



F. No. IV (10)/01/2020/WZU

Date: 09.03.2022

Advisory No. 04/WZU/2022

To,
The Commissioner of Customs,
Hyderabad GST Bhavan, L.B. Stadium Road,
Basheerbagh, Hyderabad-500004

Sir,

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

Please refer to the CBIC Notification No. 27/2018-Customs (N.T.) dated 28.03.2018 (amended vide Notification No. 82/2020-Cus (NT) dated 21.08.2020), appointing 14 Customs airports as International Courier Terminals (ICTs). The office of WZU, Systems, Mumbai has ensured the application related readiness for roll-out of Express Cargo Clearance System (ECCS) at Hyderabad International Courier Terminal. The mandatory infrastructure related pre-requisites (i.e. configuration of handheld barcode scanners, installation of Security Agents etc.) should be ensured by the Custodian i.e. M/s GMR. The following advisory is being issued for ensuring smooth and hassle-free roll out of ECCS at Hyderabad 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.: **1800-2666-882**

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 CMS and TCS teams, to address any urgent issue or queries:

| Issue | Name of the SPOC | Email id | Mobile no. |
|--------------------------------|---------------------------|---------------------------------|------------|
| SSO-id password reset | Mr. Sisir Kumar Rout, CMS | sisir.routcms@icegate.gov.in | 9337030321 |
| Bulk Upload related issue | Mr. Shijo J, CMS | shijo.justincms@icegate.gov.in | 9496615855 |
| Main application related issue | Ms. Meenakshi Rao, CMS | meenakshi.raocms@icegate.gov.in | 7798905646 |
| | Ms. Ankita Yadav, CMS | ankita.yadavcms@icegate.gov.in | 7718913226 |
| Network related issue | Mr Arun Prakash, TCS | arun.prakashtcs@icegate.gov.in | 9789268507 |

5. The roll-out of ECCS at Hyderabad ICT is planned to be done in a phased manner. In the first phase, clearance of export consignments covered under Courier Shipping Bill (CSB-III) will be undertaken on pilot basis. Further roll-out will be done based on the preparedness of all stakeholders. Onsite resources from CMS have been deployed at Hyderabad ICT 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, CMS, 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, Additional Director** (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: 2022.03.09 17:11:05 +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. GMR, Hyderabad.