोर्ड, ए.सी.सी. (आयात), नवीन सीमा शुल्क भवन, नई दिल्ली.


2/11/2022
उपायुक्त (तकनीकी)
एसीसी (आयात)

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