

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

Date: 2<sup>nd</sup> 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.



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

# Logging a grievance

1. Login through ICEGATE user portal.

Latest:	per BE and	by AEO imp	orters. For detail	s, please refer i	notification 80/2	017-Customs (N.T.)	*GSTIN wise S	hipping Bill er	nquiry module is available at IC	EGATE under login.	*Atti	Last Updated : JU	n 28, 2022
Home	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+					
		Welcon	ne to ICEGAT	E Hom	e								
		Filing S	ervices	We	lcome To	ICEGATE							
		Financi	al Services	You	are logged in a	as: BRETTLEE250							
		Enquiry	Services										
		Registra	ation Service	es									
		Accoun	t Services										
		Taxpaye Applica	er's Grievan tion	ce									
		Logout											
	L												
		Governm Ministry of F	nent of India inance Department of	f Revenue					(The canthan A	ward 🔬 🖁	och Igital Iclusion	National e-governar Award for 2010-1	ce
		and a second			SMTP Mail I Copyrigi	List   Site Map   Acc ht © 2011 All rights rese Best Viewed at 102	rved. Directorate of 24 x 768 Resolution	ent   Add to F Systems, Custo   Internet Explor	avourite   Help   Terms of Use ms and Central Excise New Delhi. rer 8.0-Later Versions		ANAKOS 2011		

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

Latest	f Commissio	oners / Comr	nissioners of Cu	stoms Location	s - ROSL Scroll g	eneration has been a	activated. For d	etailed advisory for t	he System Managers / Asst Syste	m Managers please	Last Updated : Jun 28	3, 2022
Home	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+				
Home	About Us	Services Welcon Filing S Financia Enquiry Registra Accoun Taxpaye Applica	Downloads ne to ICEGA ervices al Services Services ation Servic t Services r's Grievan tion	Guidelines FE Hom We You a es Re Use	Jelines     Useful Links     Single Window     Contact Us     A- A A+       Home							
		Governm Ministry of F	tent of India nance Department of	of Revenue	<mark>SMTP Mail I</mark> Copyrigi	L <b>ist   Site Map   Acc</b> tt © 2011 All rights rese Best Viewed at 102	sessibility Staten rved. Directorate c 44 x 768 Resolutio	nent   Add to Favour If Systems, Customs an n   Internet Explorer 8.0	(The countly an Award convoice of the convoice of the control Excise New Deni. Later Versions		National e-governance Award for 2010-11	



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

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

_atest:	e available	at Home > P	ublic Enquiries.	For details click	here . *eSAN	ICHIT :- For the Step	-by-Step Proced	ure Guide for Elec	tronic Docume	nt Upload, as per C	ircular 40/2017Cu	Last Updated : JUI	n 28, 2022
lome	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+					
		Welcom	ne to ICEGA	E Home	e >Register Bl	Grievance							
		Filing S	ervices	Reg	gister BE	Grievance							
		Financia	al Services			Grieva	nce Applicat	ion Details					
		Enquiry	Services			Issue Delay in E	E assessment		~	*			
		Registra	ation Servic	es	BE N	umber 4470577			ĵ	•			
		Accoun	t Services		Por	t Code INMAA1			5	k -			
		Тахрауе	er's Grievan	ce	В	E Date 26-06-202	1			*			
		Applica	tion	Su	bmit Reset								
		Logout											
		Governm Ministry of Fi	nent of India inance Department of	f Revenue						anthan Award		National e-governanc Award for 2010-11	æ
					SMTP Mail L Copyrigh	ist   Site Map   Acc nt©2011 All rights reser	essibility Statem ved. Directorate of	ent   Add to Favou Systems, Customs ar	rite   Help   T nd Central Excise	erms of Use New Delhi.			
						Best Viewed at 102	4 x 768 Resolution	Internet Explorer 8.0	-Later Versions				

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.

Н

atest:									*Attention: IC	CEGATE common enquiry se	ervices Last Updated : JL	ın 28, 2022
ome	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+				
		Welcon Filing S Financi. Enquiry Registra Accoun Taxpaye Applica Logout	ne to ICEGAI ervices al Services Services ation Services er's Grievance ion	E Hom Gri Bac Bac	e > Register Bi evance D Grievance No 200620220819	E Grievance etails Grievance D 28-06-2022	2)ate BE N 447057	Io         BE Date           7         26-06-2021           ent   Add to Favour         Add to Favour           Systems, Customs an         Systems, Customs and Systems, Subtoms and Systems, Systems, Systems, Subtoms and Systems, Systems, Subtoms and Systems, Systems, Subtoms and Systems, Systems, Systems, Systems, Subtoms and Systems, Systems, Systems, Systems, Subtoms and Systems,	Port Code INMAA1	Grievance Status OPEN	BE Status UNDER ASSESSMENT	nce 1
						Best Viewed at 102	4 x 768 Resolution	Internet Explorer 8.0-	Later Versions			



