	OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS)
	NEW CUSTOMS HOUSE, BALLARD ESTATE, MUMBAI- 400001
	Phone Number: 022-20825140, Fax: 022-20825148, Email: systems.wzumumbai@gov.in

F. No. IV (04)/10/2020-Sys (W)   Date: 23.06.2020

To,

1. **The Principal Commissioner of Customs,**
   Airport and Air Cargo Complex, Air India Sats,
   AIR Freight Terminal, Kempegowda,
   Bengaluru - 560300
2. **The Commissioner of Customs,**
   ACC(Export), New Custom House,
   New Delhi-110037
3. **The Commissioner of Customs,**
   Airport Special Cargo, Courier Cell,
   EICI Terminal, Sahar, Andheri East,
   Mumbai-400 009

Madam / Sir,

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Sub: Advisory for ECCS Migration to CBIC DC- reg.

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The Express Cargo Clearance System (ECCS) is being migrated from EICI cum WIPRO data centres to CBIC data centres. Upon completion of the migration process, the ECCS application shall be owned and managed by CBIC, with M/s Wipro continuing to maintain and support the application. It is planned to '**Go-live' on 29.06.2020.** The following advisory is being issued for carrying out required activities in the final phase of migration, so as to ensure the business continuity and enable smooth transition:

1. The switch over activity of the ECCS application to the CBIC data centres would require a **downtime of 30 hours** before the Go Live date. It is therefore brought to notice of all the stakeholders that the ECCS application will not be functional from **04:00 hrs on 28.06.2020 till 10:00 hrs on 29.06.2020**.

2. Post migration, the ECCS application would be accessible through the following URLs:

SL. No.	Module	Existing URL	New URL after Migration
1.	Main Portal	portal.eccs.gov.in/eccs	eccs.cbic.gov.in/eccs/
2.	Real Time Dashboard	dashboard.eccs.gov.in	eccsdashboard.cbic.gov.in/
3.	Mobility	eicimobility.eccs.gov.in	eccsmobility.cbic.gov.in/eicimobility
4.	Dual Barcode	dualbarcode.eccs.gov.in	eccsdualbarcode.cbic.gov.in/DualBar codeService/
5.	Bulk Upload:	SFTP (IP based)	eccsbulkupload.cbic.gov.in

3. Further, the **login passwords** to be used by the users post migration will be automatically reset and intimated to the users through automated mail to enable them to reset the password on the first login to ECCS application through the new URL https://eccs.cbic.gov.in/eccs/ . Accordingly, it is requested that the officers under your charge maybe advised to reset their passwords, as per the instructions in the email to access the ECCS application. The Wipro team shall provide the required handholding to the users at all the ECCS locations.

4. The Helpdesk support details for the users of the ECCS application is as follows:

   i. Helpdesk Email Id: **eccs.helpdesk@icegate.gov.in**
   ii. Helpdesk Contact No.: **0124-4864713**

5. The Customs field formations, Custodians and Couriers are advised to contact the following SPOCs (Single Point of Contacts) from the Wipro team for any application related issues or queries, arising out of the migration Go Live:

   i. Mr. Pushpendra Singh, Wipro (Contact no 09818221758)
   ii. Mr. Rishabh Malik, Wipro (Contact No. 09810501369)

6. Since, the ECCS migration envisages several substantial changes in the mode of access to the application viz: change in the URLs, passwords being reset and an anticipated downtime of around 30 hours, the same maybe brought to the notice of all the stakeholders. The Commissionerates are requested to **issue a suitable Public Notice (draft attached), as well as Instructions**.

7. Further, WhatsApp group would be created for the users with Systems (WZU) officers and Wipro, to ensure fast communication to address migration related issues. Any migration related urgent issue can also be brought to notice of **Mr. Siddalingesh, JD** (email id: patil.siddalingesh@gov.in, mobile no: 8080669239) and **Mr. Rahul Tirse, DD** (email id: Rahul.tirse@gov.in, mobile no: 9503222927).

Encl: Draft Public Notice   Yours sincerely,

                                                              (AKHILESH PANDEY)
                                                              Additional Director General

Copy for kind information and necessary action to:
   1. The ADG(SI), Systems, New Delhi.
   2. The ADG(ICEGATE), Systems, New Delhi.
   3. M/s EICI, New Delhi.