



Central Board of Indirect Taxes and Customs

CUSTOMS EASE OF DOING BUSINESS COMPENDIUM

DECEMBER 2022

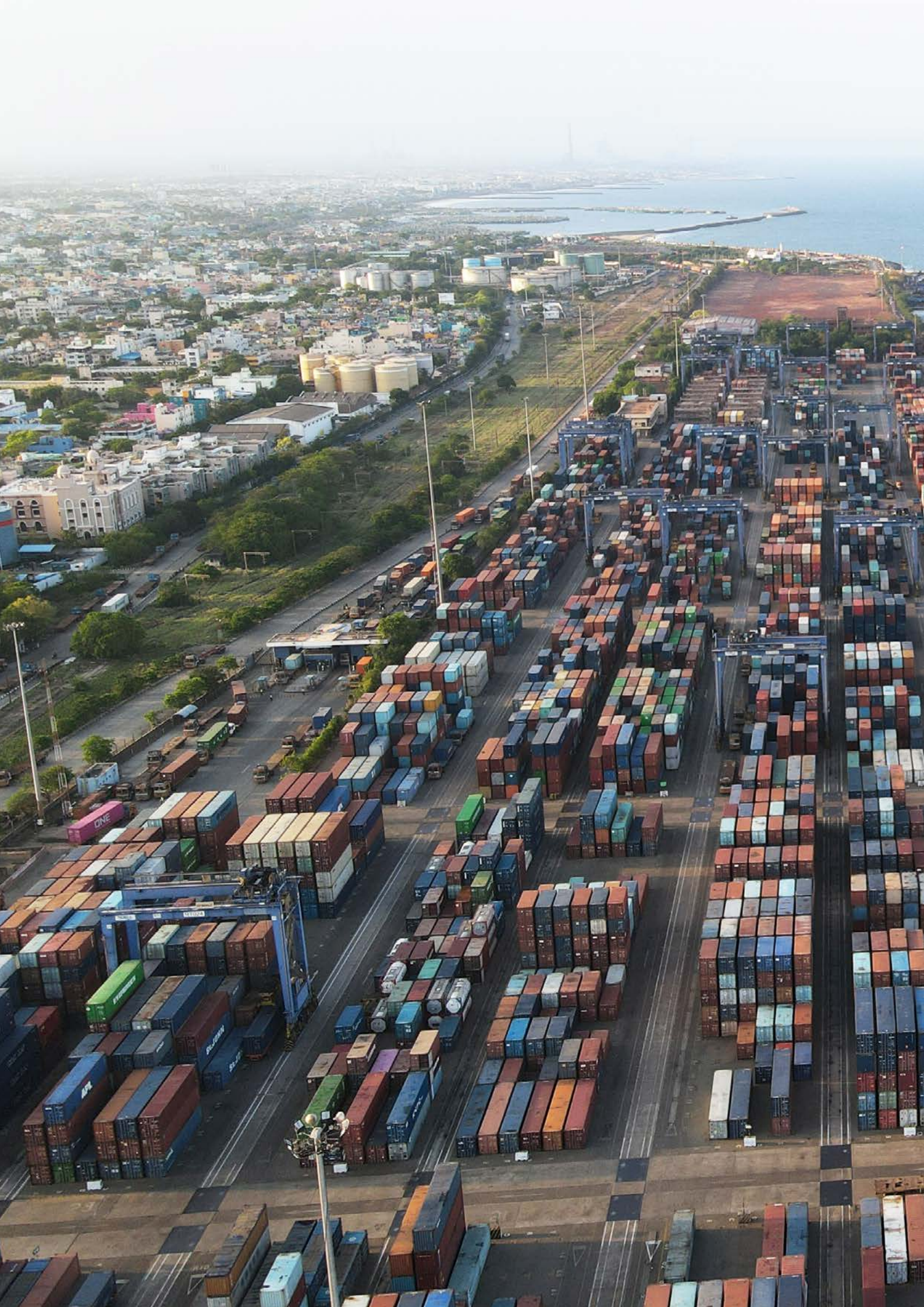


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Abbreviation

Abbreviation	Full Form
ACC	Air-Cargo Complex
AEM	Anonymised Escalation Mechanism
AEO	Authorized Economic Operator
AQCS	Animal Quarantine Certification Services
BoE	Bill of Entry
BWC	Body Worn Camera
CAS	Customs Automated System
CB	Customs Broker
CBIC	Central Board of Indirect Taxes and Customs
CBLMS	Customs Broker License Management System
CCV	Customs Compliance Verification
CCFC	Customs Clearance Facilitation Committee
CDSCO	Central Drug Standards and Control Organization
CFS	Container Freight Station
CHA	Customs House Agent
CIP	Compliance Information Portal
CONCOR	Container Corporation of India
COVID 19	Coronavirus Disease 2019
CPP	Centralized Parking Plaza
CRCL	Central Revenues Control Laboratory
CSB	Courier Shipping Bills
DIC	Directorate of International Customs
DPD	Direct Port Delivery
DPE	Direct Port Entry
DTA	Domestic Tariff Area
ECCS	Express Cargo Clearance System
ECTS	Electronic Cargo Tracking System
EDI	Electronic Data Interchange
EGM	Export General Manifest
EOUs	Export-Oriented Units
EPD	Export Promotion Division
eSANCHIT	Electronic Storage and Computerized Handling of Indirect Tax Documents
EXIM	Export Import
FAG	Faceless Assessment Group
FPO	Foreign Post Office
FoS	Framework of Standards
FSSAI	Food Safety and Standards Authority of India
FTA	Free Trade Agreement

Abbreviation	Full Form
ICD	Inland Container Depot
ICES	Indian Customs EDI Systems
ICEGATE	Indian Customs Electronic Commerce/Electronic Data interchange
ICP	Integrated Check Posts
ICT	International Courier Terminal
IGM	Import General Manifest
IGCR	Import of Goods at Concessional Rate of Duty
IGCRS	Import of Goods at Concessional Rate of Duty or for Specified End Use
IGST	Integrated Goods and Services Tax
JNPT	Jawaharlal Nehru Port Trust
JNCH	Jawaharlal Nehru Customs House
LCS	Land Customs Stations
LEO	Let Export Order
LUT	Letter of Undertaking
MOT	Merchant Over Time
MRA	Mutual Recognition Agreement
NABL	National Accreditation Board for Testing and Calibration Laboratories
NOC	No Objection Certificate
OOC	Out of Charge
OTP	One Time Password
PBE	Postal Bill of Export
PCA	Post Clearance Audit
PGA	Partner Government Agencies
PPE	Personal Protective Equipment
PPP	Public Private Partnership
PQIS	Plant Quarantine Inspection Services
PTFC	Permanent Trade Facilitation Committee
RMS	Risk Management System
SCMTR	Sea Cargo Manifest and Transshipment Regulations
SIIB	Special Intelligence and Investigation Branch
SMP	Syama Prasad Mookerjee Port
SOP	System Operating Procedure
STPI	Software Technology Park of India
SWIFT	Single Window Interface for Facilitating trade
TC	Textile Committee
TFA	Trade Facilitation Agreement
TRS	Time Release Study
TSK	Turant Suvidha Kendra
USAID	United States Agency for International Development
WCCB	Wildlife Crime Control Bureau
WCO	World Customs Organization
WTO	World Trade Organization

“

The Government has worked towards initiatives like paperless EXIM trade process through e-sanchit, faceless assessment for customs, provisions for e-way bills, FASTag etc. that have greatly increased the efficiency of the logistics sector.

”



Shri Narendra Modi
Hon'ble Prime Minister of India

Launch of National Logistics Policy
on 17th September 2022



“

Customs administration has reinvented itself over the years through liberalised procedures and infusion of technology. Faceless Customs has been fully established. Customs' reforms have played a very vital role in domestic capacity creation, providing level playing field to our MSMEs, easing the raw material supply side constraints, enhancing ease of doing business and being an enabler to other policy initiatives such as PLIs and Phased Manufacturing Plans.”

Smt. Nirmala Sitharaman
Hon'ble Finance Minister of India

Budget Speech, 2022





Foreword

Sixty years ago, several Customs statutes and related provisions were consolidated into a single piece of compact legislation known as the Customs Act, 1962. As India traversed through its post-independence history, this piece of legislation and the allied body of rules and regulations continued to adapt to keep pace with the evolving economic situation. The Customs Act, as it stands today, is an organic document, that mirrors the three cornerstones of Customs work: revenue collection, border control and trade facilitation.

The simplification of Customs procedures to ease supply chain logistics and reduce transaction costs without compromising on compliance levels is the latest hallmark of a good Customs administration. Indian Customs has been at the forefront of embracing this mantra in both letter and spirit.

The Customs Ease of Doing Business Compendium 2022 is a compilation of the key Customs reforms implemented by the Central Board of Indirect Taxes and Customs (CBIC). It endeavors to provide our trade partners, engaged in the import and export of goods as well as the general reader, a glance at the progress made by Customs in the realm of trade facilitation. The reforms highlighted in the compendium have been categorized under three heads namely: regulatory, technology and infrastructure. The compendium also contains reference to various best practices adopted by our local field formations to enhance the Ease of Doing Business.

A word about CBIC's broad approach in designing these reforms: we have looked at the entire 'life-cycle' of cargo clearance from filing of import/export declarations or manifest to Customs clearance to identify appropriate interventions such as advance filing, pre-arrival processing, Single Window, Direct Port Delivery and Direct Port Entry, Integrated Declarations and electronic submission of mandatory documents as also Repository of Licenses, Permits, Controls and Orders (e-Sanchit). Use of risk management techniques is an integral part of our strategy. Apart from full facilitation of risk-free cargo, the intensity of controls is determined based on segmentation of importers by their risk profile so that accredited/ compliant clients such as Authorised Economic Operators (AEOs) are facilitated. Efforts have been made to shift controls from the clearance to post clearance stage (Post Clearance Audit).

Besides, CBIC has been following a "Whole of Government" and "Coordinated Border Management" approach where all regulatory agencies and cargo handling entities including shipping lines, terminals, custodians, Customs brokers etc. involved in the clearance of cargo work in concert to achieve measurable outcomes. CBIC also measures outcomes of these efforts through the annual National Time Release Study and publishes the results thereof, so that we can foster a healthy tradition of competing with ourselves to improve upon our performance.

A robust three-tiered architecture for making trade facilitation an ongoing initiative has been established with the formation of National Committee on Trade Facilitation (NCTF), Customs Clearance Facilitation Committees (CCFC) at the zonal level and Permanent Trade Facilitation Committees (PTFC) in Customs Houses. All Government, private and stakeholder representatives are members of this consultative process.

In order to infuse efficiency, speed and transparency in our core business processes, we have deployed IT tools and analytics under the 'Turant' Customs program comprising three pillars of contactless, paperless and faceless Customs. These are only some, among a multitude of other measures that have contributed significantly to reduction in release time. For bringing these reforms to fruition, concomitant changes have also been carried out in the Customs Act, at regular intervals.

Going forward, it would be our mission to undertake next generation trade facilitation reforms under the ambit of 'TFA Plus' commitments, to further reduce the cost and time involved in our exim supply chains through technological advancement, infrastructure development and regulatory interventions. This Compendium would be updated regularly to cover these changes.

VIVEK JOHRI
CHAIRMAN, CBIC

01 Overview

Background

The Year 2022 marks 60 years of enactment of Customs Act 1962. Over the period of last six decades, the government has taken lot of initiatives for simplifying the Customs procedures through regulatory and technological interventions and infrastructural reforms for enabling Ease of Doing Business.

CBIC has taken up myriad of initiatives for reduction of time and cost in trade, particularly for MSMEs. These Trade Facilitation reforms will help create a conducive cross border trade environment, whilst also helping forge important bilateral relationships with trade partners across the world. Indian Customs has always been at the forefront when it comes to adopting new reforms and cutting edge technology for better service delivery in order to achieve twin goals of Make in India and Atma Nirbhar Bharat.

As Indian Customs commemorates the enactment of 60 years of Customs Act 1962, it becomes imperative to document the various Trade Facilitation reforms under a single roof so as to serve a ready reckoner for the initiatives undertaken by the Government to improve the ease of Doing Business. The Compendium purports to be a handy guide that offers a view at the reforms journey that our Customs laws and procedures have made over the last few years. Further, the reader will now be able to grasp the impact of these reforms incorporated in virtually every sphere where Customs has a role to play.

Trade facilitation Reforms mentioned in this compendium have been divided under three heads- regulatory, technology and infrastructure. To ensure the smooth implementation of trade facilitation reforms, the Customs Act, 1962 has been amended, as and when required. Various regulatory interventions made by CBIC for the purpose for trade facilitation are enumerated in the compendium for the ready reference.

Over the period, CBIC has completely reengineered its processes through end to end digitization, which

include E-Sanchit, Single Window Interface for Trade Facilitation (SWIFT), Tutant Customs initiative to make Indian Customs completely Paperless, Faceless and Contactless. The compendium enlists the Trade Facilitation initiatives undertaken by Indian Customs in the sphere infrastructure improvements such as upgrading the Central Laboratories and use of non intrusive methods of examinations etc.

