



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, ओडिशा.

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STANDING ORDER NO. 03/2022

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

Attention of all the concerned Officers is invited to the ICES Advisory No. 12/2022 dated 09.08.2022 regarding "Anonymised Escalation Mechanism (AEM) under Faceless Assessment".

2. Further, reference is invited to Board Circular No. 14/2021 dated July 7th, 2021 regarding measures under Faceless Assessment for expediting Customs clearance.

3. In pursuance of the above Circular, an Anonymized Escalation Mechanism (AEM) has been operationalized in ICEGATE wherein an importer or a Customs Broker (CB) can raise a grievance in case of delay in assessment of a Bill of Entry, for escalating the same to the concerned Faceless Assessment Group, while maintaining anonymity of the officer and the location where the B/E is pending for assessment. In this regard, detailed Advisory has been issued and uploaded on the ICEGATE website outlining step by step process for registration of grievances by the importers/CBs. The tickets raised will be routed to the Customs officers having VDN and ADN roles in ICES for monitoring and follow up. The Additional Commissioner (System) is designated as the nodal officer in the Commissionerate for monitoring the Anonymised Escalation tickets under Faceless Assessment.

4. The flow of a particular grievance ticket in ICES will be as follows -

a. Once the grievance is registered successfully at ICEGATE, the grievance ticket details will be available anonymously to the concerned officer where the Bill of Entry is pending for assessment. In case the Bill of Entry is pending for assessment at FAG port, the grievance ticket details will be available with the officer having VDN role in ICES for the particular Group at the concerned FAG port. Similarly, in case the Bill of Entry is pending for assessment at port of import, the grievance ticket details will be available with the officer having ADN

role in ICES at the port of import.

b. In case a Bill of Entry is pending for assessment at FAG port and the grievance ticket is raised in the meanwhile, the grievance ticket details will be available with the VDN officer at FAG port. If the B/E is pushed to port of import or recalled by the port of import, the corresponding grievance ticket will get transferred from VDN role at FAG port to the ADN role at the port of import.

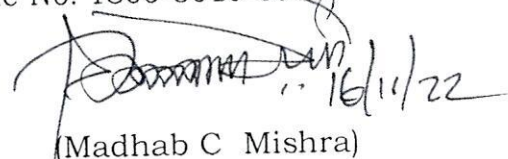
c. Therefore, the grievance ticket will flow with the Bill of Entry, if it is transferred. Therefore, at any given point in time, the VDN and ADN officers may monitor the pending grievances for action by the respective assessing officers

5. For effective monitoring and follow up of AEM tickets by the VDN or ADN role, as the case may be, option to view and see status of the particular Bill of Entry has been provided to the officers in their screen for ready reference. Once the assessment is completed, the grievance ticket will be closed in System and will be removed from the screen of the officer. Further, the importer or the Customs broker will get the status of grievance ticket as Closed under ICEGATE grievance dashboard.

6. Detailed screenshots for Anonymized Escalation Mechanism (AEM) View under VDN and ADN roles in ICES are enclosed as Annexure-1 to this Standing Order.

7. Officers facing any difficulties or issues may email to saksham.seva@icegate.gov.in or contact at phone No. 1800-3010-1000

Encl: As Above


(Madhab C Mishra)

Commissioner of Customs
Customs (P) Commissionerate, Bhubaneswar

F. No VIII (09)01/CUS(P)/Tech-PN/BBSR/2020 / 4803

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.

Supdt (S.S.)

Q
18/11

Anandha, P. S.

Q
21/11/22



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Annexure-1

- I. On login with the VDN role in ICES, the following screen is displayed in the main menu. Officer can see the grievance ticket details using the option "AEM Grievance View".

The screenshot displays the main menu of the Indian Customs EDI System. At the top, it says "Indian Customs EDI System" and "Chennai Port Chennai (INMAAI)". The user is logged in as "Welcome INMAAI_SYSTEM_MANAGER". The profile section shows "Present Role: TOP VIRTUAL ASSESSMENT ADMIN" and "VDN". The activity menu lists the following options:

- 1. Return BE for Local Assessment
- 2. Relieve, Reallocate
- 3. Permission Approval
- 4. View BE for FAG
- 5. AEM Grievance View
- 6. Reports
- 7. Change Role
- 8. Exit From ICES

At the bottom right, it says "Designed & Developed By:" followed by a logo for "INMAAI SYSTEMS". The bottom status bar shows "Record 1/1".



