



OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS)
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F. No. IV (10)/01/2020/WZU

Date: 07.07.2021

Advisory No. 04/WZU/2021

To,
The Commissioner of Customs (Preventive), Jodhpur,
NCR Building, Statue Circle,
'C' Scheme, Jaipur - 302005

Sir,

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

The Express Cargo Clearance System (ECCS) has migrated from EICI data centre to CBIC data centre on 29.06.2020. The ECCS application is 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 Jaipur International Courier Terminal. The infrastructure related pre-requisites should be ensured by the Custodians i.e. M/s. Rajasthan Small Industries Corporation Limited, M/s. Jaipur Gemstone Exchange. The following advisory is being issued for ensuring smooth and hassle-free roll out of ECCS at Jaipur 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**

iii. Helpdesk web form: <https://courier.cbic.gov.in/contactus.jsp>

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 Jaipur ICT is planned to be done in a phased manner. The dates for phase-wise roll out shall be decided in consultation with Customs formation and subject to the readiness of all stakeholders 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** (email id: patil.siddalingesh@gov.in, mobile no: 8080669239) or **Mr Kodali Gokul, DD** (email id: kodali.gokul@gov.in, mobile no: 9666077806).

This issues with the approval of Director General 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. RAJISCO, Jaipur.
4. M/s. Jaipur Gemstone Exchange, Jaipur.