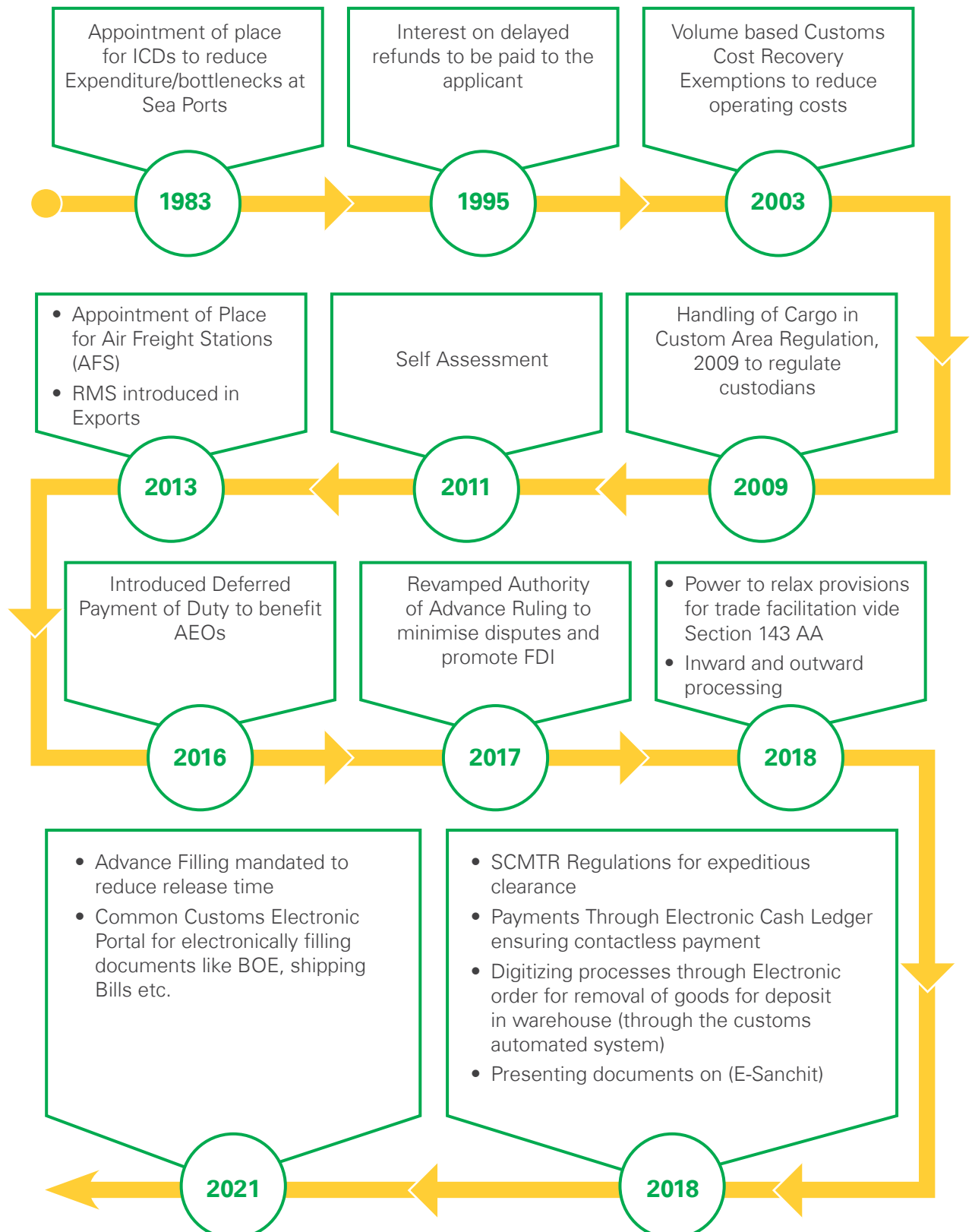
The compendium also enlists the efforts made by CBIC to set up robust institutions for Trade Facilitation with the representation from both public and private stakeholders. It also enumerates the efforts of CBIC in space of bilateral engagements with trading partner specially with neighbouring countries of Nepal, Bhutan and Bangladesh.

As a result of the reforms initiated by the Government to improve the Ease of Doing Business, India's standing on major international benchmarking has also improved substantially. The Trade Facilitation is a continuous journey, in which CBIC endeavor at further reforms by way of increased use of technological and regulatory interventions and infrastructural development to ensure faster clearances while ensuring supply chain security. This compendium is also an effort to ensure that the reforms undertaken by Indian Customs are available as ready reckoner to all readers for their reference and benefit.

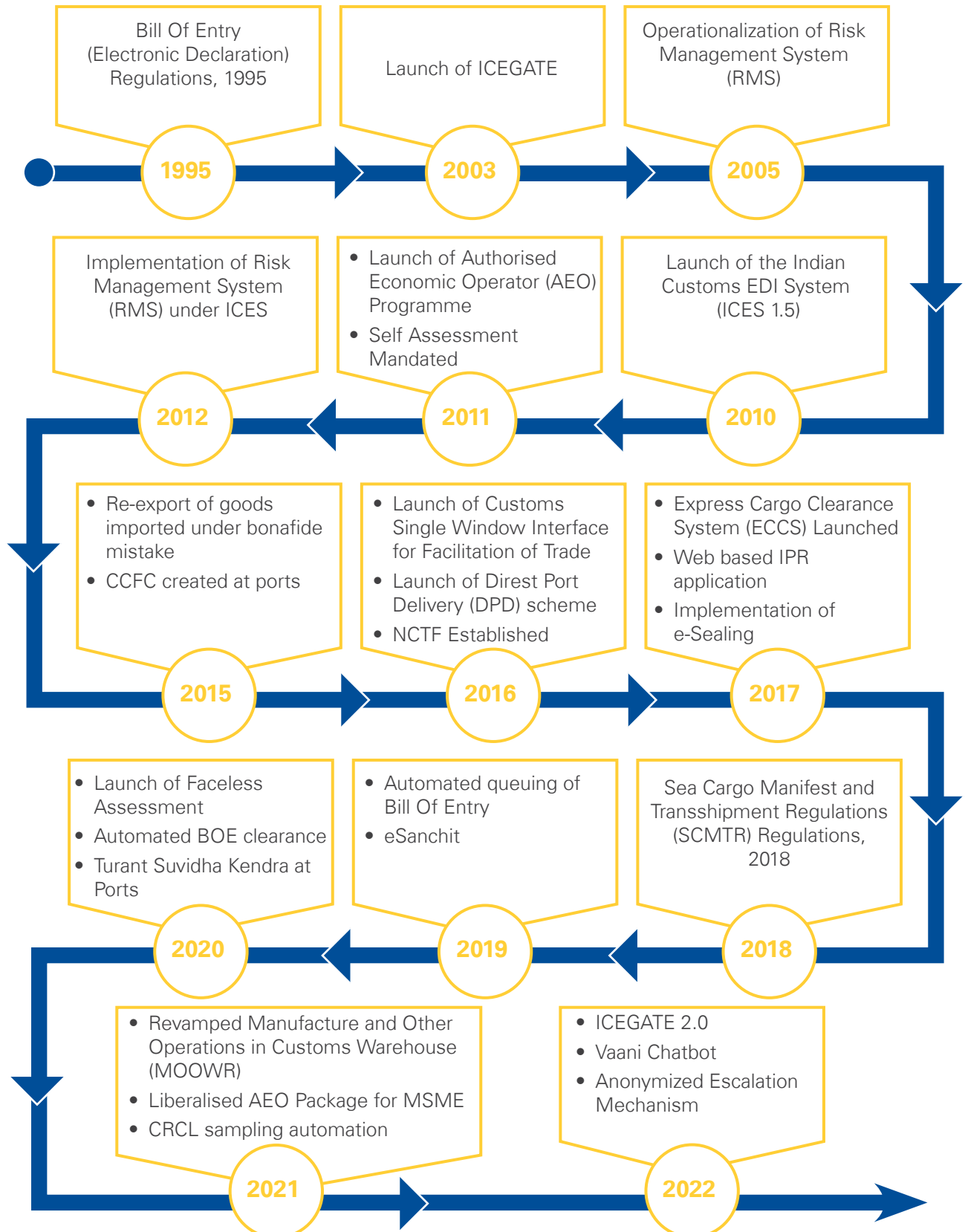


ICD, Tughlakabad

Journey of Customs Act, 1962-Amendments for Trade Facilitation



Transformative Measures for Ease of Doing Business



04 Regulatory & Policy Initiatives

Regulatory

1. Turant Customs Initiative: Keeping in view of the Government's objective of promoting Ease of Doing Business, specially trading across border, CBIC has initiated a flagship programme of Turant Customs for expediting the customs clearance process. Under the umbrella of Turant Customs CBIC has several reforms which are aimed to make Indian Customs Faceless, Contactless and Paperless. These reforms include:

(a) Faceless Assessment has been introduced leveraging technology for bringing anonymity, automation, and uniformity in assessment process across the ports. The faceless assessment aims to enhance the speed of Customs assessment and do away with the need for physical interface between Customs authorities and importers/ exporters/other stakeholders.

Faceless Assessment virtually connects Customs assessment officers from different jurisdictions into a Faceless Assessment Group(s) or FAG. It provides for assignment of import clearance documents that are not facilitated by the Customs Automated System (CAS) to officers of the FAGs irrespective of the port of import of the goods.

Besides reducing the need for the trade to have a face-to-face interaction with Customs officials for purposes of Customs assessment, Faceless Assessment promotes specialization and uniformity in assessment through creation of 11 National Assessment Center (NACs). Further, by allowing flexibility in balancing workload between various FAGs located in different Customs locations, this initiative enhances the efficiency and speed of Customs assessments which, in turn, reduces dwell time. CBIC has released a guidebook for Faceless assessment wherein functions of National Assessment Center (NAC) and the conveners of NAC have been defined. Crucial responsibilities

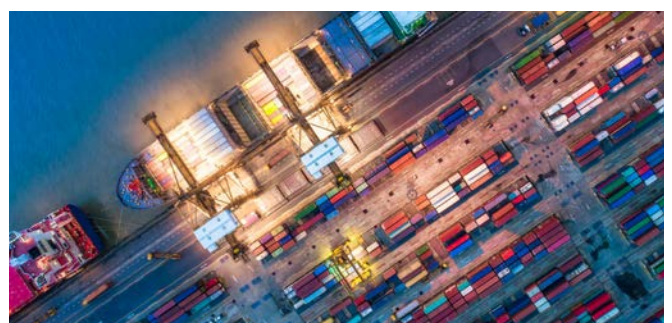
of NAC Co-conveners include ensuring that NACs develop expertise over the assigned FAGs on different facets of assessment like classification, valuation, prohibitions etc. so as to become sector specific centres of excellence.

Faceless Assessment- implemented w.e.f 3rd August, 2020 (Circular No.34/2020-Customs dated 30.07.2020) and Circular No.40/2020-Customs dated 04.09.2020 issued for all India 100 % coverage of faceless assessment by 31.10.2020

(b) Contactless Customs leverages technology to obviate the need for a physical interface between Customs authorities and importers/ exporters/Customs Brokers/other stakeholders, thereby enhancing the efficiency of the Customs clearance process. It includes web-based goods registration by importer/ Customs Broker, automated queuing and machine enabled Customs 'Out of Charge', Customs compliance verification through document uploading on e-Sanchit, etc.

Contactless Customs (Chennai Customs):

Chennai Customs has created a QR code-based E-forms and web link for prior Bill of Entry amendments, IGST Refunds, Drawback, EGM errors and requests relating to various items of work on export side in order to reduce face to face interaction between the trade and officers.



(c) **Paperless Customs** leverages technology to dematerialize documents/forms as well as provide for electronic registrations, wherever required, without the need to submit hard copies of documents in the Customs clearance process. It includes e-Out Of Charge of Bills of Entry (Customs clearance in imports) and e-Let Export Order of Shipping Bill (Customs Clearance in exports), e-Gatepass, e-Sanchit by PGAs for issuance of License/ Permits, etc.

Turant Customs Standing firmly on the pillars of Faceless, Paperless and Contactless Customs



01

Faceless Custom

- Anonymous Customs Assessment
- Remote Custom Assessment
- Uniform Custom Assessment
- Faster Custom Assessment



02

Paperless Custom

- Electronic submission of all documents on eSanchit platform
- Digitally signed customs clearance document with machine readable QR code for authentication



03

Contactless Custom

- Turant Suvidha Kendra for document verification
- Online Video interface only when necessary
- Automated queuing and machine enabled custom out of charge
- Web based goods registration by importer



JNPT, Mumbai

2. Direct Port Delivery (DPD): Direct Port Delivery (DPD) is another innovative trade facilitation measure introduced by Indian Customs to expedite clearance of goods directly from the port thereby reducing transaction time and cost. In traditional import process, all containers were mandatorily moved from port terminals to a nearby Container Freight Station (CFS) which is an off-dock facility notified by the Customs department for Customs clearances. To fasten the delivery of containerized cargo, Indian Customs introduced the Direct Port Delivery (DPD) facility, which allows the importers to take delivery of the facilitated cargo directly from the Port terminals to their factory/warehouse, obviating the need of taking the containers to CFS for Customs clearances, thereby significantly reducing the release time and costs by cutting down the processes of movement from terminal to CFS and inside the CFS. Earlier, this facility was available only to facilitated cargo of AEO clients. Now DPD facility has also been extended to fully facilitated cargo of Non AEO clients as well (Refer Circular 29/2019- Customs dated 05.09.2019).