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- III. Further on clicking on the View/BE Status button, officer can check the View Bill of Entry details/BE Status for further monitoring and follow up with the assessing officers at that site.

BE of Entry Details
20000123 (Continued)

Indian Customs EDI System Development - Imports
Channel Port Chennai

08:57:31 pm
V2.0.0.1

Enquiry

Job No / DT	13116 / 09-06-2022	CC & Type	N / SI	BE No	1004436 / 09-06-2022
Importer	SEZ BENS LTD-OTED	Sub Mode	Service Center		
CHA	SELF	Appr/Cpy	SA Digitally Signed	N	

(Processing Status)

Appraising	20000123 / 09-06-2022	First Check	No	Green Chan	Y
Andit		Query (Character)	No	Y	No
Ass. Comm.	For Adv. Reason	Query (Draft stage)	No	Y	No
Ass. Value	10,500.00	Payment Method/Transaction		Break	
Total Duty	2,147.00	Final Paid			
Challan No.		Payment Status Code			

(Advances)

BE in Adv. Comm. Section (BE Proceed)

Shift + Tab = Previous Item Print Print PDF Print HTML Print XML Print CSV Print JSON Print

Record: 1/1

BE Management

20000123 09-06-2022 Indian Customs EDI System Development - Imports Channel Port Chennai 08:57:40 pm V2.0.0.1

View BE

Entry BE No	1004436	Date	09-06-2022	CC	N	Type	R	AG	SA	Quoted	N	ACTIVE
Importer	SEZ BENS LIMITED									First Chk	N	Digitally Signed
CHA Name	FILED BY BE-HD-SELF									Payment Method	Transaction	
BE	01407000	Country of Origin	SG	KRI	N	WBE No						
CHA	SEZ BENS LIMITED	Country of Cons.	SG	Gen	P	WBE Date						
Sender	Service Center	Print BE	Advances BE	Dep. Del.		WBE Part						
Invoice Value (R)	10500	Port of Ship	SGSN	Sec. Ab	N	SEZS Lead Rate						
Assess. Value (R)	10500	No. of Invoices	1	RSS	N	SEZS Lead Amt						
Total Duty (R)	2147	No. of Items	1	Misc Lead Rate								
Green Weight	100	RCS No of PGMs	1	Green Channel	N	Misc Lead Amt						

Appraising: 09-06-2022 20000123 Issued Date: Out of Charge: Assessment: Final

Andit: Assessment Date: Assess: Assess Collected: Payment Date: WBE Date: Amount

Ass. Comm: No of Challans: Challan No: Short Paid: Adjusted: S/Certified CD

PCCV: IBE Amt to be Deposited: YBond Duty PG Interest: S/Certified CD

AO (Final): Final Assessment No.: Final Amt. Date: Final

ACDC (Final): Final



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- IV. Similarly, under ADN role in ICES, "AEM Grievance View" option is available. Other subsequent options remain same as under VDN role in previous screenshots.

Indian Customs EDI System
Chennai Port Chennai (DNMAAI)

28/06/2022 00:07:09 pm

Welcome DNMAAI_SYSTEM_MANAGER

Profile :
Present Role : IMP-SYSTEMS ADMINISTRATOR ADN

Activity Menu :

1 Document Status	16 Section 48 Queue Status	31 Reports
2 Group Management (Imports)	17 BE Movement	32 Change Role
3 View BE	18 View Directories	33 Exit From ICES
4 Cancel OOC	19 Holiday Management	
5 Delete BE	20 Re-allocate PCA BE	
6 User CFS/Airt Line Mapping	21 Allow OOC for Stop OOC/Suspend BE	
7 Activate BE	22 Send E-Challan to Bank	
8 Activate All BEs of an Officer	23 Update Exchange rate for OLD BEs	
9 De-activate BE	24 Send E-Challan to Bank	
10 Change Appraising Group of BE	25 DPD Management	
11 Change Priority/Reallocate	26 Send Unreplied Queries to Importer I	
12 Group-Officer Relationship	27 CFS/Custodian Officer Relationship	
13 Reallocate Amendments	28 Recall VA-BE for Local Assessment	
14 BE Queue Status	29 SCMTN Status	
15 Amendment Queue Status	30 AEM Grievance View	

Designed & Developed By :
NIC

Record 1/1