

	<p>कार्यालय, अपर महानिदेशक (प्रणाली), पश्चिमी क्षेत्र इकाई OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS), WZU नवीन सीमाशुल्क भवन, बैलार्ड एस्टेट, मुंबई- 400 001. NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400 001. दूरभाष- 022-20825140, फ़ैक्स- 022-220825148 Phone: 022-20825140, Fax: 022-20825148, Email: systems.wzumumbai@gov.in</p>
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Date: .07.2026

Advisory No. 08 /SYS/WZU/2026

To,

The Pr Commissioner of Customs (Export),
ACC, Mumbai
(i/c Navi Mumbai International Airport)

Sir,

Subject : Advisory for Roll-out of Express Cargo Clearance Systems (ECCS) at Navi Mumbai International Airport, Navi Mumbai - Regarding.

Please refer to the CBIC Notification No. 27/2018-Customs (N.T.) dated 28.03.2018, as amended from time to time. Last amendment was made vide Notification No. 57/206-CUSTOMS (N.T.) dated 18th June, 2026, vide which Navi Mumbai was appointed as International Courier Terminal ("ICT") under Sec 7 (1)(f) of the Customs Act' 1962.

2. The ECCS application is accessible through the following URLs:

Sr. 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 authorized Couriers through SFTP)	eccsbulkupload.cbic.gov.in

3. Different types of Admin and their privileges for allocation of roles to ECCS Users is tabulated in Annexure. Port Admin will create three types of Group Admins (Couriers Group Admin, Custodian Group Admin & Customs Group Admin). They in turn will create users for accessing the main application portal. The user credentials will be received through an automated email. After the first login, the users are advised to reset their passwords and set the security questions.

4. The following details of helpdesk support are for the end user of the ECCS application:

- i. Helpline email id: eccs.helpdesk@icegate.gov.in
- ii Helpline contact No.: 1800-2666-882

5. The Customs field formations, Custodians and authorized 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. ManikantaKumar Putta, CMS	ManikantaKumar.PuttaCMS@icegate.gov.in	9182552003
Main application related issue	Mr. Vaibhav Jadhav, CMS	Vaibhav.JadhavCMS@icegate.gov.in	9766437085
Main application related issue	Mr. Abhishek Nair, CMS	Abhishek.NairCMS@icegate.gov.in	8105700347
Network related issue	Mr. Rahul Chaudhary, CBIC Network Team	cbic.network@icegate.gov.in Si.shiftManagers@icegate.gov.in Rahul.chaudhrytcs@icegate.gov.in	9717940605 0446663803 8

6. The roll-out of ECCS at NMIA ICT is planned to be done in 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 NMIA ICT for providing adequate handholding to the stakeholders.

7. A suitable Public Notice may be issued by your office for the benefit of all the stakeholders and adequate staffing of Customs Officers for ECCS may please be ensured.

8. To address ECCS roll-out issues, an online group has been created that includes WZU officers, Customs field formations, Custodians, Authorized Couriers, CMS, PGA (M/s PWC) and TCS for faster communication. Further, any urgent issue can also be brought to the notice of Dr. Rajesh Munde, Joint Director (email id rajesh.munde@gov.in , Mobile No. 9975243550) or Mr. D.V. Gautam, AD (email id dv.gautam@gov.in , Mobile No. 8898020712).

Hindi version follows.

(Manish Thapliyal)
Additional Director General

Copy for information to:

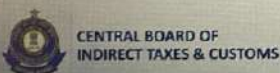
1. The Pr. DG. Directorate of Systems and Data Management, New Delhi.
2. The Pr. Commissioner / Commissioner of Customs, all International Courier Terminals (ICT).

3. The Pr ADG, DCCS, DG (Systems), New Delhi.
4. The Pr /ADG, NCTC, Mumbai.
5. M/s. NMIA
6. M/s EICI
7. Webmaster for posting on ECCS & CBIC Website.

1. Login to ECCS application: <https://eccs.cbic.gov.in/eccs>

NOTE: Only Admins, like Super Admins, Port Admins, Custom Group Admins, Custodian Group Admins, and RMS Admins, can modify the user accounts underneath their respective purviews.

Sr. No.	ADMIN TYPE	AUTHORISED TO MODIFY
1	SUPER ADMIN	PORT ADMIN, RMS ADMIN
2	PORT ADMIN	CUSTOM GROUP ADMIN, COURIER GROUP ADMIN, CUSTODIAN GROUP ADMIN
3	CUSTOM GROUP ADMIN	CUSTOM USER IN ECCS
4	COURIER GROUP ADMIN	COURIER USERS IN ECCS
5	CUSTODIAN GROUP ADMIN	CUSTODIAN USERS IN ECCS
6	RMS ADMIN	RMS USERS IN ECCS



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