65%

**of total containers
evacuated from JNPT are
through DPD mode**

The Direct Port Delivery is a facility provided to importers to take delivery of the containers directly from the port terminals



DPD Portal at JNCH: JNCH mandated Port Terminal Operators to discontinue to collect physical copies of these documents (OOC copy, delivery order issued by shipping line, proof of payment of stamp duty) for DPD delivery from Port Terminal, as such hard copies are not required by Customs. (Refer JNCH Public Notice No. 138/2017 dated 01.11.2017)

DPD Portal at Chennai Customs: Chennai customs has created DPD Portal for online registration and processing of trade requests for availing DPD facility in a paperless and faceless manner. Digital approvals are issued to eligible applicants immediately. DPD approval details are shared with terminals and importers.

3. Direct Port Entry (DPE): DPE is a trade facilitation scheme of CBIC, similar to DPD, in the Export side, which enables direct movement of containers from factories to port terminals, without intermediate handling at any CFS, thus facilitating the shippers to Gate-In their factory stuffed exports directly to the Container Terminal/ through Parking Plaza on 24x7 basis. The Let Export Order (LEO) in DPE facility is granted at Parking Plaza/ Terminal itself after checking that the container seal is intact. DPE facility is given to Refrigerated Containers, Over Dimensional Cargo (ODC), Motor Vehicles, Perishable non-refrigerated cargo, Factory Stuffed Cargo of Status Certificate 100% EOUs, units of SEZs and Manufacturer Exporters.



Nhava Sheva Port, Mumbai

4 E-Commerce Procedure for Jewellery

Re-Import: Implementation of a simplified regulatory framework to facilitate export of Jewellery through e-Commerce was announced in the Budget for the year 2022. Accordingly, vide Circular No. 09/2022-Customs dated 30.06.2022, CBIC has laid down a simplified regulatory framework for e-Commerce exports of jewelry via International Courier Terminals (ICTs). To accommodate the e-commerce business need, it incorporates a re-import process for returns of Jewellery. For this, the Courier Import and Exports (Electronic Declaration and Processing) Regulations, 2010 have also been amended vide Notification No. 57/2022-Customs (N.T.) dated 30.06.2022. The SOP is applicable on e-commerce export of jewellery made of precious metals (whether studded or set with precious or semi-precious stones) falling under CTH 7113 (excluding parts of jewellery falling under CTH 71131190 and CTH 71131960) and imitation jewellery falling under CTH 7117 of the First Schedule to the Customs Tariff Act, 1975. This platform will immensely help the trade with better resource utilization as well as enhance their competitiveness in the international markets. The procedural and legislative changes introduced for facilitating e-Commerce exports of jewelry through Courier Terminals are aimed at supporting the Make In India brand in the international markets and enhancing the competitiveness of Indian Jewellery exports leveraging the rapidly evolving global e-Market space. (Refer Circular No. 09/2022-Customs dated 30.06.2022)

5 Advance Ruling Authority: The facility for advance rulings in customs matters is an important trade facilitation initiative of the government, and a commitment under the WTO's Trade Facilitation Agreement to minimize disputes, imparting certainty in relevant taxation matters and to attract Foreign Direct Investment (FDI).



CBIC has also setup Advance Ruling Authority to issue an advance ruling in a time-bound manner to the applicant(trader) that has submitted a written request containing all necessary information. Indian Customs provide Advance Ruling on any question related to,

- Classification of goods
- The appropriate method or criteria, and the application thereof, to be used for determining the customs value
- The applicability of the Member's requirements for relief or exemption from customs duties.
- Any additional matters for which a member considers it appropriate to issue an advance ruling.

The statutory provisions relating to advance rulings in matters relating to Customs are contained in Chapter V-B of the Customs Act, 1962.



John and his colleagues wants to avail benefit under Advance Ruling. He wants information about eligibility, required documentation etc.

Advance Ruling Authority

Do You Know?

Who can seek Advance ruling?

In terms of section 28E (c), an applicant for seeking advance ruling can be any person:

- Holding a valid Importer-exporter Code Number granted under section 7 of the Foreign Trade (Development and Regulation) Act, 1992; or
- Exporting any goods to India; or
- With a justifiable cause to the satisfaction of the authority.

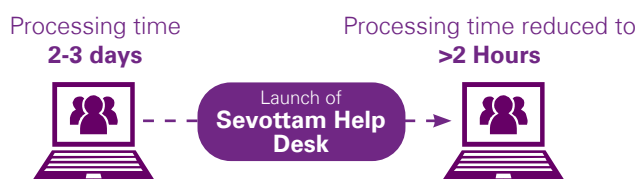
How can an exporter apply for advance ruling?

In accordance with the provisions of Chapter VB of the Customs Act, 1962 read with the Customs Authority for Advance Rulings Regulations, 2021, an application for advance ruling shall be made before the jurisdictional authority in Form CAAR-1.



6 Turant Suvidha Kendra (TSK): With an objective to facilitate trading community in completing various formalities related to Faceless Customs, CBIC has provided for setting up a dedicated facilitation center as Turant Suvidha Kendras (TSK). The main functions of TSKs are to accept bond & bank guarantee, carry out/facilitate verification referred by faceless assessment groups, defacing of documents/permits/licenses etc. TSKs are entrusted to redress grievances related to delay in clearances. (Refer Circular No.28/2020-Customs, dated 05.06.2020 and Circular No-32/2020-Customs dated 06.07.2020).

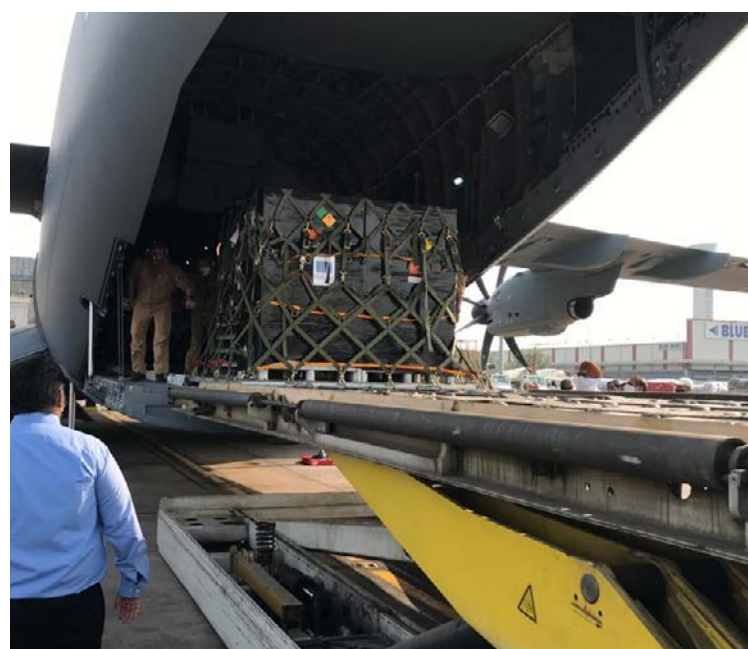
Centralised Sevottam Help Desk at Chennai Customs: A Centralised Sevottam Help Desk is set up in Chennai Custom House at the ground floor to receive correspondence from the stakeholders which were then scanned and forwarded to concerned section through mail/e-office and the results are communicated to the stakeholders through email. Before the implementation of Centralized Sevottam Helpdesk, the sections used to get documents in 2 to 3 days and after implementation of Centralized Sevottam Helpdesk the documents are being received in less than two hours on an average.



TSK Mumbai Customs Zone

7 Standardised Examination Order: In its endeavour to ensure uniformity in Customs processes across the ports, CBIC has decided to introduce Risk based uniform examination orders at all Customs stations across the country. CBIC has implemented system-generated centralized examination orders in a phased manner, in cases where the cargo is selected for examination by the Risk Management System (RMS). The functionality of Standard Examination Order is expected to enhance the uniformity in examination, and lower the time taken in the process as well as reduce associated costs. (Refer Circular No.16/2022-Customs dated 29.08.2022)

8 24*7 Customs Clearance: Indian Customs is committed to ensure service delivery to the cross-border trading community round the clock. In this endeavour, the CBIC has enabled the facility of 24x7 Customs clearance across numerous seaports and air cargo complexes across the country. Presently, this facility is available at 20 seaports and 17 airports. Further, no MOT charges are required to be collected in respect of the services provided by the Customs officers at 24 X 7 Customs Ports and Airports. Infact, now this facility has also been extended to the ICDs. Board has advised all the Pr. Chief / Chief Commissioners, having jurisdictions over Inland Container Depots (ICDs) to consider having the ICDs within their jurisdictions designated with extended facility of Customs clearance beyond normal working hours. (Refer Circular No. 11/2022-Customs dated 29.07.2022)



Air Cargo Complex, Delhi

9 Authorised Economic Operator (AEO)

Programme: Under the aegis of WCO's SAFE Framework of Standards (Foes), Customs has initiated the Authorised Economic Operator (AEO) programme with an aim to enhance the international supply chain security and facilitate cross border movement of legitimate goods. AEO is a voluntary compliance programme. It enables Indian Customs to enhance and streamline cargo security through close cooperation with the principal stakeholders of the international supply chain viz. importers, exporters, logistics providers, custodians or terminal operators, custom brokers, and warehouse operators. AEO programme of Indian Customs enables businesses involved in the international trade to reap the following benefits:

- Secure supply chain from point of export to destination
- Demonstrate compliance with security standards when contracting to supply overseas importers/exporters
- Enhance border clearance privileges in Mutual Recognition Agreement (MRA) partner countries
- Minimal disruption to flow of cargo after a security related disruption, reduction in dwell time and related costs
- Customs advice/assistance if trade faces unexpected issues with Customs of countries with which India has MRA



Port Terminal, JNPT

Digitisation of AEO programme: To ensure that the processes to enroll with the AEO programme are efficient and the benefits are at par with the international standards, CBIC has thoroughly digitized the application filing, processing, and digitally signed delivery of AEO certification for AEO T1 applications by way of launching AEO portal. CBIC has relaxed the norms regarding financial security requirements for AEOs to further strengthen the initiative.



Further reforms in the program are listed as:

- CBIC has discontinued the previous practice of AEO-T1 certification renewals every three years. Instead, all AEO-T1 entities certified on or after April 1, 2019, shall be auto renewed in the system. The facility for automatic renewal would be subject to submission of annual self-declaration between October 1 and December 31 each year, and review by the DIC.
- CBIC examined the difficulties faced by MSMEs while applying for AEO accreditation and decided to relax the entire gamut of compliance and security requirements for MSMEs. The relaxation was carried out to ensure that the MSMEs are facilitated through rationalized compliance requirement.
- Some major reforms, among others, include:
 - Eligibility requirement of handling a minimum of 25 documents during the last financial year was relaxed to 10 documents and business activities for at least three financial years preceding the date of application was relaxed to two financial years.
 - Benefit of relaxation in furnishing of Bank Guarantee for AEOs was further relaxed to 25% from 50% and 10% from 25%.
 - Time limit for processing of MSME AEO T1 & AEO T2 application was reduced to fifteen working days.

Authorised Economic Operator (AEO) Programme

Rony is an Exporter of Apparels to United Kingdom and wants to enroll under AEO Programme. He is discussing about the situation with his Channel partners on how to initiate the enrollment. They approach a custom officer to guide them



- Benefits of registering as an AEO?
- Eligibility Criteria?
- Time taken for processing of application?
- Whom to reach out in case of issues?

Let me answer your queries...

- Few benefits to AEO:
 - Recognition worldwide as secure and compliant business partner
 - Facility of DPD and DPE
 - Waiver of BG in specific cases
 - Deferred payment of duties
- Any business entity who is a part of global supply chain can apply
- Application is processed in ~ 30 days



Since the implementation of AEO programme dwell time for **AEO operators has reduced from ~103 hrs. in 2017 to 55:27 hours in 2022**

Write to Email: diccbec.dor@gov.in in case of any queries

Strengthening Bilateral Relations to Foster Global Trade

10. Mutual Recognition Agreements (MRAs): MRAs are the international face and connecting link of the domestic AEO Programme of various countries. It acts as an equalizer that harmonize the minor difference to allow for seamless facilitation in terms of benefits and processes for movement of goods across borders for the domestic AEO accredited entities. Mutual Recognition of AEOs is a key element of the WCO SAFE Framework to strengthen end-to-end security of supply chains and to multiply benefits for traders at a global level. Signing MRA with other Customs administration provides following benefits:

- Recognize the AEO authorization issued under the other countries programme and
- Provide reciprocal benefits to AEOs of the other countries AEO entity.
- Indian Customs has collaborated with several foreign customs administrations to align with their Authorized Economic Operator Programmes, which effectively allows Indian Customs to internationalize the core principles of the program and provide benefits to Indian trade at the international level. Indian Customs has signed four Mutual Recognition Agreements with the Customs Administrations of South Korea, Hong Kong, Taiwan, and USA. Apart from this, India is constantly looking for partners abroad to enhance its MRA partners so as to contribute positively to the global trade.

11 Customs Cooperation as part of FTAs: India is engaging with key trading partners as part of FTAs, for purpose of enforcement of customs laws under a mutual assistance deal. The main objective being the move is to improve cross-border trade through exchange of data between customs authorities of selected countries. These agreements will help in proper application of Customs laws, prevention and investigation of Customs offences and the facilitation of legitimate trade. Additionally, CBIC is exploring agreements on customs cooperation with selected trading partners to widen as well as deepen the scope of bilateral customs relations.

