



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

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Date: 4<sup>th</sup> August 2022

Category: Customs  
Issued by: ICEGATE

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

CBIC has enabled an Anonymized Escalation Mechanism through ICEGATE Helpdesk, where ICEGATE registered users 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.

**Steps to be followed for logging grievance through ICEGATE Helpdesk**

ICEGATE registered users are required to contact the ICEGATE Helpdesk team on the toll free number **1800-3010-1000** to avail the functionality of Anonymised Escalation Mechanism under Faceless Assessment.

1. Log a grievance:

Users can log a grievance for delayed clearance after 24 hours of filing the Bill of Entry. Users would be required to provide the following details to the Helpdesk agent:

- ICEGATE ID
- Bill of Entry number
- Bill of Entry date
- Port code

The grievance shall be submitted by the Helpdesk agent and a grievance number shall be provided to the user for future reference.

2. Track the grievance status:

Users can track the status of the registered grievance by providing their ICEGATE ID and either of the following:



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

**Note: The Anonymised Escalation Mechanism facility has also been made available post login on ICEGATE portal itself.**

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