



कार्यालय, अपर महानिदेशक (प्रणाली), पश्चिमी क्षेत्र इकाई  
Office of the Additional Director General (Systems), West Zonal Unit  
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Date: 28.10.2026

**ECCS Advisory No. 13 /SYS/WZU/2026**

**Sub: Mandatory Hand-held Scanner Arrival Scan for CSB-V Shipments by ICT Custodians in ECCS - reg.**

Attention is invited to Advisory No. 06/SYS/WZU/2026 regarding reconciliation of ECCS/CEM particulars by Authorised Couriers and mandatory use of handheld devices for arrival scanning by Custodians.

2. To ensure that arrival scans in ECCS correspond to the physical receipt of goods, **ICT Custodians shall carry out arrival scanning for all CSB-V shipments exclusively through authorised Hand-held Scanner (HHS) devices.** Virtual Arrival Scan access will be available only as a temporary exception, with the approval of the Port Admin, as described below.

3. If an HHS device becomes non-operational due to a technical fault or breakdown, the following procedure shall apply:

(i) The ICT Custodian shall submit a written declaration and countersigned request to the Port Admin seeking temporary access to Virtual Arrival Scan. The request shall include:

- The name and user ID of the Custodian Admin;
- The number and details of consignments for which arrival-scan exception is being sought along with the declaration that the correct number of packages/consignments has been physically received, separately for each Courier user; and
- Details of the HHS issue and the expected time required to resolve it.

(ii) The Port Admin shall review the request and, if approved, enable Virtual Arrival Scan access for the Custodian Admin through the Port Admin's ECCS login for a specified period **not exceeding 12 hours at a time.**

(iii) Once access is enabled for the Custodian Admin, the exceptional process of Virtual Arrival Scans for CSB-V shipments shall be accessible during the approved period.

4. **Automatic revocation:** At the end of the approved period, ECCS will automatically deactivate Virtual Arrival Scan access. Arrival scanning shall thereafter be carried out

exclusively through authorised HHS devices.

5. All Commissionerates overseeing operations through ICT Custodians are requested to:

(i) Inform ICT Custodians, Custodian Admins and Port Admins about the withdrawal of regular Virtual Arrival Scan access and the revised procedure for CSB-V shipments.

(ii) Ensure that Port Admins approve Virtual Arrival Scan access sparingly, only where necessary, and that HHS issues are resolved promptly to minimize the need for further exceptions.

6. For any clarification or assistance, please contact:

**DG Systems, WZU, Mumbai:**

[systems.wzumumbai@gov.in](mailto:systems.wzumumbai@gov.in)

[dd2.systems.wzu@gov.in](mailto:dd2.systems.wzu@gov.in)

**ECCS Helpdesk:**

[eccs.helpdesk@icegate.gov.in](mailto:eccs.helpdesk@icegate.gov.in) | 1800-2666-882

This issues with the approval of ADG, Systems, WZU, Mumbai.

  
(Manudev Jain)  
Joint Director, DG (Systems)  
WZU, Mumbai

Copy to:

1. The Principal Commissioners/Commissioners of Customs at all ICTs by email (viz. Ahmedabad, Bengaluru, Cochin, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Jaipur, Navi Mumbai).
2. EICI – requested to inform all Couriers/ Authorised Courier Operators and their ICT Custodians.
3. The Custodians at all ICTs by email (viz. Ahmedabad, Bengaluru, Cochin, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Jaipur, Navi Mumbai).
4. The Project Manager, CMS, for uploading in ECCS website.

Copy for information to:

5. The Pr. Director General, Directorate General of Systems & Data Management, New Delhi.
6. The Pr. ADG, DCCS, Directorate General of Systems & Data Management, New Delhi.
7. Office copy.