12 India-Maldives Pilot Project on Pre-Arrival Customs Data Exchange: India and Maldives pilot project on Pre-arrival Customs Data Exchange was launched on 23.12.2021. The project leverages technology which enables the two Customs Administrations to share customs data on real-time basis. It is expected to enhance facilitation of bilateral trade using risk management as well as aid compliance monitoring and swifter Export Import (EXIM) clearances. Pilot project on Pre-Arrival Customs Data Exchange between the two countries would fast-track customs payments, help identify frauds and reduce the time for clearances. It will even strengthen the supply chains to further enhance bilateral trade.



The 3rd India-Korea Custom Heads' Meeting

13 Risk Management System (RMS): Starting with Air Cargo Complex, Sahar Mumbai in December 2005, CBIC has implemented the Risk Management System (RMS) in all major Customs ports for both Imports and Exports. It has revolutionized the customs import clearance process by cutting down the clearance times drastically. With the introduction of the RMS, the practice of routine assessment, concurrent audit, and examination of almost all Bills of Entry was discontinued and the focus has shifted to quality assessment, examination and Post Clearance Audit of Bills of Entry selected by the Risk Management System. Due to the introduction of RMS, the importers have greatly benefited by way of reduction in release time and transaction costs, which has improved their competitiveness. There has also been considerable reduction in the need for physical interaction between importers and Customs officers. Clearances without assessment and examination and the facility of direct delivery of cargo have been given to eligible AEO's and fully facilitated advanced bill of entries. Therefore, traders today can plan their logistics and supply chain as per global standards and follows "Just in time" principles.

The use of machine learning and the other state of art technologies enabled RMS to target the risky consignments thereby enabling more focused attention more precisely on lesser number of Bills of Entry for assessment by the Faceless Assessment Groups. W.e.f. 15.07.2021 the facilitation level across all Customs stations has been targeted to be increased to upto 90% relating to Risk management division.%. Further, the Risk selectivity criteria of 4 PGAs viz. Food Safety and Standards Authority of India (FSSAI), Wildlife Crime Control Bureau (WCCB), Directorate General of Commercial Intelligence and Statistics (DCGI) and Directorate of Plant Protection, Quarantine & Storage (PPQS) have already been integrated with Customs RMS. Also, CBIC has established National customs Targeting center (NCTC) for refinement of risk-based selectivity parameters to bring down overall interdiction levels. (Ref: circular no. 43/2005-Cus dated November 24th, 2005; Circular No.14 /2021-Customs dated 7th July 2021).

14 Customs Post Clearance Audit (PCA): It is an initiative based on global best practices aimed at creating an environment of increased compliance while allowing the department the flexibility

to enhance the facilitation for importers and exporters. The objective of CBIC is to ensure collection of the correct amount of duties from importers / exporters and to secure compliance of applicable laws in a responsive, fair, transparent and cost effective manner, thereby inspiring public confidence in tax administration.

PCA allows Customs to reduce border controls by shifting compliance checks from the clearance stage to the post clearance stage. PCA enables Customs to apply a risk based control approach by moving from a transaction based control environment at the border, to a stronger audit based compliance verification system. PCA is recognized as an effective tool to measure and improve compliance through a structured examination of the business environment and commercial system of the importer/exporter. PCA promotes a culture of voluntary compliance. Legal Provisions Section 99A of the Customs Act, 1962, provide a statutory framework for the procedure for conducting post clearance audit. CBIC has issued "Customs Audit Regulations, 2018". These Regulations explain in detail the rights and obligations of the auditees. They also explain the manner in which the audit shall be conducted.

Types of Post clearance audit in Indian Customs Administration:

Transaction based audit (TBA): TBA acts as a reminder to business / trade that Customs are monitoring their activities. Selection of transactions for TBA is done based on certain risk parameters identified at the national and local levels. Necessary checks are conducted for such selected transactions. Additional information can be sought from the importer / exporter. TBA may subsequently involve a field audit, if deemed necessary, in order to examine an issue / entity in more detail.

Premises based Audit (PBA): CBIC introduced a 3 tier Authorized Economic Operator (AEO) programme for importers and exporters vide Circular No. 33/2016-Customs dated 22.07.2016, wherein it has been provided that onsite PCA will be conducted periodically. The selection of auditee for PBA is based on risk parameters. PBA is aimed at verifying the compliance level of the auditee as a whole, by examining, if the internal control systems of the auditee are robust enough to prevent systemic risk to revenue or other compliances.

Theme based audit (ThBA): Purpose of theme-based audit reporting is to conduct “focused audit” instead of a “comprehensive audit”, so that limited resources are directed to check/verify compliance of important issues or sectors. The results obtained from ThBA assists the policy makers to check compliance level of a particular industrial or trade sectors or areas so that compliant sectors may be extended greater facilitations. The objectives of such audit are to focus on a particular audit objective across sectors or entities

15 Facility for prior filing of Shipping Bills: To facilitate processing of shipping bills before actual shipment, prior online filing facility for shipping bills has been provided by the Customs- 7 days for air shipments & ICDs and 14 days for shipments by Sea. The prior online filling enables faster processing and reduced release time at cargo arrival. (Refer FTP 2015-2020 para 1.29).

16 Self-Assessment of Customs Duty: Self-Assessment scheme of Customs was introduced vide Finance Act, 2011. Self-assessment is a measure aimed at facilitating trust-based compliance management in respect of goods which are imported into or exported from India. The objective of this trust-based system is to expedite release of imported / export goods. Under the self-assessment, an importer/exporter declares the details of goods such as classification of goods, value of goods along with the applicable rate of duty and exemption if any, based on self-assessment, which is processed by an electronic Risk Management System (RMS). (Refer Circular No. 39/2011-Customs dated 02.09.2011).

17 Facility of Common Bond/Letter of Undertaking (LUT) against Authorisations issued under different Export Promotion Schemes: CBIC extended the facility of Common bond/LUT in 2017 to be used against Advance Authorisation (AA) which is usable across all EDI ports/locations. This enables exporters to export goods without paying any GST by obtaining a ‘Letter of Undertaking’ (LUT) bond. (Refer FTP 2015-2020).

18 Facility of deferred payment: As a trade facilitation measure, CBIC has introduced facility of deferred payment of customs duty, which offers traders the facility to make deferred payment of duty within 15 days from the date of clearance of imported goods. It is based on the principle ‘Clear First-Pay later’. The aim is to have a seamless wharf to warehouse transit to facilitate just-in-time manufacturing. Deferring payment often has certain advantages to paying upfront, such as accruing interest or avoiding opportunity costs, which the owner of that option will usually pay for. (Refer Notification no 134/2016-Customs (NT) and 135/2016- Customs (NT) both dated 02.11.2016) .

Auto debit of Custom Bonds

How Do I get information of the amount remaining in my custom bonds? Would I need to submit extra bond for my upcoming shipment?





Hey did you know?

CBIC has launched automated debit of Bonds in ICES, it has dispensed the need for importer to visit Custom Houses to get the debit made manually.

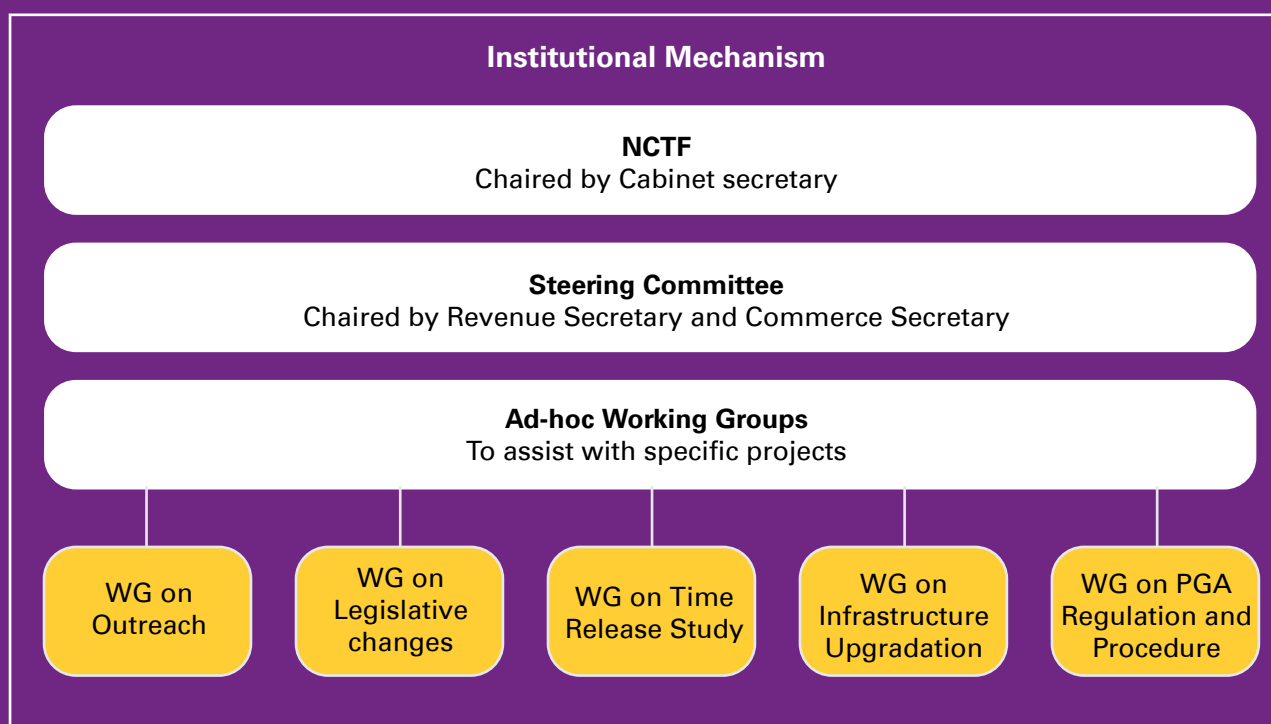
“Also, the balance in the Bond would be indicated in the import document, which would help importers to plan their imports”

Robust Institutional Framework for Facilitating Trade

19 National Committee on Trade Facilitation

(NCTF): To facilitate domestic coordination and implementation of the World Trade Organization's Trade Facilitation Agreement (TFA) provisions, an inter-ministerial body i.e., National Committee on Trade Facilitation (NCTF) has been constituted. It has been established to play the lead role in developing the pan-India road map for trade facilitation. Under the overall guidance of NCTF, India has fully implemented the WTO TFA and is now aiming to undertake next generation trade facilitation reforms in the form of TFA Plus

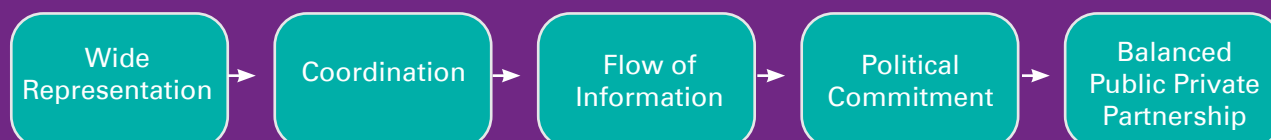
commitments. Formation of this committee is a mandatory obligation of member countries under Article 23.2 of the TFA. The NCTF is supplemented in its functions by a Steering Committee which contains a core group of public and private stakeholders and is chaired jointly by the Revenue Secretary and Commerce Secretary. These committees are in turn augmented by Working Groups which constitute small ad-hoc groups of experts from relevant institutions who are assigned the responsibility of furtherance of a specific trade facilitation measure or project.



NCTF's objectives are three-fold. It is responsible for:

- I. Monitoring and implementation of the TFA in India.
- II. Fostering a culture of trade facilitation among government agencies involved with the regulation and infrastructure development associated with trade.
- III. Coordination and stakeholder consultation among members.

Five design principles form the core of the architecture of India's NCTF. These include,



20 Setting up of Customs Clearance

Facilitation Committee (CCFC): With the objective of setting a high-level administrative body at each seaport and airport with the responsibility of ensuring expeditious Customs clearance of imported and export goods, CBIC had set up a Customs Clearance Facilitation Committee at every major Customs seaport, airport, Customs Preventive Commissionerates (Land Customs Stations) and Commissionerates having jurisdiction over Inland Container Depot, which is chaired by the Principal Commissioner of Customs/ Commissioner of Customs concerned.

Its membership includes the senior-most functionary of the departments/ agencies/stakeholder at the particular seaport/ airport namely, (i) Food Safety Standards Authority of India/Port Health Officer (PHO), (ii) Plant Quarantine Authorities, (iii) Animal Quarantine Authorities, (iv) Drug Controller of India (CDSO), (v) Textile Committee, (vi) Port Trust / Airport Authority of India / Land Ports Authority of India (for CCFC in LCSs), (vii) Custodians, (viii) Forest and Wild Life Authorities, (ix) Railways/CONCOR, (x) Border Security Agencies (for CCFC in LCSs), (xi) Pollution Control Board and (xii) any other Department / Agency / stakeholder to be co-opted on need basis. (Refer Circular No. 13/ 2015-Customs dated 13.04.2015).



The CCFC is required to meet once a week or more frequently, if needed, as per the following mandate:

- (i) Ensuring and monitoring expeditious clearance of imported and export goods in accordance with the timeline specified by the parent ministry/Department concerned;
- (ii) Identifying and resolving bottlenecks, if any, in the clearance procedure of imported and export goods.
- (iii) Having internal consultations to speed up the clearance process of imported and export goods and recommending best practices thereto for consideration of CBIC / Departments / Agencies concerned; and
- (iv) Resolving grievances of members of the trade and industry in regard to clearance process of imported and export goods.