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

## **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

Latest: Home A

Lates Home

#### 1. Login through ICEGATE user portal.

per BE and	by AEO imp	orters. For detai	ls, please refer	notification 80/2	017-Customs (N.T.)	*GSTIN wise \$	Shipping Bi	Il enquiry module is availal	ble at ICEGATE u	ınder login.	*Attı	Last Updated : JU	n 28, 2022
bout Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A	A+					
	Welcon	ne to ICEGA	TE Hom	ie									
[	Filing S	ervices	We	elcome To	ICEGATE								
	Financia	al Services	You	are logged in a	s: BRETTLEE250								
	Enquiry	Services											
	Registra	ation Servic	es										
	Accoun	t Services											
	Taxpaye Applica	er's Grievan tion	ce										
	Logout												
L													
	Governm Ministry of F	ient of India inance Department of	of Revenue						ward South Asia 2011	<u>k</u>		National e-governan Award for 2010-11	æ
-				SMTP Mail I Copyrigi	ist   Site Map   Acc t © 2011 All rights rese	rved. Directorate o	f Systems, C	to Favourite   Help   Term ustoms and Central Excise Ner reforms 8.0.1 ater Versions	ns of Use w Delhi.		Annerso all		

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

: f Commissio	oners / Com	missioners of Cu	stoms Location	s - ROSL Scroll g	eneration has been	activated. For de	etailed advisory for the System	Managers / Asst System	Managers please	Last Updated : Jun 28, 2022
About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+			
	Welcon	ne to ICEGA	E Hom	e						
	Filing S	ervices	We	lcome To	ICEGATE					
	Financi	al Services	You a	are logged in	as: BRETTLEE250					
	Enquiry	/ Services				_			1	
	Registr	ation Servic	es Use	<b>gister BE Grieva</b> rs can register a griev	ance vance for BE	T U	rack BE Grievance sers can track the status of resitered BE	Grievances		
	Accour	t Services								
	Taxpayo Applica	er's Grievan tion	ce							
	Logout									
1	Governn Ministry of F	n <b>ent of India</b> inance Department o	f Revenue				((The	coanthan Award		National e-governance Award for 2010-11
				SMTP Mail Copyrig	List   Site Map   Acc ht © 2011 All rights rese Best Viewed at 102	essibility Staten rved. Directorate o 24 x 768 Resolution	nent   Add to Favourite   Help f Systems, Customs and Central Ex n   Internet Explorer 8.0-Later Versio	Terms of Use ccise New Delhi. nns		



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

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:		*Attentio	n: Icegate com	mon enquiry se	rvices are availat	ole at Home > Publ	ic Enquiries. For a	details click here .	*eSANCHIT :- For the Step-b	y-Step Procedure Guic	Last Updated : JUN 28, 2022
Home	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+			
		Welcon	ne to ICEGA	E Hom	e ≻ Irack BE G	rievance					
		Filing S	ervices	Tra	ck BE Gri	evance					
		Financi	al Services				Grievance D	etails			
		Fnquiry	Services		S	earch Type Gri	ievance Details		*		
		Registra	ation Servic	es	G	rievance No Gr	Details ievance Details		*		
		Accoun	t Services		Gri	evance Date	-MM-YYYY		*		
		Taxpaye Applica	er's Grievan tion	ce Se	arch Reset						
		Logout									
	l										
		Governm Ministry of F	ent of India Inance Department of	f Revenue					CThe canthan Awar		National e-governance Award for 2010-11
					SMTP Mail L Copyright	ist   Site Map   Ac it © 2011 All rights res	cessibility Statem erved Directorate of	t Systems, Customs ar	rite   Help   Terms of Use ad Central Excise New Delhi		
						Bost Viewed at 10	24 x 768 Resolution	n   Internet Explorer 8.0	)-Later Versions		

i. Search by Grievance details:

Н

a. Select Type as Grievance Details and enter Grievance Number and Grievance date and click on Submit

