

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

Category : Customs (Registration FAQs ICEGATE_{2.0})

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Scope of the FAQ and User Manual.

This FAQ cum Manual is prepared to help users in filing registration application in the ICEGATE_{2.0} Portal.

1. What is ICEGATE Registration?

ICEGATE (Indian Customs Electronic Data Interchange (EDI) Gateway) is the Indian Customs National Trade (e-commerce) Portal, which is developed as a single window for any Customs/ Import Export tax and allied issues. A registration with ICEGATE or having an ICEGATE ID facilitates businesses for almost all activities pertaining to imports-exports.

2. Who are to/can have an ICEGATE Registration?

- i. Airlines
- ii. Authorized Terminal Operator (ATO)
- iii. Console Agent
- iv. Customs Broker (CHA)
- v. Custodian
- vi. E-Seal Vendor
- vii. Participating Government Agencies (PGA)
- viii. Non-IEC Holder/ UIN Holder
- ix. Freight Forwarder
- x. Importer/ Exporter
- xi. Non-Vessel Owning Common Carrier (NVOCC)
- xii. Shipping line
- xiii. Shipping Agent
- xiv. Container Train Operator (CTO)
- xv. Express Cargo Clearance System (ECCS) – (for Courier Services)
- xvi. Special Economic Zones (SEZ) Entity

3. Why should one obtain an ICEGATE Registration?

ICEGATE registration is a pre-requisite for filing of all customs related documents (bill of entry, shipping bills et al.) online.

Any person/entity, on registering with ICEGATE, would be provided with an ICEGATE ID for all future online interactions.

4. What are the advantages of an ICEGATE registration?

Registering with ICEGATE would provide a customer with a bunch of advantages namely:

- a) On registering with ICEGATE, the customer would be provided with an ICEGATE ID with the help of which documents can be filed online.
- b) Jobs filed online can be tracked on the document tracking system.
- c) Positive or negative acknowledgement along with SB & BE numbers of the jobs filed will be sent on the customer's registered email ID provided during registration.

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d) Facilitates payment of Customs duty, cess etc. online.

5. How to apply for an ICEGATE Registration?

Registering on ICEGATE is a simple process:

- a. Log on to www.icegate.gov.in and click on the 'Register Now' tab on the home page,
or
- b. Log on to www.icegate.gov.in and follow the path **Services - >Registration->**

For Registration on ICEGATE and fill up the registration form by entering all the details in the required fields.

For further help all users are requested to refer to the advisory issued pertaining to the registration process.

6. What are the pre-requisites for registration on ICEGATE?

The pre-requisites for registration on ICEGATE are the following:

- a. The applicant's Email ID must be registered with ICEGATE/ GSTN (and DGFT in case of Importers/Exporters)
- b. The applicant's Mobile Number must be registered with GSTN (and DGFT in case of Importers/Exporters)
- c. The name entered in the registration form must match the name on PAN.

7. Is there a need to submit hard copies of any documents?

No. The new registration process is paperless.

8. If a person doesn't have a DSC or an Aadhaar Card, can he print the registration application and submit the duly signed hard copies via speed post or in person?

No paper based application will be accepted for ICEGATE registration. It is mandatory for the applicant to obtain a DSC and an Aadhaar card for validation.

9. Is there any prescribed format for documents/photographs that need to be uploaded when applying for a new registration for ICEGATE?

Yes, all documents that are uploaded must be scanned in colour and in JPG/ PDF format. The file size must be less than 1500 KB.

10. If document/ photograph is not in the prescribed format. What to do?

User applicants may use online tools available on the internet to convert the document/photograph into the prescribed format.

11. If document/ photograph exceeds the permitted file size. What to do?

User applicants may use online tools available on the internet to reduce the file size for a document/photograph.

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12. Is there any verification while filing the new registration application?

Yes, One Time Passwords (OTP) will be sent on the applicant's mobile number as well as the e-mail ID selected for the purpose of registration.

13. Is there a provision to save a new ICEGATE registration application?

Yes, after filling in the details the user can save the application using the tab "Save as Draft". The system will generate a 'Reference Number' that can be used for accessing the draft in future.

14. For how long can one access a previously saved registration application?

Reference ID generated during the process is valid for 15 days. User will have to complete the registration process i.e., submit the registration form within the said expiry period. Failing to do so will result in deletion of the Reference ID from records and user will have to re-initiate the process from the beginning.

15. How to track the status of a registration application?

Presently once the application is submitted no access is given to verify the status of the application. Applicant has to call/mail the IEGATE helpdesk for any queries.

16. How much time will it take for an application to be processed?

On successful submission of an application, processing of the application would be completed in 3-4 working days. Once the application is approved, ICEGATE User ID and Password would be sent on the registered e-mail ID. But, due to any reason if the application is rejected, the reasons for the rejection of the application would also be informed via the registered email ID.

Please note that unlike earlier practice, ICEGATE ID will be provided only after approval of the registration from CBIC.

17. Application for ICEGATE Registration is still pending approval after 3-4 working days.

What should be done?

Officers occasionally require additional verification to process the IDs. Validating the documents submitted might take a little bit longer than the mentioned timeframe. However in case of undue delay, user applicant may contact the ICEGATE Helpdesk @1800-3010-1000 or mail to icegatehelpdesk@icegate.gov.in.

18. Can the assessing officer reject a registration application?

Yes, an ICEGATE registration application can be rejected in the following scenarios:

- (i) Copy of DGFT (or other) License is not clear/ proper, or not self-attested/ stamped.
- (ii) Authorisation letter/ BoM resolution (not applicable to proprietary or partnership firms) is not clear/ proper, not in prescribed format, not accepted/ stamped/ self-attested etc.

(Other points get validated at the time of application.)

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19. Is there any provision to directly register on ICEGATE by sending mail on registration@icegate.gov.in?

No. The steps as enumerated in the Answer to Question 4 should strictly be followed for the process of registration.

20. What is to be done if and when access is not available to the registered email address?

In this case, the applicant must deactivate their existing ICEGATE ID and register again to receive a new ICEGATE ID, Username and Password.

21. What is to be done on getting the error – “Please check your credentials”.

Kindly double-check the entered details. If the details are correct and the issue persists, please contact helpdesk for assistance. The helpdesk contact number is 1800-3010-1000 and the mail id is icegatehelpdesk@icegate.gov.in.