21 Permanent Trade Facilitation Committee

(PTFC): CBIC notes that possibly, issues can be better resolved at the local level if presented to the Chief Commissioners/ Commissioners by the apex trade bodies, who by virtue of membership spread across Custom Houses would have a broader perspective and it would be fruitful to encourage the apex trade bodies to meet the Chief Commissioners/Commissioners.

Keeping the above objective in mind, Permanent Trade Facilitation Committees or PTFCs had been set up at each Custom House, which includes local trade and logistics association as well as Customs Brokers association in each Customs station to resolve local issues. As a trade facilitation measure and with a view to encourage stakeholder participation and providing

expeditious resolution of local issues (without these being escalated to the Department/Board), the Board had instructed the Chief Commissioners to ensure that:

- PTFC are held regularly with minimum of one meeting per month on a pre-decided date.
- Apex trade bodies are allowed to attend the PTFC meetings along with their local constituents, who are members of the PTFC.
- Efforts are made to regularly review the membership of the PTFC with the aim of including all stakeholders in the Customs functioning.
- Chief Commissioners/Commissioners are receptive to meeting local and apex trade bodies even outside the framework of the PTFC.

(Refer Circular No.42/2013 Customs dated 25-10-2013).



National Level Quantitative Assessment of Cargo Clearance Processes

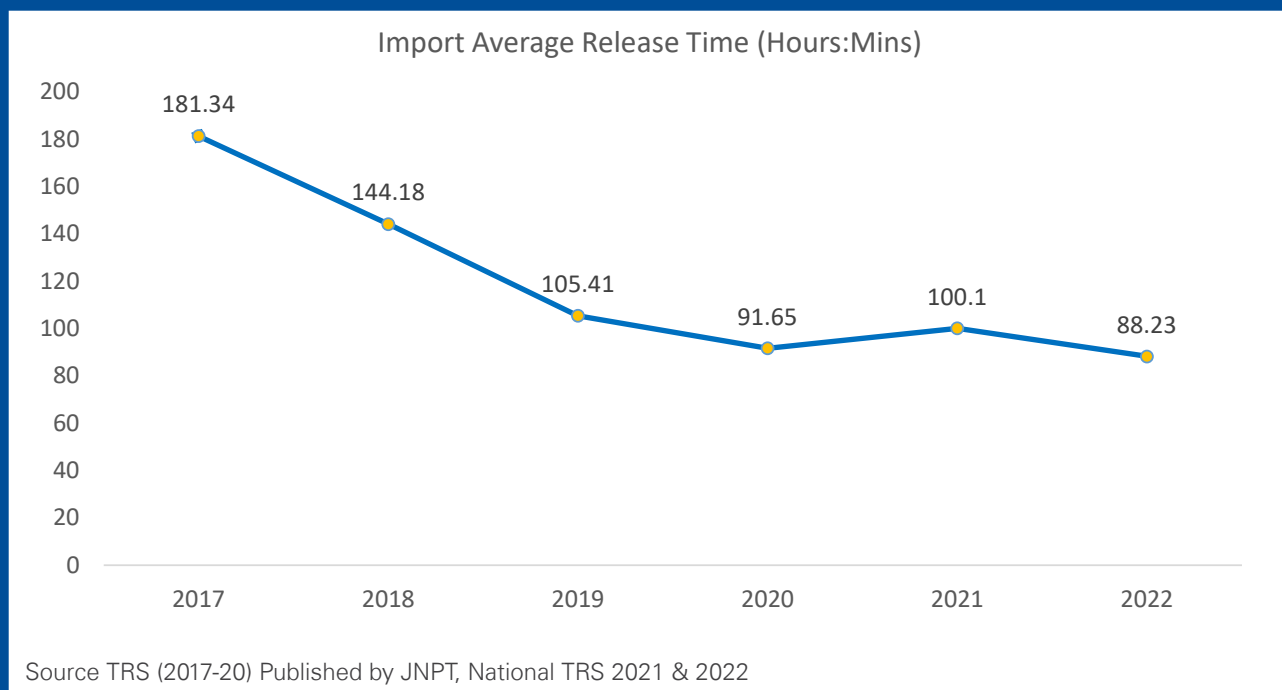
22 Conducting National Time Release Studies: National Time Release Studies aimed at measuring the average release times at 15 locations across Seaports, Air-Cargo Complexes, ICDs and Integrated Check Posts have been conducted in 2019, 2021 and 2022. Average release times and impact of customs reforms on time are evaluated through standard WCO prescribed methodology every year to measure country's performance against National release time targets set under NTFAP 2020-23. National release time targets set under NTFAP 2020-23, on Imports side are:

- less than 48 hours for Sea / ICD / ICP
- less than 24 hours for Air

For Exports side are:

- less than 24 hours for Sea / ICD / ICP
- less than 12 hours for Air.

Reduction in Import Average Release Time at JNPT (2017-22)



23 Import of Goods at Concessional Rate of Duty or for Specified End Use (IGCRS):

The Import of Goods at Concessional Rate of Duty (IGCR), 2017 lays down the procedures and manner in which an importer can avail the benefit of a concessional Customs duty on import of goods required for domestic production of goods or providing services. Significant amendments were introduced in the Customs (Import of Goods at Concessional Rate of Duty) Rules, 2017 in 2021 and March 2022, with a focus on automation and making the entire process contactless. Without altering the basic framework of the procedure, CBIC has now notified the Customs (Import of Goods at Concessional Rate of Duty or for Specified End Use) Rules, 2022 (IGCRS Rules, 2022) vide Notification No. 74/2022-Customs (N.T.) dated 09.09.2022 superseding the existing Customs (Import of Goods at Concessional Rate of Duty) Rules, 2017 w.e.f. 10th September 2022. Customs (Import of Goods at Concessional Rate of Duty or for Specified End Use) Rules, 2022 provide for procedural safeguards to ensure that the goods imported are used for the purpose and in accordance with the notification prescribing such Rules. (Refer Circular No. 18/2022-Customs dated 10.09.2022).



Salient Features include,

- Prescribing a procedure for immediate re-credit of Bonds by Jurisdictional customs officer, rather than waiting till the time of filing of the monthly statement.
- Expanding the scope of the IGCR procedure applicable to Specified End Use mentioned in Customs Notifications
- Changes in the forms to capture the details where intended purpose is the export of goods using the goods imported.
- Corresponding changes in the forms to better capture the different intended purposes (manufacturing, import for specified end use, export of goods using goods imported, supply to end use recipient or for provision of output service)

EPD Portal at Chennai Customs: EPD Portal is a unique online portal developed to automate the implementation of IGCR rules in Chennai Customs Jurisdiction which enables online submission of all periodical reports and bonds & bank guarantees.

24 Regularisation of regulatory compliance for offences under Customs Act, 1962:

CBIC undertook key step in decriminalization by revising the guidelines for arrest, prosecution, and bail in relation to offences punishable under Customs Act, 1962 by enhancing the threshold value limit for offences related to outright smuggling of baggage, gold from the present threshold of Rs. 20 to Rs.50 Lakhs for the purpose of arrest. Similarly, in respect of commercial frauds, the monetary threshold for purposes of arrest has been raised from Rs. 1 Crore to Rs. 2 Crores. (Refer Circular No. 12/2022-Customs dated 16.08.2022)

25 Increasing Containers availability for trade:

Considering the global shortage of containers driven by the pandemic, CBIC had implemented guidelines that allow additional three months' time for the re-export of imported containers lying at domestic ports. Previously, duty-free imports of containers were allowed with the condition of re-export in the next six months. However, the extension by three months allowed containers to be taken out of the country in laden condition provided the six-month period fell before end of that fiscal. (Refer Circular No. 21/2021-Customs dated 24.09.2021).



ICD, Tughlakabad

Synergising With Neighboring Countries for Accelerating Trade

26 Bangladesh Transhipment: With a view to facilitate the trade and leveraging the potential of Inland Waterways for enhancing trade and transit, transhipment of containerized export goods of Bangladesh through India using riverine and rail routes has been allowed. This facility involves entry of containerized cargo into India through LCS Hemnagar from where the goods shall be transported to the sea port of Kolkata or Haldia on a barge/vessel using the riverine route agreed under the Protocol on Inland Water Transit and Trade between India and Bangladesh (IBP route) and from where unloading of containers from the barge/vessel and further loading on a railway train at the sea port of Kolkata or Haldia, from where the goods will travel by rail to the sea port of Nhava Sheva or Mundra for export to third countries. This arrangement can help bring in cargoes bound for Chattogram port and dispatch them at a faster rate. Such an arrangement will also cut down the shipping time to Chattogram port, which is three to four days in the case of Colombo and Singapore ports and just two days in the case of ports on India's east coast.

Further, export of Bangladesh Goods to India by rail in closed containers was permitted. It was decided that empty containers returning from Bangladesh to India on a train may be utilized to carry export goods of Bangladesh to India. This is applicable to closed containers moved by CONCOR carried on trains operated by Indian Railways. (Refer Circular No. 08/2022-Customs dated 17.05.2022).

27 Using waterways to facilitate India's exports to Bangladesh: CBIC has enabled export of containerized cargo from any Inland Container Depot (ICD) to Bangladesh using a combination of rail/road route and riverine route. For instance, the containerized cargo after customs clearance at an ICD shall be transported to Kolkata/ Haldia port by rail or road, from where it shall be loaded on a barge for export to Bangladesh using riverine route. Customs clearance shall take place at the ICD and only preventive checks are conducted at Kolkata/Haldia. This facility is expected to help reduce congestion of export cargo at Land Customs Stations. (Refer Circular No. 17/2022-Customs dated 09.09.2022).



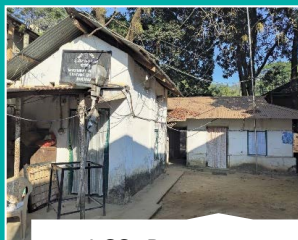
LCS, Kulkuli (Indo-Bhutan Border)

28 Notifying new Land Customs Stations, trade routes and border haats: During the challenging times of COVID-19 pandemic, CBIC opened up new trade routes and Land Customs Station for the facilitation of trade with neighbouring countries, especially by rail and river routes. CBIC also notified three new Border Haats at India-Bangladesh border. (Refer circular no. 111/2020- Customs (N.T.) Dated 11.12.2020) The list of new LCSs, routes and Border Haats is as below:

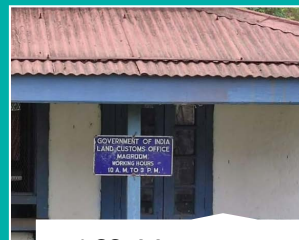
New Land Customs Stations	New Border Trade Routes	New Border Haats
<ul style="list-style-type: none"> Kolaghat, Jogighopa, Badarpur and Tribeni – On river route to Bangladesh New Jalpaiguri Railways Station – For rail route with Bangladesh (Dhaka-NJP) 	<ul style="list-style-type: none"> Road connecting Torsha Tea Garden (India) with Ahllay (Bhutan) [LCS Jaigaon] Rail route connecting Jaynagar (India) with Kurtha (Nepal) River route from Dhulian (India) to Bangladesh [LCS Dhulian] 	<ul style="list-style-type: none"> Bholaganj Nalikata and Ryngku



LCS, Nadia



LCS, Bagmar



LCS, Magroom



LCS Mankachar



29 Re-test of sample taken upon arrival of goods allowed and procedure released: Article 5.3.1 of the WTO-TFA envisages granting an opportunity for a second test in case the first test result of a sample taken upon arrival of goods declared for importation shows an adverse finding. In compliance of this article, Indian Custom has prescribed procedure for retesting. In addition, it was made obligatory to consider the result of the second test for the release and clearance of such goods. This was implemented as a trade facilitation measure to reduce compliance burden on importers. (Refer Circular No. 30/2017- Cus dated 18.07.2017)



CRCL, Tuticorin

30 Streamlining of process of IGM amendment for import through sea: Amendment processes at ports were made time bound by customs. All minor amendments were mandated to be approved on the same day of the submission of the completed application with all the required documents. Major amendments to be generally approved within 24 hours of the submission of the complete application. Escalation matrix devised in case of delays. Fee revision for carrying out amendments. The fresh guidelines for IGM amendment ensure that all requests for amendment in IGM are disposed of within prescribed time limits. The procedure brings in simplification to the tedious process of IGM amendment which would in turn reduce overall dwell time at ports. (Refer Circular No. 14/2017-customs dated 11.04.2017).

31 Facilitating renewals of Custom brokers license: Indian Customs acknowledges the key role played by the Custom Brokers in cargo

clearance. To reduce the compliance burden on Custom Brokers, CBIC abolished renewals of License / Registration in Customs Brokers Licensing Regulations, 2021. This does away with the need for periodic renewals allowing licenses/ registration issued under Customs Act to be valid for lifetime. Another change that was introduced was to allow a licensee/registration holder to voluntarily come forward to surrender his license/ registration if s/he wishes. Also, a provision was made to invalidate licenses/registrations that are inactive for more than a year. These steps would prevent misuse of dormant licenses/registrations by unscrupulous person who mis declare import or export or wrongly obtain export refunds/incentives and when caught, put the burden on the original license/registration holder. At the same time, the interest of the genuine trade is safeguarded by empowering the Commissioners of Customs to revalidate the license/registration in case the inactivity is for genuine reasons. (Refer Circular No. 17/2021-Customs dated 23.07.2021).



