



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 delay in clearance would subsequently 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 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 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. *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”.

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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.

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Home > Register BE Grievance

Register BE Grievance

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

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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.

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Home > Register BE Grievance

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.



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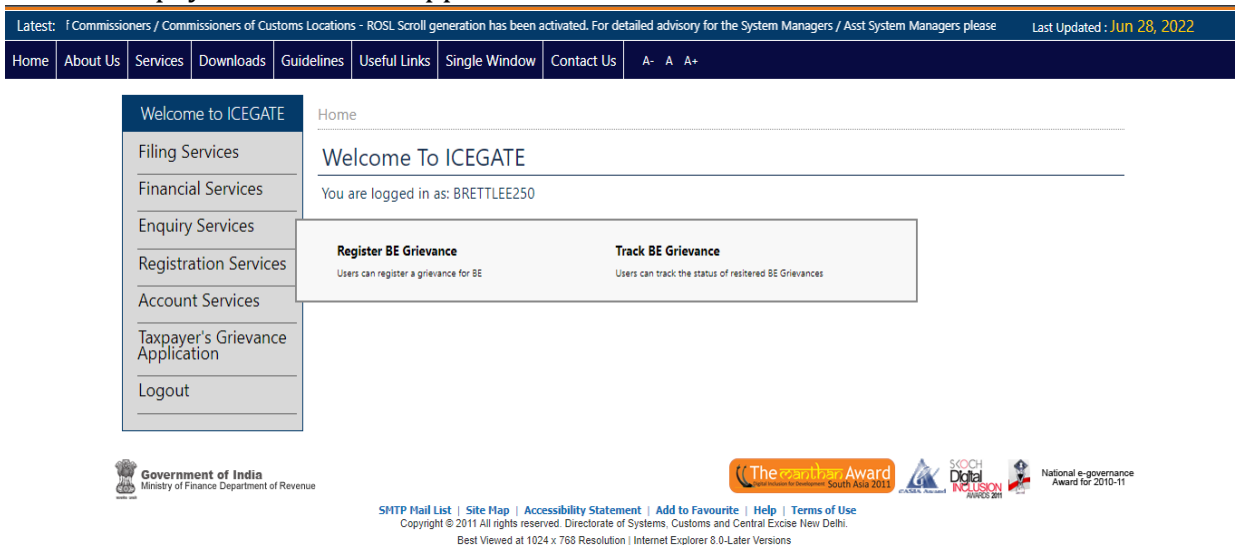
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2. Select “Taxpayer’s Grievance Application” and then click on “Track BE Grievance”.



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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. 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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Welcome to ICEGATE Home > Track BE Grievance

Track BE Grievance

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

Search 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: r 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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Track BE Grievance

Grievance Details	
Search Type	Grievance Details
Grievance No	CBIC280620220819
Grievance Date	08-06-2022

Search Reset

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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
CBIC280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT

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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 Details
BE Number	4470577
Port Code	INMAA1
BE Date	26-06-2021

Search Reset

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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 like 'Home', 'About Us', 'Services', etc. Below this, a 'Latest' section contains an attention message: '*Attention: ICEGATE common enquiry services are available at Home > Public Enquiries. For details'. The main content area is titled 'Home > Track BE Grievance' and displays a 'Grievance Details' table.

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CB/C280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT
CB/C240620220799	24-06-2022	4470577	26-06-2021	INMAA1	CLOSED	ASSESSMENT COMPLETED

At the bottom of the page, there are logos for 'The Southern Award', 'SICCH Digital INCLUSION AWARD 2021', and 'National e-governance Award for 2010-11'. There is also a footer with copyright information and a note: 'Best Viewed at 1024 x 768 Resolution | Internet Explorer 8.0-Later Versions'.

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