



OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS)
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400001
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F. No. IV (10)/01/2020/WZU

Date: 28.09.2021

To,
The Principal Commissioner of Customs (Airport & ACC)
15/1, Strand Road, Custom House,
Kolkata-700001.

ADVISORY NO 9/2021

Sir,

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

The office of WZU, Systems, Mumbai, has ensured the application related readiness for roll-out of ECCS at Kolkata International Courier Terminal. The mandatory infrastructure related prerequisites (i.e. configuration of handheld barcode scanners, installation of Security Agents etc.) should be ensured by the Custodian i.e., AAICLAS. The following advisory is being issued for ensuring smooth and hassle-free roll out of ECCS at Kolkata ICT:

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

Sl. No.	Module	URI
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:
- Helpline Email Id: **eccs.helpdesk@icegate.gov.in**
 - 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.ktes@icegate.gov.in	9043055373

5. The roll-out of ECCS at Kolkata ICT is planned to be done in a phased manner. In the first phase, clearance of export covered under Courier Shipping Bill (CSB-III) will be undertaken. In the initial stages, the pilot run would include only selected flights which shall be notified separately 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** (email id: patil.siddalingesh@gov.in, mobile no: 8080669239) or **Mr Jay Waghmare, DD** (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,



Digitally signed by AKHILESH PANDEY
 DN: c=IN, o=DIRECTORATE OF SYSTEMS, WZU, MUMBAI, ou=CBIC, NEW DELHI, postalCode=400001, st=MAHARASHTRA, cn=AKHILESH PANDEY
 Date: 2021.09.28 12:56:28 +05'30'

(AKHILESH PANDEY)

Additional Director General

Copy for kind information and necessary action to:

1. The ADG(SI), Systems, New Delhi.
2. The ADG, NCTC, Mumbai.
3. M/s. AAICLAS, Kolkata.