32 Sea Cargo Manifest and Transshipment

Regulations, 2018: The Regulations stipulate for advance notice by authorized carriers for goods arriving in or being exported out of India through gateway seaports and further movement between Customs stations. They stipulate the obligations, roles and responsibilities for the various stakeholders involved in movement of imported/export goods. The regulations bring along faster processing time and reduced costs by digitizing the application process for entry inward and transshipment of LCL cargo, streamlining pre-arrival processing of cargo & filing of stuffing reports and catering to multi legged transshipments without any additional steps. (Refer Notification No.38/2018-Customs (N.T.) dated 11.05.2018)

33 Electronic filing and clearance of exports through postal route:

Department of Posts, in collaboration with CBIC, has developed a PBE Automation System for electronic filing and processing of Postal Bill of Export (PBE). Under the new system, an exporter need not visit a Foreign Post Office (FPO) to file the PBE and present export parcel. Rather, he is enabled to file the PBE online from his home/office and handover the export parcel to postal authorities at a nearby booking post office. Postal authorities shall arrange secure transport of export parcel from booking post office to an FPO, where customs clearance shall take place. To enable this arrangement, the Postal Export (Electronic Declaration and Processing) Regulations, 2022 are being notified. (Refer Circular No.55/2020-Customs Dated 17.12.2020).

32. Remission of Duties and Taxes on Export Products (RoDTEP) and Scheme for Rebate of State and Central Taxes and Levies on Export of Garments and Made-up (RoSCTL): CBIC has replaced the existing MEIS (Merchandise Exports from India Scheme) with the new Remission of

Duties and Taxes on Export Products (RoDTEP) which ensures that the exporters receive the refunds on the embedded taxes and duties previously non-recoverable. The scheme was brought about with the intention to boost exports which were relatively poor in volume previously.

RoSCTL is a scheme for Rebate of State and Central Taxes and Levies on export of garments and made-ups notified by Ministry of Textiles (MoT), which came into effect from 07.03.2019, discontinuing the existing Rebate of State Levies (RoSL) scheme for garments and made-ups.



Main features of the scheme:

- Refund of the previously non-refundable duties and taxes
- Automated system of credit
- Quick verification through digitization
- Multi-sector scheme

The scheme provides for remission amount in the form of transferable duty credit issued to a person and maintained in the electronic duty credit ledger in the customs automated system.

The exporter has the option of combining duty credits available in a scroll or a number of scrolls at a particular custom station of export and generate an e-scrip in the exporter's ledger maintained in the customs automated system of generation of scroll.

If this option is not availed by an exporter, the available duty credits in each scroll shall be combined Customs station-wise and sent by the Customs System to the electronic ledger of the

said exporter as an e-scrip. An electronic ledger shall be created for every holder of IEC number who is either the exporter having made a claim of RODTEP against export of goods or is a recipient of duty credit by way of transfer. Each e-scrip will carry a unique identification number and date of its creation. All transactions made in the ledger of an IEC through credit, debit or transfer of duty credit shall be visible to the said IEC holder and customs. Once an e-scrip is generated in the edger it will be registered automatically with the Customs station of export.

35 Reducing compliance burden for authorized

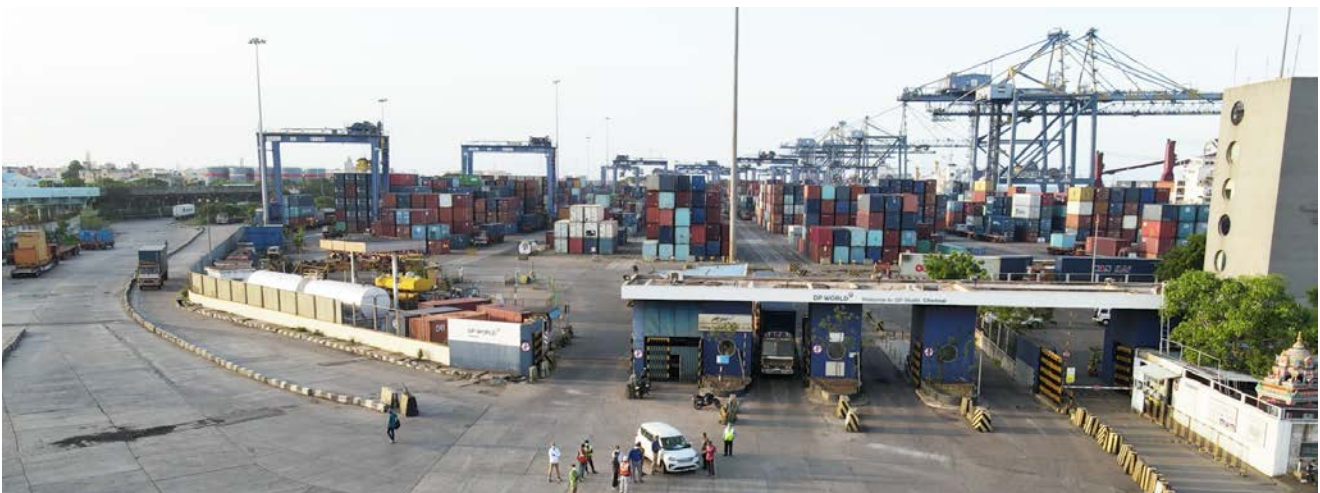
couriers: As a part of reducing compliance burden of stakeholders, CBIC, has introduced changes in Courier Regulations of 1998 (manual mode) and 2010 (electronic mode). In brief, these amendments have provided for lifetime validity of registration as well as its voluntary surrender. These amendments are expected to bring greater certainty to the authorized couriers and support them to focus on their core business and spur trust-based compliance. (Refer notifications no. 85/2021-Customs (NT) and 86/2021-Customs (NT) both dated 27.10.2021)

36 Non-Tariff Measures: From time to time, a multitude of government agencies generate Non-Tariff Measures (NTMs) pertinent to their domain, in different forms, and which serve a multitude of purposes including protection of consumer health (standards, certification, labelling), safeguarding the environment (import bans), protecting the economy against dumping (anti-dumping and countervailing duties) etc. In its efforts at creating a more transparent and enabling environment for trade in India, CBIC's NTM Cell created a comprehensive Standard Operating Procedure

(SOP) that would act as a ready reckoner for NTMs issued by Partner Government Agencies (PGAs). Further, CBIC created a mechanism based on the globally accepted UNCTAD methodology for issuance of a Centralized Control Number (CCN) for mapping NTMs issued by all PGAs. These CCN would act as a central repository for ready reference for trade as well as departmental officers about the existence of NTM which have been issued by different PGAs. CBIC has already conducted a number of sensitization and awareness sessions with PGAs to enable them to proactively inform NTM Cell and the NCTF Secretariat of any upcoming NTMs prior to being enforced. The NTMs and associated CCNs across a number of PGAs are in the process of being published on the Compliance Information Portal (CIP) for the information and adherence by trade.

37 E-Sealing for exports: CBIC has simplified the factory stuffing procedure under which Customs have shown more faith in exporters by allowing them to stuff containers at their premises using electronic seal (e-Seal). The e-Seal is introduced to replace the earlier practice of supervised sealing by the departmental officers with self-sealing using e-Seal. It is also mandatory for exporters availing self-sealing to use e-Seal. Salient features of e-Seal:

- An e-Seal with RFID chip inside can be read by enabled devices via fixed reader, handheld reader or any other mode.
- Reduced the time associated with the clearance of export containers.
- Reduced the cost as for every supervised sealing exporter had to bear service charges of Customs officers.



Chennai Sea Port



05 Technology Initiatives

- 1. Indian Customs Electronic Commerce/Electronic Data interchange (ICEGATE) 2.0:** The customs e-portal ICEGATE portal is used to serve for the infrastructure project that aids for the fulfilment of the Custom department's Electronic Commerce or Electronic Data Interchange and fulfils the Data Communication requirements. The portal has helped more than 6.72 lakh importers and exporters. It is also connected with 15 different types of the partners which are working with the Customs EDI for transmitting a message. This also accelerates clearances from the Customs and in facilitating various electronic services like filing Bill of Entry and Shipping Bills.



Salient Features of ICEGATE 2.0 include:

- Hindi version of ICEGATE website.
- Search within website made available.
- Personalized Dashboard (user can choose the widgets/utilities which he wants displayed on his/her dashboard).
- Data download option available for all dashboard widgets (such as License, Refund, message filing status).
- Live status on dashboard widgets for the documents filed.
- Customized notifications (user can choose the events for which user want notifications).
- Chatbot (a 24x7 virtual assistant for any query faced by the trade user).
- Web browser-based message filing utility (for Bill of Entry, Shipping Bill, IGM & EGM).



One Day in ICEGATE

1,647

User Grievances
Handled

12,461

E-Payment
Transactions

58 Lacs

Hits Received

50K

Documents
Filed

2. **“Vaani” The Chatbot:** In compliance to the WTO National Trade Facilitation Action Plan, Chatbot “Vaani” has been introduced in 2022 to facilitate traders. The chatbot assists the users 24*7 with services such as document status enquiry and locating relevant content without requiring them to connect to ICEGATE helpdesk.

The screenshot shows the ICEGATE website with a dark blue header and a white navigation bar. The main content area features a large blue banner for the 'RoDTEP Scheme' (Remission of Duties & Taxes on Exported Products). To the right, a chatbot window titled 'Vaani Virtual Assistant for Aatm Nirbhar ICEGATE' is open, displaying a list of services: Registration, Filing, ePayment, eSancti, IGST Refund/Drawback, General Queries, DIN Search, Customs Act, RTI Information, Indian AEO Program, Enquiry, and Message ID. The chatbot interface includes a greeting message and a text input field for user queries.

‘Vaani’ The Chatbot

XYZ Pvt. Ltd. is the first-time importer of data cables and has host of questions to enquire before initiating import of their first consignment?

IGST Refund/Drawback

Indian AEO programme

E-payment

DIN search

Shipping Bill

Hey Did you know?

You can now get answer to your queries through CBIC’s Vaani Chatbot

Just login to
www.icegate.gov.in

Hi I'm **Vaani**, your Virtual Assistant. You can select from the options below or you can type your question in the space provided

MSME Sampark App - For ‘Make in India’ at Chennai Customs: The app provides seamless support to MSMEs on customs procedures and getting Export benefits. The dedicated MSME Sampark app offers 24*7 Live chat with Customs officers. Members of MSME can get their doubts/representations related to avilment of Export Benefits and Export Procedures addressed with unstinted support.

3. Single Window in Customs: Customs had introduced SWIFT (Single Window Interface for Facilitating trade) w.e.f. 01.04.2016 for ensuring ease of doing business. This facility allows parties involved in trade and transport to lodge standardized information and documents with a single-entry point to fulfil all import, export, and transit-related regulatory requirements. eSanchit has been extended to PGAs, whereby PGAs can upload licences issued by them directly, thereby ensuring authenticity and improving Ease of Doing Business. Currently, 54 PGAs have been enabled for uploading of LPCOs on eSanchit. (Refer Circular No. 43/2018 dated 08.11.2018 and Circular No. 1/2017 dated 04.01.2017)



Some of the core facilities that are being provided under Single Window through SWIFT are as follows:

- Integrated Declaration - merging 9 separate Declarations sought by PGAs
- Automatic Routing of Bills to PGAs
- Integrated Risk Assessment
- Online grant of NOC by PGAs
- Lab Module in Indian Customs EDI Systems (ICES) for Textile Committee

Benefits of this facility are:

- Reduced cost of doing business
- Enhanced transparency
- Reduced duplicity and cost of compliance
- Optional utilization of manpower

4. Compliance Information Portal (CIP): CBIC had launched Indian Customs Compliance Information Portal (CIP) in August 2021 to provide free, easy, and quick access to information on all Customs procedures and regulatory compliance for nearly 12,000 Customs Tariff Items. CIP is yet another facilitation tool developed by CBIC to empower business as well as any interested person with up-to-date information on the legal and procedural requirements of Customs and Partner Government Agencies for carrying out imports and exports. The portal provides, at the click of a button, complete knowledge of all import and export related requirements for all items covered under the Customs Tariff thereby improving the ease of doing cross border trade.



5. Risk Management in Drawback Processing:

After introduction of Risk Management System (RMS) in exports with effect from 15.7.2013 for allowing low risk consignments to be cleared based on self-assessment of the declarations by exporters, CBIC initiated implementation of Risk Management System (RMS) for processing of shipping bills related to duty drawback claims with effect from 26.07.2021. This phase of export RMS also envisages post clearance audit (PCA) of the duty drawback shipping bills. The risk-based processing of duty drawback shipping bills is expected to reduce the processing time taken for drawback claims, enable quick disbursement to exporters and rationalise the Customs workload. (Refer Circular No. 15/2021-Customs dated 15.07.2021)



6. Customs Compliance Verification (CCV): With an aim to digitize the custom clearance process and enable parallel processing to expedite the release of goods, Customs has introduced state based Custom Compliance Verification which operate after an importer registers imported goods even while duty is not paid or its payment is in process. Once the goods are registered, the proper officer would do all necessary verifications as per Sections 17/18 and Section 47(1) of the Customs Act, 1962. On satisfaction that the goods are ready for clearance, but for the payment of duties, the proper officer would confirm the completion of the CCV for the Bill of Entry in the System. Thereafter, on payment of duty by the importer, the Customs Automated System would electronically give clearance to the Bill of Entry. This was aimed to digitise the process to make it more seamless and promote ease of doing business. (Refer Circular No.09/2019-Customs dated 28.02.2019, Circular No.05/2020-Customs dated 27.01.2020, Circular No.15/2020-Customs dated 28.02.2020).

