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

F. No. IV (10)/01/2021/WZU/Cochin   Date: 22.01.2021

Advisory No 01/WZU/2021

To,

The Commissioner of Customs,

Cochin Custom House, Willingdon Island,

Cochin

Sir,

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

The Express Cargo Clearance System (ECCS) has been successfully migrated from EICI data centre to CBIC data centre on 29.06.2020. The ECCS application is being owned and managed by CBIC, with M/s Wipro as the application vendor and M/s. TCS as the infrastructure vendor. The office of WZU, Systems, Mumbai has ensured the application related readiness for roll-out of ECCS at Cochin International Courier Terminal. The infrastructure related pre-requisites should be ensured by the Custodian i.e. Cochin International Airport Ltd (CIAL). The following advisory is being issued for ensuring smooth and hassle-free roll out of ECCS at Cochin 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)	https://eccsmobility.cbic.gov.in/eicimobility/
iii.	Bulk Upload (for Authorised Couriers through SFTP)	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 Cochin ICT is planned to be done in a phased manner. In the first phase, the clearance of import is planned to be undertaken on pilot basis with effect from 28.01.2021. In the initial stages, the pilot run would include only selected flights, which shall be notified separately by your office, while the remaining shipments would continue to be cleared manually. 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 faithfully,

(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. CIAL, Cochin.