



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Date: 2nd August 2022

Category: Customs
Issued by: ICEGATE

Subject: Advisory for Anonymised Escalation Mechanism (AEM) for delayed Bill of Entry under Faceless Assessment

CBIC has enabled an Anonymized Escalation Mechanism for ICEGATE registered users where they can submit their grievance for delay in bill of entry clearance under faceless assessment. The grievance would be escalated anonymously to concerned assessment officers at relevant FAG Port (Faceless Assessment Group).

The Anonymised Escalation facility also enables users to track the status of the grievances submitted by them till the eventual resolution.

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.

The following step wise guide is made available for logging a grievance and tracking a previously logged grievance through Anonymised Escalation Mechanism available post login on ICEGATE.



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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. *Ab Last Updated : Jun 28, 2022

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Welcome To ICEGATE

You are logged in as: BRETTLEE250

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- 2. Select “Taxpayer’s Grievance Application” and then click on “Register BE (Bill of Entry) Grievance”.

Latest: 7 Commissioners / Commissioners of Customs Locations - ROFL. Scoll generation has been activated. For detailed advisory for the System Managers / Asst System Managers please Last Updated : Jun 28, 2022

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Welcome to ICEGATE Home

Welcome To ICEGATE

You are logged in as: BRETTLEE250

Register BE Grievance
Users can register a grievance for BE

Track BE Grievance
Users can track the status of Registered BE Grievance

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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 > *SANCHIT - For the Step-by-Step Procedure Guide for Electronic Document Upload, as per Circular 40/2017 - Cs. 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
CBC280610220819	26-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT

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Tracking previously logged grievance status

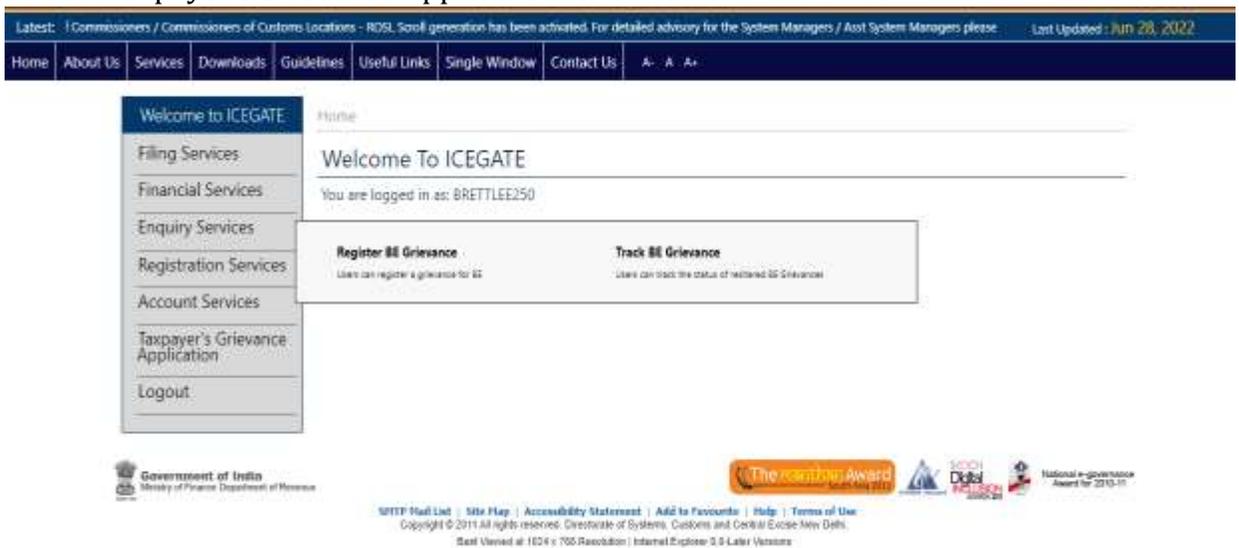
Status of the registered grievance can be tracked by providing ICEGATE ID and either of the following:

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

1. Login through ICEGATE user portal.



2. Select “Taxpayer’s Grievance Application” and then click on “Track BE Grievance”.





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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.

The screenshot shows the ICEGATE website interface. At the top, there is a navigation bar with links like Home, About Us, Services, Downloads, Guidelines, Useful Links, Single Window, and Contact Us. Below this is a 'Welcome to ICEGATE' sidebar with various service categories. The main content area is titled 'Track BE Grievance' and contains a 'Grievance Details' form. The 'Search Type' dropdown menu is open, showing 'Grievance Details' as the selected option, with 'BE Details' also visible. The 'Grievance No.' field is empty, and the 'Grievance Date' field is set to 'DD-MM-YYYY'. There are 'Search' and 'Reset' buttons at the bottom of the form. The footer includes the Government of India logo, 'The e-Sathi Award' logo, and various legal notices.

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

This screenshot is similar to the previous one, showing the 'Track BE Grievance' form. In this instance, the 'Grievance No.' field is filled with 'CBIC200620220819' and the 'Grievance Date' field is filled with '08-05-2022'. The 'Search' and 'Reset' buttons are still visible at the bottom of the form. The rest of the website layout, including the navigation bar and sidebar, remains the same.



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b. Grievance status shall be shown as below:

The screenshot shows the ICEGATE website interface. At the top, there is a navigation bar with links: Home, About Us, Services, Downloads, Guidelines, Useful Links, Single Window, Contact Us, and a font size selector. Below the navigation bar, the main content area is titled "Welcome to ICEGATE" and "Home > Track BE Grievance". A sidebar on the left contains a menu with options: Filing Services, Financial Services, Enquiry Services, Registration Services, Account Services, Taxpayer's Grievance Application, and Logout. The main content area displays "Grievance Details" with a table containing one row of data:

Grievance No.	Grievance Date	BE No.	BE Date	Port Code	Grievance Status	BE Status
CRICR000002020	28-06-2021	4478177	28-06-2021	INMAAA	OPEN	UNDER ASSIGNMENT

At the bottom of the page, there are logos for "Government of India" and "The Innovation Award", along with a footer containing copyright information and a disclaimer.

- 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

The screenshot shows the ICEGATE website interface for searching by Bill of Entry details. The navigation bar and sidebar are the same as in the previous screenshot. The main content area is titled "Home > Track BE Grievance" and "Track BE Grievance". A search form is displayed with the following fields:

- Search Type: BE Details (dropdown menu)
- BE Number: 4478177 (text input)
- Port Code: INMAAA (dropdown menu)
- BE Date: 28-06-2021 (calendar icon)

Below the search form, there are "Search" and "Reset" buttons. At the bottom of the page, there are logos for "Government of India" and "The Innovation Award", along with a footer containing copyright information and a disclaimer.



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b. Grievance status shall be shown as below

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC20032120819	28-06-2022	447057T	28-06-2021	INMMA1	OPEN	UNDER ASSESSMENT
CBIC2400212120798	24-06-2022	447057T	28-06-2021	INMMA1	CLOSED	ASSESSMENT COMPLETED

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