7. Anonymised Escalation Mechanism (AEM): As a measure of Trade Facilitation and quick grievance redressal, CBIC has implemented Anonymized Escalation Mechanism for ICEGATE registered users where one can submit grievances pertaining to delay in Bill of Entry clearance under faceless assessment. The delay in clearance would subsequently be escalated to the concerned Faceless Assessment Officers. The Anonymised Escalation facility also enables users to track the status of grievances submitted by them till the eventual resolution. (Refer Circular No. 14/2021 dated 07.07.2021)

8. Express Cargo Clearance System (ECCS): ECCS is an Automated Program developed on PPP model by Express Industry Council of India (EICI) on lines of ICES to speed up the customs clearance of courier parcels, gifts, documents etc. This facility is presently available in the courier terminals at Ahmedabad, Bengaluru, Calicut, Chennai, Cochin, Coimbatore, Delhi, Hyderabad, Jaipur, Kolkata, Tiruchirappalli, Trivandrum and Mumbai.

Also, the facility of Auto Let Export Order under ECCS has been implemented. The Courier Shipping Bills (CSBs) filed for clearance of export goods under ECCS are subjected to Risk Management System (RMS), after the registration

of the goods by the Custodian (arrival scan and weight record). The RMS either facilitates or interdicts a Courier Shipping Bill (CSB) as per risk parameters. It was decided that export goods which are covered under CSBs, and are fully facilitated by RMS (no assessment, no examination) and cleared by customs x-ray scanning shall be automatically given LEO by the ECCS. This was aimed to considerably reduce the dwell time of clearance of export shipments through courier. (Refer Circular No. 41/2020-Customs dated 07.09.2020)

9. Launch of ICETRAK: ICETRAK is a one stop application for enabling Customs clearances, making the existing Shipping bills and Bills of entry verification process paperless and contactless. ICETRACK mobile application allows trade stakeholders to live track the BE/SB status, Duty, GSTN enquiry and validate the gate pass/ BE/ SB copies with QR code scanning functionality. This speed ups the verification of documents by customs officers deployed at ports gates and prevents un-authorized transactions.

ICETRAK



APC Pvt. Ltd. deals in the manufacturing of handicrafts. The company is seeking opportunities in exports to new regions across the globe. It wants information pertaining to the clearance of Shipping bill.



Do You Know?

You can now know the status of your Shipping bill/Bill of entry.

Just download ICETRAK application on your phone and get all your queries answered right away.



10. Release of ICE-DASH: ICEDASH is the Ease of Doing Business monitoring dashboard of the Indian Customs helping the public witness the daily Customs clearance times of import cargo at all the major customs stations. This is aimed at improving monitoring and pace of Customs clearance of imported goods. This helps the trade in comparing clearance times across customs ports across Seaports, ICDs, Integrated Check Posts (ICPs) and Air Cargo Complexes (ACCs) and providing them information for logistics planning.



Customs office, Puducherry

11. e-Sanchit (Storage and Computerized Handling of Indirect Tax Documents): CBIC had launched e-SANCHIT in October 2017 for paperless processing, uploading of supporting documents and to facilitate the trading across Borders. e-SANCHIT is an online application that allows a trader to submit all supporting documents for clearance of consignments electronically with digital signatures. By using e-SANCHIT, traders do not have to approach different regulatory agencies with hard copy of documents thereby making the entire process of consignment clearance faceless and paperless. It is mandatory on import side at all Customs EDI locations in the country. (Refer Circular No. 43/2018 dated 08.11.2018, Circular No. 29/2018 dated 30.08.2018).

Blockchain Based Electronic Cargo Tracking System (ECTS): Pilot project with truck carrying domestic bonded goods from ICD Tughlakabad sealed with Electronic Cargo Tracking System (ECTS) was flagged off on 14.10.2021. This project has been conceived for moving goods to bonded warehouses and for bond-to-bond movement of imported cargo, making use of twin technologies i.e., blockchain, to have a transparent, paperless, and secure documentation system and ECTS to secure the movement of transshipment cargo and avoid theft/ pilferage.

This facility has reduced compliance burden for the trade in eliminating physical documentation at multiple points and geo fences the movement of the cargo providing supply chain security. Information is available to all stakeholders on real-time basis on the documentation done and also on the position, speed of movement of the vehicle, sealing status of the container etc.

The system generates alerts based on pre-set risk parameters such as attempted tampering, deviation from specific routes etc. When fully operational, reconciliation of cargo receipt, discharge of bonds and guarantees etc. can be done immediately on receipt of cargo at the destination location with seal intact. Requests/ permissions would be applied/ granted and visible to those concerned online. It is a facilitatory step from that of electronic seals being used now. This would save time and cost for trade and help the department in monitoring the secure movement of cargo. (Refer Circular No. 52/2017 dated 22.12.2017 and Circular No. 39/2020 dated 04.09.2020).



ICD, Tughlakabad

12.IGST Refunds Module: A fully automated IGST Refunds web module has been developed. Exporters can login to the web module using their mobile number/email id. On valid input, relevant SB's pertaining to the particular Exporter - Details of such SB's along with error Code and rectification mechanism is displayed for SB's pertaining to that particular exporter only.

13.QR code-based Sampling Solution: Customs at JNPT and Chennai port have deployed an application to assist as a monitoring mechanism to capture the timestamp of activities at the various stages of entire sampling process chain of the samples drawn for testing at ports laboratory, which was not available earlier. Earlier, trade did not have facility to track the movement of samples drawn for testing at respective laboratories.

The new Sampling Solution provides for the time stamping at various stages of processes involved with sampling and thereby enables analysis of the time taken by various stakeholders in sampling process so that bottlenecks may be identified. Further, with an increased focus on reducing the dwell time for samples of import and export goods drawn for testing at port Laboratory and incremental reduction in the time taken at each stage of sampling will help in reduction of overall dwell time. (Refer JNCH public notice no 136/2020 dated 21.10.2020)

Online facility for scheduling examination (ICD Tughlakabad): A pilot for scheduling an online facility for scheduling examination of import cargo was launched at ICD Tughlakabad with aim to expedite clearance of import shipment. This is aimed at minimizing physical interface with customs and providing additional option to trade to schedule examination as per their logistics planning for consignment.



14. Custom Broker License Management

System(CBLMS): Customs Broker License Management System is the central platform for managing the Customs Brokers Licensing processes with end-to-end IT integration and smart automation. The project has launched with an aim to minimize the physical interface, to bring uniformity in procedures, to process various applications quickly and to bring in accountability. With the implementation of CBLMS, the process of management of the Customs Brokers will become completely online (Refer Notification No. 62/2021-Customs (N.T)).

15.E cash ledger: CBIC has notified the Customs (Electronic Cash Ledger), Regulations, 2022 dated 30.03.2022. The Electronic Cash Ledger (ECL) would enable the importer, exporter, or any person liable to pay duty, fees etc., to deposit an advance with the Government instead of transaction wise payment as being done at present, which could be used to pay his liabilities under this Act or under any other law for the time being in force. It is proposed to enable a facility to deposit amount in advance to be credited into ECL which will be accounted for in Public Account of India. The deposit shall be non-interest bearing. Such deposit would be utilized for payment of duties and other sums relating to customs by duly debiting seamlessly from the ECL.

Adjudication Module at Chennai Customs:

Adjudication portal at Chennai Customs has been developed by Chennai Customs Zone as a simplified monitoring tool, where real time access is available to senior officers.

Key features of Adjudication Module are:

- Draft SCN or Investigation Report is entered and immediate reflection in Group Officers dashboard with a deadline.
- Entire chain from issuance of Draft SCN, PNC stage till recovery is linked.
- Reminders to issue sufficient number of PH
- Timely Adjudication without delay
- Timely review and recovery.



06 Infrastructure Initiatives

- 1. Customs Pre-Gate processing facility at Syama Prasad Mookerjee Port (SMP):** Due to issue in last mile 24X7 connectivity at Port gate, there use to be perineal congestion at gates of SPM Port. W.e.f October 2021, the required Customs formalities are now being completed in the pre gate facility before entering the docks which were previously being done inside the docks .The step has reduced the traffic congestion inside the docks. The pre-gated facility measuring 25900 sq.m has been notified for Parking Facility for export bound containers at M&Q Block, Sonai of SMP, introduced after issuance of Public Notice No. 68/2021 dated 16.09.2021 permitting all road-borne export load containers, including container stuffed and sealed at Container Freight Stations (CFSs) and Direct Port Entry (DPE)-facilitated cargo, to be routed through the Pre-Gate Facility. It aims to reduce the dwell time of export containers and reduce the congestion at port considerably. (Refer Kolkata Cutoms House Public Notice No. 68/2021 dated 16.09.2021)



Kolkata Customs

2. Enhance adoption of intelligent non-intrusive technologies for reduced examination: CBIC has always been endeavouring to use the non-intrusive technologies such as mobile scanners to reduce the time taken in inspection/examination stage. Baggage and API based container scanners have been deployed at airports/seaports to reduce the manual examination. Currently, 22 scanners have been installed at various ports, promoting non-intrusive examination of cargo (Refer JNCH Public Notice No. 58/2021 dated 23.06.2021).



At a Glance

11

Mobile Gamma Ray Scanner & Mobile X-Ray Container Scanners

04

Fixed X-ray scanners

07

Drive Through Container Scanners (DTCS)

- API based container scanners have been installed at Mundra, Krishnapatnam, Cochin and Nhava Sheva Sea Ports.
- Central Scanning Division Application at Chennai Customs has been successfully implemented



Imaging Centre at Nhava Sheva Port, Mumbai

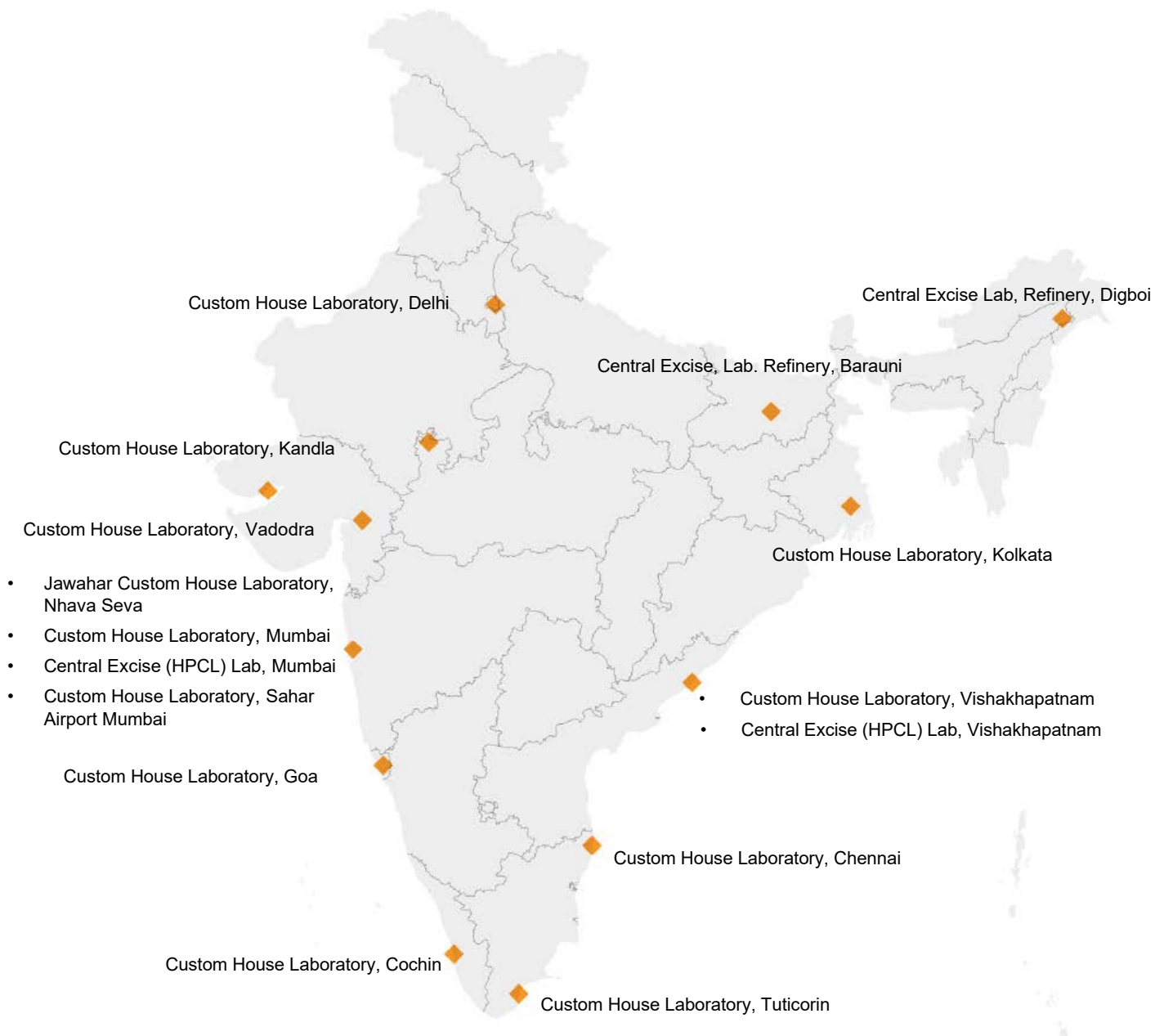


Installation of Scanners at JNPT

3. Upgradation of Central Revenues Control Laboratories (CRCL): Central Revenues Control Laboratory (CRCL) assists the field formations in chemical analysis of samples of various trade commodities to enable appropriate assessment of duties. These laboratories also assist in enforcement of Customs Act, NDPS Act, GST Laws, Central Excise Act, and other allied Acts including for the purpose of environment protection, food safety, etc. CBIC has inducted advanced testing equipment in the Central Revenues Control Laboratory (CRCL) with the aim of enhancing the in-house testing capability of the Customs leading to faster import and export clearances. 16 CRCL labs are currently functioning in Delhi, Chennai, Goa, Kandla, Kochi, Kolkata, Mumbai, Nhava Sheva, Tuticorin, Visakhapatnam, Vadodra, Ghazipur, Barauni, Digboi and Neemuch. These are equipped with state of art testing facilities and testing is done in line with WCO Laboratory Guide, 2017.

