भारत सरकार/**GOVERNMENT OF INDIA**

आयुक्तकाकार्यालय, सीमा शुल्क) निवारक (आयुक्तालय, भुवनेश्वर

OFFICE OF THE COMMISSIONER OF CUSTOMS (PREV.) COMMISSIONERATE, BHUBANESWAR

केंद्रीय राजस्व भवन) जीएसटी भवन (, राजस्व विहार, भुवनेश्वर – 751007, ओड़िशा.

C. R. BUILDING (GST BHAWAN), RAJASWA VIHAR, BHUBANESWAR – 751007, ODISHA

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PUBLIC NOTICE NO. 07/2022

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

Attention of the Importers, Customs Brokers and all other stakeholders is invited to the ICES Advisory dated 02.08.2022 and consequent ICES advisory dated 04.08.2022 regarding "Advisory for Anonymised Escalation Mechanism (AEM) for delayed Bill of Entry under Faceless Assessment"

2.   CBIC has enabled an Anonymized Escalation Mechanism for ICEGATE registered users where they can submit their grievances for any delay in clearance of Bill of Entry under faceless assessment. Upon receipt of such grievances, the same will be escalated anonymously to the concerned assessment officer at the relevant FAG (Faceless Assessment Group)port.

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

4.   A grievance can be logged for delay in assessment of a Bill of Entry if:

a.   The Bill of Entry has been pending for 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.

5.   Steps to be followed for logging a grievance.

I.   Log in to ICEGATE Helpdesk

II.   Log a grievance:

Users can register 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

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

IV. Track the grievance status:

Users can track the status of the registered grievance by providing their ICEGATE ID and either of the following:
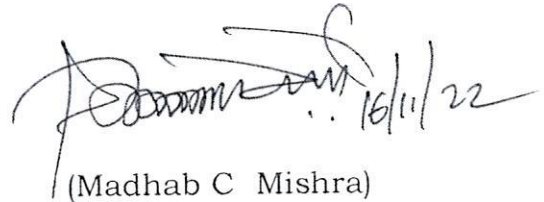- Bill of Entry details, including Bill of Entry number, Bill of Entry date and Port code
- Grievance number

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

6. Detailed screenshots for filing and tracking of Grievance through Anonymized Escalation Mechanism (AEM) are enclosed as Annexure-A.

7. For any further queries or help, ICEGATE Helpdesk Team can be contacted on icegatehelpdesk@icegate.gov.in or 1800-3010-1000

Encl: As Above

(Madhab C Mishra)
Commissioner of Customs
Customs (P) Commissionerate, Bhubaneswar

C. No VIII (09)01/CUS(P)/Tech-PN/2020 / 4788   Date: 17.11.2022

Copy To:
1. The Chief Commissioner of Customs, Customs (P) Commissionerate, Bhubaneswar.
2. The PA to Commissioner of Customs, Customs (P) Commissionerate, Bhubaneswar
3. All Additional/Joint Commissioners of Customs, FAG, Customs (P) Commissionerate, Bhubaneswar.
4. All Asst. /Deputy Commissioners of Customs, FAG, Customs (P) Commissionerate, Bhubaneswar.
5. Dy./Asst. Commissioner of Customs, Computer Cell, Customs (P) Commissionerate, Bhubaneswar, for uploading on departmental website.

6.   Hindi Cell - with a request to translate this P.N. into Hindi.
7.   Notice Board.
8.   Guard File.

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Logging a grievance

1. Login through ICEGATE user portal.

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

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

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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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.

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

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b. Grievance status shall be shown as below:

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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b. Grievance status shall be shown as below

For any further queries or help kindly contact ICEGATE Helpdesk Team on icegatehelpdesk@icegate.gov.in or 1800-3010-1000