atest:	r drawback purposes. *IPR APPLICATION			ON IS UNDER	MAINTENANCE /	RENOVATION, V	WILL BE REVIVED SH	ortly. *	Attention:All Air (	Cargo Custodians: A	new field 'Segregatio	Last Updated : Jun 28, 2
ome	About Us	Services	Downloads	Guidelines	Useful Links	Single Wind	ow Contact Us	A- A A	+			
		Welcon	ne to ICEGA	TE Hon	ne >Track BE G	rievance						
		Filing S	ervices	Tra	ack BE Gri	evance						
		Financi	al Services				Grievance D	etails				
		Enquiry	Services		S	earch Type	Grievance Details			*		
		Registra	ation Servic	es	G	rievance No	CBIC280620220819	)		×		
		Accoun	t Services		Gri	evance Date	28-06-2022			*		
		Taxpaye Applica	er's Grievan tion	ce	earch Reset							
		Logout										
	L											
		Governn Ministry of F	nent of India inance Department of	f Revenue					(The optimized in the o	coanthan Awar South Asia 20		National e-governance Award for 2010-11
					SMTP Mail I Copyrigi	ist   Site Map   ht © 2011 All rights Best Viewed a	Accessibility Staten reserved. Directorate o t 1024 x 768 Resolution	ent   Add to f Systems, Cust n   Internet Explo	Favourite   Help loms and Central Ex orer 8.0-Later Versio	Terms of Use ccise New Delhi. ons		



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

b. Grievance status shall be shown as below:

Latest:										*Attention: ICEGATE com	imon ( Last Updated : Ju	n 28, 2022	
Home	About Us	Services	Downloads	Guideline	s Useful Links	Single Window	Contact Us	A- A A+					
		Welcome Filing Se	e to ICEGAT rvices	E Ho	me >Track BE G	rievance etails							
		Financial	Services		Grievance No	Grievance D	ate BEN	lo BE Date	Port Code	Grievance Status	BE Status		
		Enquiry	Services	CB	C280620220819	28-06-2022	447057	7 26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT		
		Registrat	tion Service	95									
		Account Services											
		Taxpayer Applicati	's Grievan ion	e									
		Logout											
	l												
Government of India Ministy of France Department of Revenue SMITP Mail List   Site Hap   Accessibility Statement   Add to Favourte   Heip   Terms of Use Copyright © 2011 All ngits reserved. Direct/orate of Systems, Customs and Central Excise New Webk. Best Verwel at 1024 x 768 Resolution   Internet Explore 8.0-Later Versions												.ce I	

- 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

Latest:	mmon enq	uiry services	are available at	Home > Publ	ic Enquiries. For d	etails click here .	*eSANCHIT :- Fe	or the Step-by-Step	Procedure Guide for Elect	ronic Document Upload, a	Last Updated : Jun 28, 2022
Home	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+			
		Welcon	ne to ICEGA	E Hon	ne >Track BE G	rievance					
		Filing S	ervices	Tra	ack BE Gri	evance					
		Financi									
		Enquiry	Services		Sea	rch Type BE De	etails		<b>v</b> *		
		Registra	ation Servic	es	BI	Number 44705	77		*		
		Accourt	t Services		I	Port Code INMA	A1		×		
		Taxpayo Applica	er's Grievan tion	ce s	earch Reset	BE Date 26-06-	-2021		*		
		Logout									
		Governn Ministry of F	nent of India inance Department of	f Revenue					Unte canthan Av		National e-governance Award for 2010-11
					SMTP Mail I Copyrigi	.ist   Site Map   Ac nt © 2011 All rights rese	cessibility Statem erved. Directorate of	ent   Add to Favou Systems, Customs ar	rite   Help   Terms of Use nd Central Excise New Delhi.		
						Best Viewed at 10	24 x 768 Resolution	Internet Explorer 8.0	-Later Versions		



CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

b. Grievance status shall be shown as below

S Spa	rsh – The Info:	iy 💮 🏌	InfyMeWeb	💠 Log in - Jin	a 🧕 preprod	👿 Inbox 💩 Log	in SIT 🕤 New	Tab 💩 Login	UAT 😔 Home	Lex 🔽 Your work - Bitt	oucket 📋 Service Manager: L	
Latest:						*Attention: ICE	GATE common e	nquiry services a	re available at Ho	me > Public Enquiries. Fo	r details clic Last Updated : J	un 28, 202
Home	About Us	Services	Downloads	Guidelines	Useful Links	Single Window	Contact Us	A- A A+				
		Welcom Filing S	ne to ICEGA ervices	TE Hom	e >Track BE G	rievance						
		Financia	al Services		Grievance No	Grievance Dat	te BE No	BE Date	Port Code	Grievance Status	BE Status	
		Enquiry	Services	CBIC2	80620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN CLOSED	UNDER ASSESSMENT	-
		Registra	ation Servic	es	40020220735	24-00-2022	410311	20.00.2021	1000001	00050	ASSESSMENT COMPLETED	
		Accoun	t Services									
		Taxpaye Applica	er's Grievan tion	ce								
		Logout										
Sovernment of India Ministry of France Oppartment of Revenue											ance 11	
	SHTP Phall List   Site Map   Accessibility Statement   Add to Favourite   Help   Terms of Use Copyright 201141 hights reserved. Directorate of Systems, Customs and Central Excisite New Dehi. 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 <u>icegatehelpdesk@icegate.gov.in</u> or <u>1800-3010-1000</u>