This has reduced the time for provision of NOC for selected PGAs due to improved sample logistics and evaluation time. (Refer Circular 46/2020-Customs dated 15.10.2020).

CRCL Laboratories



*Map not to scale (for indicative purpose only)

4. **Open examination facility at Centralized Parking Plaza(CPP) at JNPT:** Jawaharlal Nehru Port Trust was approved as “Customs Cargo Service Provider” for examination of Factory Stuffed Export Containers for area of 19,603.25 sq.m inside Centralized Parking Plaza. The area is being notified as Examination Area for all types of cargo except Hazardous Cargo. The in-house facility at the Centralized Parking Plaza facility will reduce 30 km travelling distance as well as save Rs. 800 per trip and time for the DPE export containers marked for examination, making the inspection process hassle-free. (Refer JNCH Public Notice No.12/2022 dated 18.02.2022).



- 5. K-9 Sniffer Dog Squad Augmented to Enhance Detection at Customs:** The K-9 Squad plays important role in detecting narcotics and other contraband. To improve security and interdiction, the K-9 sniffer dog squads have been augmented by CBIC to meet growing needs of detection at customs beyond narcotics detector dogs.

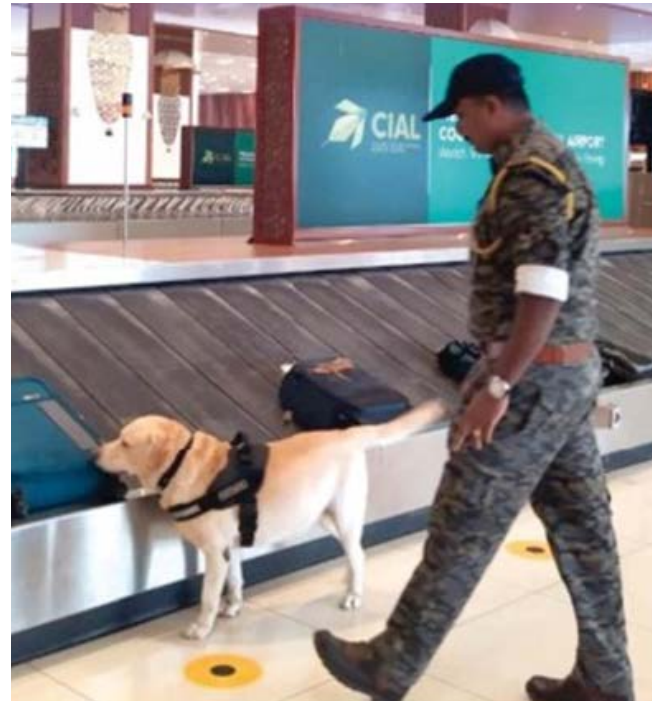


The key highlights of Indian Customs K-9 Sniffer Dog squad are as follows:

- Multi-disciplinary Customs K9 Squad with departmental strength of 242 detector dogs
- In-house training institute, Customs K-9 Centre at Attari, Amritsar
- Tobacco detection training is being introduced for the first time in India in the maiden course at Customs Canine Centre (CCC), Attari.



In-house training institute, Attari, Amritsar



Cochin Airport

- 6. Jacket with Camera for use by the vessel Boarding Officer at JNCH:** CBIC prescribed the use of uniform jacket with body worn camera (BWC) for Boarding Officers at JNCH. As the Boarding officers act as the face of Indian customs because they are the first Government Official to deal with foreign vessel on its first arrival to Indian ports. The performance of their duties and the interaction during the course of his/her duties require maintaining of absolute transparency, legitimacy and accountability. In order to enhance the visibility of Customs officers at the port, it was decided to prescribe and use a jacket worn Camera for the Boarding officers at the port. This will provide transparency, while carrying on physical checks on board and also provide evidence in case of an offence or suspected offence. A detailed procedure, for use of the jacket, was published in Standing Order No. 10/2022 dated 11.08.2022.
- 7. Conversion of Land Customs Station to Integrated Check Post:** Integrated Check Post are entry and exit points on India's land borders and house various facilities such as customs, immigration, and border security, quarantine, among others, within a single facilitation zone. ICPs have helped streamline cross-border trade and passenger flows through the modernization of border management infrastructure. 9 Land Customs Stations have been converted into ICPs with state of art infrastructure. These 9 ICPs are Raxaul, Attari, Dera Baba Nanak, Agartala, Jogbani, Petrapole, Moreh, Sutarkandi and Srimantapur.

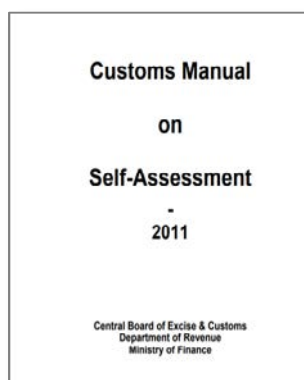


07 Trade Facilitation during COVID-19

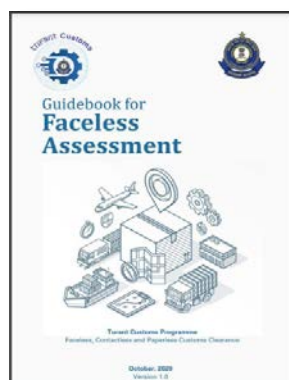
The COVID-19 pandemic has posed unprecedented challenges disrupting global supply chains and slowing down economic activity. CBIC had acted with agility in tackling the crisis by introducing simplified customs procedures, reducing the scale of interventions, increasing the use of automation and instituting staff health protocols.

Trade Facilitation Measures during outbreak of COVID-19:

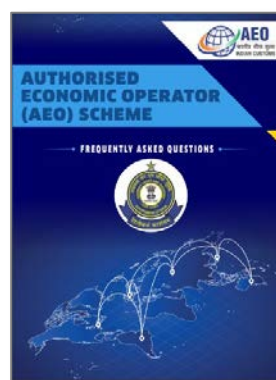
1. Launch of COVID Response Plan (CRP) for speedy clearances of COVID-19 vaccines at all major airports.
2. Enabling the import/export of vaccines in relation to COVID -19 through Courier, by issuing the Courier Imports and Exports (Electronic Declaration and Processing) Amendment Regulations, 2020
3. Introduction of 24x7 custom clearance facility at all custom formations to avoid any supply chain disruption caused by Covid 19 pandemic.
4. A dedicated single window COVID-19 helpdesk for EXIM trade was created on CBIC website to facilitate quick resolution of issue(s) faced by importer/exporter.
5. To minimize human interface and maximize social distancing during the covid 19 pandemic, the OOC (Out of Charge) work, so far performed by an officer, was assigned to the EDI system.
6. To address the difficulties faced due to non-availability of stamp papers during the lock-down period, the requirement of different types of customs bonds was dispensed with. Traders could submit undertaking on plain paper in lieu of bond.
7. Prioritized clearances of critical goods used for fighting COVID-19, such as medical equipment, drugs, and pharmaceuticals, testing kits, PPEs was ensured.
8. Exemption from basic customs duty and health cess was granted to goods such as ventilators, masks, personal protection equipment, testing kits and inputs used in manufacturing these items.
9. Personal hearing in respect of any proceeding under Customs Act, 1962 were conducted through video conferencing with a view to ensure social distancing and reduce physical presence.
10. Special refund and drawback disposal drive were launched to expeditiously process all pending customs refund and drawback claims in order to provide immediate relief to business entities, especially MSMEs.



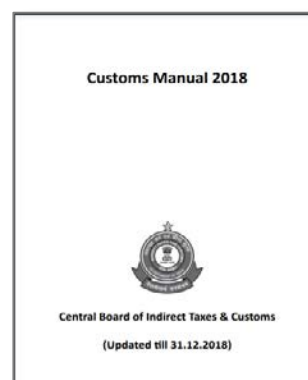
Self-assessment manual



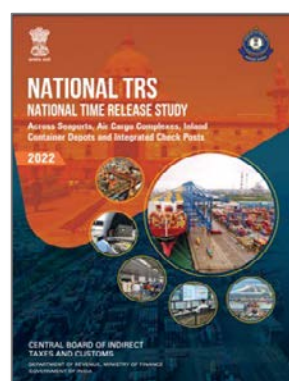
Guide on faceless assessment



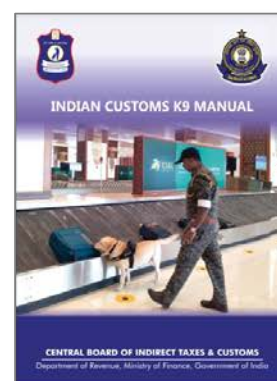
Scheme guideline-AEO



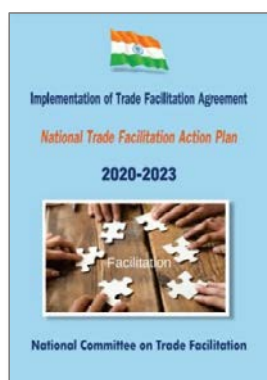
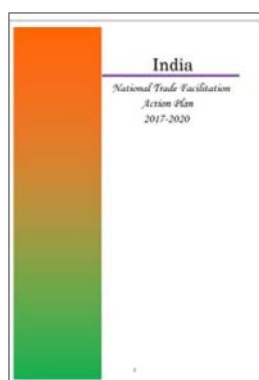
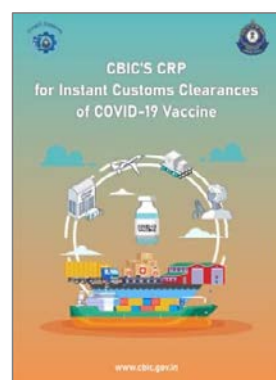
Customs Manual-2018

CAROTAR
Amendment-2020

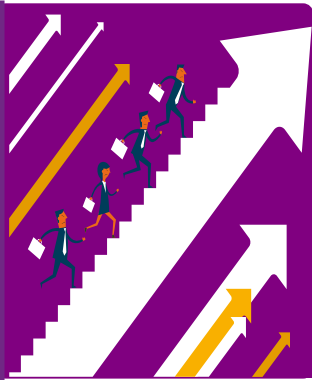
National TRS Study-2022

Correlation of Custom
Tariff 2021-22

Indian Custom K9 Manual

National Trade Facilitation
Action plan 2020-23National Trade Facilitation
Action plan 2017-20Manual for custom
clearance of Covid-19
vaccine

National TRS Study-2021



Visible impact: Policy, Technology and infrastructure advancements in Indian Customs have paved way for a transparent, time and cost effective trade ecosystem for the EXIM community.



Revised Authorised Economic Operator (AEO) programme has facilitated trust based compliance & enhanced [#Easeofdoingbusiness](#) [#Indiameansbusiness](#)

INTRODUCTION OF REVISED AUTHORISED ECONOMIC PROGRAMME(AEO)

As a further step towards trust based compliance, Indian Customs has introduced the new **Authorised Economic Operator(AEO)** Programme wherein extensive benefits, including greater facilitation and self certification, have been provided to those entities who have demonstrated strong internal control system and compliance with CBEC.

Fostering Trust Based Compliance

[#DSGWCO4INDIA](#)



ICEDASH developed by CBIC is an informative dashboard to allow public see and compare import clearance times at all ports across India. ICEDASH has been designed in collaboration with [@NICMeity](#) and can be accessed through the CBIC website (icegate.gov.in/Webappl/EODB)

CBIC is proud to unveil two of its latest IT innovations

ATITHI
Mobile app for Many Customs Dashboards for seamless working India
ATITHI Indian Customs has been made available on Android and iOS platforms

ICEDASH
Indian Customs Dashboard
Interactive digital dashboard making comparison of the time taken for import export clearance at various customs ports and airports



ECTS brings State of Art supply chain security in transport; 24x7 visibility through Real Time GPS tracking enhancing customs control.

Hon'ble FM Smt [@nsitharaman](#) [@FinMinIndia](#) launches two IT initiatives in Customs, ICEDASH (EODB Dashboard for public) & ATITHI (Mobile App for Intl Passengers) at New Delhi. Hon'ble Mos Finance Shri [@ianuragthakur](#) also graced the occasion. [#EaseofDoingBusiness](#)



CBIC launches the New ICEGATE 2.0 Website to improve user experience and provide various additional EXIM services to stakeholders.

[#60YearsCustomsAct](#)
[#ICEGATE2.0](#)

ICEGATE 2.0
BEGAN CUSTOMS NATIONAL TRADE PORTAL

CBIC launches the New ICEGATE 2.0 Website
to improve user experience and provide various additional import export services to our end users

Customized Notifications
Personalized Dashboard
ICEGATE 2.0 CHATBOT

Join ICEGATE in 4 easy steps!

www.icegate.gov.in



For more information access our website at cbic.gov.in

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