F. No. IV (10)/01/2020/WZU                                            Date: 01.12.2020

To,
**The Principal Commissioner of Customs,**
1st Floor, Custom House,
Income Tax Circle, Navrangpura,
Ahmedabad-380009

Sir,

**Sub: Advisory for Roll-out of ECCS at Ahmedabad ICT- reg.**

The Express Cargo Clearance System (ECCS) has been successfully migrated from EICI data centre to CBIC data centres on 29.06.2020. The ECCS application is being owned and managed by CBIC, with M/s Wipro being the application vendor and M/s TCS being the infrastructure vendor. The office of WZU, Systems, Mumbai, has ensured the application related readiness for roll-out of ECCS at Ahmedabad International Courier Terminal. The infrastructure related pre-requisites should be ensured by the Custodian i.e. Gujarat State Export Corporation Limited. The following advisory is being issued for ensuring smooth and hassle-free roll out of ECCS at Ahmedabad ICT:

1. The ECCS application would be accessible through the following URLs:

| Sl. No. | Module | URL |
|---------|--------|-----|
| i. | Main Application Portal (for all stakeholders) | https://eccs.cbic.gov.in/eccs/ |
| ii. | Mobility (for Trade to track the status of the shipment) | https://eccsmobility.cbic.gov.in/eicimobility/ |
| iii. | Bulk Upload (for Authorised Couriers) | eccsbulkupload.cbic.gov.in |

2. The users for accessing the main application portal will be created through the system by the Port Admin, RMS Admin and the respective Group admins (Courier Group Admin, Custodian Group Admin, Customs Group Admin). The user credentials will be received through an automated email. Upon first login, the users are advised to reset their passwords and set the Security Questions.

3. The following details of helpdesk support are for the end users of the ECCS application:

   **i.** Helpline Email Id:     **eccs.helpdesk@icegate.gov.in**
   ii. Helpline contact No.:   **0120-4864713**

4. The Customs field formations, Custodians and authorised Couriers are advised to refer the User manuals (already emailed), FAQs, ECCS website (https://courier.cbic.gov.in/). The following

SPOCs (Single Point of Contacts) have been nominated from Wipro and TCS teams, to address any urgent issue or queries:

| Issue | Name of the SPOC | Email id | Mobile no. |
|---|---|---|---|
| SSO-id password reset | Mr. Arun Agarwal, Wipro | **arun.agarwal@wipro.com** | 9971033166 |
| Bulk Upload related issue | Mr. Rishabh Malik, Wipro | **rishabh.malik1@wipro.com** | 9810501369 |
| Main application related issue | Ms. Rupal Yadav, Wipro | **rupal.yadav@wipro.com** | 9971690809 |
| Network related issue | Mr Subramanian. K, TCS | **subramanian.ktcs@icegate.gov.in** | 9043055373 |

5. The roll-out of ECCS at Ahmedabad ICT is planned to be done in a phased manner. In the first phase, export document clearances under **CSB III** will be undertaken tentatively from **07.12.2020** on **pilot basis for selected few flights,** and will gradually be increased to 100% rollout. In the second phase, the export clearances under CSB IV and CSB V will be undertaken. In the third phase, the import clearances under CBE XI, CBE XII, CBE XIII and CBE XIV will be undertaken. The dates for last two phases shall be decided after successful launch of first phase and readiness of all stakeholders for the next phases. An experienced resource from Wipro will be deployed during the initial days for providing adequate handholding to the stakeholders.

6. A suitable Public Notice (draft attached) may be issued by your office for the benefit of all the stakeholders and adequate staffing of Customs officers for ECCS may be ensured.

7. An online group has been created, including the WZU officers, Customs field formations, Custodians, authorised Couriers, Wipro, PWC and TCS, to ensure fast communication, to address the ECCS roll-out related issues. Further, any urgent issue can also be brought to the notice of **Mr. Siddalingesh, JD, WZU** (email id: patil.siddalingesh@gov.in, mobile no: 8080669239) or **Mr Jay Waghmare, DD, WZU** (email id: jay.waghmare@gov.in, mobile no: 7678004825).

This issues with the approval of Pr. DG of Systems and Data Management, New Delhi.

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, RMCC, Mumbai.
3. M/s. GSEC Limited, Ahmedabad.