

	<p>कार्यालय, अपर महानिदेशक (प्रणाली), पश्चिमी क्षेत्र इकाई OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS), WZU नवीन सीमाशुल्क भवन, बैलार्ड एस्टेट, मुंबई-400001 NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400001 दूरभाष- Phone 022-20825273; Email: systems.wzumumbai@gov.in</p>
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ADVISORY NO: 03 /SYS/WZU/2024 Dated: 07 /10/2024

Sub: Grievance Redressal Mechanism in ECCS

The Advisory No. 01 /SYS/WZU/2023 dated 27.01.2023 and 03 /SYS/WZU/2023 dated 01.02.2023 provide details of helpdesk no 1800-2666-882 & email ID eccs.tradehelpdesk@icegate.gov.in for grievance redressal in ECCS. This office receives grievances/requests through various modes viz. telephone calls, physical letters, CPGRAMs and emails at various emails besides the dedicated help desk email ID mentioned in the said advisories. This office entertains all references /suggestions/grievances/ requests in systematic manner. The Ticket Identification (I'd) number is allocated by helpdesk on receipt of grievances at helpdesk but grievance/request received from other modes, do not get such Identification Numbers.

Therefore, to bring transparency and efficiency in grievance handling, the improved SOP is prescribed as follows:

1. All grievance/requests received shall be entered into the monitoring software (HPSM tool at present) for creation of ticket.
2. The ticket I'D shall be communicated to the person sending the grievance/request.
3. All grievances/requests shall be dealt in *first in first out* (FIFO) basis. However, the Additional Director/Joint Director in charge of grievance handling can accord higher priority or order immediate action without following the FIFO system.
4. Since many grievances require coordination with various other organizations e.g. RBI, GSTN, ICEGATE, ICES, it is our endeavor to resolve the grievance within 5 working days and inform the grievant through emails.
5. In case the person is not satisfied with the response/ resolution, he can send the grievance/request through email or call at helpdesk, referring the earlier ticket I'D. All such grievances/ requests shall be given priority in the system.
6. A list of all such grievances where the applicants is not satisfied with the response/ resolution, shall be prepared on weekly basis with status and Deputy

Director/Assistant Director in charge of grievance handling, shall put up to Additional Director/Joint Director in charge of grievance handling through e-office.

7. Some of the grievances related to IDPMS/EDPMS/GSTN, which are received without complete details, leading to inability to act by helpdesk. To avoid communication to collect details form grievant, it is advised that the details for IDPMS/EDPMS/GSTIN grievances/request should be shared in the prescribed format as given below:

SR No	IEC CODE	AWB	Port Code	AD Code	Complete BOE / SB NO	BOE / SB DATE	GSTN No.	Issue in brief

8. Any difficulty in implementation of the advisory may be brought to the notice of the undersigned.


 (RANJIT KUMAR)
 Additional Director General
 WZU, Mumbai

Copy to

1. Pr. DG, Directorate of Systems and Data Management, New Delhi
2. ADG (ICEGATE), New Delhi
3. Pr. Commissioner/ Commissioner of Customs, all International Courier Terminals (ICT)
4. M/s EICI to circulate to all stakeholders
5. Authorized couriers
6. Webmaster for posting on ECCS and CBIC websites